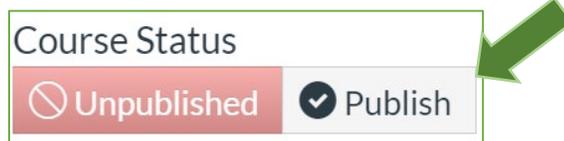


Q 1: Why can't students see my materials/assignments?

Possible reasons (not a complete list):

- **Is your course published?** To tell, log in to your course. From the home page, does it look like this? If so, it's not available to students. Click Publish.



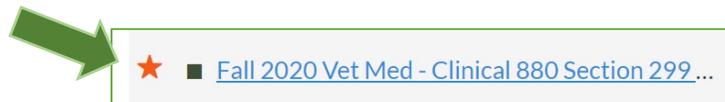
- **Is your module, folder, assignment, and/or file published?** To tell, log in to your course. When looking at your module, folder, assignment, or file, do you see this? If so, it's not available to students. Click the gray circle with the line through it.



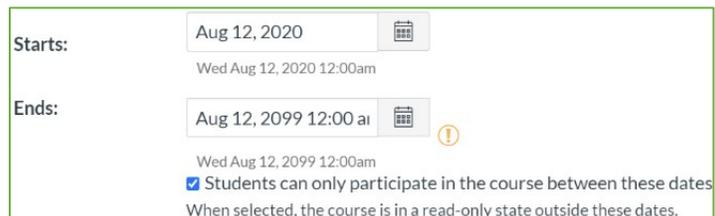
Name ▲	Date Created	Date Modified	Modified By	Size	
 approach to the coughing dog,...	Jan 29, 2019	Jan 29, 2019		4 MB	

A screenshot of a file listing table. The table has columns for Name, Date Created, Date Modified, Modified By, and Size. A green arrow points to a gray circle with a slash through it in the rightmost column of the first row.

- **Are students looking only at their “Dashboard”?** If so, ask them to click “Courses,” scroll down, and select “All Courses.” Your course will be named something like this: Fall 2020 Vet Med - Clinical 8---. Therefore, students need to know the course number to select the correct course on Canvas. They can add it to their dashboard by clicking the star next to the course name, like this:



- **Is it before UT's start of the semester?** If so, click on your course, and go to “Settings.” Scroll to the middle of the page, and set start and end dates (make the end date something like 2099). **IMPORTANT:** Click the box next to “Students can only participate in the course between these dates.”



A screenshot of the 'Settings' page in Canvas, showing the 'Starts' and 'Ends' sections. The 'Starts' section has a date field set to 'Aug 12, 2020' and a time field set to 'Wed Aug 12, 2020 12:00am'. The 'Ends' section has a date field set to 'Aug 12, 2099 12:00 am' and a time field set to 'Wed Aug 12, 2099 12:00am'. A green arrow points to a checkbox labeled 'Students can only participate in the course between these dates' which is checked. Below the checkbox is a note: 'When selected, the course is in a read-only state outside these dates.'

Q 2: Where should I put my syllabus?

Option A: In Files (easiest) OR

Option B: In Syllabus

A-Files: Click “Files.” Upload a file with Syllabus in its file name.

B-Syllabus: Click “Syllabus.” Click “Edit.” Choose the “Files” tab. Upload a new file OR select from “course files” if you have already uploaded your syllabus in “Files.”

Q 3: Where is my course for next semester?

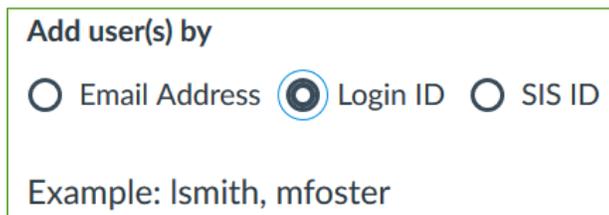
Possible reasons you don’t see your course:

- **Course sites/shells are tied to Banner, the UT registration system.** Until the timetable is available in Banner, Canvas thinks the courses do not exist. Course sites are usually released to instructors 2 months in advance of the semester start. At that time, you will be able to carry forward previous semester material and assignments and import new material.
- **Are you listed in the timetable as the instructor of record?** To check, go here: https://bannerssb.utk.edu/kbanpr/bwckschd.p_disp_dyn_sched. Search by the current term, and then by Veterinary Medicine-Clinical or Pre-Clinical as Subject. If you know your course number, enter that. Click “Class Search.” If you are not listed as an instructor in the course, contact the instructor of record to be added.

Q 4: Why can’t Canvas find the instructors I’m trying to add?

Possible reason:

- **Are you using e-mail?** If so, try “Login ID.” Enter ONLY the Net ID (NOT the utk.edu). How to find the Net ID: <https://directory.utk.edu/>.



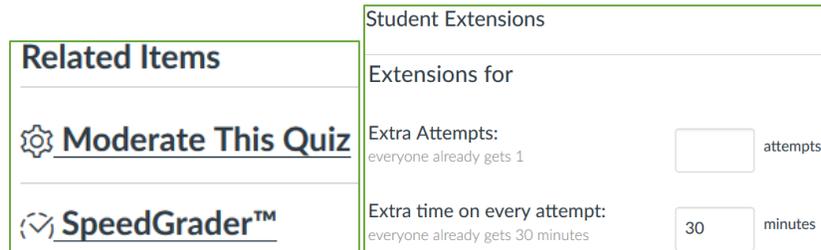
Add user(s) by

Email Address Login ID SIS ID

Example: lsmith, mfooster

Q 5: A student needs extra time on a quiz. How do I do that?

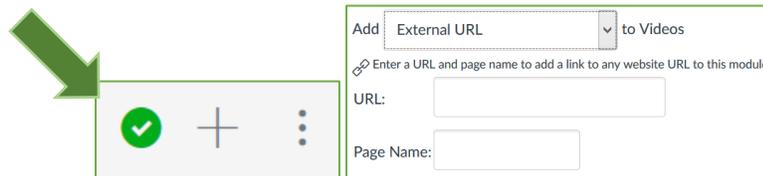
- Save and publish the quiz. Click on the quiz name and then “Moderate Quiz” on the right. Click the pencil by the student’s name. Add the EXTRA time allowed, not the total time allowed. For full instructions, see <https://community.canvaslms.com/docs/DOC-9926>.



The screenshot shows two panels. The left panel, titled 'Related Items', contains a button labeled 'Moderate This Quiz' with a gear icon and a 'SpeedGrader™' button with a checkmark icon. The right panel, titled 'Student Extensions', has a section 'Extensions for' with two input fields: 'Extra Attempts: everyone already gets 1' and 'Extra time on every attempt: everyone already gets 30 minutes'. The '30' in the second field is highlighted with a green box.

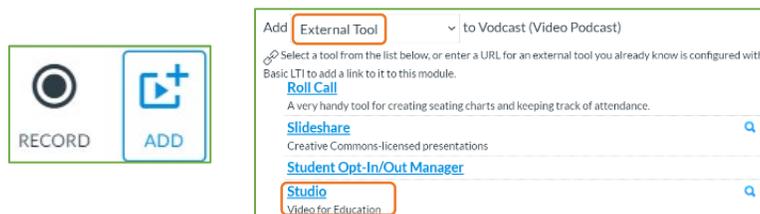
Q 6: Canvas says my video is too large to upload. What do I do?

- **Is the video online (NOT VetNet) and can be linked to rather than uploaded as a file?** If so, add a “Module” and publish it (see green circle below). In the module, click the plus sign in the upper, right corner. Choose “External URL” from the drop-down list to “Add.” Link to the video by adding the URL and giving it a name.



The screenshot shows a green arrow pointing to a button with a green checkmark, a plus sign, and a three-dot menu. To the right is a form titled 'Add External URL to Videos'. It includes a dropdown menu set to 'External URL', a text input for 'URL:', and a text input for 'Page Name:'. A green box highlights the 'External URL' dropdown and the 'URL:' input field.

- **If the video is not online, use Canvas Studio to avoid using up space in your Canvas site.** Inside the course site, click Studio from the left menu. From here, record a new video or add a video. **IMPORTANT: You must link the video in a module or page.** Studio is your own personal video storage. Nobody else can see your videos until you share them.
 - **To link the Studio video, add a “Module” and publish it (see green circle above).** In the module, click the plus sign in the upper, right corner. Choose “External Tool,” and scroll down to select “Studio.” Find and select the video. Choose whether to allow viewers to comment and download. Click “Embed.” Scroll down, and give the video a name in the “Page Name” box (it defaults to “Studio” if no name is chosen. Click “Add Item.”



The screenshot shows two buttons: 'RECORD' with a camera icon and 'ADD' with a plus sign icon. To the right is a form titled 'Add External Tool to Vodcast (Video Podcast)'. It includes a dropdown menu set to 'External Tool', a text input for 'URL:', and a text input for 'Page Name:'. A list of external tools is shown below, with 'Studio' (Video for Education) highlighted by a green box.

Q 7: I put my file in the wrong folder. How do I move it?

- In the folder that contains your file, mouse over the file name, and click the stacked dots on the right side of the screen. Select “Move” and locate the correct folder.

Other help:

- **UTCVM Canvas Basics** (entering grades, creating assignments, carrying forward material to new sites, adding files):
<https://vetmed.tennessee.edu/academics/Documents/CanvasBasicsOnline.pdf>.
- **UTK Guides:** <https://oit.utk.edu/teachingtools/online/>
- **Full Canvas instructor guide:** <https://community.canvaslms.com/t5/Instructor-Guide/tkb-p/Instructor>.
- **Royal Paschall, rpascha3@utk.edu, 865-755-7667**