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Student Usability Analysis of BlueQuill LMS

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Student Usability Analysis of BlueQuill LMS

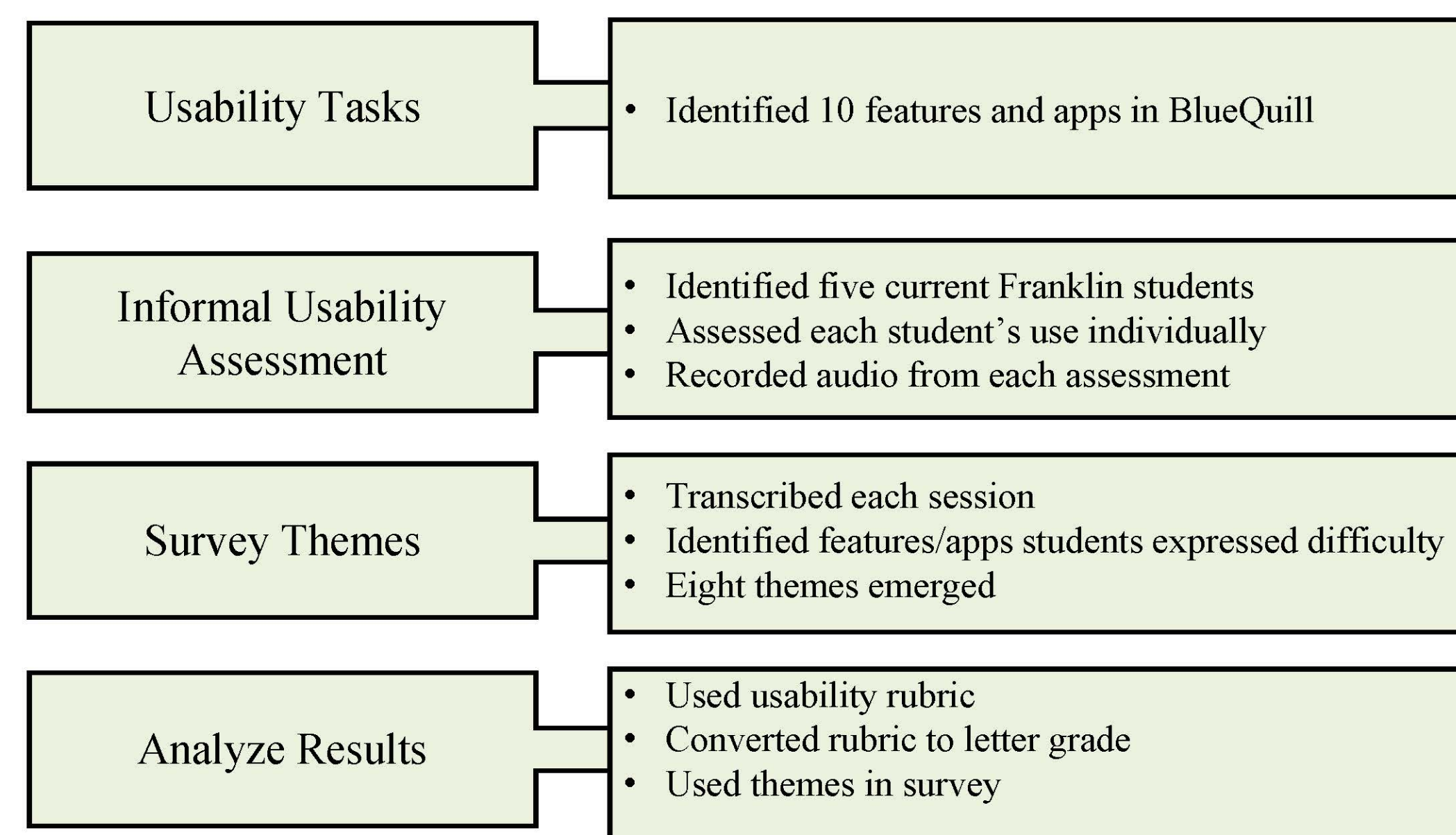
Tawana Washington, Capstone Project, Franklin University

Purpose

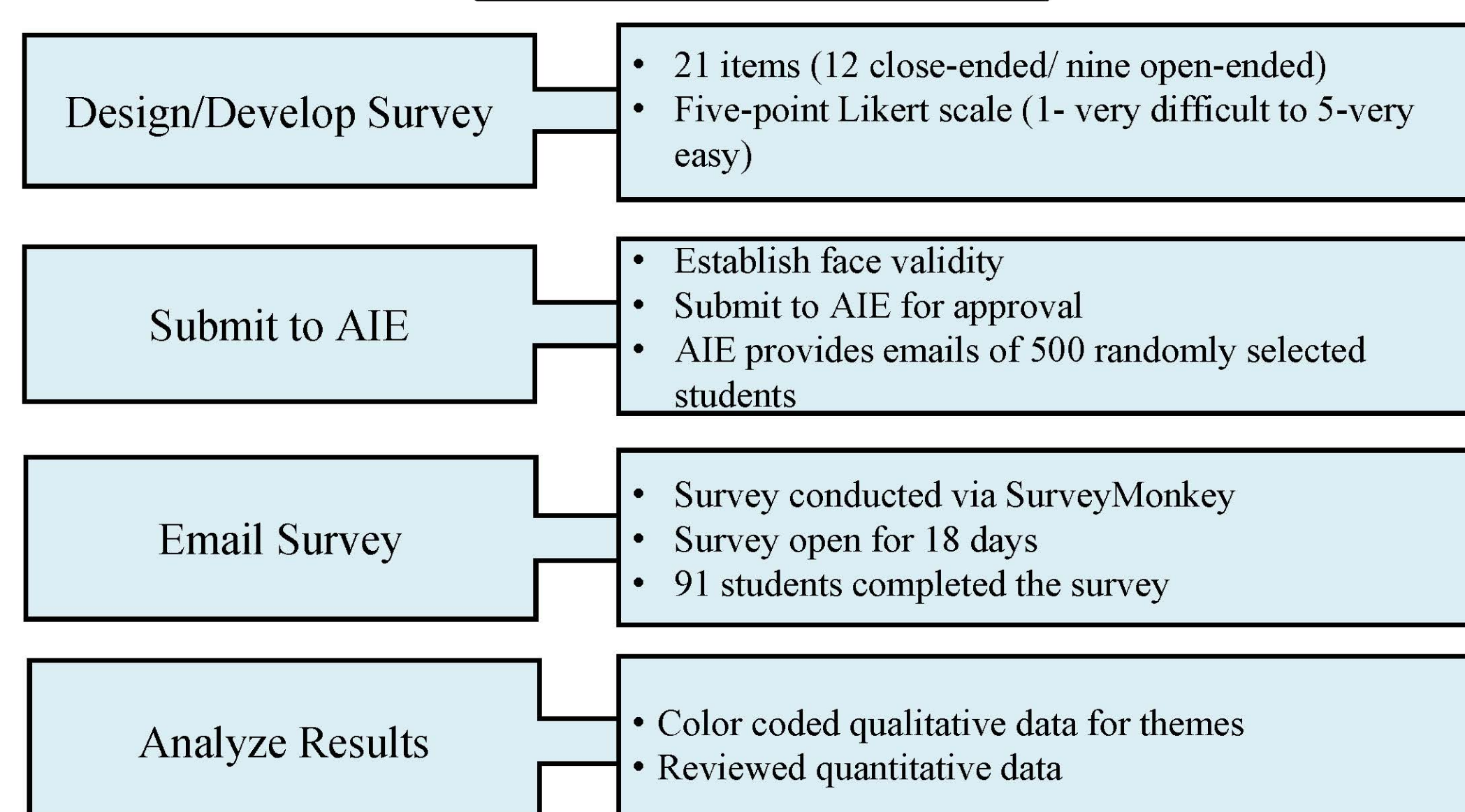
- The purposes of this usability evaluation are to address the lack of student input and guide future enhancements to BlueQuill.
- Franklin University invested in the design, development, and maintenance of its own learning management system (BlueQuill).
- It does not appear the university conducted an analysis of students' needs concerning an LMS (formative) nor the usability from students' perspectives (summative).

Methods

Phase I

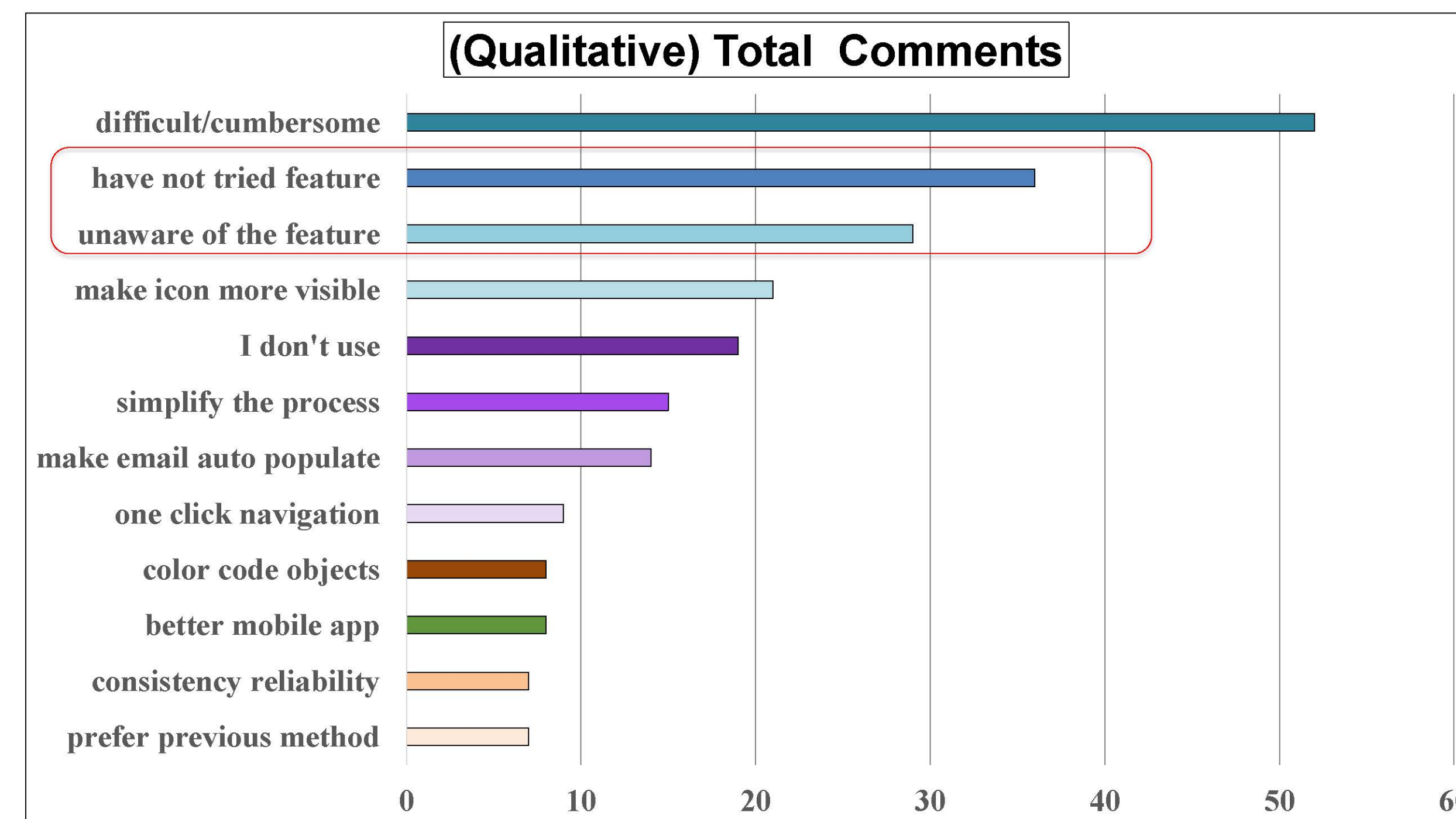


Phase II



Results

1. Qualitative data indicates that many students have not tried or are unaware of specific features.



II. Submitting a document for grading is a multi-step process which increases errors and is adversely effecting students.

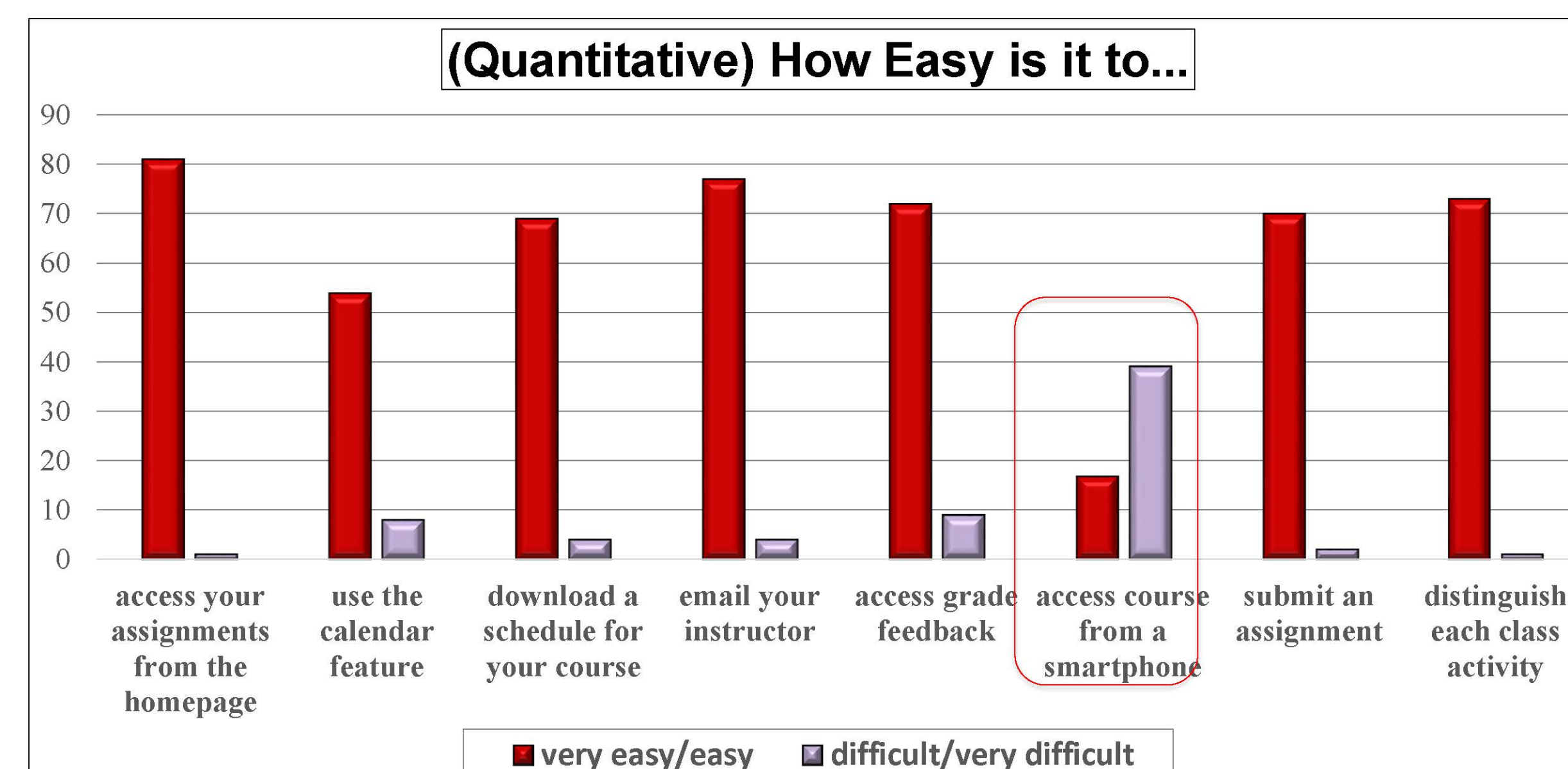
Q14: What would make it easier to submit an assignment?

Theme	Total
Simplify the process	15
Prefer the previous method (drop box)	7
Not needing to double check if assignment has been submitted	7
answered question	39
skipped question	52

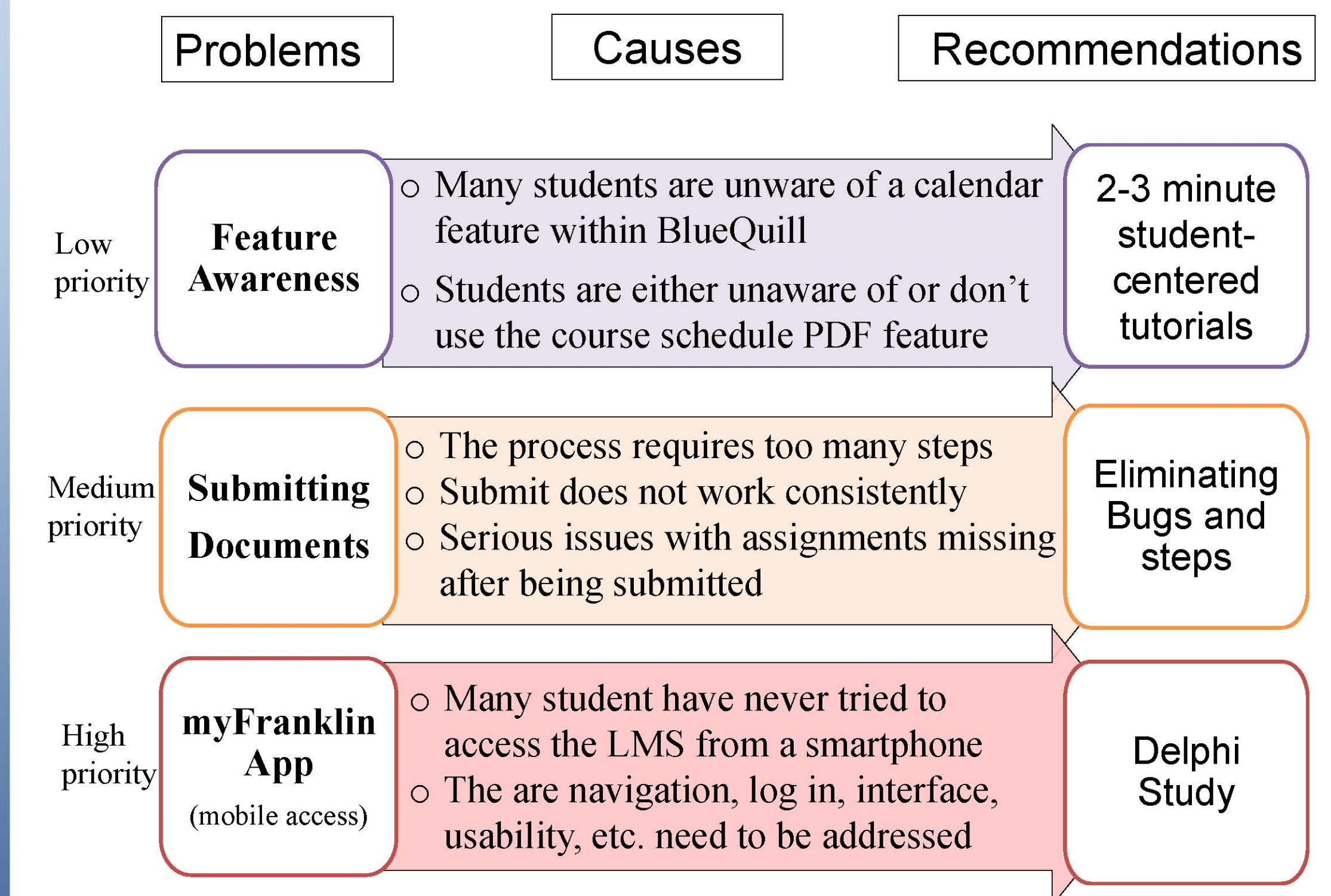
Steps in Submitting an Assignment for Grading

1. Go to the assignment	2. Click "add"
3. Click "upload"	4. Select your file
5. Click "upload"	6. Click "submit for grading"
7. Wait for the green arrow	8. Check your email for the receipt (proof of submission)

III. Data from the survey indicates students are having significant issues with the myFranklin app (accessing BlueQuill from a mobile device).



Recommendations



References

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