Canvas Newsletter 26 May

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The Canvas website (canvas.ac.nz) is changing. Have your say!

The Canvas team is running focus groups to find out what staff want from our University-run Canvas WordPress site. While the invitation to participate in the focus groups has passed, you can still have your say. Get in touch with Shelley Jacobson and share:

- What is your overall impression of the website (canvas.ac.nz)?
- If you use the site, what is the primary reason for your visits?
- What type of content do you expect to find on a University of Auckland-run Canvas website?
- What suggestions do you have for improving the site?

Slowness/pages timing out in Canvas on 17 May

On Tuesday, 17/05/2017, between 10:17am and 11:03am our users experienced slowness, or pages timing out in Canvas. This was the result of multiple requests being sent between North American and Australian Amazon Web Services connectors which resulted in slower processing times. This affected all Canvas user in the AUS/NZ region. Instructure was able to resolve the slowness by stopping unnecessary requests from being sent between the two regions. Instructure advised that they will continue researching this situation so that they can continue to improve the integrity of Canvas servers, so that this behaviour does not occur in the future. We greatly appreciate your patience during this situation, and sincerely apologise for any inconvenience this may have caused.

Final grades submission: check your assignments and assignment groups

We suggest you review the settings of your assignments before it's time to submit final grades. A few questions to consider are:

- Have you entered all assignments in Canvas?
- Are you using assignment groups? By using assignment groups you can set up the weightage of the assignments. For example, an essay (assignment) can be marked out of 100 points but can be worth 30% of an assignment group.
- Have you hidden totals in student grades summary? If you don't want students to see their final grade/total in Canvas, select this setting.

You can use the Canvas Guides to learn more about assignments and assignment groups. If you need someone to assist you in setting up your assignments or to check that you have set them up correctly, please contact SSC on staffservice@auckland.ac.nz or extension 86000.

Next monthly meeting

Our next open monthly meeting will be held on 2 June, 10am, at the Clock Tower Great Hall. Anuj Bhargava, Senior Tutor, Faculty of Medical and Health Sciences, will talk about his use of Canvas Conference. If you would like to add any items to the meeting agenda, please contact Brigida O Figueira by 30 May.

Grades displaying incorrectly when importing a .csv file

Some staff have reported an issue when importing assignment marks from a .csv file into Canvas gradebook. Although the importing process shows as completed, not all marks are displayed in the gradebook.

At this stage we believe the issue to be intermittent and Instructure advises that refreshing the page usually solves the issue.

If the issue is persistent for a particular assignment and/or section, please contact Instructure by logging in to Canvas, selecting the 'Help' button and 'Report a problem'. Under Description, make sure to add the name of the course, assignment/s and the names of two sample students whose grades are not showing. That will help them narrow down the cause for the discrepancy between spreadsheet and gradebook.

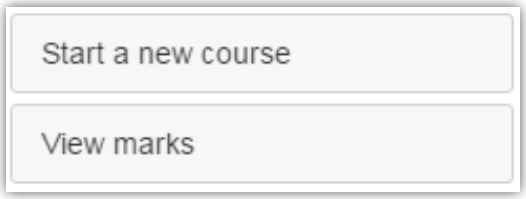
For more immediate support, you can also contact Instructure using live chat. The chat function is found in Canvas > Help.

Developing content for 2018 courses

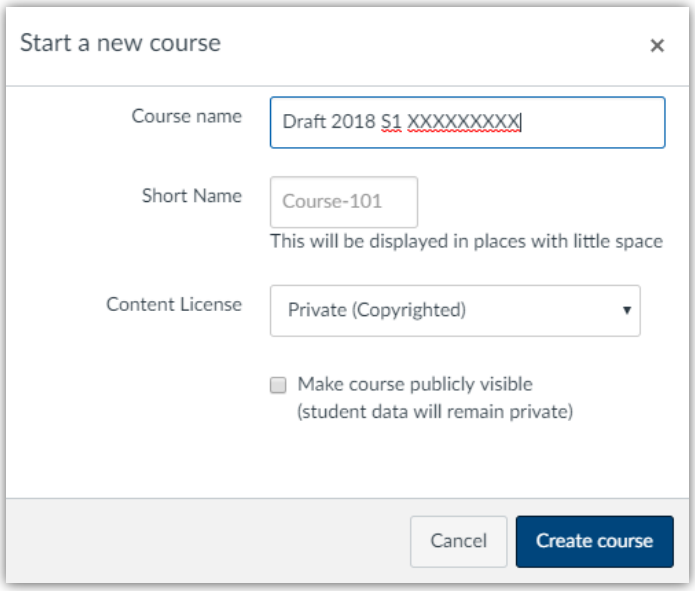
The official course shells for 2018 courses are not yet available. If you would like to start working on your courses, you can start a "draft" course. When the official course is available you can migrate your content across.

Create a "draft" course

1. In your Dashboard select "Start a new course".



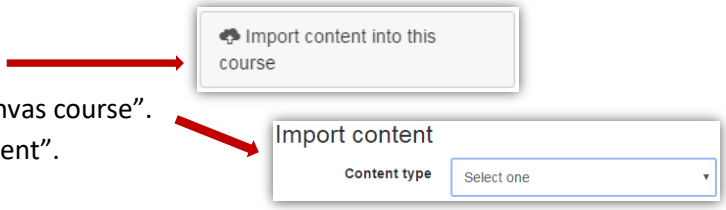
2. Name the course "Draft 2018 S1 XXXXXXXXX" and leave the other fields as they are. Select "Create course".

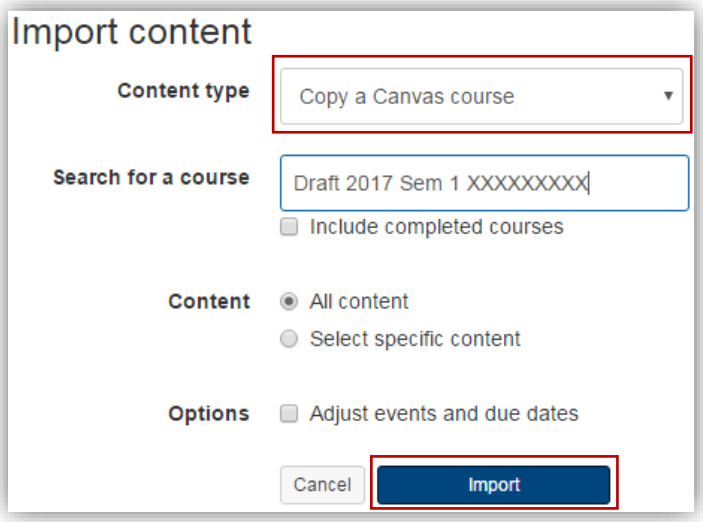


Migrate content

Once your official course is available, you can then migrate your content. To do that, you have to go to the official course. Then:

1. Go to the course “Settings”.
2. Select “Import content into this course”.
3. From the dropdown menu select “Copy a Canvas course”.
4. Search for the Draft Course and tick “All content”.
5. Select “Import”.





Who you can contact for assistance

Self help

Canvas provides a large variety of online support. You should check the Canvas Guides as they can answer most of your questions. Also, please consider checking the UoA knowledge base articles. These have been created based on the questions we have received all throughout 2016. In our Canvas News & Resources webpage you will find resources we have developed for you. The resources include assistance in developing a Canvas course, using Turnitin in Canvas, submitting final grades and more.

Online

Online live chat 24/7 – select Chat with Canvas Support from the Help menu (Question mark symbol in the bottom left of your Canvas Global menu)

Report a problem – file a support ticket when you’ve encountered a problem

Get help from a Canvas expert at the Canvas Community

Local assistance

For local support you can call SSC on 86000 or send a message to staffservice@auckland.ac.nz. You can also send us a message via the Contact Us page at the UoA Canvas website.

About this newsletter

This update supports University staff with using our new Learning Management System, Canvas. If the information is not relevant to you, please contact staffservice@auckland.ac.nz to be removed from the list.