

## Winter Break Canvas News and FAQs

December 13, 2023



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On behalf of OIT's Instructional Design and Technology (IDT) team, we wish everyone a restful and joyous winter break! We are suspending the IDT Newsletter until after the new year, when we'll post our first 2024 issue on January 10, 2024.

### Canvas Training Options

**How can I complete Canvas training to gain access to my migrated Blackboard shells and my SP24 blank shells?** Faculty can complete the fully online asynchronous course (Growing with Canvas) or our increasingly popular Hybrid Video-Based training.

As a reminder, **the university and its offices (including OIT and IDT) will be closed from December 23, 2023, through January 1, 2024.** We encourage anyone who is planning to complete Canvas training during the winter break to complete one of the following preparatory tasks BEFORE Friday, December 22, 2023:

1. Register for the Hybrid Video-Based version of Canvas training and participate in a 30-minute Orientation before the break. **IMPORTANT!** On Friday, December 22, IDT staff will offer an Orientation session at 9:30 AM and a 60-minute Capstone session (for those who have completed the video requirements) at 10:00 AM. **There will not be a 3:00 PM Capstone on Friday, December 22, 2023.** Faculty who complete the two videos and embedded questions during the break can register for one of the IDT team's post-break Capstone sessions to complete their Canvas training on either Wednesday, January 3, 2024, at 11:00 AM, or Friday, January 5, 2024, at 10:00 AM.
2. If you prefer to complete Canvas training via the 100% asynchronous online option, please log into Canvas via [go.uhcl.edu](http://go.uhcl.edu) before December 22, 2023, to verify that you have access to both the Growing with Canvas training shell and the accompanying Canvas training sandbox shell in which you will complete hands-on assignments as you work through the online training.

**To register for the new Hybrid Video-Based training version or gain access to the 100% Online Asynchronous option, simply email [IDT@uhcl.edu](mailto:IDT@uhcl.edu)!**

### Getting Started Information for Trained and Experienced Canvas Users

**Is Canvas technical support available during the Winter break?** – YES! Although OIT's Support Center and IDT team will be off duty beginning the afternoon of December 22, 2023, through January 1, 2024, UHCL faculty can access 24/7/365 Canvas support technicians via live chat and telephone. As described in our interaction lessons, [Faculty Canvas Support Options](#) and [Canvas Support Spectrum: Finding the Fastest Route to Solutions](#), once you've logged into Canvas, you can access both services by clicking the Help icon on the global navigation menu.

**Help! My Canvas course has disappeared!** – Your course is missing because you were given access to your courses migrated from Blackboard into Canvas, pushing your dashboard total over the 20-course limit. For information on how to "favorite" your current Canvas shell(s) so that it remains on the Dashboard, please review our interactive lesson, [Reminder! Canvas Dashboard Course Tile/List Limits](#), or video, [Crash Course - Canvas Dashboard Items \[3:07\]](#).

**Please combine/merge my courses into a single Canvas shell** – With Canvas, faculty can perform their own course merges (referred to in Canvas resources as "cross-listing"). Please review either of the following for instructions on how to merge your Canvas shells:

- [Video] – [Canvas Course Merging \[6:45\]](#)
- [Online Lesson] – [Merging Courses in Canvas](#)

**How can I copy contents from Blackboard into my blank Canvas shell(s)?** If you need to use contents in Blackboard for your Canvas shell(s), the manual export/import procedure is quick and easy. The IDT team's video, [Crash Course - Content Copy from Bb to Canvas \[5:59\]](#), demonstrates the process. In addition, because Blackboard contents don't convert seamlessly into Canvas, we advise that you review both of the following to understand what does and doesn't transfer well between the two systems:

- [Online Lesson] [Before You Migrate Courses From Blackboard to Canvas...](#)
- [Document] [Blackboard to Canvas Import Guide](#)

**If you have any questions about the above information, please contact the IDT team at [IDT@uhcl.edu](mailto:IDT@uhcl.edu), and we'll be in touch as quickly as resources permit. Due to the Canvas transition, the IDT staff is handling more help requests than usual. Response times in December 2023 and January 2024 may be temporarily longer than usual.**