Competitive Analysis Report

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Introduction

The most relevant product related to our project is Canvas, an educational management platform. I chose this product because I use it every day for schoolwork, and peer reviews are built into the platform. Additionally, the critique experience can easily be streamlined through a third-party plugin, which Canvas supports. Furthermore, as designers, critique is critical in the design process to provide different perspectives (Gibbons, 2023). Although Canvas provides a peer editing platform, many shortcomings prevent this from being fruitful.

Effectiveness

One way which Canvas is effective in providing feedback is through the integration of peer reviews on assignment pages (see figure 1). Required critiques are relatively easy to see through modules, and when completed, there is a check icon next to the review. Another way in which Canvas is helpful is by providing a pdf viewer with the ability to annotate on another's work (see figure 2). Pins are used as proximity indicators, and the main commenting area can be used for general or overall comments. There is also an option to reply to specific comments, though the conversation can only be accessed in the document in the assignment page. While critiquing on Canvas has been the norm over the course of my time in university, Canvas has many limitations which negatively impacts the critique process.



Figure 1: Required peer edits under a Canvas assignment. Only instructors can set this up.



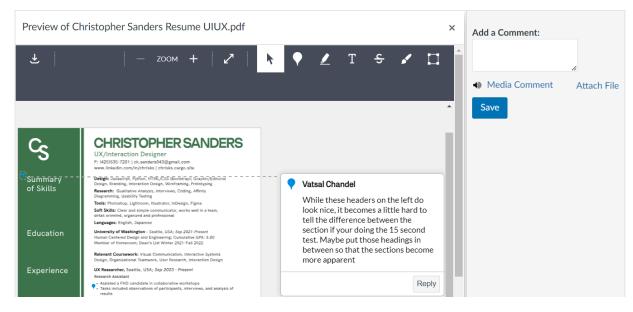


Figure 2: Easy to view pdf and annotation tool.

Shortcomings

Canvas has significant drawbacks which can lead to apathetic attitudes for the critique process. For one, it is expected for only one piece of media to be submitted, meaning that A/B testing is difficult (see figure 2). Additionally, only instructors can set up these critiques relating to specific assignments, and the peer editors are not anonymous (see figure 1). While critique should be a rigorous process, people do not like leaving harsher criticism with their name attached. Possible new directions include a student-driven feedback environment, anonymized names, and fluid interactivity so designs such as prototypes can be annotated or a series of A/B tests can be shown. Another drawback is that the comments get lost in the Canvas interface, and it can be hard to see what advice was given and how to navigate towards it (see figure 3). Comments are populated in the same column, and reading a small wall of text is frustrating. Furthermore, there is no way to increase the size of the text, or to view the comments separately. Greater emphasis on the feedback given would be an easy fix.

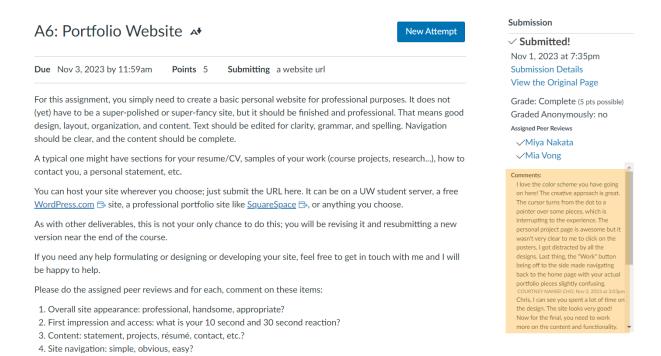


Figure 3: the feedback given gets lost in the assignment page with no way to increase text size (highlighted).

Accessibility

Canvas, as a widely used product, adheres to accessibility standards as per their website (*What are...*). Additionally, they offer a high degree of customization and support for a variety of screen readers. Canvas also offers their Universal Design Online Content Inspection Tool (UDOIT), which provides an accessibility report with a score by scanning a course (*What are...*).. Although I have never tried any myself, Canvas also supports a variety of third-party plugins which further broadens the scope for accessibility. As for personal experience, the small text shown to the side of the assignment makes it hard to read for almost anyone. Overall, while Canvas is an adequate platform for peer review, much more can be done to improve the critique process to lead to better designs for all.

References*

Gibbons, S. (2023, March 1). *Design critiques: Encourage a positive culture to improve products*. Nielsen Norman Group. https://www.nngroup.com/articles/design-critiques/

What are the Canvas accessibility standards? (2023, November 18). Instructure Community. https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-Canvas-access ibility-standards/ta-p/1564

*All images were taken by me from my personal Canvas pages.