

**UO Libraries LMS Pilot  
FG Discussion Guide  
Students & Faculty – 1 or 2 LMS options**

**Introduction/Ground Rules**

**10-20 min**

*Library Team: Please note how important this section is for the respondents. This is the time to help them relax, build easy-going rapport and get them to open up to the idea of being interviewed. This section is critical in preparing respondents for rich participation during the remainder of the scheduled discussion time.*

**Moderator Introductions (& group prep)**

1. Name and role as independent researcher—no brand affiliation
2. Time commitment together—1.5 or 2 hours
3. Part of a research team—introduce note-takers
4. Purpose—here to talk about Learning Management Systems (LMS) at UO
5. Need for honesty—can't hurt my feelings and no right or wrong answers
6. Expect to disagree—have 4-6 of you here so we can hear 4-6 perspectives
7. Group dynamics—talkers vs. not; allowing for air time; respectful listening
8. Here to learn about your experience—so open up and have fun!

**Respondent Introductions**

1. Your first name—show us the nametag you made please
2. School/department/major
3. How would you describe your tech-savvy-ness in general?
  - Innovator
  - Early adopter
  - Trend-setter
  - Digital Native
  - Laggard
  - Tech-dummy

**General LMS Usage**

**20-30 min**

When did you first use Blackboard – date/purpose?

How do you tend to use an LMS (regardless of brand) for your courses?

1. Upload/download course documents?
2. Enter/check deadlines?
3. Enter/check the grade book?
4. Upload/view multi-media presentations?
5. Upload/read class announcements?
6. Upload/download assignments?
7. Participate in discussion boards
8. Other? Details please...

How much do you tend to customize the LMS for your courses (regardless of brand)? Meaning do you tend to use BB as it is or do you customize the look and feel, layout, terminology, color, navigation, etc?

In what way is the LMS a blessing/a positive/a gift?  
In what way is the LMS a/n irritation/inconvenience/pain?

How does it fit into the overall learning/teaching process for you?  
General likes and don't likes regarding using an LMS for study/learning?  
*Moderator will list on a chart pad paper as needed to generate ideas/discussion.*

When have they used CMET for info and assistance and why?

How many of you have used the mobile versions of an LMS on phones/tablets?  
Blackboard or other? Please give me as many details as possible about this.

When you evaluate a course or an instructor, how does the LMS experience fit into the picture? Explain.

## **Feedback on Canvas/Sakai & Compare to Blackboard** **35-60 min**

You've used the new system for 5 weeks now, what do you think?  
*Moderator will lead a general discussion with the full group, and let initial reactions surface, before starting the following structured exercise.*

### **1. Visual Storytelling/Projection Exercise** **15-20 min**

*Respondents to work individually*

There are tons of magazine pictures in front of you. You'll notice that none of them are of computers, LMS, teachers or students in class. What to do? Pick 2-3 magazine pictures that describe the emotions, beliefs and perceptions you have about Blackboard. We are only interested in the images, so ignore any words you see on the page. Cluster your 2-3 images together and give the cluster a title – you must have just ONE title. Hang them on the wall with artist's tape. Share out your visual story with the larger group.

### **2. Add Up the Positives and Negatives** **10-20 min**

*Respondents to work in pairs or clusters*

1. For each idea, use a sheet of paper divided in half lengthwise. Write the LMS name at the top (Canvas or Sakai), then label one half of the sheet "positive," and the other half "negative."
2. List all the positive aspects you can think of in 5 minutes – do NOT edit.
3. List all the negative aspects you can think of in 5 minutes – do NOT edit.
4. Assign a numerical value from 1 to 10 to every "positive" listed (with 10 being the most positive) and from -1 to -10 to every "negative" (with -10 being the most negative).

5. Add up the columns and compare
6. If you tested two LMS options, repeat this exercise by starting at #1 again.
7. **Repeat this exercise for Blackboard by starting at #1 again.**

Share out your results with the larger group and discuss.

Do you feel that most of these LMS are the same – why/why not? Explain.  
Name 2-3 significant differences and tell me how important they are to you.

### **3. Debate and Swap Sides**

**10-20 min**

*Respondents to work in teams*

Now I'm going to ask you to practice your debate skills with a "debate & swap sides" exercise. We'll divide the room in half and ask those on the left to argue one stance and those on the right to argue the other. The 2 stances are simple:

1. Why we should switch to a new LMS?
2. Why we shouldn't switch to a new LMS?

Now swap sides and debate the issue again:

1. Why we should switch to a new LMS?
2. Why we shouldn't switch to a new LMS?

Seriously, what is going to make the switch worthwhile for you?

Explain this from a personal perspective

Explain this from an institutional perspective

Explain this from a student/instructor perspective (the opposite role of you)

### **Usability Section**

**10-20 min**

*Library Team: In this section we will pull up the relevant interface/s and discuss. There will be open time for respondents to give feedback and demonstrate how they use the system, and its pros/challenges.*

Let's talk about the nuts and bolts of using the LMS. At this time we can pull up the LMS and you are welcome to walk us through any relevant steps.

How did you learn to use the LMS at first?

On a scale of 1-10, how difficult do you think it is to figure out the basic features?

On a scale of 1-10, how difficult do you think it is to figure out additional features?

What kind of support did you have?

What kind of support did/do you need?

Show me some of the positives of your new LMS.

Show me some of the challenge spots of your new LMS.

Time for free-flow of discussion depending on their desire to demonstrate LMS.

**Innovation Questions (if time allows)****10-20 min**

*Library Team: If time allows we will ask respondents to think beyond ALL THE SYSTEMS they have tried thus far and imagine the future of teaching and learning, and where/if the LMS fits into the picture.*

1. What do you expect next from LMS technology?
2. How would you like to reach/collaborate with students in the future?
3. Why? What is the vision/goal?
4. What would you need for that that you don't already have?
5. How would you like students to reach/collaborate with you?
6. Why? What is the vision/goal?
7. What would you need for that that you don't already have?
8. How do you see the future of teaching & learning in regard to tech/LMS?
9. What will change and what will stay the same? Why?
10. Is that good or bad in your opinion?

**Wrap-Up—final questions from the team—& thanks!****5 min**