

# QUESTIONS AND ANSWERS ABOUT CANVAS

Q. Is LASC moving to Canvas 100 percent?

Yes. View the video to transfer content from Etudes to Canvas at:

<https://youtu.be/W0X-gY-e-U0>

*Cut and paste it into the address bar.*

Q. When is LASC moving to Canvas 100 percent?

Etudes' contract expires June 30. Canvas will be the solo Learning Management System starting in the Summer 2016.

Q. Is there a migration tool to transfer information from Etudes to Canvas?

Yes.

Q. How will faculty be prepared to teach in Canvas?

All faculty desiring to teach an online, hybrid, or web-enhanced course can sign up for Canvas training sessions to be officially certified.

Q. What classes are being offered for training?

LASC's training dates (free):

March 7 - April 3, 2016 (online 4-week session)

LASC - April 11 to May 8, 2016 (online 4-week session)

Q. How can faculty sign up for the training sessions?

## **First Training Session:**

The registration will open for the first session February 22 - 29, 2016.

You will find a registration tab on the DE Webpage to register in "Eventbrite".

## **Second Training Session:**

The registration will open for the first session Feb. 22 - March 14, 2016.

You will find a registration tab on the DE Webpage to register in "Eventbrite".

Q. If I miss the LASC training, is there any other way for me to be certified?

Yes.

Q. What are my other options to be officially certified?

You may take the training offered at [@onefortraining.com](http://@onefortraining.com). The cost is \$65.00 for a 4-week session. Space limited – 30 seats. If you missed this month's classes, you need to check this website regularly to sign up for Canvas training. They add Canvas training classes often.

Q. If I have been certified at another campus on Canvas, can I teach at LASC using the new LMS?

Yes. You must email your certificate to your chair and to [lasccanpractice@lasc.edu](mailto:lasccanpractice@lasc.edu) to receive a shell.

Q. Will there be any on-ground "ORIENTATIONS" about Canvas for faculty?

Yes. The dates are:

- 1) April 1, 2016 - SOCTE 202 - 9 to 11 a.m.
- 2) May 6, 2016 - SOCTE 202 - 9 to 11 a.m.

Q. Will this orientation be a training session?

No. However, the facilitator will go over the basic use of Canvas and answer any questions about the system. The sessions are held in a computer room so that everyone can perfect their skills on the basics, i.e. discussions, announcements, emails, grading, and quiz set up.

Q. Should I take the training session before coming to the orientation?

It is highly suggested that you do, however, if you miss all of the training sessions for the Spring 2016 semester, you will be able to sign up for [@onefortraining.com](http://@onefortraining.com) during the summer so we encourage you to still attend the orientation.

Q. How will faculty know about the training sessions?

Email distribution (reminders).  
Information is posted on the DE Webpage.

Q. Will there be training and/or an orientation for students?

Yes. The dates are:

- April 8, 2016 - SOCTE 202 - 9 to 11 a.m.  
May 13, 2016 - SOCTE 202 - 9 to 11 a.m.

Q. What will this student orientation include?

The sessions will teach them the following:  
How to login to Canvas.  
How to get help with Canvas.

The basic use of Canvas, i.e. discussions, posting, emailing, quizzes, etc.

Note: The students will be using computers as the session is being taught.

Q. How will the students be informed about the training sessions?

Email blasts

Text blasts

Information will be in the LASC Newsletter.

Information is posted on the DE Webpage.

Information is posted on the front page of the LASC website.

Flyers will be posted throughout the campus.

....and whatever else we can think of.

***Q. Can I request a shell to use for a active class?***

Only if you participated in the 2015 LASC Pilot Program or are previously certified at another institution or by a certified training program.

***Q. Can I request a shell to use for a FUTURE class?***

Yes.

***Q. If I have participated in the Pilot Program or previously certified, how to I receive a Canvas shell to use for a live class?***

Email your request to [lasccanvaspractice@lasc.edu](mailto:lasccanvaspractice@lasc.edu). In the subject line put "Request Canvas shell for Class". Send the following information:

1. Your name:
2. Your email address:
3. Course name:
4. Course section:
5. Canvas use: online class, hybrid class, web-enhanced

***Q. What if I participated in the LASC Pilot Program, but do not feel ready to use Canvas?***

Request a practice shell, if you have not already done so. This practice shell will and can become active once you are certified. You will not have to rebuild a shell for your course.

Send an email to [lasccanvaspractice@lasc.edu](mailto:lasccanvaspractice@lasc.edu). In the subject line put "Request Practice Canvas Shell".

Has the login information for Canvas changed?

Yes. Since there are now active/live classes taking place in Canvas, we have been instructed to login to Canvas one way. Once you receive a shell, follow the instructions on how to login.

### **LOGIN INFORMATION:**

*Q. How can faculty login to Canvas to begin setting up a shell?*

- go to <https://ilearn.instructure.com>
- login username = SAP User ID and for these last two faculty = dubryta and masellsa
- password = their employee ID number

IMPORTANT NOTE: **DO NOT** go to or use the **LASC server for Canvas** (This was for practice only). Also, please **DO NOT** put in your full email address.

*Q. How can students log into Canvas?*

Provide the students with the following link for instructions on how to login to Canvas. Cut and paste it into the address bar: <http://college.lattc.edu/academictech/files/2015/11/LATTC-GettingStarted-Students-v2.pdf>

*Q. Should I email the students the login information?*

Yes. Absolutely

### **IT SUPPORT:**

*Q. What is the telephone number for student IT Canvas support?*

Student IT Service Desk at 844-698-7484.

*Q. What is the telephone number for faculty and TAs IT Canvas support?*

24/7 Canvas Help Desk at 844-698-7484.

*Q. If I do not see my shell after following the instructions, how do I get assistance?*

Email to [lasccanvaspractice@lasc.edu](mailto:lasccanvaspractice@lasc.edu). Send the following information:

1. Your name:
2. Your email address:
3. Course name:
4. Course section:
5. Canvas use: online class, hybrid class, web-enhanced

*Q. If I do not provide the following information, can I still receive a shell?*

No. This information allows the IT District office to look for your shell and/or to create one. The information about Canvas use, is for LASC's record.

*Q. Are there tutorial links available to use Canvas?*

Yes.

*Cut and paste these sites into the address bar.*

<https://guides.instructure.com/m/8470>

<http://www.lasc.edu/students/onlineservices/Canvas-Tutorial.html>

*Q. Where do I find important links or telephone numbers Canvas? Here or canvas.org.*

**NOTE: CUT AND PASTE THESE URLS INTO THE ADDRESS BAR.**

IMPORTANT LINKS	DESCRIPTIONS
<a href="https://guides.instructure.com/m/8470">https://guides.instructure.com/m/8470</a>	Click on this CANVAS Guide for Students - You will find information about all of Canvas features, and the various topics address questions you might have.
<a href="http://www.lasc.edu/students/onlineservices/Canvas-Tutorial.html">http://www.lasc.edu/students/onlineservices/Canvas-Tutorial.html</a>	<a href="#">LASC Distance Education Website tutorials</a>
<a href="http://college.lattc.edu/academictech/files/2015/11/LATTC-GettingStarted-Students-v2.pdf">http://college.lattc.edu/academictech/files/2015/11/LATTC-GettingStarted-Students-v2.pdf</a>	Student login
<a href="https://ilearn.instructure.com">https://ilearn.instructure.com</a>	Faculty login
<a href="https://www.youtube.com/watch?v=UnxqJpoNCJs">https://www.youtube.com/watch?v=UnxqJpoNCJs</a>	How to send emails within Canvas course
<a href="https://www.youtube.com/playlist?list=PL0C53CD7938F56215">https://www.youtube.com/playlist?list=PL0C53CD7938F56215</a>	34 Canvas videos
844-698-7484	IT Support for faculty and students
Canvas Community: <a href="https://community.canvaslms.com/docs/DOC-3891">https://community.canvaslms.com/docs/DOC-3891</a>	Video Library