



Canvas Performance Priorities Draft for Discussion with Instructure

Introduction

We are sharing this document to outline key performance priorities that we hope to discuss and collaboratively address with Instructure. These priorities are part of a strategic effort to ensure our partnership effectively supports our educational community's diverse needs. While these are not framed as rigid benchmarks, not meeting them will prompt a constructive review rather than punitive measures.

Accessibility

- **Annual Accessibility Performance Review:** We prioritize an annual review covering all updated and newly added features across access methods (including mobile and desktop). This ensures continuous improvement in accessibility for all users.
- **Prioritization and Remediation Strategy:** We would appreciate a strategy for prioritizing and remediating any accessibility issues, delivered to SBCTC within 45 business days of such issues being reported to Instructure. This strategy should detail the prioritization level and expected timelines for resolution.
- **Proactive Communication on Accessibility:** It would be beneficial for Instructure to proactively communicate any accessibility issues identified in product updates to the designated Canvas Administrators and the SBCTC representative. Ideally, this communication would occur within two business days of the update's release.
- **Diversity and Inclusivity Commitment:** We highly value a commitment from Instructure to diversity and inclusivity across all aspects of product development. This includes incorporating a wide range of needs, experiences, and perspectives in product design, development, and testing processes. Updates from Instructure's Diversity, Inclusion, and Belonging committee would be highly appreciated, alongside relevant product development information.

Product Development

- **Advisory Council Representation:** Having SBCTC system representation in the Instructure/Canvas advisory council is crucial for us to contribute to discussions on product improvements.
- **Development Priorities Response:** We look forward to seeing Instructure's roadmap in response to our product development priorities, including timelines for implementation. Engagement with product or engineering representatives during updates and feedback sessions would be invaluable.
- **Roadmap Updates:** Monthly updates on the roadmap for new feature implementations would greatly assist in our planning and support efforts.
- **Regulatory Compliance and Remediation:** We anticipate a prioritization and remediation plan for addressing regulatory mandated system requirements, shared with SBCTC within 45 business days of communication, detailing prioritization and resolution timelines.

- **Incorporation of Diverse Student Identities:** Ensuring product development reflects the diverse identities and needs of SBCTC students is a priority. Involvement of WA CTC statewide councils in gathering "student personas" could greatly enrich Instructure's development practices.

Service/Technical Support

- **Bi-Monthly Updates on Resolution Roadmaps:** We appreciate Instructure's provision of detailed roadmaps for addressing product issues reported by system schools. Regular updates on these roadmaps every two months would greatly assist in our planning and troubleshooting efforts, ensuring transparency and effective problem-solving.
- **Adherence to Response Times:** We recognize the importance of timely and relevant support responses as documented by Instructure's standards. Ensuring that responses not only meet these time frames but are also directly focused on providing solutions, engaging with the details of the issue, and avoiding requests for information already supplied in the ticket, reinforces our confidence in Instructure's dedication to service excellence.
- **Timely Updates for Unresolved Tickets:** For tickets that cannot be immediately resolved, providing an estimated timeline for updates would be invaluable. Including status updates when tickets are escalated or shifted between support levels, accompanied by a clear explanation of any change in status, ensures that all parties remain informed and engaged in the resolution process.
- **Quarterly Review of Ticket Prioritization Criteria:** To continuously refine and improve our collaborative support efforts, we propose a quarterly review of the criteria used to prioritize tickets submitted to Instructure. This regular reassessment will help ensure that our most pressing needs are addressed promptly and efficiently, aligning with our shared goals of service excellence and user satisfaction.

Suggested Contract Enhancements

- **Accessibility Liability:** Should a college face legal action due to an accessibility issue within the Canvas ecosystem, we suggest that Instructure assume responsibility for related costs, with SBCTC providing legal defense.
- **Support Organization Review:** A quarterly review of the Instructure Technical Support organization's effectiveness, involving Instructure support members, would foster continuous improvement.
- **Training Access and Level 2 Support:** Offering system admin training and direct Level 2 support access at no cost to each college annually would significantly enhance our administrative capabilities.
- **Inclusive Training Programs:** Including access to Instructure's training programs, specifying training hours per college annually and detailing training types, would support our diverse educational roles.
- **Reduced-Price Access to Products:** Providing reduced-price access to other Instructure products would enhance our educational tools and resources.



We believe that discussing and addressing these priorities collaboratively will strengthen our partnership and better support the educational goals and diverse needs of the SBCTC system. We look forward to Instructure's feedback and to working together on these initiatives.