



# Faculty Guide

## Resources

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## Start Here

This guide has been created in response to COVID-19 which has affected everyday life around the globe. In order to help keep our community, students, and staff safe certain initiatives have been approved by Texas Southmost College Leadership in an attempt to lower the number of individuals being affected by COVID-19. One of those initiatives is the transitioning of our face-to-face courses into a digital format for remote instruction for the remainder of the semester.

### Purpose:

We understand that many of us and our students are experiencing a range of emotions: uncertainty, frustrations, isolation, and fear for you and your loved ones' health. Our hope is that this guide will provide you with direction and information on resources available to you, as a faculty, as you work on deploying your course/s online. The resources and tools referenced in this guide were selected to help you be successful as you aspire to provide clarity and stability to your students in this time of uncertainty.

### Goal:

Our goal is to ensure that our students are assessed on the Student Learning Outcomes (SLOs) outlined by ACGM and WECM. This can best be assessed through your Signature Assignment.

### Why:

We are required by our accrediting body, SACSCOC, and the law to document and archive the assessment of Student Learning Outcomes (SLOs).

This document was compiled by the Educational Learning and Online Learning department.

## Who can help me?

Before jumping into the tools available to you, it is critical that we inform you of your current community of support. This list also includes support contact information of vendors.

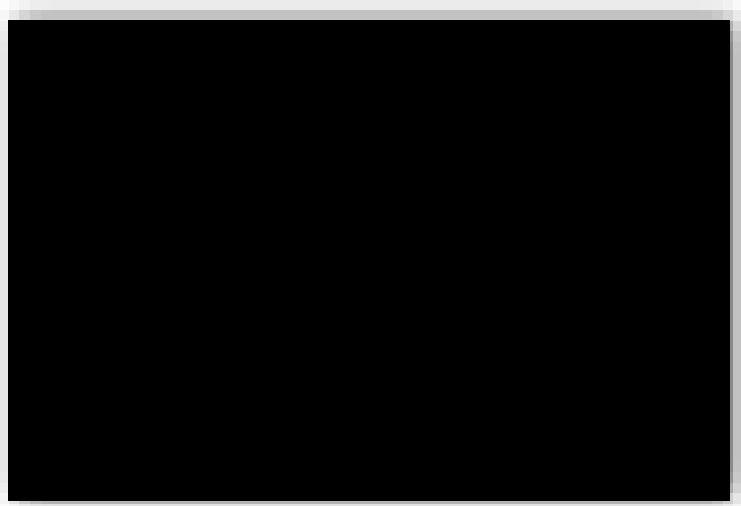
Name	What can they help me with?	Phone	Email/ Chat	Bonus Information
IT HelpDesk	Password resets, network connectivity (eduroam), VPN, Microsoft Office 365, PC troubleshooting.	956-295-3800	helpdesk@tsc.edu <a href="#">Chat with IT HelpDesk Specialist</a> Live Chat!	Available 24/7 <a href="#">Website</a>
Canvas Support	Any “How to”, Troubleshooting Conferences, Gradebook, Speedgrader, assignments, etc.	Canvas Support Hotline (Faculty) +1-833-330-8394	<a href="#">Chat with Canvas Support (Faculty)</a> Live chat!	Available 24/7
Cengage Learning	Troubleshooting MindTap, Aplia, SAM, CengageNOW, OWLv2, 4LTR Press Online and National Geographic Learning	1-800-354-9706	support.cengage.com	<a href="#">Website</a> <a href="#">Training</a>
McGrawHill Campus	Product Support	1-800-331-5094	<a href="#">Webform</a> <a href="#">Support Website</a>	<a href="#">Website</a>
Pearson MyLab Mastering	Access Code, Registering, Passwords, Troubleshooting Access denied, assignments/ content errors		<a href="#">Webform</a> <a href="#">Pearson Support Home</a>	<a href="#">Canvas LTI MyLab Troubleshooting Website</a>
Turnitin	“How to”, interface navigation		<a href="#">Webform</a>	<a href="#">Canvas LTI Turnitin Troubleshooting Website</a>
Respondus 4.0 & Lockdown Browser	“How to”, interface navigation, set up, Troubleshooting		<a href="#">Webform</a>	<a href="#">Troubleshooting website</a> <a href="#">Respondus 4.0 Resources</a> <a href="#">Respondus LockDown Browser Resources</a>
Zoom	“How to”, interface navigation, set up, Troubleshooting	1-888-799-9666 ext. 2	<a href="#">Webform</a>	<a href="#">Website</a>

# Critical Canvas Information

## Tier 1 Support Model

Texas Southmost College has a Tier 1 Support Service Model with Canvas. This is a support service we pay for which gives you priority when calling, chatting, or emailing for help with Canvas. You can call them 24/7 any day of the week. They can support you in English and Spanish.

BigBlueButton (aka Conferences) and Studio are supported by Canvas Help Support.



## Course Quota Storage

Every canvas course has a **500 GB** storage quota.

**Recommendation:** For “heavy” resources such as PowerPoints with voiceovers or videos, we recommend using your OneDrive account to store those resources and then hyperlink them in your Canvas course. OneDrive Business (part of Microsoft Office 365, which TSC provides us for **free**) has a storage quota of **1TB** per user.

### “How to” Guides

OneDrive- [How to access OneDrive](#)

OneDrive- [How to create files and folders](#)

OneDrive- [Sharing files and folders](#)

Canvas- [How do I create a hyperlink in the Rich Content Editor as an instructor?](#)

[Instructor Guide](#)

[Student Guide](#)

# What tools within Canvas can help me communicate with my students?

## Announcements

### [How do I show recent announcements in the Course Home Page?](#)

- “You can show recent announcements as part of your Course Home Page. You can set the number of announcements that should be displayed” (Canvas Doc Team, 2020, para. 1).

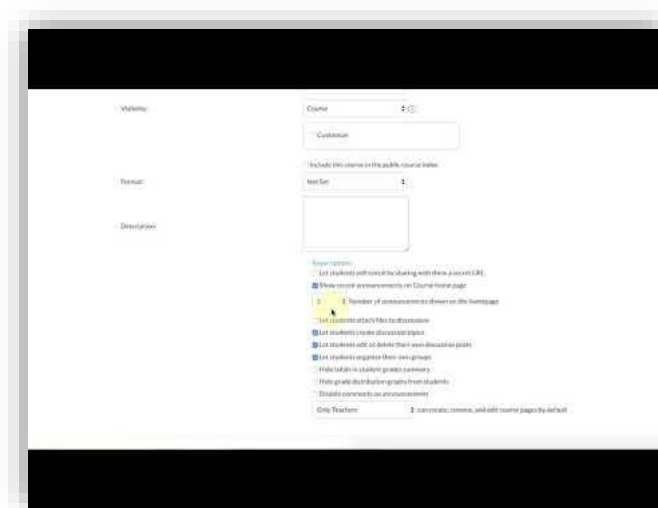


### Do This

Watch this video by Cyrus Helf. It demonstrates how to edit your course settings so that your announcements show up in your course home page.

*Subtitles/ Closed Captions provided*

**Duration: 1:51 minutes**



## “How to” Guides

[How do I use the Announcements Index Page?](#)

[How do I view and sort announcement replies as an instructor?](#)

[How do I add an announcement in a course?](#)

[How do I edit an announcement in a course?](#)

[How do I attach a file to an announcement in a course?](#)

[How do I delete an announcement in a course?](#)

[How do I add an external RSS feed to an announcement as an instructor?](#)

[How do I subscribe to the Announcements RSS feed as an instructor?](#)

[How do I allow or disallow announcement replies in a course?](#)

[How do I delay posting an announcement until a specific date in a course?](#)

[How do I reply to an announcement as an instructor?](#)

[How do I allow students to like replies in a course announcement?](#)

[How do I like a reply in a course announcement as an instructor?](#)

### Best Practices

1. Post an announcement letting students know:
  - a. when you have completed grading an assignment.
  - b. what they have due that week.
  - c. when you will host an online office student session (aka office hours).
  - d. when any changes have occurred such as due dates, items now available, course structure, etc.

### Example

Subject: Online Office Student Session (Optional)

Hello Students, this is a friendly reminder that I will be available tonight via Conferences. If you are unable to join but have a question, I am also available via the Remind app and email, as well as by appointment. You can expect a response from me within 24- 48 hours. In addition, the session will be recorded for those that cannot join and will be available for viewing for 14 days.

Online Office Student Session

[day of the week]

[hh:mm am/pm] (CST)

Are you new to using Conferences?

Read this guide for "[How do I join a Conferences in a course as a Student?](#)"

Hope you can join,

-Your Name

## Conferences

### What are Conferences?

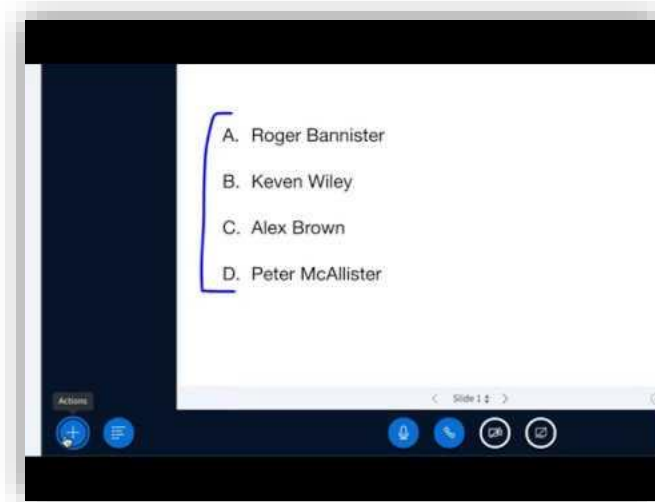
“Conferences are primarily used for virtual lectures, virtual office hours, and student groups. They can also be used to demonstrate technologies or troubleshoot technology issues online. Conferences can accommodate as many users as needed, though the recommended guideline is a limit of 100 users. Currently, Canvas integrates with BigBlueButton” (Canvas Doc Team, 2020, para. 1). BigBlueButton is the name of the tool that is integrated into Canvas and shows up in Canvas under the Conferences tab.

### Watch This

Watch this video by BigBlueButton. It provides an overview of the features available from a moderator's/ presenter's perspective.

*Subtitles/ Closed Captions provided*

**Duration:** 6:39 minutes





## “How to” Guides

[How do I use the Conferences Index Page?](#)

[How do I create a conference in a course?](#)

[How do I delete a conference?](#)

[How do I edit a conference?](#)

[How do I record a conference?](#)

[How do I start a conference?](#)

[How do I join a conference?](#)

[How do I conclude a conference?](#)

[How do I use the Conferences interface as a moderator or presenter?](#)

## Video Tutorial

[Video guide created by ETOL](#)

[BigBlueButton videos](#)

**Critical Information:** Recordings are available only for 14 days.

**Recommendation:** If possible try to avoid mandating synchronous lecture sessions with students. Instead opt for asynchronous content such as pre-recorded lectures in the form of a PowerPoint with voiceover, open educational video resources, or instructor created videos.

## Best Practices

1. Test it at least twice before having your first conference session.
  - a. Test the technology by yourself the first time.
  - b. Test the technology with your students (it will be their first time)
2. Record your session for students that are unable to attend or would like to reference it later as a study tool.
3. Provide students with Conference etiquette expectations and how to resources before each session.

## Example

Hi Students,

Today we will be meeting using Conferences in Canvas. Please refer to this [guide](#) on how to log into the conference session. In addition view this [video](#) prior to joining the session, it provides you with an overview on the features of conferences. To help avoid confusion or mishaps, I have outlined the etiquette expectations that should be followed by everyone during our call.

1. Secure a location where noise and distractions will be minimal.
2. Dress appropriately if you will turn on your web camera.
3. Join the session at least 10 minutes prior to the scheduled time. This will ensure we respect everyone’s time and start on time.
4. Mute your microphone when you log into the session.
5. Utilize the chat to ask questions.
6. Be patient, respectful, and courteous. We are all in this together and learning together.

## Gradebook

### [How do I send a message to students from the Gradebook?](#)

“You can use the Gradebook to send messages to your students. This lesson describes how to message students using the Message Students Who option. You can also message students individually in the Gradebook by using the [student context card](#).

Message subjects are filtered based on specific assignment categories:

- **Haven't submitted yet**—students who haven't submitted the assignment. *This category does not include students who have been manually awarded a grade, even if they did not submit the assignment.* Once a grade has been awarded for an assignment (either automatically or manually), Canvas no longer verifies actual submissions.
- **Haven't been graded**—students whose assignments have not yet been graded (submitted or unsubmitted).
- **Scored less than [point value]**—students who earned a grade on their assignment less than X number of points.
- **Scored more than [point value]**—students who earned a grade on their assignment more than X number of points.

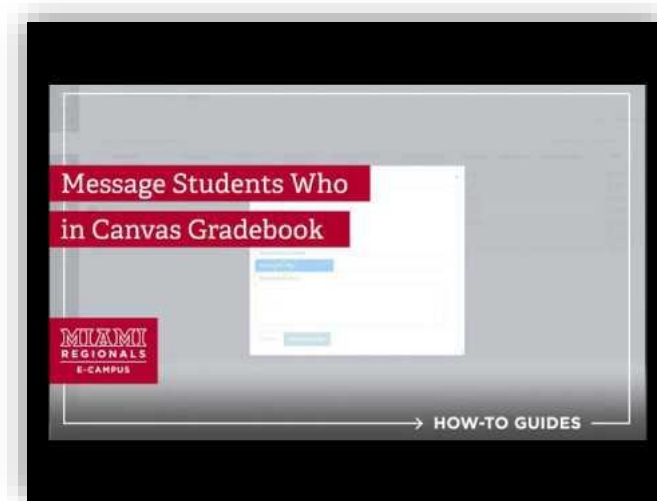
Although one message most likely will be sent to multiple students at the same time, each student will receive an individual message” (Canvas Doc Team, 2020, para. 1).

### Do This

Watch this video by E-Campus Collaborative for Online Education ECCOE. It demonstrates how to use the “message students who” feature in the Canvas Gradebook.

*Subtitles/ Closed Captions provided*

**Duration:** 1:39 minutes



## “How to” Guides

[How do I use the Gradebook?](#)

[How do I arrange columns in the Gradebook?](#)

[How do I filter columns and rows in the Gradebook?](#)

[How do I use the Total column in the Gradebook?](#)

[How do I sort and display student data in the Gradebook?](#)

[How do I view assignments or students individually in the Gradebook?](#)

[How do I use the Notes column in the Gradebook?](#)

[How do I view the Unpublished Assignments column in the Gradebook?](#)

[How do I create assignment columns for non-submission assignments in the Gradebook?](#)

[How do I use the icons and colors in the Gradebook?](#)

[How do I sort an individual assignment column in the Gradebook?](#)

[How do I change the color for a grading status in the Gradebook?](#)

[How do I view grades for inactive or concluded student enrollments in the Gradebook?](#)

[How do I use posting policies in a course?](#)

[How do I select a grade posting policy for a course in the Gradebook?](#)

[How do I select a grade posting policy for an assignment in the Gradebook?](#)

[How do I post grades for an assignment in the Gradebook?](#)

[How do I hide grades that were previously posted in the Gradebook?](#)

[How do I change the status of a submission in the Gradebook?](#)

[How do I send a message to students from the Gradebook?](#)

[How do I download all student submissions for an assignment in the Gradebook?](#)

[How do I upload all student submissions for an assignment in the Gradebook?](#)

[How do I enter and edit grades in the Gradebook?](#)

[How do I enter grades for an individual assignment as a specific grading type in the Gradebook?](#)

[How do I get to SpeedGrader from the Gradebook?](#)

[How do I curve grades in the Gradebook?](#)

[How do I set a default grade for an assignment in the Gradebook?](#)

[How do I apply a Missing Submission policy in the Gradebook?](#)

[How do I apply a Late Submission policy in the Gradebook?](#)

[How do I override a student's final grade in the Gradebook?](#)

[How do I leave comments for students in the Gradebook?](#)

[How do I import grades in the Gradebook?](#)

[How do I publish final grades for a moderated assignment?](#)

[How do I view the history of all grading changes in the Gradebook?](#)

[How do I view a student's Grades page in a course from the Gradebook?](#)

[How do I export grades in the Gradebook?](#)

[How do I use the Learning Mastery Gradebook to view outcome results in a course from the Gradebook?](#)

[How do I view outcomes or student results individually in the Learning Mastery Gradebook from the Gradebook?](#)

### Best Practices

1. Grade assignments within 3- 5 days of submission.
2. Insert a 0 for students that did not complete assignments.
3. Reach out to students displaying “at risk of failing” behavior with tips for improvement and share information on tutoring services available to them.
4. Reach out to students congratulating them on acing an assignment.
5. If applicable, reach out to students that missed an assignment submission indicating if you will allow them to submit their assignment late.

### Example

Hi,

I wanted to personally reach out to you because I am concerned about your progress in the course. Based on your [assignment name] grade, I wanted to offer you some advice take the Checks for Understandings (optional quizzes) provided in each week and create a FUN study plan schedule. (schedule fun things in like rewards). Students that set a routine (For example: Every Monday at 7pm-8pm, I will read my required readings.) are more likely to be successful.

Helpful Resources:

- [First, understand that Studying is not the same as doing homework.](#)
- [Create a Study Plan](#)
- [Manage your Time](#)
- [The Best Planner and Reminder Apps for Students](#)

In addition, did you know that you can get tutoring services 24/7 with [Brainfuse](#)? To access BrainFuse, go to your Canvas course and select the “BrainFuse” link at the bottom of the left-hand menu. You can also download the BrainFuse app from your app store to access their services.

My goal as your instructor is to help you achieve your dream of getting a higher education. Please let me know if there is anything else I can do to help you be successful in this course.

- Your Name

## What Canvas feature can help with signature assignment group work?

### Groups

Groups are a small version of a course and used as a collaborative tool where students can work together on group projects and assignments. This provides students with the ability to create their own Conferences in Canvas and provides them with a space for collaboration.

#### [How do I view content and student activity within a group as an instructor?](#)

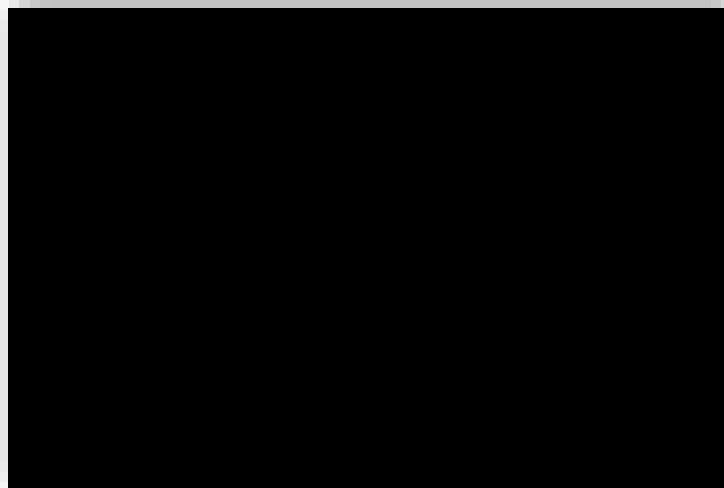
“As an instructor, you can view what is happening in groups by viewing each user group. You can view student activity within the group and view group-created content. You can also access student groups to create group collaborations and add other group-specific content if necessary” (Canvas Doc Team, 2020, para. 1).

#### Do This

Watch this video by Instructure Canvas Community. This video will provide you with an overview of Groups while also guiding you on how to create and manage groups.

*Subtitles/ Closed Captions provided*

**Duration:** 4:51 minutes



## “How to” Guides

[How do I view all groups in a course as an instructor?](#)

[How do I add a group set in a course?](#)

[How do I edit a group set in a course?](#)

[How do I automatically create groups in a group set?](#)

[How do I manually create groups in a group set?](#)

[How do I create self sign-up groups in a group set?](#)

[How do I allow students to create their own student groups?](#)

[How do I automatically assign students to groups?](#)

[How do I manually assign students to groups?](#)

[How do I assign a student leader to a group?](#)

[How do I message students who have not signed up for a self sign-up group?](#)

[How do I prevent students from switching groups in self sign-up groups?](#)

[How do I move a student into a different group?](#)

[How do I view content and student activity within a group as an instructor?](#)

## Best Practices

1. Provide students with clear instructions on how to locate their group and their group page.
2. Identify a team leader for the group.
3. If you will have group assignments, provide clear guidelines to students on how they will be assessed, collaboration expectations, the submission process, and escalation for non-contributors.

## Example

Hi Students,

I encourage you to review the signature assignment details located in your course under the assignments tab under [signature assignment name]. Per those guidelines, your signature assignment is a group project. The class has been split up into groups randomly. To find out who is your group, follow the instructions presented in the video below. Make your life easier and use the Group site to collaborate with your team.

Watch this [video](#) to learn how you can locate your canvas group page.

Once you locate your group page do the following:

1. Post a message in the discussion board of your Canvas Group page. (State your name, indicate when and how your team can contact you).
2. Decide as a team, when you will meet to discuss your game plan for completing the group assignments that lead up to your signature assignment.
3. Identify one person in your team as the “leader”. This person will be responsible for submitting your group assignment. (only one person needs to submit the assignment on the behalf of the group)
4. Send me an email for any individual that you have been unsuccessful contacting.

## [What is Canvas Studio?](#)

“Canvas Studio is a communication tool that allows instructors and students to actively collaborate through video and audio media. Learn more about Studio on the Studio website” (Canvas Doc Team, 2020, para. 1).

### Read This

Read the blog [Increasing Engagement Through Canvas Studio](#) written by Eddie Small.

### Watch This

Also watch his video that provides an overview of Studio and how to utilize the features of Studio such as creating a quiz based on a video created.

*Subtitles/ Closed Captions provided*

**Duration:** 5:37 minutes



### “How to” Guides

[Canvas guides for Studio](#)

[Canvas Studio PDF guide](#)

### Video Tutorials

[Canvas Studio Introduction & Best Practices](#)

[Getting Started with Studio in Canvas](#)

## What is Zoom?

Zoom is a web conferencing tool that allows for audio and video conferencing. It contains features like a white boarding tool, a waiting room, the ability to record, and sharing capabilities.

**Good to know:** Zoom has a free mobile app available. This mobile app provides you (and your students) with the ability to use video and audio.

**Critical Information:** Zoom allows for up to 300 attendees per meeting. Each host has **.5 GB** of storage for video recordings.

**Recommendation:** For “heavy” resources such as conference videos or voice over PowerPoints, we recommend using your OneDrive account to store those resources and then hyperlink them in your Canvas course. OneDrive Business (part of Microsoft Office 365, which TSC provides us for **free**) has a storage quota of **1TB** per user.

### Onboarding to Zoom

[Live Training Webinars](#)

[Recorded Training Sessions](#)

### “How to” Guides

OneDrive- [How to access OneDrive](#)

OneDrive- [How to create files and folders](#)

OneDrive- [Sharing files and folders](#)

Canvas- [How do I create a hyperlink in the Rich Content Editor as an instructor?](#)

[How to host online office hours and have a waiting room](#)

### Zoom Video Tutorial Guides

[Zoom for Edu Video Tutorials Playlist](#)

[How to Use Zoom Mobile App For Free Video Conferences](#)

[Zoom Video Tutorials](#)

[How to Use Zoom’s Desktop App \(v 4.3\)](#)

[How to join a Zoom meeting on a Smart Phone](#)