Canvas Faculty Support Staff Information

Canvas at Washington University

Washington University in St. Louis is moving from Blackboard to Canvas for our Learning Management System (LMS) starting in Fall 2018. By the Fall of 2019, Blackboard will no longer be available for teaching.

Canvas Project Schedule

<table>
<thead>
<tr>
<th>Summer 2018: Planning &amp; Implementation</th>
<th>Fall 2018: Early Adopter Phase I</th>
<th>Spring 2019: Early Adopter Phase II</th>
<th>Summer 2019: Final Adoption Phase</th>
<th>Fall 2019: Complete Adoption</th>
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<tbody>
<tr>
<td>1. <strong>Summer 2018</strong>: Planning, Implementation, Training &amp; Support Initiation</td>
<td>2. <strong>Fall 2018</strong>: Early Adopter Phase I (faculty sign up to teach with Canvas)</td>
<td>3. <strong>Spring 2019</strong>: Early Adopter Phase II (remaining faculty sign up to teach with Canvas; non-curricular courses and organizations support begins)</td>
<td>4. <strong>Summer 2019</strong>: Final Adoption Phase (all faculty strongly encouraged to teach with Canvas)</td>
<td>5. <strong>Fall 2019</strong>: Complete Adoption (all courses taught in Canvas)</td>
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Training for Support Staff

Washington University has made available training directly from Canvas. Below are the instructions for setting up your account and also the suggested learning paths.

1. **Sign up for an account using your @wustl.edu email via the Training Account Creation** (https://www.cysalesteam.com/instructure/join)
3. **You should now see a calendar of available training sessions which you can sign up for at any time.**

Suggested Learning Paths

<table>
<thead>
<tr>
<th>Course Facilitators</th>
<th>Faculty Support</th>
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<tr>
<td>• Welcome to Canvas Series</td>
<td>• Basic &amp; 24/7 or Tier 1 Support</td>
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<td>• Home Pages</td>
<td>• Being an Everyday Admin</td>
</tr>
<tr>
<td>• Course Communications</td>
<td>• Data for Teachers</td>
</tr>
<tr>
<td>• Gradebook and Speedgrader</td>
<td>• Outcomes and Rubrics for Instructors</td>
</tr>
<tr>
<td>• Course Settings and Settings</td>
<td>• Accessibility</td>
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<td>• Course Settings and Sharing</td>
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Support

Canvas support is based on a 3 tier model:

1. 24/7 Canvas Support is available by calling 833–639–7629, or select the Help button in Canvas to chat or submit a support ticket.
2. Contact your School Canvas Administrator (https://mycanvas.wustl.edu/support/)
3. If you school Canvas Administrator cannot answer your question they have the ability to escalate further

Resources

- **Canvas Portal** (mycanvas.wustl.edu) - Where you log in to Canvas
- **WashU Canvas Project Site** (hellocanvas.wustl.edu) - Resources and Canvas project information
- **Canvas Community** (community.instructure.com) - Canvas site with how-to documentation, tips from other users, and a peer support forum for questions and discussions

Canvas Demo Sessions

Groups or departments can request Canvas Demo Sessions. Our Instructional Support Specialists will present an overview of Canvas, followed by a brief question and answer period, or focus on a topic of your choice. We’ll coordinate a session date and location with you. Demos are usually one hour long.

To request a demo, please email HelloCanvas@wustl.edu at least two weeks in advance of your earliest preferred date. Your email request should include:

- Contact person, email address, and phone number
- School and Department
- Preferred dates and times

Additional Information

- Information on content migration from Blackboard https://hellocanvas.wustl.edu/resources/course-content-migration/