



UX and the VLE – Meg Juss
@Meg Juss | #BbTLC17

Looking at the Usability of Learning Edge (Blackboard) Through Our Students' Eyes

Blackboard
TLC 17
MILAN



Edge Hill University | edgehill.ac.uk



Students – 16,000 | 13,500 FTE
Staff – 1,298

University status, 2006
THE University of the Year, 2014
THE Best University Workplace,
2015

Best student experience in the
North West – THE Student
Experience Survey, 2016
Top 10 in the UK for teaching quality
– Times/Sunday Times Good
University Guide, 2017



Learning Services | edgehill.ac.uk/lis



Staff – 144

Library

Learning Technology Development

SpLD Support

Media & ICT Support

Academic Skills Support

Research Support



Learning Edge | learningedge.edgehill.ac.uk

First VLE , WebCT – 1999
Bb CE8 & Managed Hosting – 2008
Bb Learn 9.1 – 2011
Community Engagement – 2014
2017...
Bb Learn 9.1 Q4 2015
Managed Hosting / Diamond SLA
Mosaic & Mobile Learn
Collaborate Ultra
Bb Open Ed
+ Turnitin, Panopto, Lynda.com,
BOB, eShare, BOS, Qwickly...



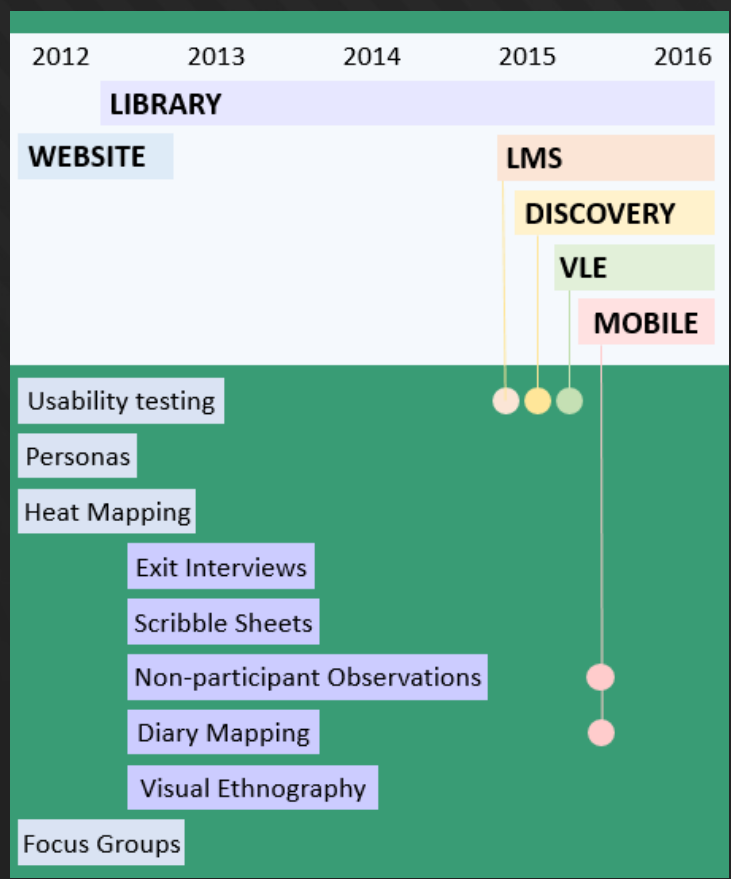
What do I mean by UX?

‘A person's **perceptions** and **responses** that result from the use or anticipated use of a product, system or service’

Via Wikipedia



A history of UX in Learning Services



Interacting with our customers, gaining insight and trying to get to the heart of what makes for a good student experience



Why UX and the VLE?

‘A user interface is like a **joke**. If you have to explain it, it’s not that good.’

via @SkyMacCreative



'confusing', 'jumbled' and 'overwhelming'

Login

Username:

Password:

[Login](#) Forgot your password?

By logging in you are consenting to us using cookies to personally identify you. Find out more about our cookies.

Edge Hill University Blogs

News

Edge Hill Professor invited to speak at the Sector Ambulance Leaders Conference
Theatre Feedback: 38 minutes ago
Learning Services
Semester 2 Workshops: It's never too late to join!
Katie Johnson: about 3 hours ago
The Learning Edge
Have you ever wanted to...
Adrian Carr: about 22 hours ago
Scholarship Blog
Applications for Scholarships are now open!
The Editor: 18 days ago
IT Services
Why does my network account keep locking?
Sally Gordon: about 1 month ago

Interested in volunteering at Liverpool Sound City 2017?

Come along to the meeting on Monday 29th February at 17:30 in the Arts Centre. Rail Bar for more info.

Module Choice

- Folk - Secondary Training Conference
- Lead Your Student's Union

IMPORTANT INFORMATION

Edge Link

- Please Help Reminder - Short Research Survey
- Will your skill or talent earn you up to £2000?
- Could you be nominated to receive £2000?
- Sport Relief Mile
- Traffic, Holocaust Education and the Tropes of Jewish/Muslim Difference, Dr Yulia Goprows, University of Durham.
- Unibuddy Library
- Student Employee and Volunteer Awards 2016
- Looking for 2016 Graduate Vacancies?
- Exams coming up?
- Now Session at the Arts Centre!
- Thinking of Applying for a PGCE?
- Using Unistudies and Social Media to Find Work
- Learn or practise any available language of your choice...

[Amazing discounted software for students and staff here!](#)

1

Tools

- Announcements
- Calendar
- Tasks
- My Grades
- Course Task
- Feedback Profile
- Tools

My Courses

Courses where you are Student

2016 LEARNING
FLEXIBLE POLICE SECONDARY

My Announcements

Learn - Scheduled Maintenance, Saturday 25.03.16

FLEXIBLE POLICE SECONDARY
Main Theme

Have Your Say

The annual surveys that give you a chance to feedback on your experience at Edge Hill University are now open!

Student Surveys

National Student Survey - For you! Find Year students Internal Student Survey - All other students
Complete your survey by midnight 20th February 2016 at: www.edgehill.ac.uk/surveys

Tweets

Edge Hill Learning Edge @edgehilluni 22 Feb
Tweets - 50+ Hashtags Maintenance 08.03.16. Tutorials services may be temporarily unavailable during... @edgehilluni @learningedge

Logging into this site indicates that you have read and accepted Edge Hill's Acceptable Use Policy and consent to us using cookies to personally identify you.

3

Home Student Central

Printing

[Add printer credits here](#)

You can print through your web browser from your own device to printers in the Library, L19C & A10C.
[Print through your web browser!](#)

Edge Hill Student Blogs

Life in England
Jackie Ford
Address: 2 days ago
Your Wellbeing
Address: 24 days ago
One Step at a Time
Address: 26 days ago
Fighting for you
Address: 25 days ago
Learn British Language
Address: about 1 month ago

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Student Support

- Fire Entry
Applying to Higher Education: STUDENT CHECKLIST (doc)
- Facilities Management
Huffa for Housing Issues | PH Helpdesk Accounts | Room Inspections | Panel Collections | Student Employment
- Student Accommodation
Student Accommodation Finder
- Academic Progress
Assessments, Examinations & Placements
- Student Support
Policies, Procedures, Regulations & Appeals | Academic Fees & Departmental Webpages
- Student Services
Support, Help & Advice | Student Handbook 2015 | All Reports & Regulations
- Careers
Careers Centre - Part-time Jobs
Recent Postings | Learning Service

Student Learning

- CPD Handbooks
Undergraduate CPD Handbook | Postgraduate CPD Handbook
- GRADUATION
Graduation Information
- Unistudies

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2

Library Search

Find books and eBooks

Library Catalogue [Search](#) [Advanced search](#)

Discover More

Find academic journals, articles and database collections.

Discover More [Search](#)

A guide to using Discover More

Study Rooms and PCs

Locate a place to work.

[Find a free computer](#)

[Book an Individual Study Room](#) [Book a Group Study Room](#)
[Book the Assistive Technology Room](#) [Book a Room at Woodlands](#)

Ask Us

Find out more about our services

Learning Services Enquiries

Ask Us is a knowledge base and helpdesk that you can access online and via your mobile device.
Use this service to ask questions and find answers about learning resources, technologies and support.

Learning Services News

Health Subject Resources

Get started finding information for your assignments and access support for academic writing & referencing.

[Getting Started!](#) [Find Journal Articles](#) [eBook Help](#) [Online Research](#)
[Evidence Based Research](#) [Reference Material](#) [Newspapers](#) [Support & Workshops](#)
[Assignment Help](#) [Reference](#) [Counselling](#) [Social Work](#)

UniSkills Online Tools

Our new online interactive tools cover a range of essential academic skills to support your independent learning and improve the quality of your assignments.

UniSkills tools and resources are available online 24/7 giving you flexible support directly from your PC or device.

Harvard Referencing

My Library Account Summary

Library account information is available to everyone with an active Edge Hill University Library Account.

- If you do not have a library account you can contact the library to find out if you are eligible for one.
- If you have a library account but your information isn't showing, by refreshing your browser and logging out and back in again before reporting a problem.

Access to FAQs about your My Library Account Summary and other library related questions are available at go.ill

Multimedia references

Box of Broadcasts

Box of Broadcasts (BoB National) is a media archive containing over a million recorded programmes from 60+ TV and radio channels.
Use this service to record and catch-up on missed programmes, create clips and playlists, share what you are watching and much, much more.

Health references

CINAHL - Cumulative Index and Allied Health Literature

The definitive research tool for nursing and allied health professionals.

Multidisciplinary references

4



What did we want to find out?

EASY

INTUATIVE

RELEVANT

QUICK

‘The extent to which a product can be used ... to achieve specified goals with **effectiveness, efficiency, and satisfaction** in a specified context of use.’



Conducting usability testing

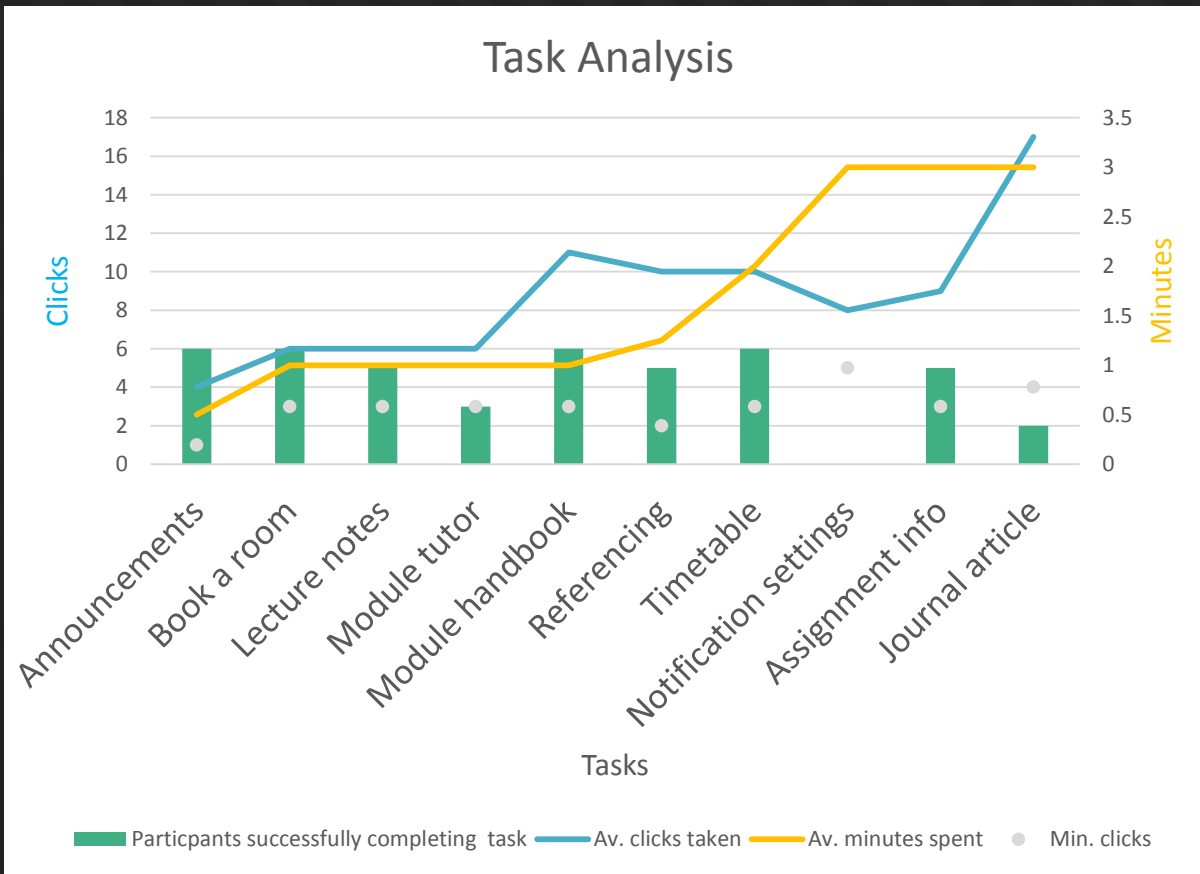


‘Understand participants’ thoughts as they interact with a product by having them **think aloud** while they work’

via usability.gov



Learning Edge usability testing findings



Generally happy, and confident with tasks but...

Missing content
 Inconsistent file names, types & location
 Information clutter
 Complex navigation paths



'My Library' tab usability testing findings

Very pleased to have access to subject specific library resources via Learning Edge

But...

- Too much information
- Unclear labelling
- Inconsistent terminology
- Irrelevant images
- Unfamiliar services



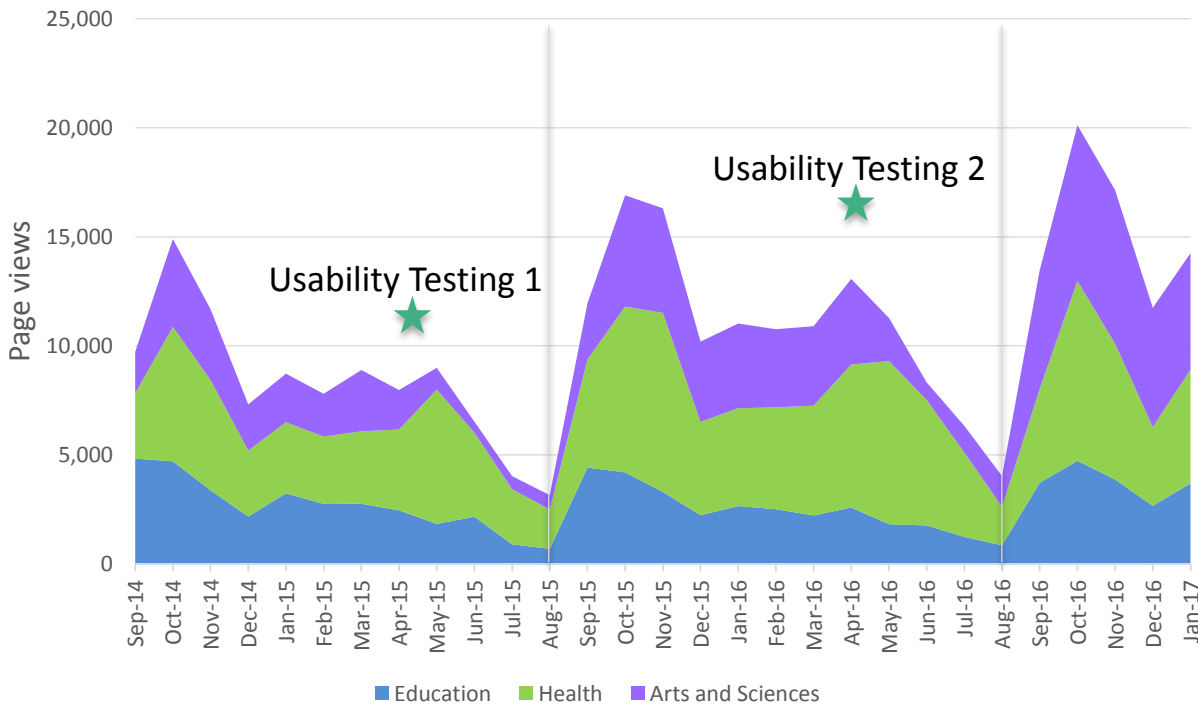
Using the evidence to improve the student experience

1. Updating the Baseline framework
2. Standardising programme & module area course templates
3. De-cluttering & improving navigation on the homepage
4. Redesigning the 'My Library' tabs



Impact on effectiveness?

'My Library' tabs - page views



Usage of 'My Library' tabs up by **+12%** in 2016/17 Term 1



Impact on efficiency?

82.5% agree or strongly agree that, '[u]sing Learning Edge has enhanced the knowledge and understanding I get from lectures, tutorials and practical sessions'

81.9% agree or strongly agree that their, 'tutors organise ... course information in a way that is logical and easy to find'

90.2% consider the Library Tab to be quite or very important

Via 7th Student eLearning Survey (2016-17) ~ 576 responses



Impact on satisfaction?

“Clearly organised, can find timetable, lectures and the handbook easily”

“it is very user friendly, so it is easy to find what I am looking for quickly”

“The My Library tab has made life a lot easier.”

“The journal and data bases link under 'My Library' has helped bring my assignment grades up to about 70%”

Via 7th Student eLearning Survey (2016-17) ~ 576 responses



Advice

Don't be afraid to explore how your students use your systems...

- Identify tasks
- Turn them into scenarios
- Usability test with your students
- Capture insights
- Fix problems
- Test again, to validate
- Repeat!



@MegJuss | #BbTLC17

Thanks for listening.

Do you have any questions / comments?

What's your experience of UX & the VLE?