Student Canvas Feedback Workshop – November 2025

Executive Summary

Introduction

On the 11th of November 2025, the CLE Project Team hosted a workshop to gather student feedback on Canvas after launching across the University and replacing Blackboard as the central learning environment. The workshop was attended by 45 students - a combination of undergraduate, postgraduate, new and returning from a range of schools.

Objectives

This workshop was designed to follow on from the outputs of the first two student workshop, hosted on the 27th of November 2024 and 27th of March 2025. Attached below are the executive summaries and summary infographics from these previous workshops:

CLE November 2024 Student Workshop Exec Summary.docx
CLE November 2024 Student Workshop Infographic.pdf
CLE March 2025 Student Workshop Exec Summary.docx
CLE March 2025 Student Canvas Workshop Infographic.pdf

Objectives were broken down into three key areas, listed below:

- To gather **student feedback** on Canvas following on from the initial pre-launch workshops.
- Identify whether **training and support** has been effective and capture any additional support needs.
- Identify how the **transition from Blackboard** was for returning students.

General Canvas Feedback

Overall Experience

Students gave Canvas an overall experience rating of **4.0 out of 5.0**. and provided the following feedback:

- *Positive:*
    - Easy access and understanding
    - Layout and colour coding appreciated
    - Platform seen as user-friendly
- *Constructive:*
    - Some navigation difficulties, especially for new users
    - Minor issues with assignment submission and DASS extensions
    - Some users found information overload or scattered resources
- *Improvements:*
    - Clearer module posting
    - Better navigation
    - More intuitive design
    - Easier access to previous year's modules

What students like about Canvas (feedback from group discussions):

- Easy to navigate and user-friendly

- Accessible on mobile and iPad devices
- Well-organised and visually appealing interface
- Straightforward assignment submission process
- Helpful notifications and deadline reminders
- Convenient access to course materials and resources
- No frequent sign-in or authenticator required

Challenges students have faced when using Canvas (feedback from group discussions):

- No submission receipt or preview of submitted work
- Difficulty finding information, links, or pages
- Course materials and information scattered across sections - inconsistency
- Professors not categorising tabs
- Assignment submission process can be confusing or hard to locate
- Downloading files (especially PDFs) sometimes incomplete or problematic
- Platform crashes/technical issues
- Notification overload
- Inconsistent interface display between users
- Calendar and group functions not user-friendly or effective
- Course material not transferred from previous platforms (e.g., Blackboard)
- DASS (Disability and Support Services) extensions not always considered

Improvements students want to see:

- Better search and navigation – search function within course materials
- Professors being consistent with courses and using only Canvas to store course materials
- Reduced number of tabs
- Improved notifications and customisation
- Easier and more reliable file downloads
- More visible and accessible support
- Standardised course organisation
- Clearer support for DASS/mitigating circumstances

Ease of Use

- **62%** of students said it was easy to navigate Canvas
  (Very easy – 27%, Easy – 35%, Average – 38%, Difficult – 0%, Very Difficult – 0%)

- **82%** of students said it was easy to find the courses they're enrolled in
  (Very easy – 47%, Easy – 35%, Average – 15%, Difficult – 3%, Very Difficult – 0%)

- **44%** of students said it was easy or very easy to locate their course materials
  (Very easy – 12%, Easy – 32%, Average – 38%, Difficult – 18%, Very Difficult – 0%)

- **44%** of students said it was easy to find where to submit assignments and coursework
  (Very easy – 23%, Easy – 21%, Average – 44%, Difficult – 12%, Very Difficult – 0%)

Accessing Canvas

- **78%** of students use the Canvas website more

- **14%** of students use the website and mobile app equally

- **8%** of students use the mobile app more

A handful of students were not aware there was a mobile app.

Comparison to Blackboard

- **61%** of students said Canvas was better than Blackboard
  (Much Better – 25%, Better – 36%, About the Same – 32%, Worse – 4%, Much Worse – 3%)

The general feedback demonstrates Canvas as a platform that is broadly welcomed by students. While it's generally perceived as a positive step forward, students a clear desire for ongoing improvement, particularly around consistency, organisation and accessibility. Moving forward, there is an opportunity to build on the work conducted to date, by prioritising user-centred improvements, encouraging standardisation of course units and ensuring that support processes are clear.

Canvas Resources Feedback

During the workshop, we provided students with the support resources that were available prior to and during the launch of Canvas, including: the student support page, Canvas Community resources, student fact sheet and Get Ready & Go guide, tutorial videos and local resources.

- **61%** knew about some or all support resources before the workshop.
  (Yes – 29%, Some – 32%, No – 37%)

- **39%** of students found the Canvas support resources easy to find
  (Very easy – 11%, Easy – 28%, Average – 55%, Difficult – 6%, Very Difficult – 0%)

- **48%** of students found the Canvas support resources useful
  (Very Useful – 13%, Useful – 36%, Average – 46%, Not Useful – 5%)

Canvas resources students have benefited from:

- Recorded lectures and videos
- Screens, posters, and support hubs around campus
- Connect ticket system for support
- Easy access to course materials and resources
- Guidance from staff or peers

How students found and accessed Canvas resources:

- QR code on posts and digital screens around campus
- Canvas Student Support page
- Browsing Canvas
- Canvas roadshows and stalls during welcome week
- University social media accounts

Some students said there were too many emails sent during start of year resulting in information overload.

Additional Canvas resources students want to see:

- Integration with other platforms such as Google Scholar
- Built-in support button or chatbot for easier help
- More visibility and advertising for support resources
- Tools for plagiarism checking (e.g., Turnitin plugin)

It is important to note that many students explained that they had not sought out support resources as they didn't require support.

While a significant proportion of students have benefited from the Canvas resources produced and support processes in place, there is still room to improve awareness and ease of access. By addressing these areas and continuing to adapt resources based on student feedback, we can ensure that support for Canvas is both effective and inclusive, helping all students to make the most of the platform.

Canvas Help and Support Feedback

Following on from feedback provided on Canvas resources, the final section of the workshop focused on gaining feedback on the help and support available for Canvas.

- **69%** of students said they had the support required to get started with Canvas
  (Yes – 69%, Some – 20%, No – 11%)

- **71%** of students said that if they needed Canvas help and support, they know how to access it
  (Yes – 71%, Somewhat – 14%, No – 14%)

Canvas support students accessed and benefitted from:

- Student Support Hubs
- Canvas project stalls

It's useful to note that most students explained that they didn't seek out any support resources as they didn't need to.

IT Support – Connect

Only **3 students** said they had used the Connect form, and all provided positive feedback in that it was efficient and that IT were very responsive.

The majority of students explained they were either unaware of the Connect form or had not needed to seek support. These students expressed appreciation for being introduced to this resource for future.

Improvements to Canvas support students want to see

- More visible support
- Support chatbot built into Canvas
- Improve visibility of Connect form

The feedback on Canvas help and support highlights a generally positive experience with Canvas, with many students not requiring any support. However, the feedback also reveals opportunities to improve our support offering – we should focus on making support processes more visible and intuitive, ensuring that all students can easily access effective help when required.

Conclusion

Canvas is generally well-received by students, who find it user-friendly and an improvement over Blackboard. The launch of Canvas marks the start of an ongoing, iterative process, where student feedback will drive continuous improvement and ensure the platform evolves to meet needs and enhance student experience. This feedback highlights the opportunity to make improvements to navigation, course organisation, standardisation and support visibility.