

Canvas Top Seven Frequently Asked Questions (FAQs)

November 22, 2023



On behalf of OIT's Instructional Design and Technology (IDT) team, we wish everyone a restful and joyous Thanksgiving holiday! In place of our weekly newsletter and this week's faculty email, we offer the following list of our most recent top seven Canvas-related questions.

Help! My Canvas course has disappeared! – Your course is missing because you were given access to your courses migrated from Blackboard into Canvas. 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 \[3:07\]](#).

How can I complete Canvas training to gain access to my migrated Blackboard shells and my SP24 blank shells? Faculty can complete either the fully online asynchronous course

(Growing with Canvas) or our increasingly popular Hybrid Video-Based training.

Fully Online Asynchronous Option – All faculty should already have access in Canvas to the training shell (Growing with Canvas) and a companion blank "sandbox" shell for hands-on practice. If you don't see those courses on your Canvas Dashboard, please email our team at IDT@uhcl.edu, and we'll set you up for the online training. **IMPORTANT!** If you take the online version, please email our team upon completion.

Hybrid Video-Based Option – Below are schedules from which you can choose to complete the training at the speed that best suits your needs:

- **Fast Lane:** (1) Attend the 30-minute Orientation Session (in-person or virtually) at 9:30 AM on Friday, (2) Watch the Two Videos [~45 minutes each] and answer the embedded questions on Friday anytime between 10:00 AM and 2:00 PM, and (3) Attend the 60-minute Capstone Session (in-person or virtually) at 3:00 PM on Friday.
- **Center ("Medium") Lane:** (1) Attend the 30-minute Orientation Session (in-person or virtually) at 3:00 PM on Tuesday, (2) Watch the Two Videos [~45 minutes each] and answer the embedded questions late Tuesday afternoon or evening, and (3) Attend the 60-minute Capstone Session (in-person or virtually) at 11:00 AM on Wednesday.

- **Slow Lane:** (1) Attend the 30-minute Orientation Session (in-person or virtually) at 3:00 PM on Tuesday, (2) Watch the Two Videos [~45 minutes each], and answer the embedded questions on Wednesday, Thursday [or even on Friday morning], and (3) Attend the 60-minute Capstone Session (in-person or virtually) at either 10:00 AM or 3:00 PM on Friday.

Of course, you can also mix and match the available sessions to best suit your schedule, as long as you complete the three components in the following order: Orientation - Videos – Capstone. Regardless of your option, please register for your Orientation and Capstone Sessions via email to IDT@uhcl.edu.

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:

- [Crash Course Video] - [Cross List or Merge Courses \[2:48\]](#)
- [Online Lesson] – [Merging Courses in Canvas](#)

Is Canvas technical support available during the Thanksgiving and Winter breaks? – YES! Although OIT's Support Center and IDT team will be off duty during those periods, 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.

Will there be additional Canvas training besides the current basic skills course? Yes. Faculty can access additional online courses and register for live webinar-based sessions on various topics via the Canvas Training Portal. For more information about and a demonstration of how to access courses in the portal, please review our interactive lesson, [Advanced Canvas Training Option - Canvas Training Portal](#).

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](#)

Can I create grade columns and post scores for activities/assignments my students submit in class rather than online? – Yes. Per Canvas, "Columns in the Gradebook are only created by adding an assignment in Canvas. If you need to create a column in the Gradebook to use for manual grading, you can create a No Submission or On Paper assignment." For more information, review Canvas' support article, [How do I create assignment columns for non-submission assignments in the Gradebook?](#)

If you have any questions about the above information, please contact the IDT team at IDT@uhcl.edu and we'll be in touch shortly.