Office of the Provost

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Colleagues,

As we approach the start of the Fall 2020 semester, the *Innovations in Learning* team has some important information and reminders to consider not only about the Canvas learning management system, but various additional resources regarding Kaltura (the university's media tool), Collaborate Ultra (the web conferencing tool for education that's integrated with Canvas), and more.

Publishing & Unpublishing Courses
Every course you are attached to in Solar will populate on your Canvas Dashboard. By default, these courses come in unpublished, which means they are not visible to students. If you do plan to use Canvas for Fall, you will need to go in and **Publish** the courses on the **Home** tab by clicking on the **Publish** button at the top right of the page.

Importing Course Content
You do have the option to copy course content over from semester to semester. Under the **Settings** tab there is an **Import Course Content** button. When you click on that you will have the option to **Copy a Canvas Course**. Click on this link to view the Canvas Guide on copying content. Otherwise, the Innovations team is happy to migrate content over for you! Simply send us an email and we're happy to help.

Course Code
You may notice that you have the option to change your **Course Name** and **Course Code** under the **Settings** tab. Please do not edit the Course Code! The Course Code is what connects the Canvas course to Solar. If the code is changed, it's possible that the integration with Solar could be lost, meaning student data would also be lost.

Dashboard View
If you would like to organize your Dashboard, you are able to do so under **Courses** > **All Courses** on the black, far-left navigation bar. Any courses that have a gold star will appear on your Dashboard. (You will notice that by default, all courses have a white star until you begin starring courses. Then they will turn gold and only the gold courses will appear on your Dashboard view.)

Tier 1 Support
The UW System pays for Tier 1 Support which is a 24x7, 365-day service available to all faculty, staff, and students. This is your first stop for all Canvas-related questions. Tier 1 Support is trained to handle over 95% of Canvas issues. Anything that they are not able to resolve they forward back to the Innovations team so we can address the issue on our end. Support is available via instant chat, email, and phone. You will also receive an email transcript of your conversation with a follow up email to confirm your issue was resolved. Please direct all Canvas questions to Tier 1 Support before contacting the Innovations team, as Tier 1 Support has a higher level of administrative access than we do.

Additional Resources & Training Courses
Instructional Technology Resources & Tips Course – This course is updated regularly with new information on the university's various technologies, including but not limited to: Canvas, Kaltura,

Collaborate Ultra, proctoring tools, textbook integrations, and more. Self-enroll into the course to access all of the training materials and documentation available on the various campus technologies.

Instructional Resource Sharing – This course provides a more informal, collaborative approach to instructional technologies. It's a discussion-based Canvas course designed for idea sharing and collaboration amongst faculty and academic staff. Feel free to use this space to share innovative ways you're using technology, or ask for ideas on best practices using the various tools we have available at Parkside. Self-enroll into the course here.

For Students: Online Student Resources – An online resource is also available for your students. This course is built to provide students with as much information as possible about the various technologies they'll be using to learn beyond just Canvas. Students can enroll into this resources course using the self-enrollment link here, or they can access the student resources via the Canvas Logins page.

Additionally, the Canvas & Online Student Resources KnowledgeBase document is updated regularly to ensure students have the most accurate information about Canvas, third party tools, NetTutor, and more. We encourage you to link to this document directly from your Canvas course so students have a one-stop link to find all of their resources.
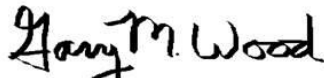
Finally, trainings were held this past week on the basics of **Canvas**, how to **create quizzes and use proctoring** tools, **Collaborate Ultra**, and **Kaltura**. If you missed these trainings live and would like to view the recordings, please visit the Innovations in Learning training page where all four training recordings are linked and available for use. Recordings can also be accessed from the Instructional Technology Resources Course.

Thank you for your hard work, and have a great semester!

Sincerely,

Rob Ducoffe, Ph.D.   Gary M. Wood
Provost & Vice Chancellor   Vice Provost
Academic & Student Affairs   Academic Affairs