

eLearning Services Instructor Handbook

Spring 2024 & Summer 2024

Updated 02/14/2024



eLearning Services

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Role of eLearning Services

The eLearning Services (eLS) department at LC State facilitates a variety of technology-enhanced instruction, including fully online, hybrid, and web-enhanced lecture courses through the Canvas learning management system (LMS).

eLearning Services Staff

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Emergency Notifications

[Warrior Alerts](https://www.lcsc.edu/public-safety/warrior-alerts) (Full URL: <https://www.lcsc.edu/public-safety/warrior-alerts>) is an institution-wide, multi-modal (email, text message, voice, and text-to-speech) emergency notification system. All College employees and students are enrolled automatically through employee and student database modules upon employment/enrollment. You must remain enrolled to receive Emergency Notifications and Timely Warnings that are issued to the campus.

Students and Employees are encouraged to log into WarriorWeb to verify their contact information is correct and up-to-date to ensure you receive alerts.

Instructional Design Support

eLearning Services employs two Instructional Designers (IDs) to provide instructors with course design support and best practices for course content creation and delivery.

The IDs provide support and consultation only; they do not create course content for instructors. Instructors should contact the lead designer for their division first. If that person is not available (vacation, out sick, etc.) or it has been more than 48 hours (excluding weekends) since the initial request for help, instructors may reach out to the other ID.

Angela Wilson

Senior Instructional Designer

acwilson@lcsc.edu

[Book an Appointment with Angela](https://www.lcsc.edu/faculty-staff-directory/angela-c-wilson) (Full URL: <https://www.lcsc.edu/faculty-staff-directory/angela-c-wilson>)

- Library
- School of Professional Studies:
 - Business and Computer Science
 - Teacher Education and Mathematics
 - Nursing & Health Sciences
- Career & Technical Education:
 - Business Technology & Service
 - Technical & Industrial
- Idaho Department of Corrections

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- Coeur d'Alene Center
- Student Affairs
- School of Liberal Arts and Sciences:
 - Humanities
 - Physical, Life, Movement & Sports Sciences
 - Social Sciences
 - Center for Teaching and Learning
- Career & Technical Education:
 - Workforce Training
 - Adult Learning Center

Note: During the Fall 2023 semester, eLearning Services will adding an additional instructional designer. Thus, the person who is the lead contact for you at eLearning Services may change during the semester.

Accessibility in Online Courses

In accordance with the American Disabilities Act (ADA) and Sections 504 and 508 of the Rehabilitation Act, online courses at LC State should strive to be fully accessible.

Beginning with the fall 2020 semester, all content delivered in Canvas is expected to meet accessibility laws and standards. It is the responsibility of the course instructor to ensure all content posted to Canvas complies with Federal accessibility guidelines. eLearning Services offers guidance on how to create accessible course content. In addition, all faculty are enrolled in a resource course titled “Access for All.” This course contains modules for creating accessible Word documents, PowerPoint presentations, Excel sheets, instructor-created videos, and PDFs. There is also a module on accessible color use, accessible course design strategies, and using the built-in accessibility features in Canvas. If you don’t see this course on your Canvas Dashboard or in your “All Courses” list, email your lead instructional designer to be enrolled.

Accessibility Checker in Canvas

The Rich Content Editor in Canvas includes an accessibility tool that checks common accessibility errors within the editor. You can use the Accessibility Checker to design course content while considering accessibility attributes.



[Canvas Community: How to use the Accessibility Checker](https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-use-the-Accessibility-Checker-in-the-Rich-Content/ta-p/820)

(Full URL: <https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-use-the-Accessibility-Checker-in-the-Rich-Content/ta-p/820>)

Canvas (Overview)

All courses at LC State have an online course space, which is facilitated through the Canvas learning management system (LMS).



What is Canvas?

Canvas is an LMS designed by Instructure. An LMS is an application for the administration, documentation, tracking, reporting and delivery of instructional courses. All fully online and hybrid courses at LC State are delivered through Canvas, and all face to face courses have a course space in Canvas that will, at a minimum, contain the course syllabus and faculty contact information.

Gaining Access to Canvas Courses

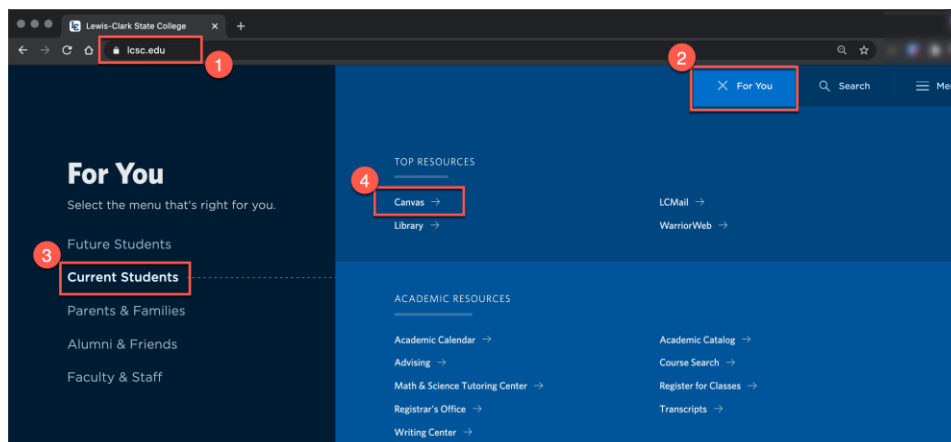
In order for an instructor to receive a username in Canvas, all new-hire paperwork must be completed, and the instructor must complete the FERPA tutorial. In order to have access to his or her Canvas course(s), the instructor must be assigned as the instructor of record for the course through the Registrar. The Division Chair must submit instructor assignment requests to the Registrar. New or modified instructor assignment requests can take up to 48 hours to be reflected in Canvas.

Accessing Canvas

You can go directly to Canvas by using the URL: lcsc.instructure.com.

On the LC State Homepage, there is also a link to access Canvas for current students.

1. Go to the [LC State Homepage](http://www.lcsc.edu) at www.lcsc.edu
2. Click on “For You” in the upper right
3. Select “Faculty and Staff” from the left-hand menu
4. Click on Canvas



Login to Canvas

Your **username** is your WarriorWeb ID, which is typically the first part of your lcsc.edu email (Example: newwarrior), everything before the @ symbol.

Your **initial password** will be set by clicking “Forgot Password?” on the [Canvas login page](#). Enter your Username then click “Request Password.” An email will be sent to your LCSC email with a link to set your password. The reset email may take up to 30 minutes to reach your inbox. Please check your spam folder before contacting Canvas support for password help.

Canvas App for Teachers



The Canvas Teacher app allows teachers to manage certain aspects of their course, communicate with students, and grade assignments from a mobile device. Download the Canvas Teacher app on Android and iOS devices.

Canvas Teacher is available for Android and iOS devices:

- [Canvas Teacher iOS Guide](#)
- [Canvas Teacher Android Guide](#)

Canvas App for Students



The Canvas Student App allows students to access their courses using a mobile device. Students can submit assignments, participate in discussions, view grades and access course materials. The app also provides access to course calendars, To Do items, notifications, and Conversation Inbox messages.

Users must have this app to view classes in which they are enrolled as a student, such as Growing with Canvas and Access for All.

Canvas Student is available for Android and iOS devices:

- [Canvas Student Android Guide](#)
- [Canvas Student iOS Guide](#)

Learn to use Canvas

eLearning Services offers live and self-paced options for learning Canvas.

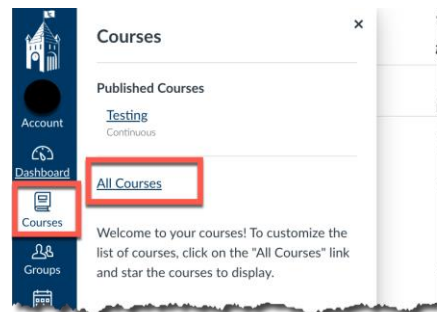
Growing with Canvas

All LC State faculty are enrolled in “Growing with Canvas,” which is a self-paced course on how to use Canvas.



“Growing with Canvas” has five modules of content that guide users through everything they need to know to get started using Canvas. The course uses a combination of the Canvas Videos and Canvas Text Guides to teach the content.

If you don't see "Growing with Canvas" on your Dashboard when you sign into Canvas, go to "Courses" in the left-hand global navigation menu, then select "All Courses." You may need to star the "Growing with Canvas" course to have it display on your Dashboard. If you don't see the course in "All Courses," email your lead instructional designer to be enrolled.



Template Tutorials

All courses that have been loaded with the LC Template contain an "Instructor Module" that has a "Canvas Guide for Instructors," which is a series of short tutorials covering the basics to begin using Canvas. The "How to use this template" pages provide information on customizing the template.

Canvas Calendar

You can import your Canvas calendar into Google Calendar or Outlook Calendar. The calendar feed will contain events and assignments from all your Canvas calendars, including reserved Scheduler appointment slots. Once you have subscribed to the calendar feed, you can remove the calendar feed at any time.

- [How do I subscribe to the Calendar feed using Google Calendar as an instructor?](https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Google-Calendar-as/ta-p/640) (Full URL: <https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Google-Calendar-as/ta-p/640>)
- [How do I subscribe to the Calendar feed using Outlook as an instructor?](https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Outlook-as-an/ta-p/779) (Full URL: <https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Outlook-as-an/ta-p/779>)

Availability dates for Canvas Classes (Instructors and Students)

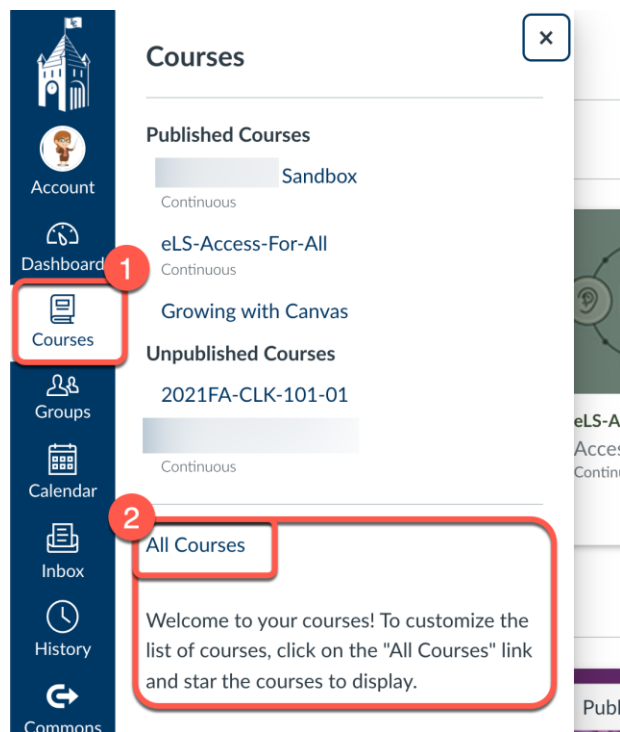
When do classes become available in Canvas for Instructors?

Courses for the upcoming semester become available to faculty in Canvas the day after the class and time schedule is finalized in Colleague by the Registrar. The Registrar publishes that date in the [LCSC Academic Calendar](http://www.lcsc.edu/registrar/academic-calendar/) (Full URL: <http://www.lcsc.edu/registrar/academic-calendar/>). When the course schedule is finalized, all courses and instructor assignments will appear in Canvas. In general, spring semester courses open to instructors in mid-October, and summer and fall semester courses open to instructors in mid-March.

When does access to classes for Instructors go away in Canvas?

Faculty will always be able to access past semester classes that were taught in Canvas. However, 48 hours after the “grades are due” date and time, the Canvas class will automatically go into a read-only state. This allows for that class to remain as an archive. While in a read-only state, no changes can be made to the course and no grading can be done. If changes are required to a class in the read-only state, please contact your instructional designer.

Past-term courses may automatically be removed from an instructor’s Canvas Dashboard at the end of the term. To access those classes, just go to (1) Courses the scroll to the bottom and (2) click on “All Courses.”



When do classes become available in Canvas for Students?

Traditional term Canvas courses become available to students on the Friday before the official start date of the term. All classes auto-publish on that day! Access to online course spaces the Friday before the first day of the term allows students to confirm their login information and verify that all online/hybrid courses appear on their dashboard in Canvas. Instructors are not required to have course content beyond the syllabus available at this time and cannot require students to complete course activities during this early access period. **Summer 2023 courses open on May 19th.**

Session B Courses, are available on the first day of class.

Students do not gain access to late-start courses until the late-start date. There is no early access for late-start courses.

Course enrollments are automated based on information from the Registrar's office. Instructors cannot manually enroll students in online courses. Adds and drops can take up to 24 hours to be reflected in Canvas.

How and when are students notified of how to access Canvas?

Students enrolled in all spring and fall courses will receive an email from eLearning Services to their LCMail account one week before courses open. The email contains instructions on how to access online courses through Canvas and how to access "Passport to Canvas," a non-credit course that teaches students how to use Canvas.

When do students lose access to their courses at the end of the semester?

All classes in Canvas will allow student access until 11:59pm on the Sunday after finals week. For example, if the semester ends on Friday, May 12th, the students will have access to the class until end of day on Sunday, May 14th. After that time and date, students will have no access to the course. It is recommended to remind students of this prior to the end of the semester in case they need to download assignments for portfolios.

Canvas Commons



Commons is a learning object repository that enables educators to find, import, and share resources. A digital library full of educational content, Commons allows Canvas users to share learning resources with other users as well as import learning resources into a Canvas course. eLearning Services uses commons to provide LC State specific content for faculty to import into their courses.

- [How do I use Commons?](https://community.canvaslms.com/t5/Canvas-Commons/How-do-I-use-Commons/ta-p/1795) (Full URL: <https://community.canvaslms.com/t5/Canvas-Commons/How-do-I-use-Commons/ta-p/1795>)
- [Import Respondus LockDown Browser module for student](https://www.lcsc.edu/media/7705/import-rldb-module-for-student.pdf) (Full URL: <https://www.lcsc.edu/media/7705/import-rldb-module-for-student.pdf>)
- [Import the LC State Canvas Template from Commons](https://www.lcsc.edu/media/5649/template-from-commons.pdf) (Full URL: <https://www.lcsc.edu/media/5649/template-from-commons.pdf>)
- [Update the Student Resouce Module](https://www.lcsc.edu/eLearning/faculty-information/canvas-coaching-and-tutorials) (Full URL: <https://www.lcsc.edu/eLearning/faculty-information/canvas-coaching-and-tutorials>)
- Canvas Commons also has modules for the following:
 - Student Success Center
 - Peer Review for Students

A feature of Commons is that when updates are made to imported modules you will be notified. When a modified resource is re-shared to Commons, users who have imported a copy of that resource in Commons prior to the update will have the option to update the resource. When an update is available, it will appear in the updates page, in the notifications center, and in the resource detail page.

- [How do I view updates to resources I previously imported from Commons?](https://community.canvaslms.com/t5/Canvas-Commons/How-do-I-view-updates-to-resources-I-previously-imported-from/ta-p/1797) (Full URL: <https://community.canvaslms.com/t5/Canvas-Commons/How-do-I-view-updates-to-resources-I-previously-imported-from/ta-p/1797>)

Canvas Technical Support and Help

Canvas help for faculty is accessed from within Canvas via the “Help?” link in the global navigation menu, or from the LC Canvas login page if you’re unable to log in. Canvas Help is available 24/7. If you encounter an error message in Canvas, accidentally delete content, can’t remember your Canvas password, or experience some other form of technical issue, please contact Canvas Technical Help.

From the “Help?” link you can:

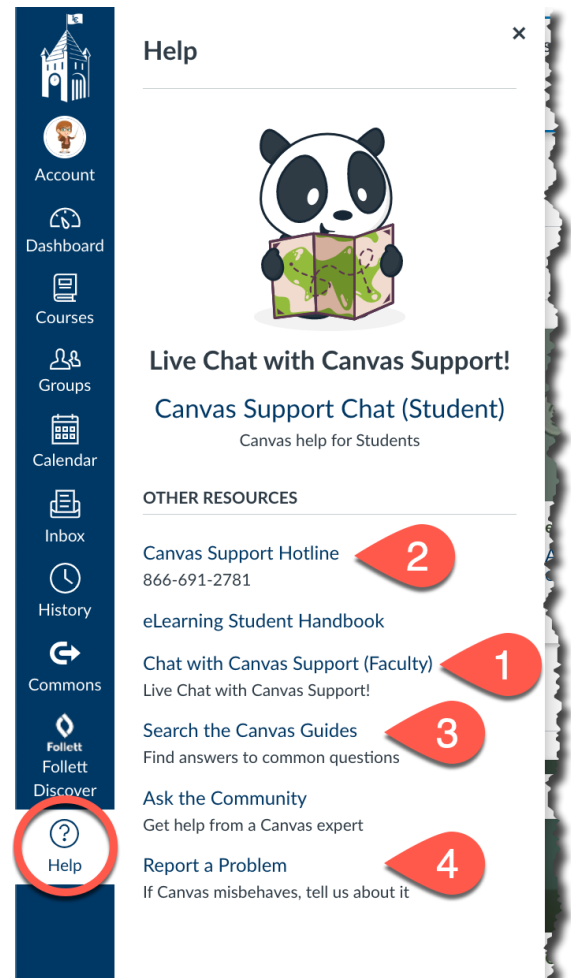
1. [Chat with Canvas Support](#) – This usually has the quickest response time; instructors can chat directly with a Canvas support tech (recommend)
2. Call the Canvas Support Hotline (866-691-2781)
3. [Search the Canvas Guides](#) – Find answers to common questions.
4. Report a Problem - Submit a ticket with Canvas for a personal response from the Canvas support team; this is like sending an email

Web Browsers for Canvas

Canvas supports the current and first previous major releases of the following browsers:

- **Google Chrome**
- **Mozilla Firefox**
- **Microsoft Edge** (Canvas no longer supports Internet Explorer)
- **Safari - Apple**

Always use the most current version of your preferred browser. eLearning Services recommends using Google Chrome or Mozilla Firefox for best results.



Canvas Resources for Students

Instructors are not expected to teach students how to use Canvas. A number of resources are available for students to learn how to navigate Canvas and complete course tasks.

Passport to Canvas

All LC State students are enrolled in “Passport to Canvas” which is a self-paced training on how to use Canvas. “Passport to Canvas” consists of nine modules that take participants through everything they need to know about using Canvas as a student.



Template Tutorial for Students

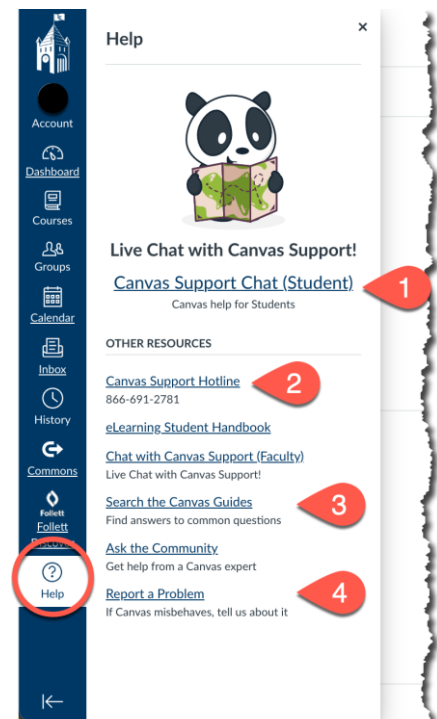
All courses that have been loaded with the LC Template contain a “Canvas: Overview and Resources for Students” module. This module contains short tutorials covering the basics to begin using Canvas. If your course does not contain this module, and you would like to have it added to your course, please email your lead Instructional Designer.

Canvas Help for Students

When students need help with Canvas, they should contact Canvas Help. Canvas Help is available 24/7 and is available online or by phone. To access Canvas Help, students can click on “Help?” in the Global Navigation on the left-hand side of Canvas, or they can click “Help” on the LC Canvas login page.

From the “Help?” link, students can:

1. [Chat with Canvas Support](#) – This usually has the quickest response time; students can chat directly with a Canvas support tech
2. Call the Canvas Support Hotline (866-691-2781)
3. [Search the Canvas Guides](#) – Find answers to common questions.
4. Report a Problem - File a ticket directly in Canvas for a personal response from the support team



Official Grades

Final, official student course grades are determined by the instructor and must be submitted through WarriorWeb. Canvas does not automatically transfer grades to WarriorWeb. In addition, grades displayed in Canvas may not accurately reflect students' final, official grade for a course, as determined by the instructor.

Proctored Exams

Please visit the [LC Testing Center website](https://www.lcsc.edu/testing-center/) (Full URL: <https://www.lcsc.edu/testing-center/>) for the latest information on the opening of the LC State main campus Testing Center, opening of satellite testing centers, and the availability of other remote proctoring options.

Access the "Respondus" training in Canvas for information about remote exam proctoring. If you don't see this course on your Dashboard, go to Courses → All Courses in the global navigation menu and star the course to have it show on your Dashboard.

Recommended Software and Apps

eLearning Services has preferred/recommended Software and Apps to use for educational purposes. An overview of the technology is below along with information on support for the tools (please note that support is not always provided by eLearning Services).

Google Suite

All faculty are assigned an "@lcmail.lcsc.edu" email address in addition to their @lcsc.edu address. This LCMail account is a "Google Apps for Education" account with access to the full suite of Google apps and unlimited storage for your data. Learn about the features of the Google Suite on the [Google Features webpage](https://gsuite.google.com/features/) (Full URL: <https://gsuite.google.com/features/>)

YouTube

YouTube is a free video hosting website that makes it easy to share videos. Instructor created video content can't be uploaded directly to a Canvas course due to course archiving restrictions, so eLearning supports instructor use of YouTube to house instructional videos. Video content can then be linked to or embedded in a Canvas course. eLearning also supports the use of YouTube for video hosting because the interface allows closed-captions to be added to videos in a variety of ways. Information on how to add closed-captions to YouTube videos is available in the "Access for All" course in Canvas.

Microsoft Office

LC Students, faculty, and staff have access to Office 365 for Education, which includes free installation of Word, Excel, PowerPoint, OneNote, and additional education tools. LC IT provides support for Office 365.

Snagit

Snagit is a software program for creating video content and screen captures. Instructors can have Snagit installed by submitting an IT Help Desk ticket. Instructors should refer to [Techsmith's website for Snagit tutorials](https://www.techsmith.com/tutorial-snagit.html) and technical support (Full URL: <https://www.techsmith.com/tutorial-snagit.html>). Information on how to record a video with Snagit, upload it to YouTube, and add closed-captions is available in the "Access for All" course in Canvas.

Camtasia Studio

Camtasia Studio is screen capture and video editing software available for instructors to use in the eLearning Services office on the Work Room computer. You must book time with your Instructional Designer to use this software. The software can be used to record video lectures and other video content, as well as combine existing videos and still images into a single video. This software is not available for installation on instructor computers unless the instructor's division purchases a software license for the instructor.

Respondus 4.0

Respondus 4.0 is software that uploads a properly formatted file of test questions directly into Canvas to create a quiz or exam. You must book time with your Instructional Designer to use this software. For instructions on how to format test questions for uploading with Respondus 4.0, access the "Respondus" training course in Canvas.

Respondus LockDown Browser

Respondus LockDown Browser (RLDB) is a web browser that prevents students from navigating to other web pages, accessing other areas of Canvas, and opening other programs during a test delivered in Canvas. RLDB is used for added test security to "lock" the student into the exam once they begin the exam. All faculty are enrolled in a Respondus training course in Canvas, which provides information on how to configure RLDB for exams, and how to prepare students to take an exam that requires RLDB.

Respondus Monitor

Respondus Monitor is a software tool that works in conjunction with the Respondus LockDown Browser. The tool records the student through his or her webcam while taking an exam, thus deterring the student from accessing other devices or people for assistance during an "at-home" exam. The recording flags suspicious behavior, such as the test-taker leaving the area visible to the webcam, a second face entering the area, or the camera being tilted away from the test-takers face. After the exam, instructors can review the recordings to check for any suspicious behavior.

Respondus Monitor is available to students in online courses at the instructor's discretion. It is recommended it only be used when the LC Testing Center or other proctoring services are unable to accommodate students. All faculty are enrolled in a Respondus training course in

Canvas, which provides information on how to configure Monitor, and how to prepare students to take an exam that requires Monitor.

GIMP

GIMP is an acronym for GNU Image Manipulation Program. GIMP is a free image editing program for resizing, cropping, editing and creating original images. Technical support for GIMP is not provided by LC IT or eLearning Services. For support, [visit the GIMP website](http://www.gimp.org) (Full URL: www.gimp.org).

Adobe Scan App

Adobe Scan is a free app that turns your mobile device into a portable PDF “scanner.” You can use this app to take a picture of a physical document and convert it to a PDF. Support for Adobe Scan is not provided by LC IT or eLearning Services. For support, [visit the Adobe Scan website](https://acrobat.adobe.com/us/en/mobile/scanner-app.html) (Full URL: <https://acrobat.adobe.com/us/en/mobile/scanner-app.html>).

Microsoft Office Lens App

Office Lens is another free app that turns your mobile device into a portable PDF “scanner.” You can use this app to take a picture of a physical document and convert it to a PDF. Support for Office Lens is not provided by LC IT or eLearning Services. [To learn more about Office Lens, visit Microsoft on the web](https://www.microsoft.com/en-us/) and search for Office Lens. (Full URL: <https://www.microsoft.com/en-us/>)

Video Conferencing Resources

For more information about video conferencing in Canvas, please access the Video Conferencing training course in Canvas. If you don't see this course on your Dashboard, go to Courses → All Courses from the global navigation in Canvas to ‘star’ the course and make it visible on your Dashboard.

Zoom

Zoom is software integrated into Canvas that allows instructors to host synchronous live lecture or meeting sessions with students. Participants can engage in video chat with a webcam and microphone, text chat, collaborative whiteboard, file sharing, application sharing, and screen sharing. Zoom sessions can be recorded and made available in the course for students to view at a later date. Support for Zoom is available by contacting the LC IT Helpdesk.

Teams

Teams is a video conferencing software that is NOT integrated into Canvas. It is available for use by all employees and faculty at LC State. To learn more about Teams, please contact the LC IT Helpdesk.

eLearning Policies and Procedures for Instructors

Policy:

Lewis-Clark State College, Instructional Policy (2.130)

- A. Course Syllabi in all LC State Courses
- B. Accessibility in the Learning Management System (LMS)
- C. Synchronous Communication Tool Use

Procedures:

- D. Division Accounts
- E. Teaching Assistant Accounts
- F. Non-LCSC Teaching Assistant Accounts
- G. Course Access
- H. Vendor Content Adoption
- I. Incomplete Grades
- J. Course Archiving
- K. Section Merges
- L. Alternative Term Courses
- M. Development Shells
- N. Organizational Course Shells

LMS Policies

All policies regarding the LMS, including use, accessibility, and definitions originates from the Lewis-Clark State College, [Instructional Policy \(2.130\)](https://www.lcsc.edu/media/5136/2130-instruction.pdf) (full URL: <https://www.lcsc.edu/media/5136/2130-instruction.pdf>).

As stated in that policy, “the purpose of this policy is to define expectations in the delivery of instruction at Lewis-Clark State College (LCSC).”

The following 3 policies were derived from, and provide clarification for, items within the Instructional Policy.

A. Course Syllabi in all LC State Courses

Policy Statement: All courses, regardless of delivery format, will have a current, accessible syllabus posted in the LMS.

Course Syllabi should be posted in Canvas, under the Syllabus menu tab.

Per the LC State Instructional Policy, all course syllabi conform to the college standard by including, at a minimum, the elements listed here:

- (1) Course Name, prefix and number, semester and year, credits / credit hours.
- (2) Instructor’s name, email address, telephone number, office location, office hours.
- (3) General Education: “General Education Competency Area: XX Foundation or Way of Knowing” – general education courses only.
- (4) Course Description from catalog; additional course description / detail is optional.
- (5) Course Pre-requisite(s) / Co-requisite(s).
- (6) Course Learning Outcomes.
- (7) Required Text/ Materials.
- (8) College grading scale.
- (9) Course grading scale.
- (10) Course communication policy / expectations [Generally, when might student expect a response to an email or phone message].
- (11) Assignment / feedback expectations. [Generally, when might the student expect to receive a grade or feedback on an assignment].
- (12) Note: Faculty are encouraged to include a statement in each course syllabus that describes circumstances which may require a change in the course schedule. For internship, field experience, practicum, clinical, shop, or laboratory courses, consider including a statement about how missed hands-on hours will be completed.

Approval Authority: Approved/reviewed by the Director of eLearning Services; January 2023.

B. Accessibility in the Learning Management System (LMS)

Purpose: This policy outlines requirements for all course material housed within LC State’s Learning Management System (LMS), currently Canvas, to meet Federal Americans with Disabilities Act (ADA) requirements by utilizing Universal Design principles.

Policy Statement: Title 5 of the ADA makes it clear that online classes must meet certain criteria to lawfully fulfill accessibility requirements. Section 508 of the Rehabilitation Act states: “Distance education means instruction in which the instructor and student are separated by distance and interact through the assistance of communication technology. All distance education is subject to the general requirements of this chapter as well as the specific requirements of this article. In addition, instruction provided as distance education is subject to the requirements that may be imposed by the Americans with Disabilities Act (42 U.S.C. §12100 et seq.) and section 508 of the Rehabilitation Act of 1973, as amended.”

Scope: All matriculating and non-matriculating, fully online (designated WEB in Colleague), hybrid (designated HYB in Colleague), and enhanced face-to-face courses (designated LEC in Colleague) sections are covered by this policy.

Procedures: As new courses are developed, or as existing courses are updated, all materials for those courses that are housed in the LMS must meet ADA requirements for accessibility. Information for making accessible content is available to all LC State instructors and staff in the Canvas organization “Access for All.” All current LC State faculty and staff are enrolled in this organization.

Roles/Responsibilities: Instructors assume all responsibility for creating and maintaining ADA compliant materials within their courses. Assuring compliance with all aspects of this policy lies with the divisions. Support for ADA compliant course materials is provided by eLS Instructional Designers.

Approval Authority: Approved/reviewed by the Director of eLearning Services; January 2023.

C. Synchronous Communication Tool Use

Purpose: Conferencing tools in Canvas - Zoom

Rationale: The purpose of this policy is to ensure instructors use the synchronous communication tools within Canvas effectively and to the best benefit of the student.

Synchronous communication tools include, but are not limited to, Google Hangouts, Microsoft Teams, Zoom, and Adobe Connect. Zoom is the only synchronous communication tool supported within the LMS at LC State. Other synchronous communication tools are considered “use at your own risk” and no product support will be given for them by eLS.

*NOTE – Zoom Pro accounts are available to faculty. Zoom is integrated into Canvas. Contact the LC State IT Department for more information and technical support for Zoom.

Policy Statement: eLS supports the use of Zoom in Canvas.

Scope: All matriculating, fully online (designated WEB in Colleague), hybrid (designated HYB in Colleague), and enhanced face-to-face courses (designated LEC in Colleague) sections are covered by this policy. Non-matriculating or other special sections may be subject to this policy as determined by an established Memorandum of Agreement.

Procedures: In a fully online, matriculating course an instructor cannot require students to attend a Zoom session for a grade unless students who are unable to attend can achieve the same grade by viewing a recording of the session (participation in a synchronous session cannot be part of the grade).

Roles/Responsibilities: Training to use the associated technologies needed to comply with this policy falls within the purview of the LC State Instructional Designers. Assuring compliance with all server-related aspects of this policy lies with the IT Database Administrator. They may task appropriate personnel with meeting same.

Approval Authority: Approved/reviewed by the Director of eLearning Services; January 2023.

LMS Procedures

D. Division Accounts

Purpose: Roles within Division Accounts

Rationale: Division chairs, faculty, and staff need to be able to review online courses for promotion, tenure, academic disputes, peer review, accreditation, and other purposes.

Procedure: Prior to the beginning of each semester, the IT Database Administrator or designee, will review the two accounts for each division and make edits as needed for appropriate access. One account is exclusively for use by the Division Chair; the other is to be shared with any qualified division employee, or designated individual (i.e., accreditation reviewer) to conduct the activities listed under "Rationale." The IT Database Administrator will add these two accounts to all WEB sections belonging to a division when those sections are pushed from Colleague to the LMS. LEC and HYBF sections may also be added at the request of a Division Chair.

E. Teaching Assistant Accounts

Purpose: Course access for Teaching Assistants

Rationale: On occasion, instructors have need of a Teaching Assistant (TA), Tutors, or Peer Mentor (PM) for an LCSC course.

Procedure: To add a TA or PM to a course, the instructor should collect the name(s) and campus email(s) of the person(s) serving as TA, Tutor, or PM. Once the information is compiled, the instructor will forward it to the Division Chair along with the information the course they will be working in (e.g. 2023SP-ED-321-60).

Upon approval from the Chair, the instructor will then have the TA, Tutor, or PM complete the Registrar's FERPA tutorial before forwarding the course information, name(s), and email(s), along with the approval email, to helpdesk@lcsc.edu. Approved nominations will be processed by the IT Database Administrator within three business days of receipt. The IT Database Administrator will notify the instructor once the assignments have been made. The course role in Canvas to be used for TA/Tutor/PM is Evaluator.

F. Non-LCSC Teaching Assistant Account

Purpose: Authorizing and enrolling external Teaching Assistants, not associated with LCSC.

Rationale: This policy outlines procedures for authorizing a teaching assistant who is not an employee or student at LC State, for an LC State course.

Procedure: The process will begin with a Memorandum of Agreement (MOA) created by the Director of eLearning Services. Request for creation of the MOA should be emailed to eLearning@lcsc.edu and originate from the respective Dean, on behalf of the instructor. This request should include the name, email address, and birthdate of the potential TA, the instructor of records name, and the course name/ID the TA will be working in. Requests for a TA should be submitted at least two weeks prior to the desired start time of the TA's duties in the course.

The MOA follows standard institutional approval practices and require permission from the TA, and approvals from the supervising faculty, the Division Chair, the assigned Dean, the Director of eLearning, and the Provost/Vice President for Academic Affairs. The MOA authorizes the TA and determines their time of service (e.g. 2020FA). Before being entered in to Canvas, each TA must:

- Complete the Registrar's FERPA tutorial
- Sign an LCSC Confidentiality Agreement provided by Human Resources
- Fulfill any division-specific requirements

Approved MOA's will be processed by eLearning Services upon verification the above tasks have been completed. The TA and instructor will then be notified once the TA's account has been created in Canvas. The course role in Canvas to be used for TAs is called Teaching Assistant (TA).

G. Course Access

Purpose: Access to courses created/taught by other instructors (aka instructor reassignment)

Rationale: In certain cases, a course may need to be accessed by individuals other than the instructor of record or developer. Access will be given only to current LC State employees with permission from the respective Division Chair. In the case where an instructor needs access to a course not in their assigned division, both chairs must give permission for access. Whenever possible, an inactive version of the course will be used due to the need to protect student privacy. Individuals will be added in the 'Observer' role in Canvas.

Procedure: Requests for access should be directed to the IT Database Administrator, via helpdesk@lcsc.edu. Indication of approval by the Division Chair must be included. Requests should include the course ID, course section number, and the semester taught/developed.

H. Vendor Content Adoption

Purpose: Adopted course content created by outside vendors/publishers

Rationale: Canvas allows the adoption of outside content from compatible vendors, via Learning Tools Interoperability, or LTIs. Adopting this content entails specific support actions from the ITA. Examples of these include CengageNow, WileyPLUS, and McGraw-Hill Connect.

Procedure: As each term becomes available via the integration with Colleague, courses will appear in instructor accounts in Canvas. Divisions or instructors who are planning to use new publisher content packages should email helpdesk@lcsc.edu no later than two weeks before the start of the semester to ensure product compatibility.

In addition to the email request to the IT Database Administrator, instructors wanting to adopt new publisher content should make an appointment with their assigned Instructional Designer to vet the readiness of the content/source for use. Instructors using outside course content must include access and technical support information for the content/site in their course syllabus. eLS will not provide product support.

I. Incomplete Grades

Purpose: Granting student access to courses in which an “Incomplete” has been granted.

Rationale: An “incomplete,” or “I,” is a status granted as a grade to students by instructors that allows students to complete work on a course after the semester end-date. Granting such status is governed by campus policy. In order to facilitate completion of incomplete courses housed in the LMS, access to the course for individual(s) receiving the incomplete must be extended.

Procedure: After grades are submitted for a term, the IT Database Administrator will extract a list of all incompletes granted via a Colleague query. Sections bearing incompletes will be processed in order of the expiration dates of those incompletes. Those sections will only be made available to the students granted an extension to complete the course and access will end once the incomplete is completed or expires. Courses bearing incompletes will be archived (Policy A – Course Archiving) after the incompletes expire.

J. Course Archiving

Purpose: Online Course Archiving

Rationale: The Idaho State Board of Education (ISBOE) requires that class records be maintained for five years after the end of any given term in case of an academic dispute. eLearning Services (eLS) and Informational Technology (IT) comply with this ISBOE requirement for online courses by creating and storing end of the term copies of online courses, commonly called “course archives.”

Procedure: After final grades are posted for a term, the term becomes inactive in the LMS and becomes the de facto archive. Archive copies will be backed up as part of the LMS provider’s service guarantees. Archives will not be accessible after the five-year retention period.

K. Section Merges

Purpose: Merging of course sections in Canvas

Rationale: Instructors often prefer to have multiple sections of the same course merged in to one section to reduce workload. There are two ways to accomplish this goal: cross-listing in the SIS, Colleague, or by section merging within Canvas.

Procedure: To request a section merge for a WEB course, an email should be sent from the Division Chair to the IT Database Administrator at helpdesk@lcsc.edu. For LEC & HYB courses, an email can be sent to helpdesk@lcsc.edu directly from the Instructor. Sections that are already cross-listed in Colleague cannot be merged in Canvas.

L. Alternative Term Courses

Purpose: Setting up courses that run outside of traditional academic semesters

Rationale: Some divisions have courses, for the purpose of practicum or field experience, that run outside the parameters of a normal semester. These courses must be set up manually to allow the course dates to align with course access for students.

Procedure: To request a course space for an alternative term course, an email chain showing the request from the instructor and approval from the Division Chair must be submitted to the IT Database Administrator at helpdesk@lcsc.edu. The following information must also be provided: Course name/ID, projected “live dates’ for each course, and the instructor(s) for each section. The IT Database Administrator will create the terms and add any relevant individuals, then will contact the instructor once the terms are set-up.

M. Developmental Course Shells

Purpose: Requesting a developmental shell for a course to be taught in future semesters

Rationale: To assist with future course development, this allows instructors space in which to work in the LMS outside of the live semesters. Developmental terms have been created in the LMS and course shells may be added by request.

Procedure: To request a course shell in a developmental term, an email chain showing the request from the instructor and approval from the Division Chair must be submitted to the IT Database Administrator at helpdesk@lsc.edu. The following information must also be provided: Instructors name, course name, course ID (ex. - 2023SP-MATH-101-01), and the semester it will next be taught. The IT Database Administrator will create the course shell in the appropriate term, then will contact the instructor once the terms are set-up.

N. Organizational Course Shells

Purpose: Requesting an organizational shell for non-matriculating courses

Rationale: This type of course allows instructors, clubs, student services offices, etc. a space to communicate information with their students/members outside of a graded course.

Procedure: To request an organizational course shell, an email chain showing the request from the requester (instructor) and approval from the Division Chair, Dean, or VP of that area must be submitted to eLearning@lsc.edu. The following information must also be provided: Instructors name, requested course name, and any other individuals who will need development access. eLearning will create the course shell, then will contact the instructor once the course is set-up.