

**Canvas Orientation Focus Group  
November 9<sup>th</sup>- December 23, 2020**

15 students

**Part One**

**One on One session**

Each student met one with Orientation team member using the “Think Aloud Protocol”. Students were recorded while they went through the current Canvas Orientation and gave feedback page by page

**Part Two**

Small Group Sessions 2-3 students per group 3 times week

**Bucket activity**

Gave students list of 25 topics to be covered in the Orientation course and asked them individually to create “buckets” where they place topics they believe go together into a “bucket” and then name the buckets once they have grouped them.

Each student shares how and why they grouped and named their buckets the way that they did with the rest of the group

**Part Three**

Small Group Sessions 2-3 students per group 3 times week

**5 Main Points activity**

Students picked a topic from the list of 25 topics to be covered in the Orientation course and were asked to list the 5 main points they believe a student needs to know about that topic

Each student shares out why they chose those 5 points with the group

Second part of the activity participants pretend a student has walked up to them and asked about their “topic”. They are then asked to write a script for how they would break the information down to that student in a way that is brief, yet informative.

Focus Groups are ongoing through 12/23/2020

## Examples of some of the responses from students

“There are things critical for students to know at the beginning of their journey at Foothill that are in ‘no man’s land’ that nobody talks about. We need to know these things but after we apply none of this information is given to us. You have to punch around the website and Myportal to figure it all out.” -Kayle

Topics student was referring to:

- How to register
- How to access student records and financial aid info and documents
- How they access their classes (Canvas)
- How to check their placement

\* “Can MyPortal be reorganized so that the apps have different sections that are more defined and departmentalized? Like financial aid and Jobs title and have Academic Works, Bank Mobile, Handshake, and whatever other app goes with that. And Registration title have Priority registration app, degreeworks, and student registration app.”

“Where can students find info about the clubs and what clubs we have? I myself don’t know how to find out about clubs and I am interested in them. Students need to know how to join and the benefits of joining clubs.”-Karen

“Walk Through videos teaching students how to do these things.” Juan B.  
-Speaking about how to register and use Myportal specifically

Online basics

“We should all learn at the beginning the resources and where to get them.”- Patrick

“It took me some time to find it. I didn’t not know how to access it because I took the online orientation via CNSL 275 with EOPS and they told me how to get to the link directly.”- China

\*We have already reached out to Anthony and Nazy about the MyPortal question. They will bring it up at the Banner meeting with ETS in the New Year.

All of the students told us they didn’t know how to get to the Online Orientation 😞