



Igniting ILIAS Innovation

From Feedback to Future Features

0

Preface



Why do this? And how?

- **Focus on the real users:** We are not building a system for a few hundred “experts”, but for over a million students, thousands of teachers, trainers, lecturers, and hundreds of administrators.
- **User-centered, not assumption-driven:** We cannot assume we know (better) what teachers and learners need – we may know how to write good code, but not necessarily what works didactically and organizationally.
- **Evidence over gut feeling:** There are hardly any large-scale, systematic needs assessments in the ILIAS context – so we conducted an empirical study to find out what our core user groups truly need.

Why do this? And how?

- **Involved users from the start:** Students and teachers were actively involved in designing the needs assessment itself.
- **Mixed qualitative methods:** We conducted 20-30 qualitative interviews, used open-ended response questionnaires, and ran focus groups to better and deeply understand usage contexts.
- **Learned from past iterations:** We reviewed our previous needs assessment from two years ago – which was mediocre because target users were not involved in its design.
- **Focused on core user groups:** Prioritized teachers and students, as they represent by far the largest user groups in ILIAS.

1

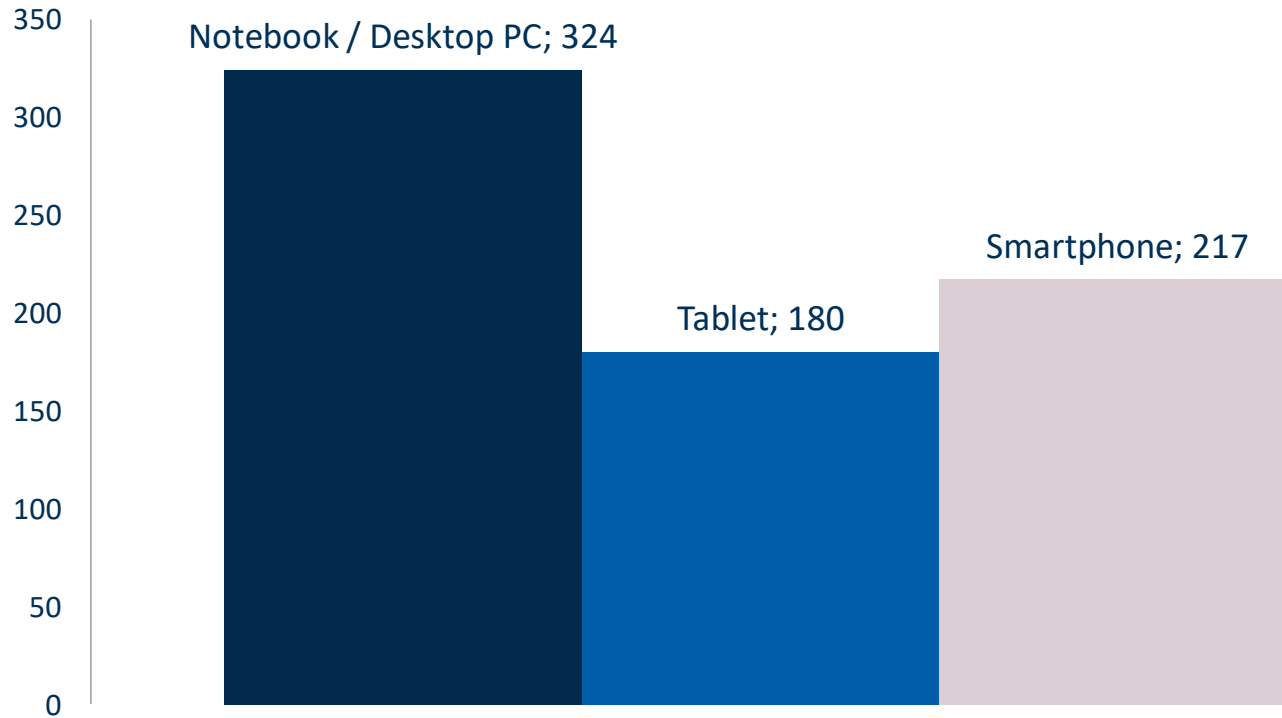
Usage



Device Usage for Accessing ILIAS

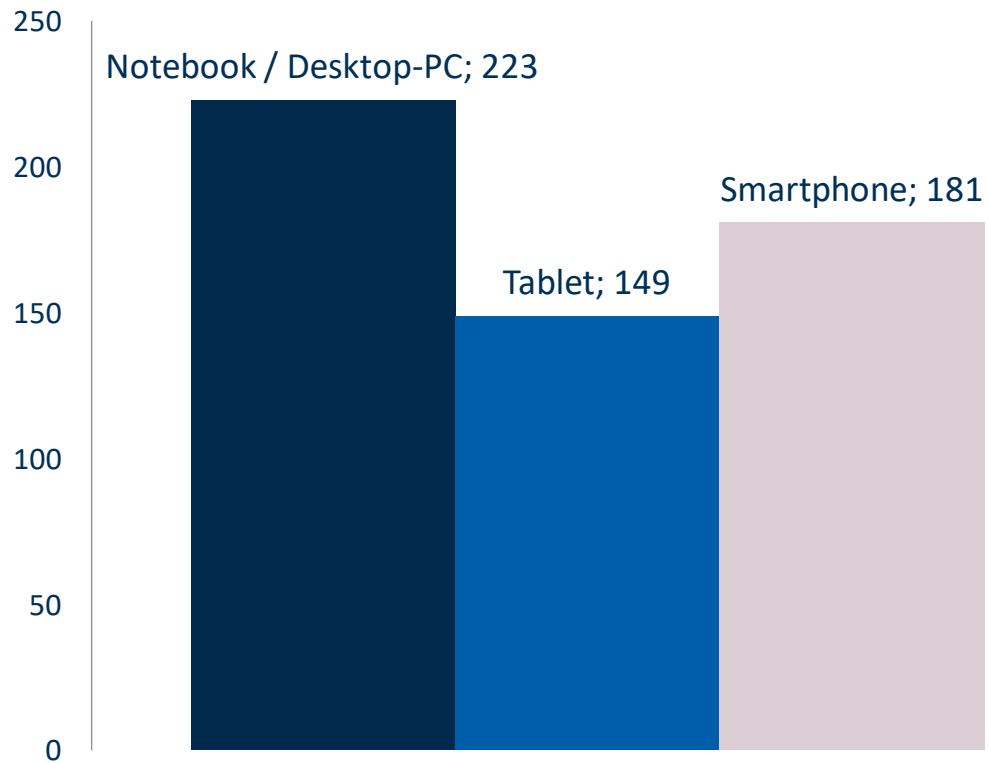
Question: Which devices do you use to access ILIAS?

Answered: 341 – Total number of selected response options: 721

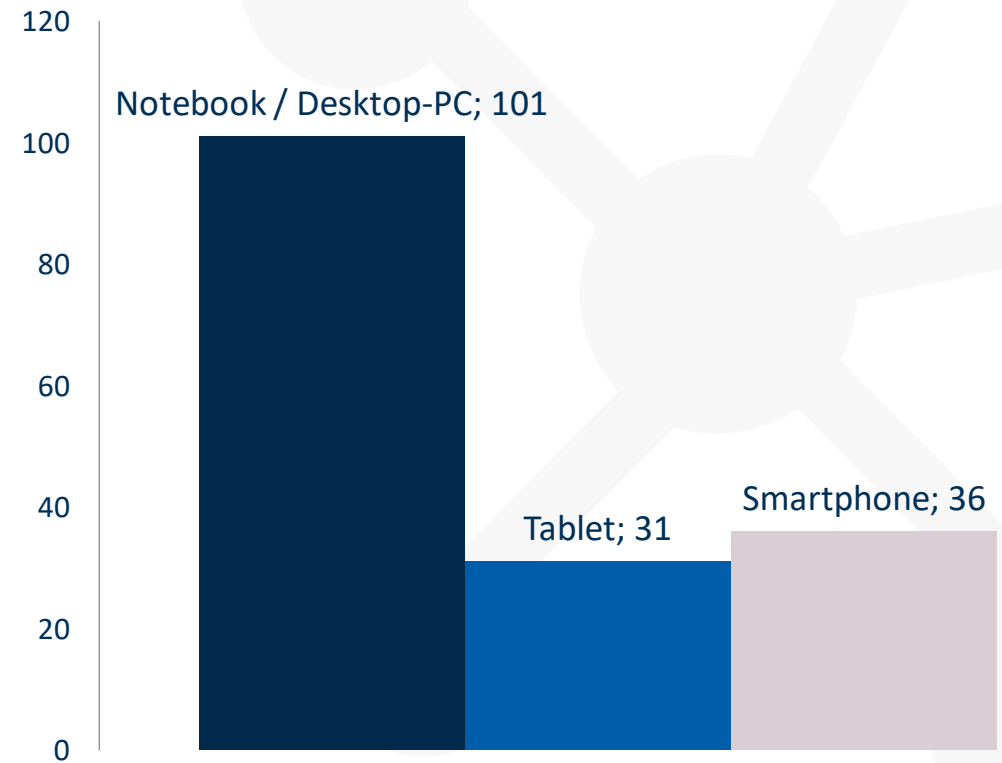


Device Usage for Accessing ILIAS

Students (240)



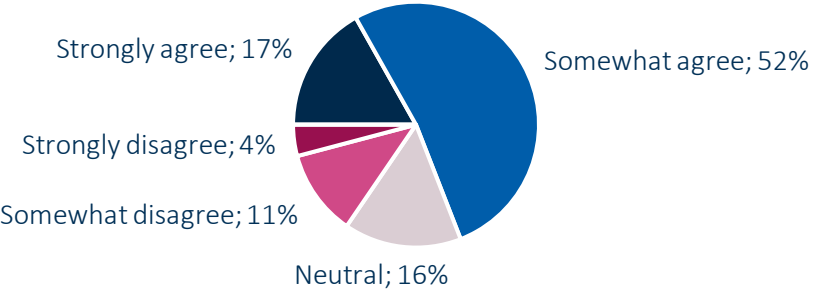
Teachers (101)



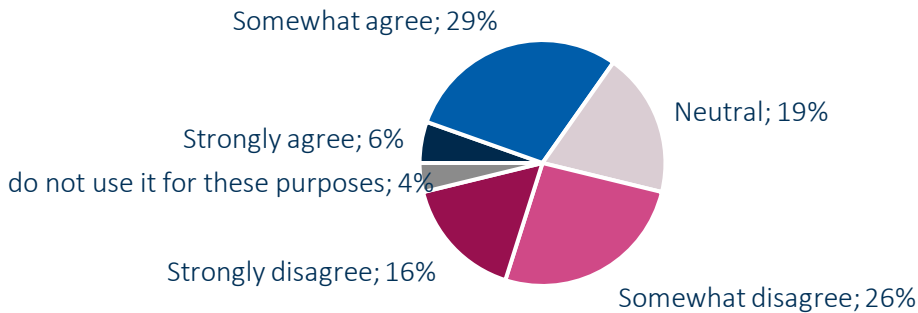
Content Presentation

Question: How do you rate the use of ILIAS? The presentation of the content in ILIAS is clear and well structured.
Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

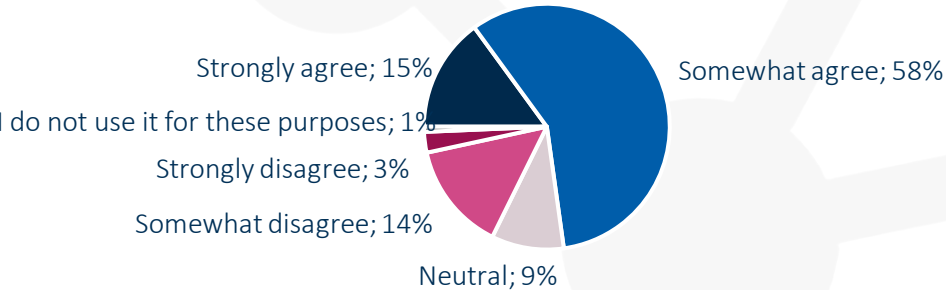
Notebook / Desktop PC



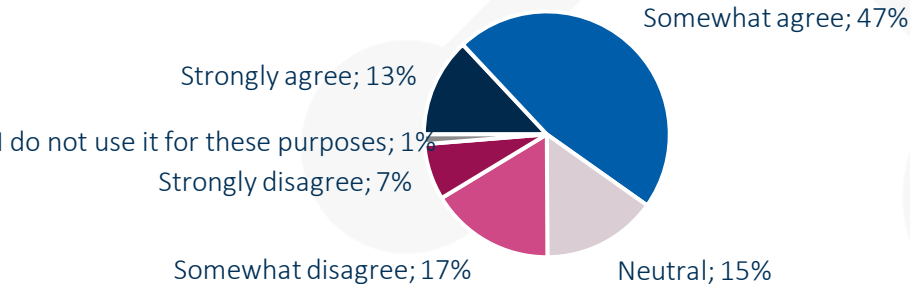
Smartphone



Tablet



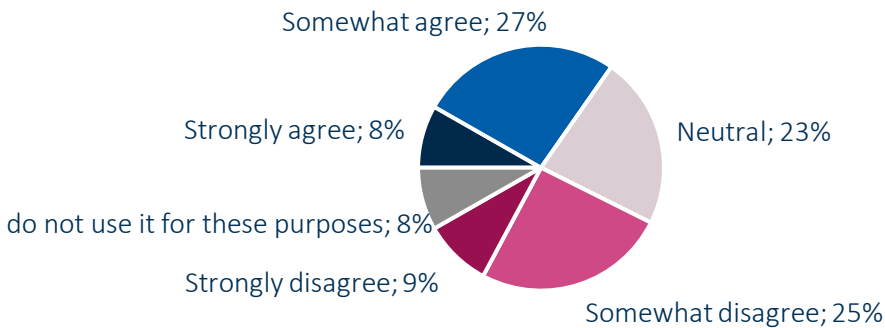
Total (weighted)



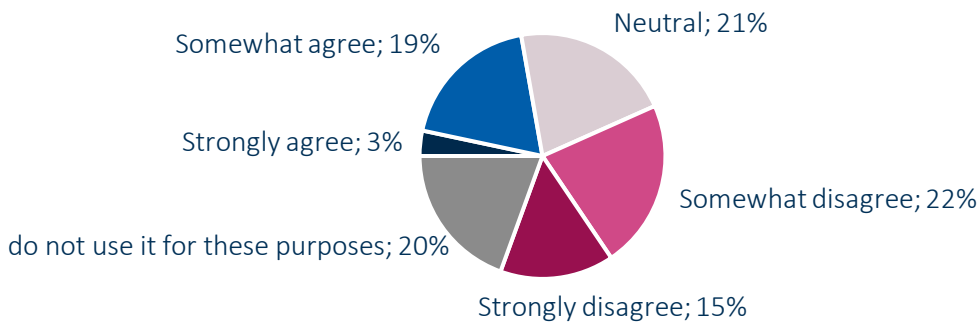
Content Editing

Question: How do you rate the use of ILIAS? Editing content in ILIAS is easy and intuitive.
Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

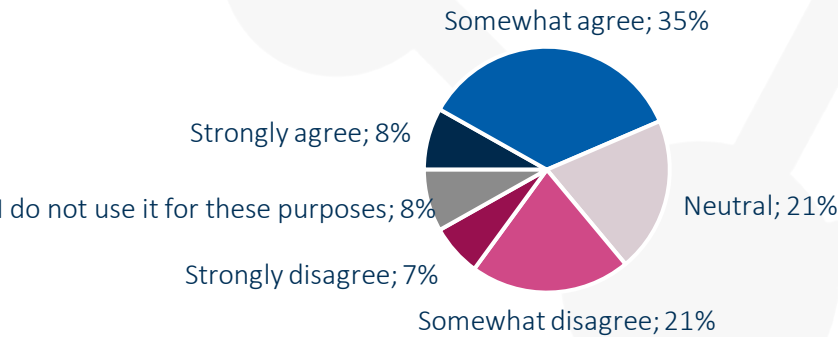
Notebook / Desktop PC



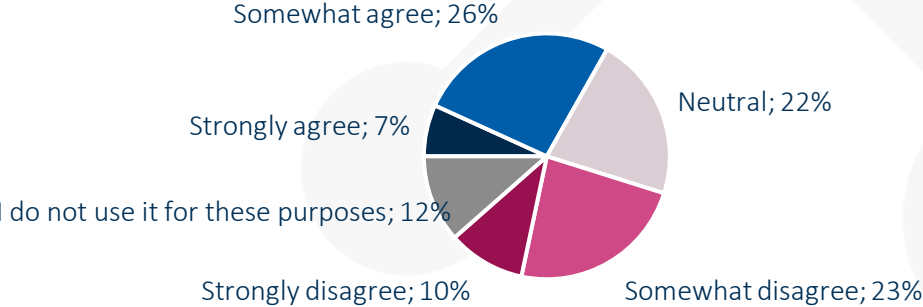
Smartphone



Tablet



Total (weighted)

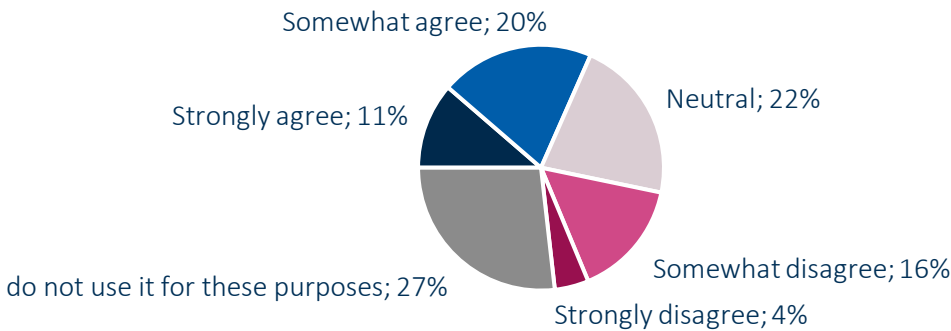


Communication Features

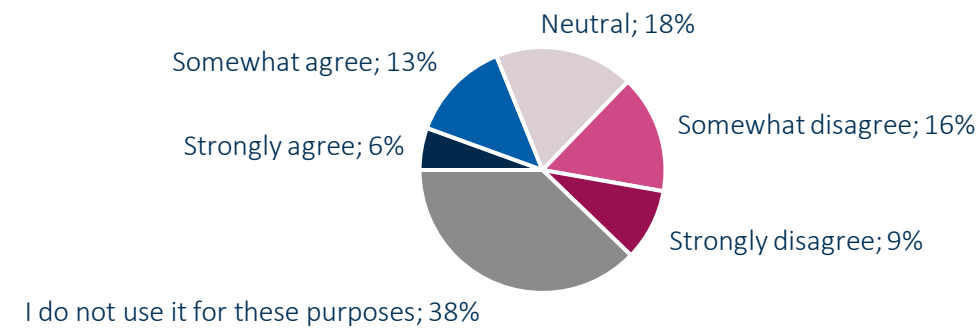
Question: How do you rate the use of ILIAS? The communication features in ILIAS work without any problems.

Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

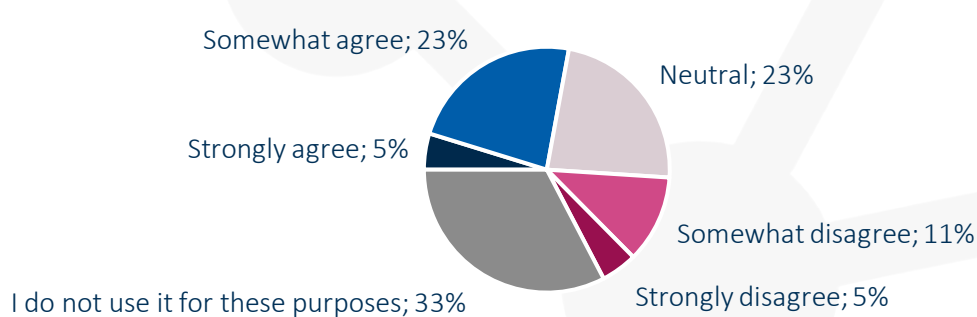
Notebook / Desktop PC



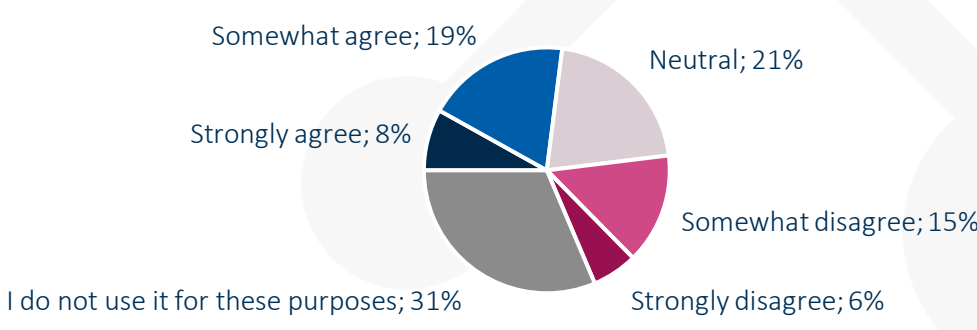
Smartphone



Tablet



Total (weighted)

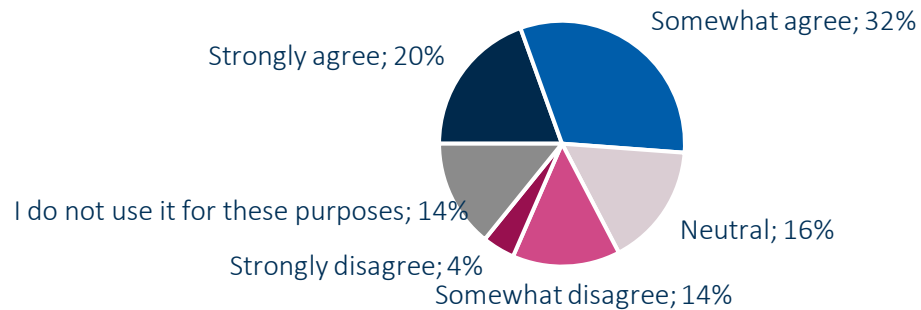


Uploading and Sharing Content

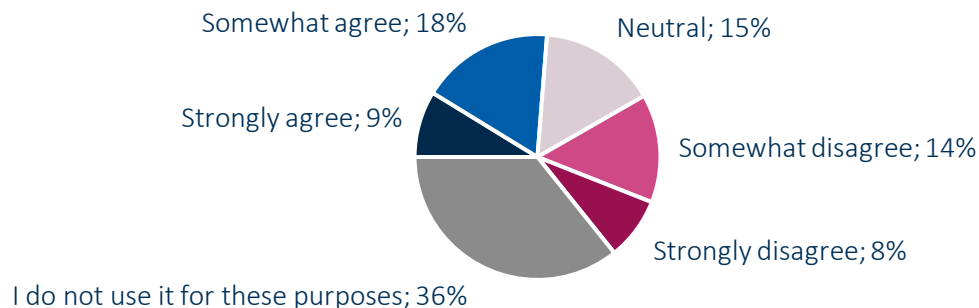
Question: How do you rate the use of ILIAS? Uploading and sharing your own materials in ILIAS is easy and reliable.

Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

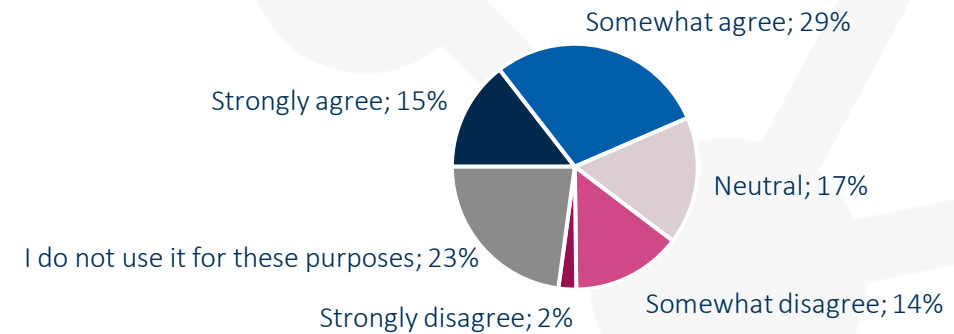
Notebook / Desktop PC



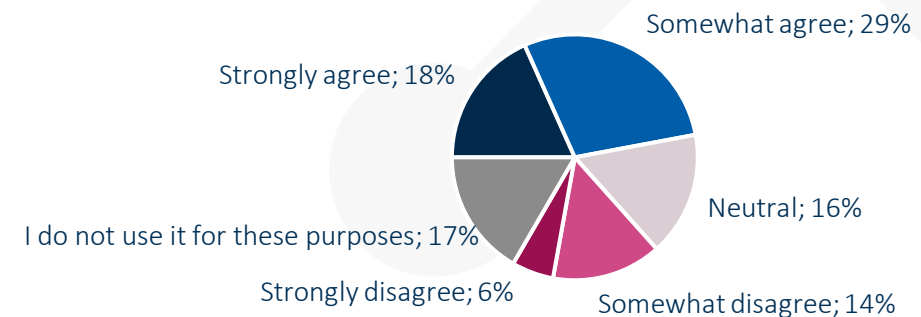
Smartphone



Tablet



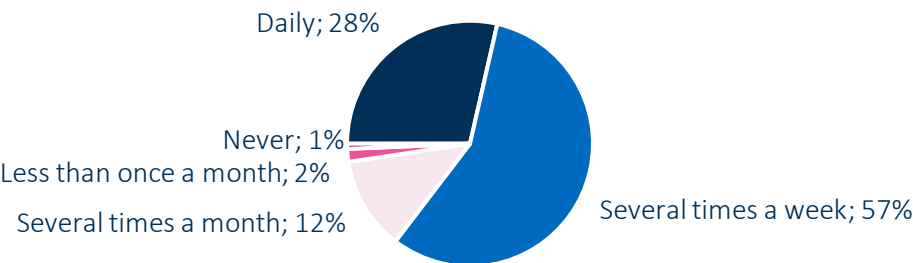
Total (weighted)



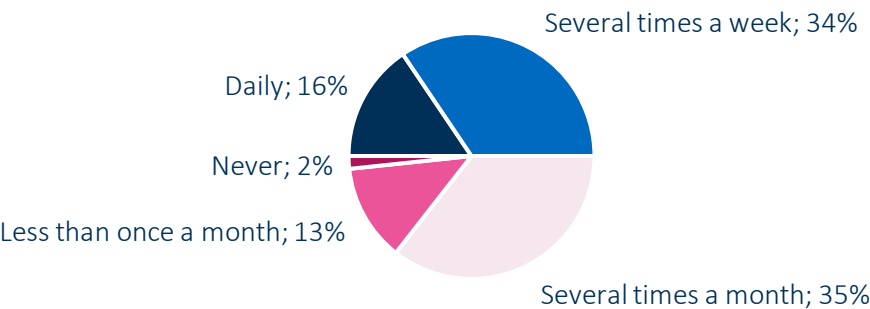
Frequency of Use

Question: How often do you use ILIAS on a desktop computer or notebook?
Answered: Notebook/Desktop PC: 294; Tablet: 147; Smartphone: 180; Total (weighted): 621

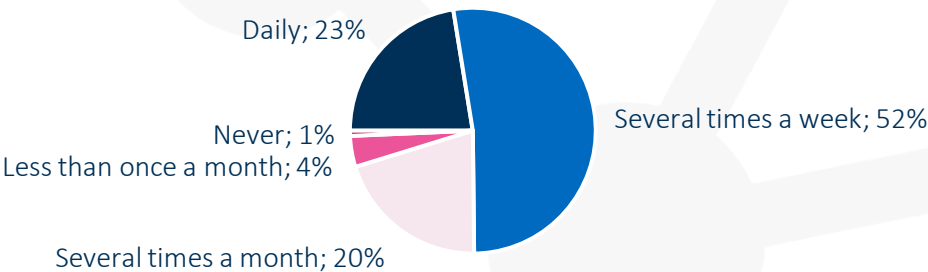
Notebook / Desktop PC



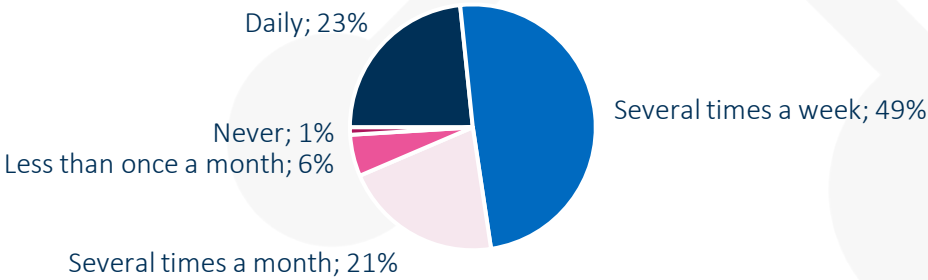
Smartphone



Tablet



Total (weighted)



2

Usability

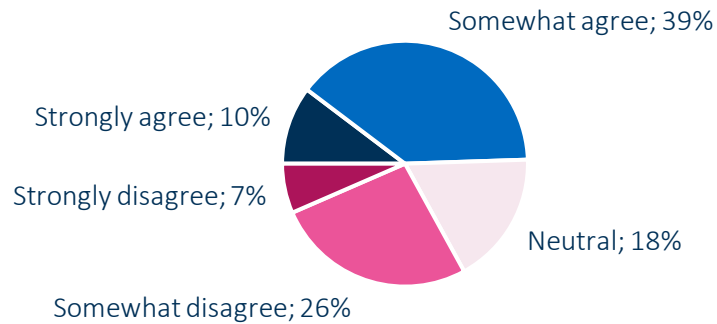


Navigation

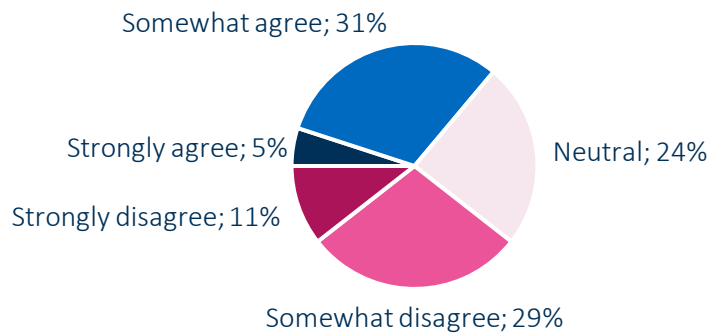
Question: How do you rate the usability of ILIAS? The navigation in ILIAS is intuitive and easy to understand.

Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

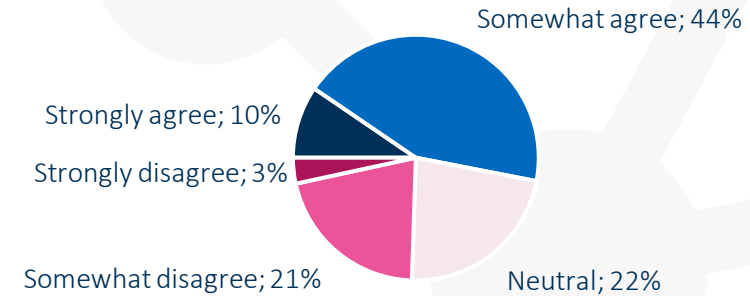
Notebook / Desktop PC



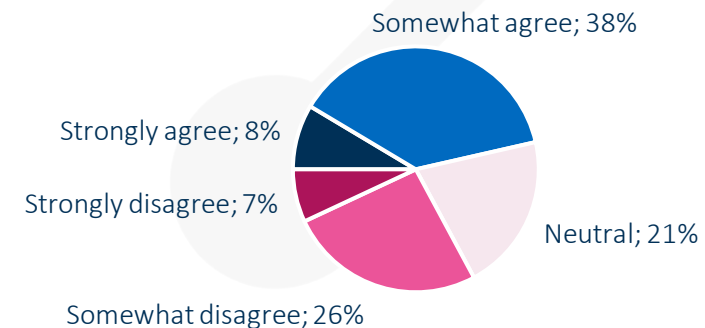
Smartphone



Tablet



Total (weighted)

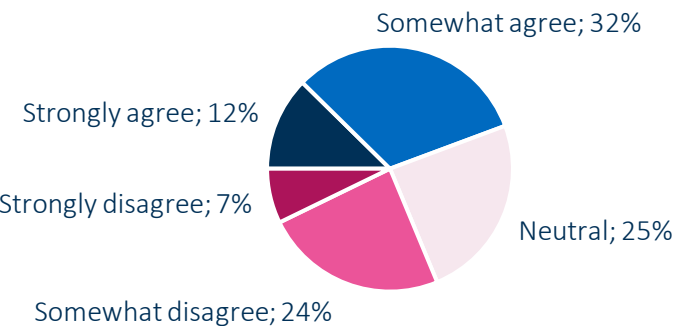


Finding Content

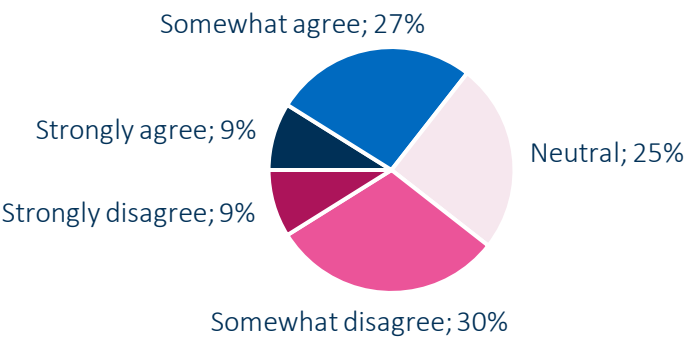
Question: How do you rate the usability of ILIAS? I can find the content I need in ILIAS quickly and without any problems.

Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

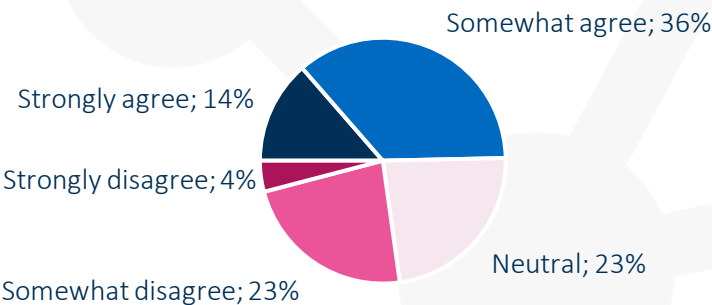
Notebook / Desktop PC



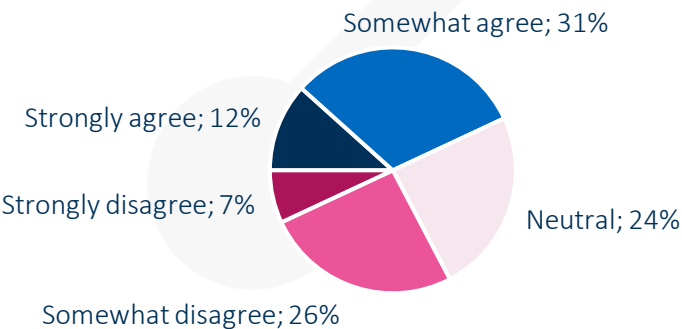
Smartphone



Tablet



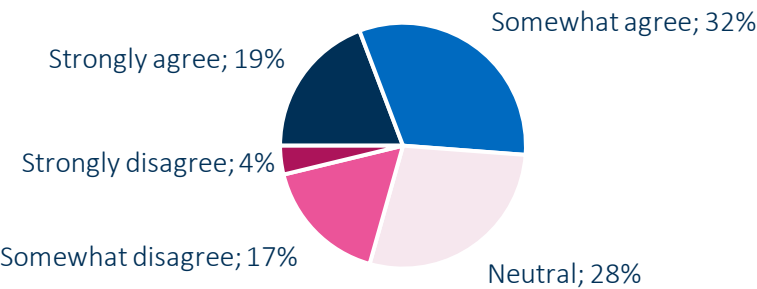
Total (weighted)



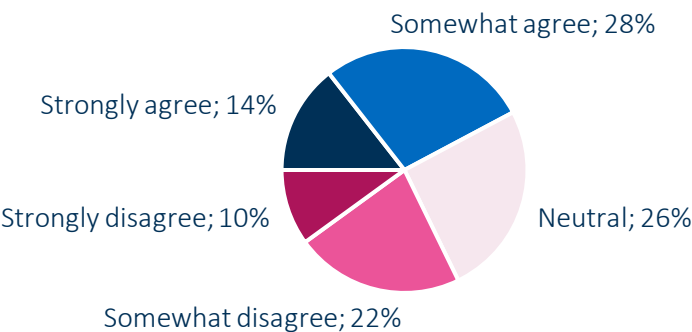
Main Menu

Question: How do you rate the usability of ILIAS? The main menu provides me with quick access to important functions.
Answered: Notebook/Desktop PC: 291; Tablet: 147; Smartphone: 180; Total (weighted): 618

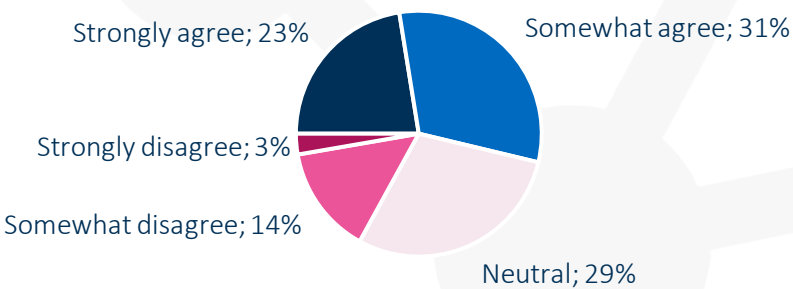
Notebook / Desktop PC



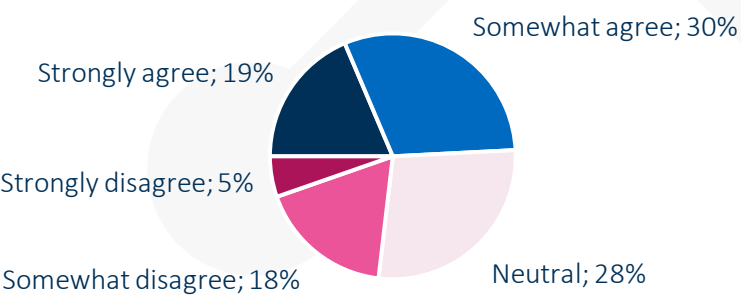
Smartphone



Tablet



Total (weighted)

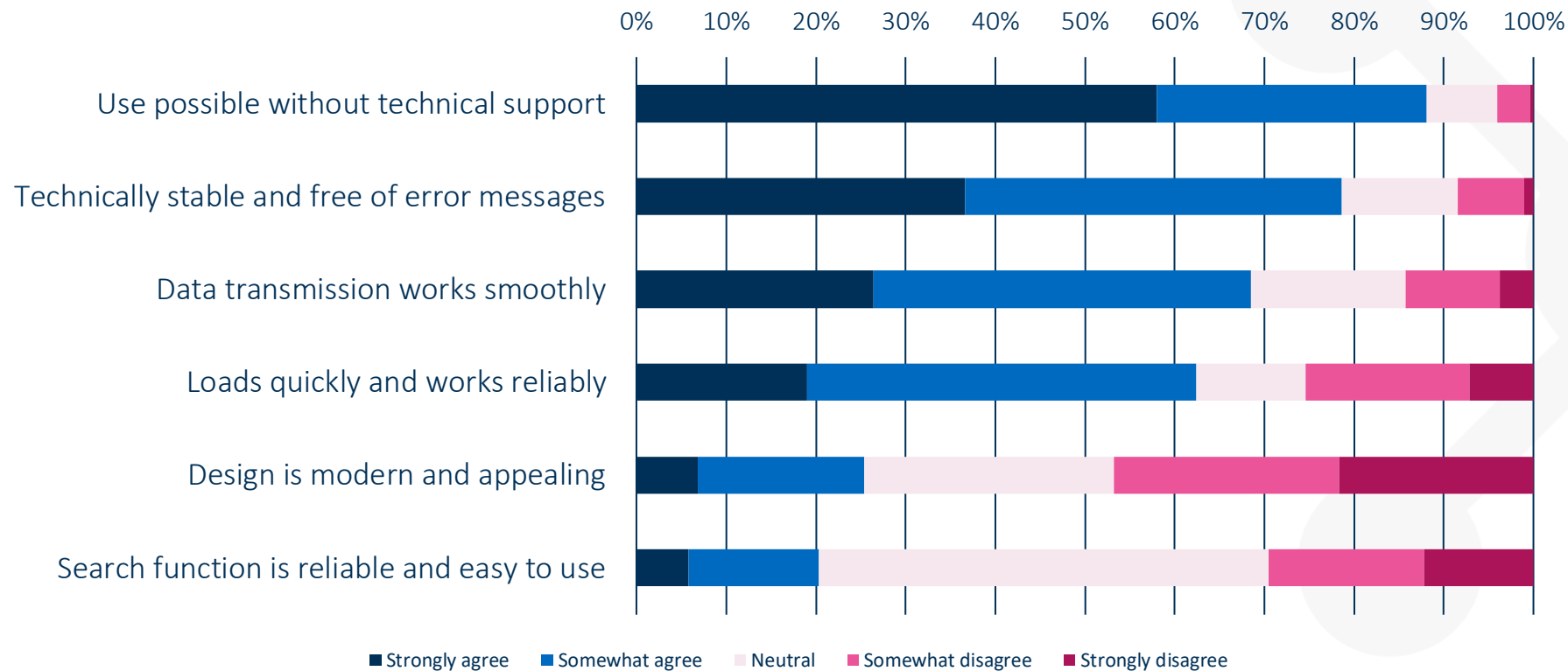


Technical Aspects

Technical Aspects

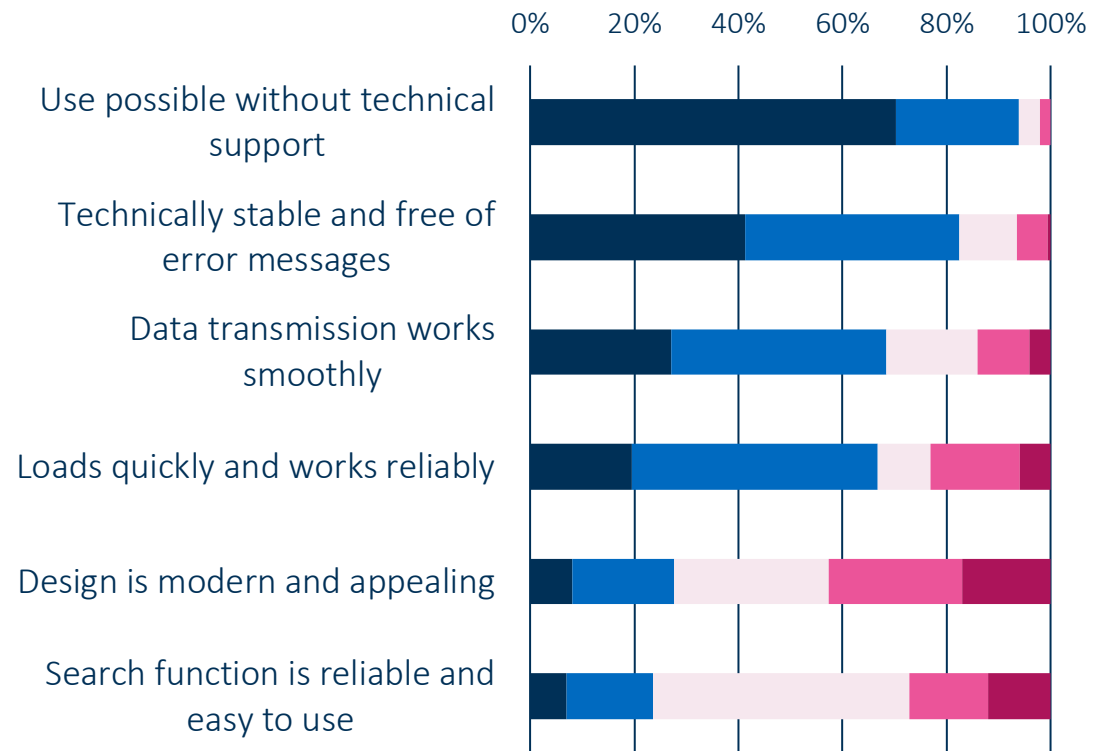
Question: How satisfied are you with the technical aspects of ILIAS?

Answered: 295

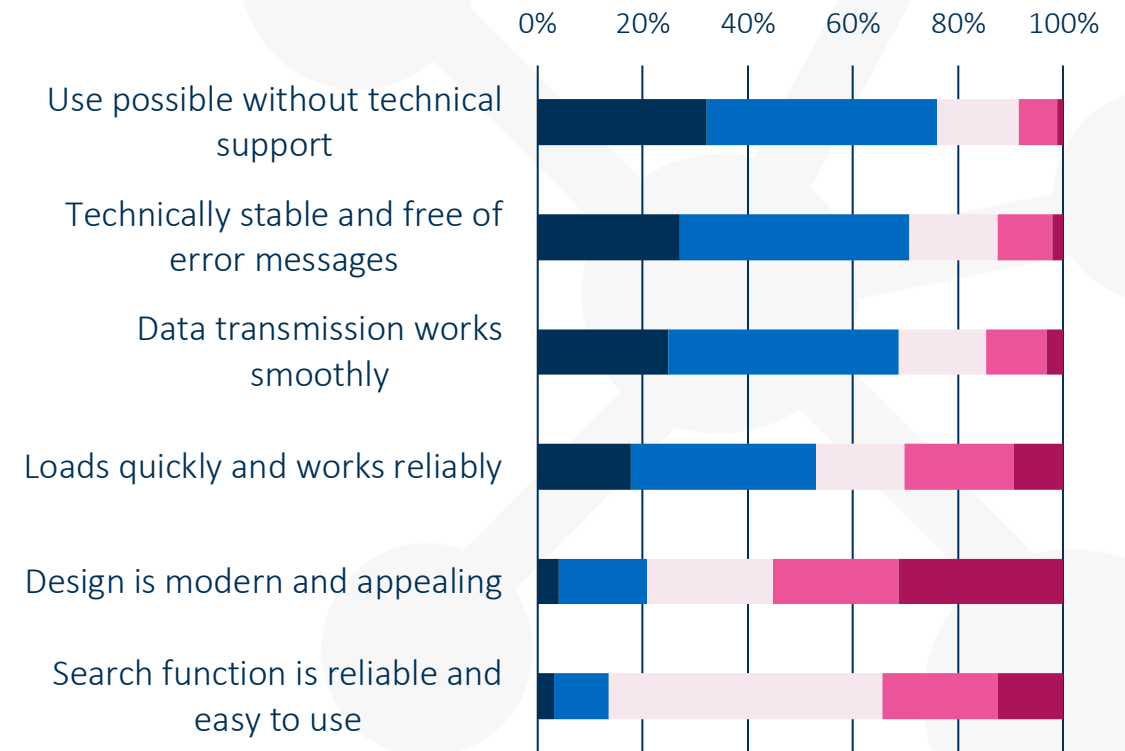


Technical Aspects

Students (199)



Teachers (96)



Optional: Technical Aspects (open-ended responses)

“The interface is highly unintuitive and difficult to use.”

“The presentation of text content on smartphones is poor, as this survey demonstrates.”

“At first, it is somewhat confusing, but once you get used to it, it works very well.”

“It is slow, confusing, and its processes are difficult to understand. Functions are often questionable and difficult to find. ILIAS is extremely user-unfriendly.”

“ILIAS discourages me from using it as soon as I see the interface. It looks like a platform from 2003. That is not acceptable.”

“ILIAS looks absolutely terrible. It is extremely outdated, and I have never heard anyone say anything positive about it.”

“The search function is not easy to use, and the design of ILIAS is not modern.”

“The navigation is unintuitive and wastes time because every click triggers a page load. Compared with other learning platforms such as Moodle and Olat, it is considerably worse. [...]”

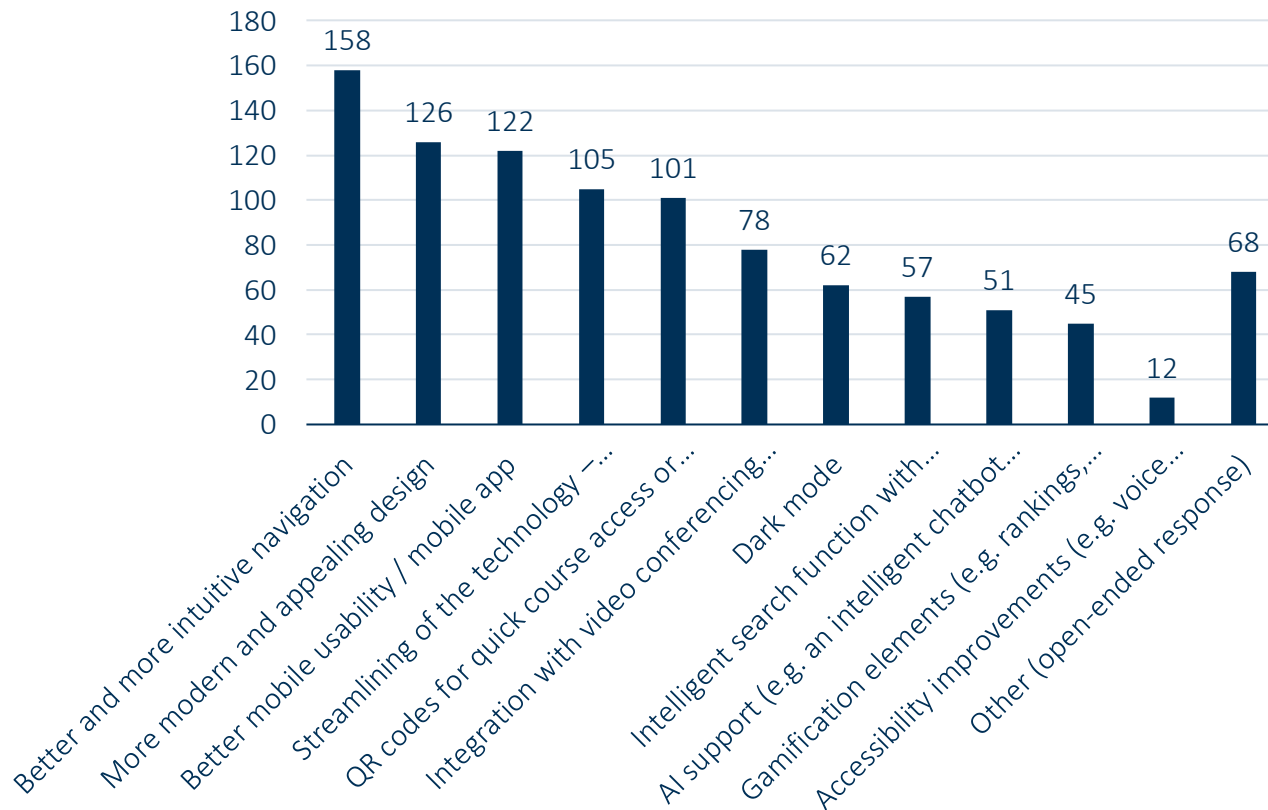
4

Additional Features

Additional Features

Question: Which additional features would you generally like to see in ILIAS?

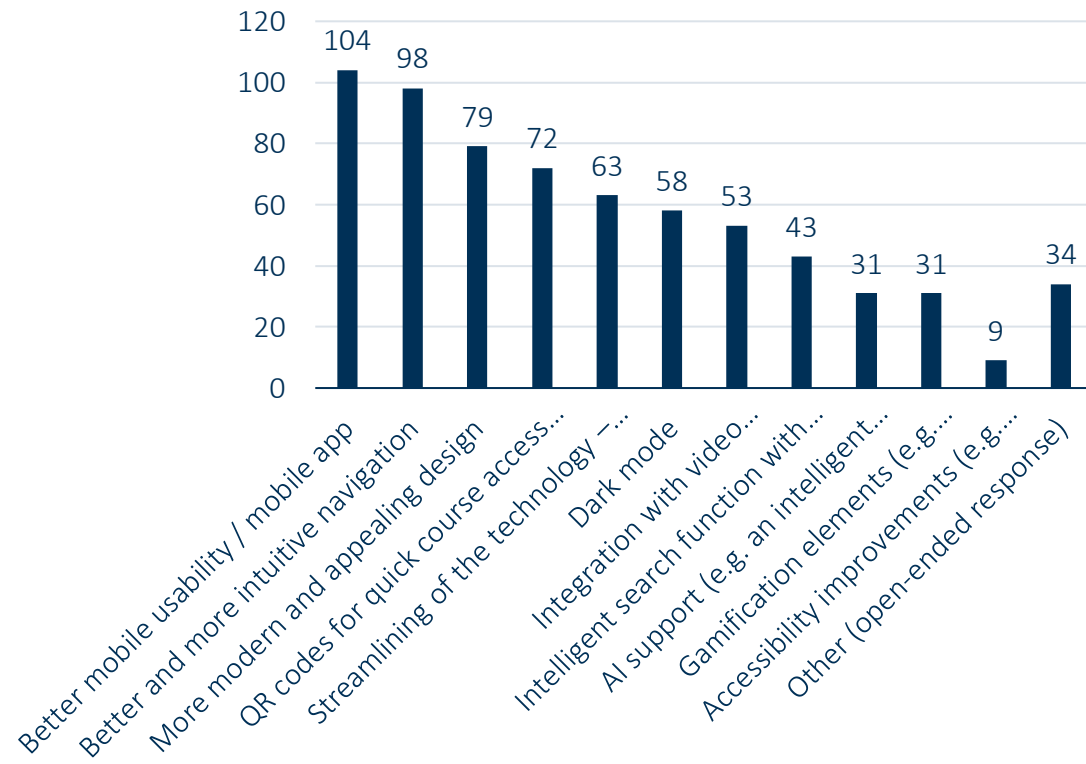
Answered: 292



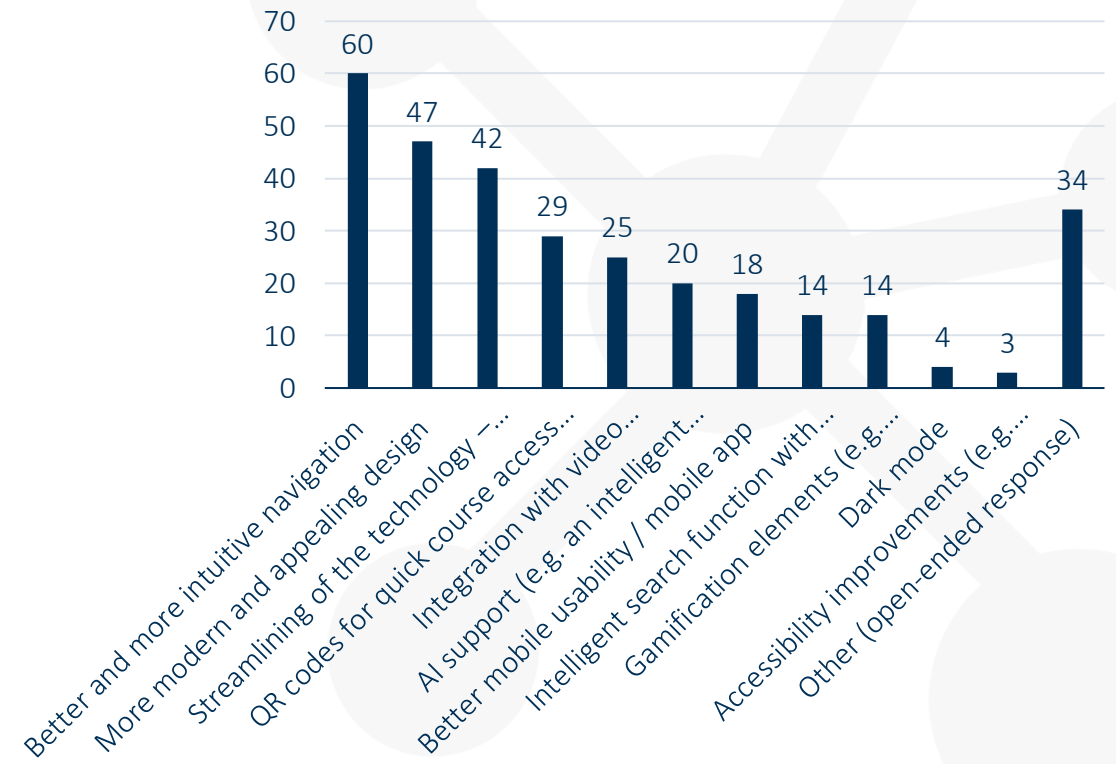
- Better and more intuitive navigation
- More modern and appealing design
- Better mobile usability / mobile app
- Streamlining of the technology – simplification and optimization of the existing system
- QR codes for quick course access or easy sharing of content
- Integration with video conferencing tools (e.g. Zoom or Teams directly bookable)
- Dark mode
- Intelligent search function with autocomplete and filters
- AI support (e.g. an intelligent chatbot for questions about course content)
- Gamification elements (e.g. rankings, learning levels, and points for learning progress)
- Accessibility improvements (e.g. voice recognition and keyboard navigation)
- Other (open-ended response)

Additional Features

Students (196)



Teachers (96)



Optional: Additional Features (open-ended responses)

“An AI chatbot that provides course-specific answers, meaning only from the documents of a specific ILIAS course, and clearly displays the source of its answer [...].”

“A simple search function that works. The less AI and supposed intelligence, the better.”

“Absolutely no AI support! Please finally define structured processes!”

“NO AI! Please! Instead of adding new features, the design could finally be modernized. It looks like the Stone Age of the internet.”

“Please do not use AI support under any circumstances, and do not offer a chatbot.”

“Simpler setup of exercises and questions.”

“Simpler creation of tests and question pools.”

“The ability to create course content through an interface that supports automation, for example from a Python script via a web API.”

“A better appointment-booking tool; the current one is unnecessarily complicated to create appointments and book slots.”

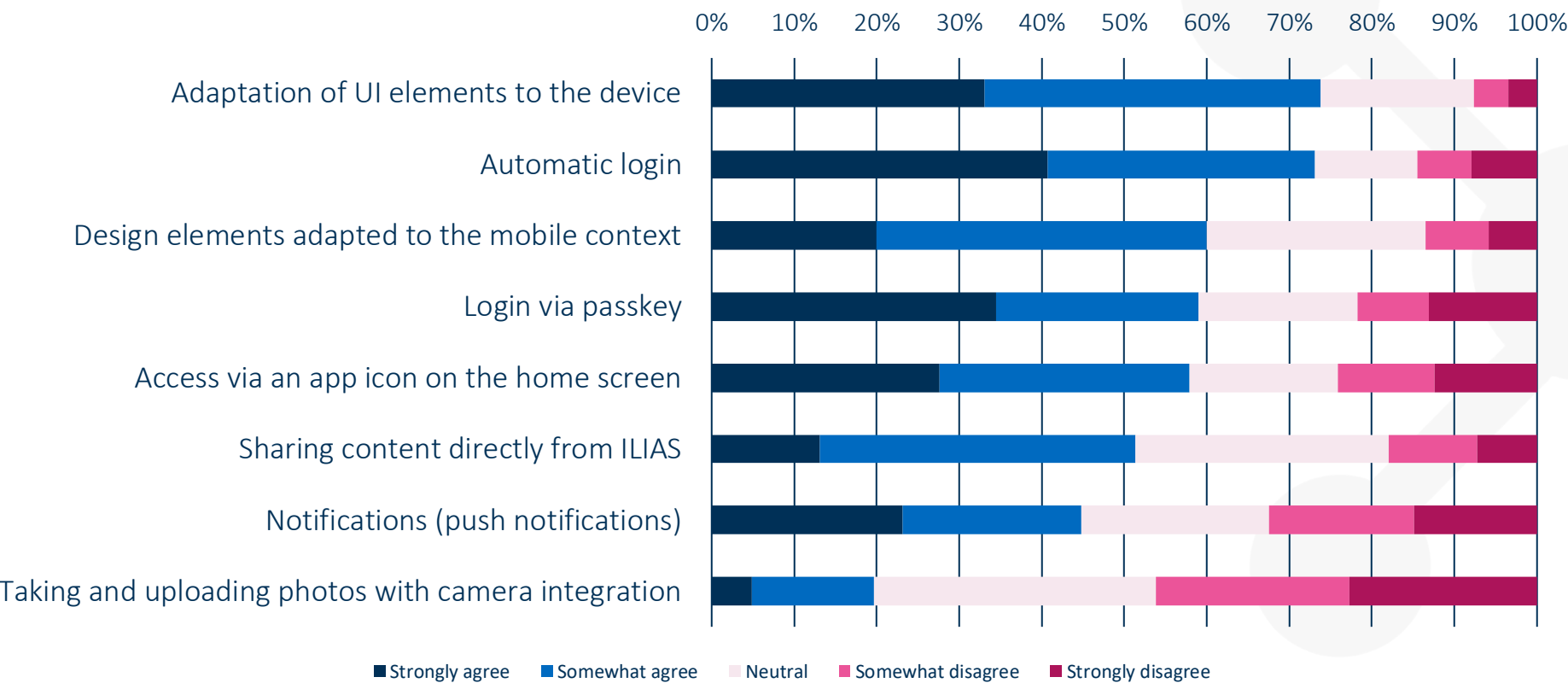
5

Mobile Features



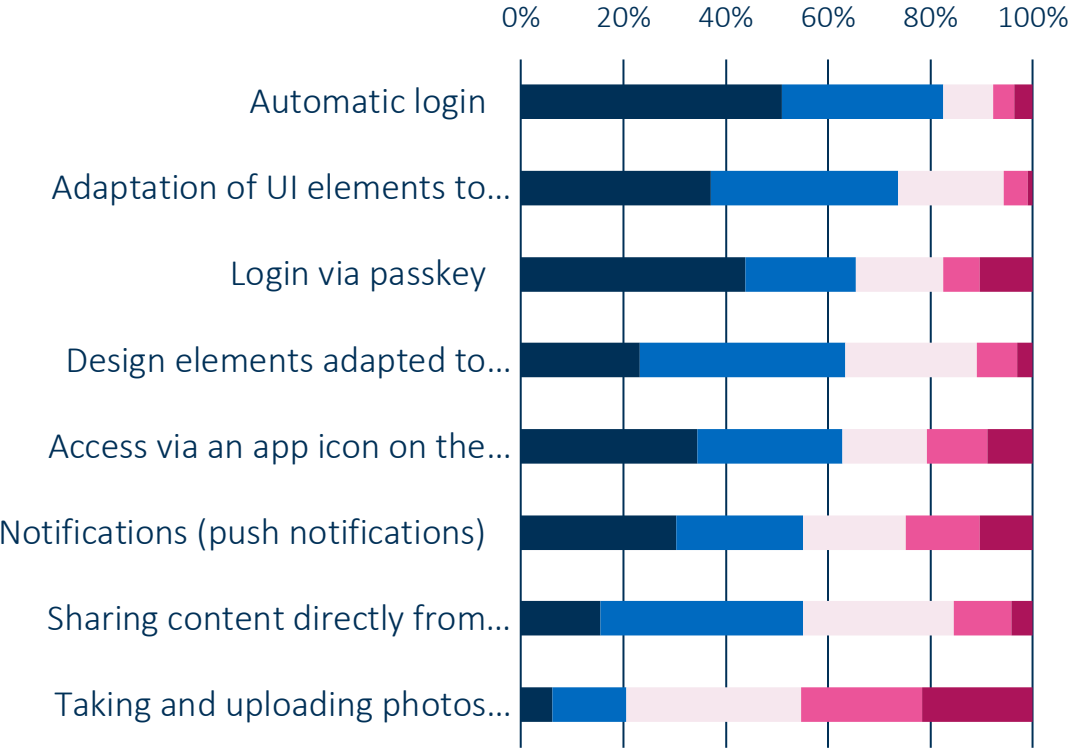
Mobile Features

Question: Which additional features would you generally like to see in ILIAS?
Answered: 292

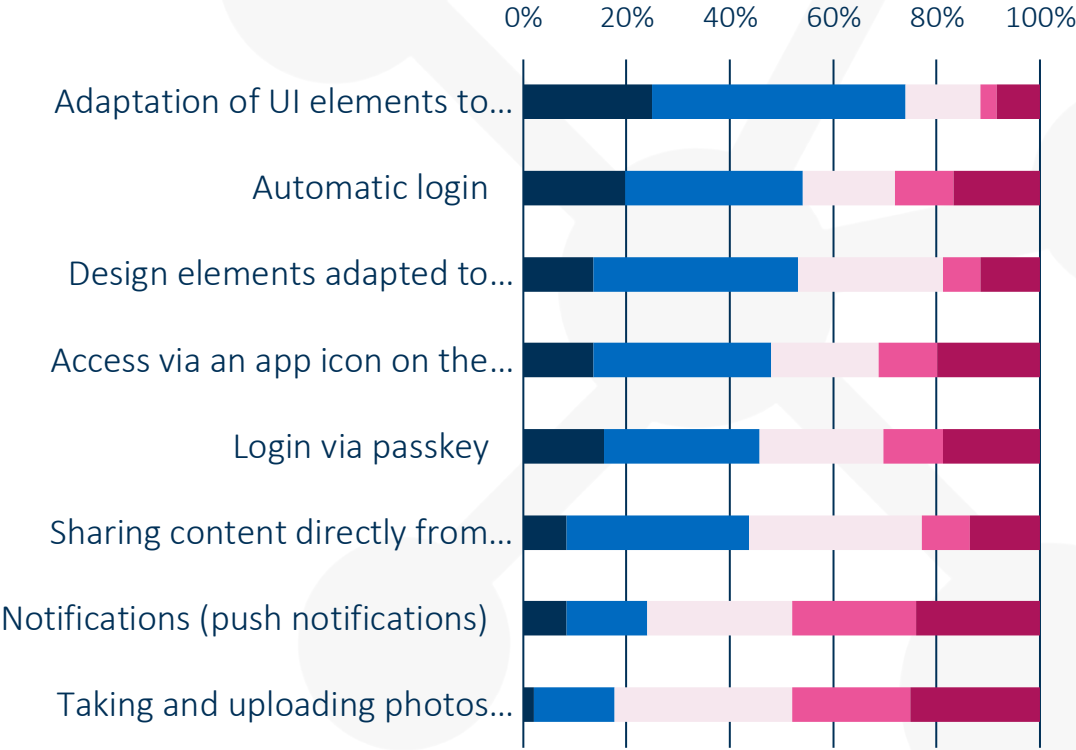


Mobile Features

Students (194)



Teachers (96)



Optional: Mobile Features (open-ended responses)

“More sensible use of the screen area— it feels as if 90% consists of headings, menus, borders, and padding. Text sizes, language, etc. should be configurable rather than determined automatically.”

“The interface is very difficult to use because the websites are not adapted to smartphone screen sizes.”

“I hardly ever use it on my phone because the screen does not adapt to the size of my phone, making the submenus even more confusing.”

“Improve the mobile phone display—surveys are very difficult to complete—provide an app, and improve clarity.”

“ILIAS is simply unusable on mobile devices. I actually wanted to complete this survey on my phone, but that is not possible. What era are we living in if a learning platform cannot be used on a phone?”

“An app with access to all important information, including quickly accessible notifications about things such as cancellations.”

“Please finally provide an app and push notifications!”

2A better preview of uploaded files and an easier central location for the announcements of each course.”

“A calendar with push notifications.”

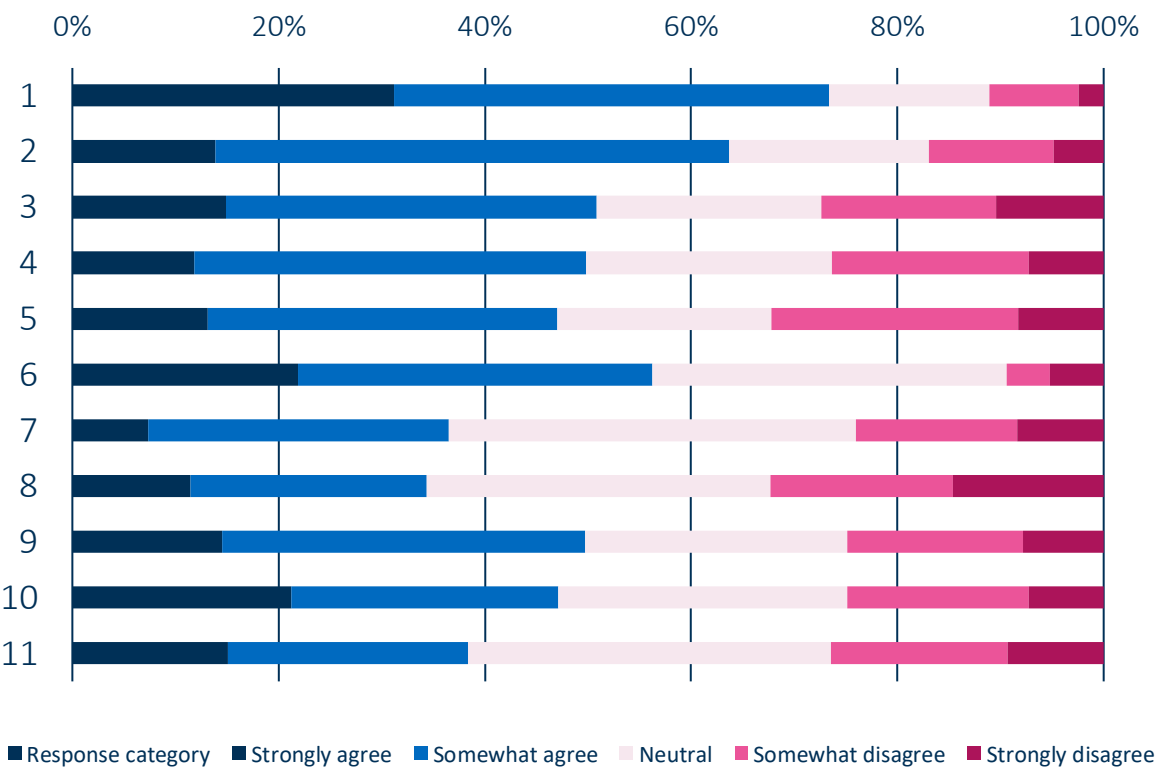
“Larger interface controls. Even on relatively large mobile devices, the controls are still very small and sometimes difficult to tap.”

Overall Satisfaction



Overall Satisfaction

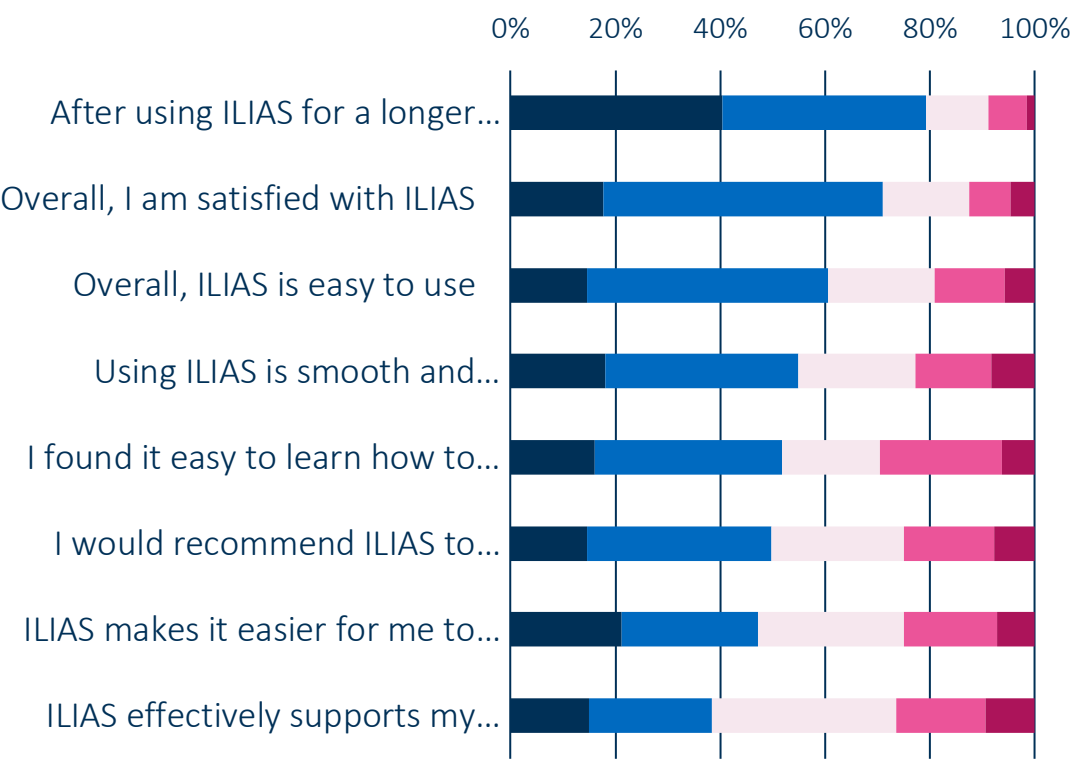
Question: How satisfied are you overall with ILIAS?
Answered: 289



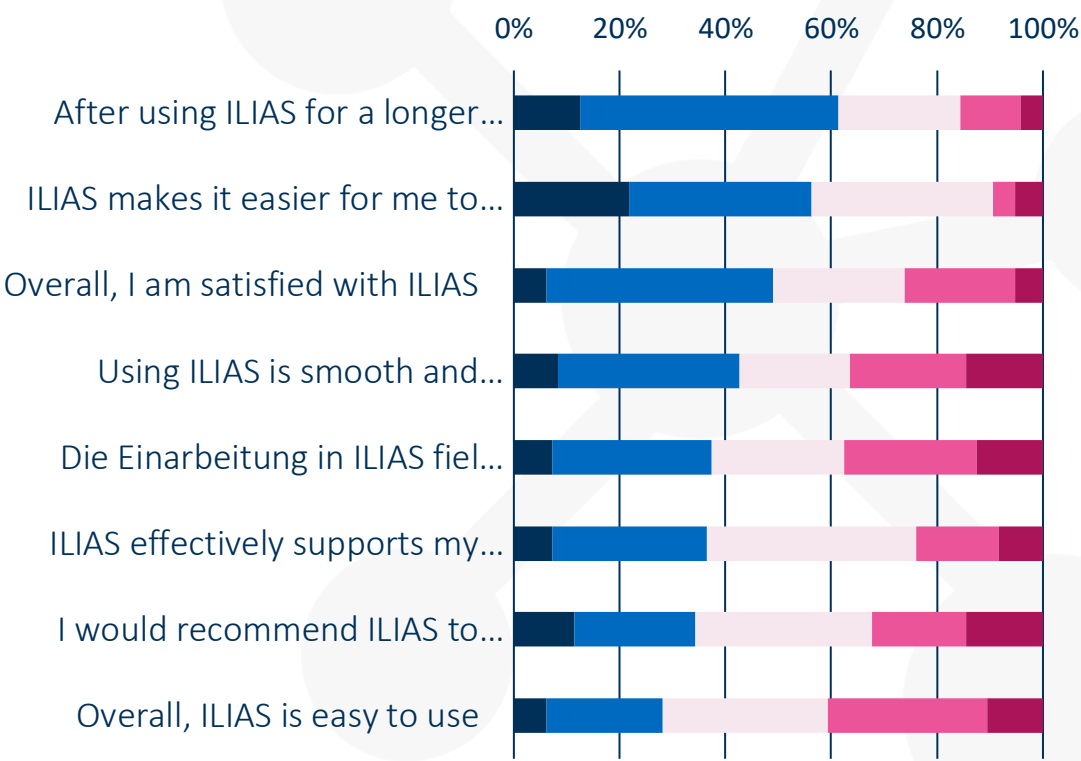
- 1. After using ILIAS for a longer period, I can navigate it without difficulty
- 2. Overall, I am satisfied with ILIAS
- 3. Using ILIAS is smooth and frustration-free
- 4. Overall, ILIAS is easy to use
- 5. I found it easy to learn how to use ILIAS
- 6. ILIAS makes it easier for me to organize my teaching (t)
- 7. ILIAS effectively supports my teaching (t)
- 8. I would recommend ILIAS to other instructors (t)
- 9. I would recommend ILIAS to other students (s)
- 10. ILIAS makes it easier for me to organize my studies (s)
- 11. ILIAS effectively supports my self-study (s)

Overall Satisfaction

Students (193)



Teachers (96)



From Feedback to Future Features

Mission Launched: Turning Study Findings into Features

- Modernizing ILIAS Breadcrumbs for Usability and Accessibility (FR)
- Improved Repository Navigation and Orientation (FR)
- Drag & Drop upload area not recognized by users despite functional implementation (Mantis – Usability Issue)
- Preview function not discovered or used by most users despite being functional (Mantis – Usability Issue)



Finally, we're done.

Thank you for listening. Got a question? Ask now!