Frequently Asked Questions about Canvas

Why can't students see my course?

- Courses need to be published for students to access them. See How do I publish a course?
- Enrolments are updated twice daily, so students added after the term start date should gain access to your course relatively quickly.

Why can't students see an assignment (module, discussion, page, quiz)?

- Each item needs to be published for students to view them.
  - Note that an item (e.g., a page) can appear published, but be located within an unpublished module. This will prevent students from accessing the items in the module
- Check the 'Available from' date in your assignment, discussion or quiz to ensure the date isn't in the future, and update as necessary.

Why am I getting so many notifications in my USask email about events and messages from my Canvas courses?

- You'll need to have a look at your Notification settings in your account (see this advice) and course level Notifications (button on the right-side bar of your Home Page) and adjust how often you'd like to receive notifications.
- If you'd prefer student receive notifications about Announcement and new Canvas Inbox messages (called Conversations in the notification list), ask them to please leave notifications on for these items for your course.

How can I communicate with students when teaching in Canvas? How do I reply to Canvas notifications from my email?

- Announcements are a good option for brief greetings and regular course reminders
- Messages sent through the internal messaging system – Canvas Inbox, are more suited to longer communications – to groups, individuals or the whole class. In Canvas notification settings, these are called Conversations.
  - See these guides or this blog post on the uses and advantages of Inbox
  - The short article includes how to set up your account to allow you to reply to students from inside your email application (i.e. Outlook)

How do I ensure students can access the Panopto videos in my course?

- I am receiving requests from Panopto for students requesting access to my videos
- See this short video as well with further tips on embedding Panopto videos in Canvas courses.

How do I add a TA to my course?

- See How do I add or edit and remove people in Canvas as an Instructor?

Students are accessing course files and pages that they shouldn't be able to yet?

- It is recommended that you disable both Files and Pages in the course navigation. With these links disabled, students will only be able to access items that are included in published modules and assignments.

How do I recover course content I deleted by accident?

- See [Recovering Deleted Course Content](#)

How do I use MEETS for meeting with my classes, office hours, or making individual student appointments?

- MEETS is a tool that integrates WebEx into your Canvas course. See [this video on scheduling items in MEETS](#) (Login with your NSID/password to view)
- Share the attached instruction guide to students to join meetings, make appointments and access recordings in MEETS

How do students access assignment feedback and grades? When are grades released to students?

- See [Posting Feedback and Grades in Canvas](#)

When I create groups, what's the best way to name them so students can easily find them?

- When naming a group set, *include your course abbreviation and an accurate group descriptor*, so students who have multiple groups across courses can easily distinguish between groups. Students can access their groups via the Groups icon in their Global Navigation menu.

What are my options in Canvas to grade discussions?

- See [How do I grade a graded discussion in SpeedGrader?](#) and
- [Grading Discussions in Canvas](#) for more tips.

How do I know if students are accessing and participating in my course?

- New Analytics has participation information, course average, student progress and more (tab in course menu or button on Home Page)
- See [Using Canvas New Analytics to see how students are doing in your course.](#)

How do I find my class roster and student email addresses?

- Open **New Analytics** (tab in course menu or button on Home Page, right-side), open **Reports**, go to Class Roster and click **'Run Report'** to access a CSV (Excel type) file containing a class list and student emails; you can sort column 'A' alphabetically to provide a roster, alphabetically by surname.

Help Options and Troubleshooting Support Guide

What I need…	Who I should contact?	When I can expect a response?
- To learn about Canvas and how to set up a course - Make my course a better learning experience for students - To get a one-on-one consultation	**movetocanvas@usask.ca**	The Move to Canvas team typically work during USask normal business hours.
With **Canvas specific issues**, such as problems with: - Discussions - Gradebook - Assignment submissions - Quiz features - How content displays in the browser, etc.	**Canvas 24/7 live chat or phone support:** - the Canvas Support Line at 1-855-382-5556 - access Canvas' **Live Chat Online Support** - the Help button in Canvas	Most immediate form of response. Wait times currently average about 10 minutes.
With **USask IT applications** that appear in Canvas, such as - Course enrollment - Course creation - Panopto - Webex or any similar non-Canvas technology that appears in Canvas	Email **itsupport@usask.ca** or call 306-966-2222.	Expect to be added to a support ticket and emailed back. You can find solutions to common questions on the wiki.