

Canvas Guide for Students

Contents

Canvas Guide for Students	1
I. Using Canvas	2
Logging into Canvas	2
Navigating within Canvas	2
Updating Canvas Profiles	8
Setting Notifications	13
Adding Email Addresses and Cell Numbers for Notifications	16
Viewing Announcements	19
Submitting Assignments	21
Taking Quizzes	26
Tips to Avoid Problems When Taking a Quiz	32
II. Communicating in Canvas	35
Using Discussion Forums	35
Email Requirements	41
Sending and Receiving Messages Using Conversations/Inbox	41
Virtual Classroom Conferencing Tool (Zoom)	42
Self-signup for Groups (e.g., for Group Projects)	44
Navigating Back to Course Site from Group Discussion Page	47
Additional Communication Options	49
III. Other Important Info	50
Distance Learning Technical Support	50
Important Websites	51

I. Using Canvas

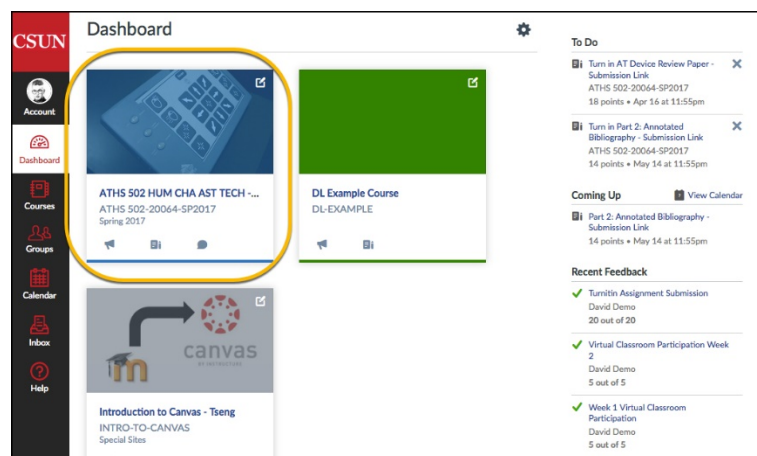
Logging into Canvas

1. Use one of the supported browsers--recent versions of Internet Explorer/Edge, Firefox, Chrome, and Safari. For additional information regarding browser compatibility, please see the [Canvas documentation related to browser versions](#)
2. If you encounter difficulty with logging in, such as a message telling you that the user name or password was incorrect the first thing to confirm is that you do not have the CAPS LOCK key activated on your keyboard. This is the most common cause of log in problems. Another common cause of log in problems is entering the address into a search field (e.g. Google toolbar) rather than the browser's address field. When you do this, the Canvas that is found may not be the CSUN Canvas server.
3. Remember that passwords are case sensitive. (That is, capitalization of letters does matter.)
4. If you change your password in the MyNorthridge web portal, you will need to use the new password on Canvas, as well.
5. You should allow pop-ups and cookies for <https://canvas.csun.edu>.

Navigating within Canvas

Dashboard

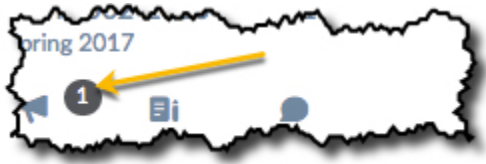
After you log into Canvas, the first thing you will see is your Dashboard.



On the left side of the Dashboard, you will see a Course Card for each of your courses. This Course Card lists course information, such as the course number, abbreviated name of the course, and the term in which the course is taught. Below that information, you may see one or more icons, representing Announcements, Assignments, and Discussions.

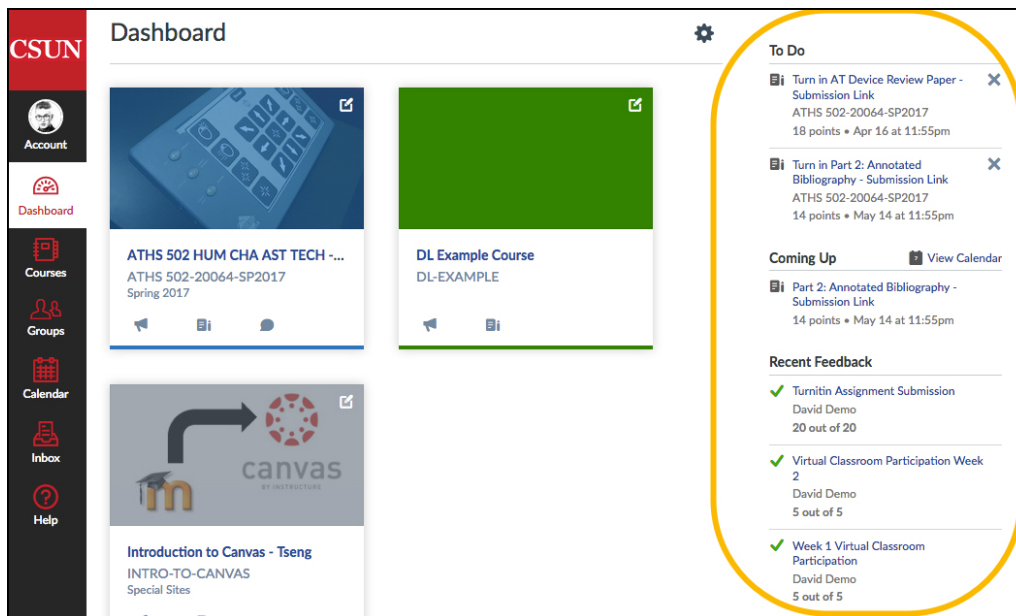
If you have notifications related to new announcements, assignments, or discussion posts, you will see a "badge" next to the associated icon. In the image, below, for example, there is a badge indicating that there is one new announcement in this class. Clicking the icon will take

you straight to the Announcements (or Assignments/Discussion, as appropriate). *NOTE: For Assignments and Discussions, the badges are only displayed when there are new assignments or discussion forums published.*



Sidebar

On the right side, you can see the sidebar, which contains your To Do list for the week, events that are Coming Up in the following week, and any new assignment feedback you have received.



Note: If your page is too narrow, the Sidebar will appear at the bottom of the page, rather than on the right.

Global Navigation Menu

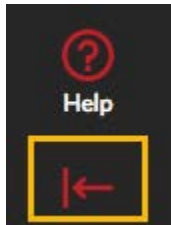
The Global Navigation Menu can be found on the left side of every page in Canvas. The icons in this menu give you quick access to some important Canvas features.



- **Account:** gives access to user information. A menu will display links to access your settings, notification preferences, and personal files. This is also where you can log out of Canvas
- **Dashboard:** this is the Canvas landing page (described above)
- **Courses:** This menu will display all courses in which you are currently enrolled. Clicking the All Courses link will take you to a page where you can customize which courses show up on your Dashboard.
- **Groups:** If any of your courses have groups set up, you can access the "Group area" for those groups by clicking this icon. It may be less confusing, though, to access groups from within the appropriate course site.
- **Calendar:** Canvas provides a calendar view of course assignment and quiz due dates
- **Inbox:** The Conversations tool in Canvas is a messaging system that allows users to communicate privately with other users in their classes.
- **Help & Library Resources:** Currently, this icon will open a menu which has items to access *Oviatt Library Resources*, *Ask Your Instructor a Question* (sends them a message through the Conversations Inbox. NOTE: If there is a librarian enrolled in the course, they will also receive the message.), *Search the Canvas Guides* (to view Canvas documentation) and *Report a Problem*, which you can use to report a problem with

Canvas (NOTE: Generally, it is much quicker to contact Distance Learning Technical Support for assistance.) Additional items may be added in the future.

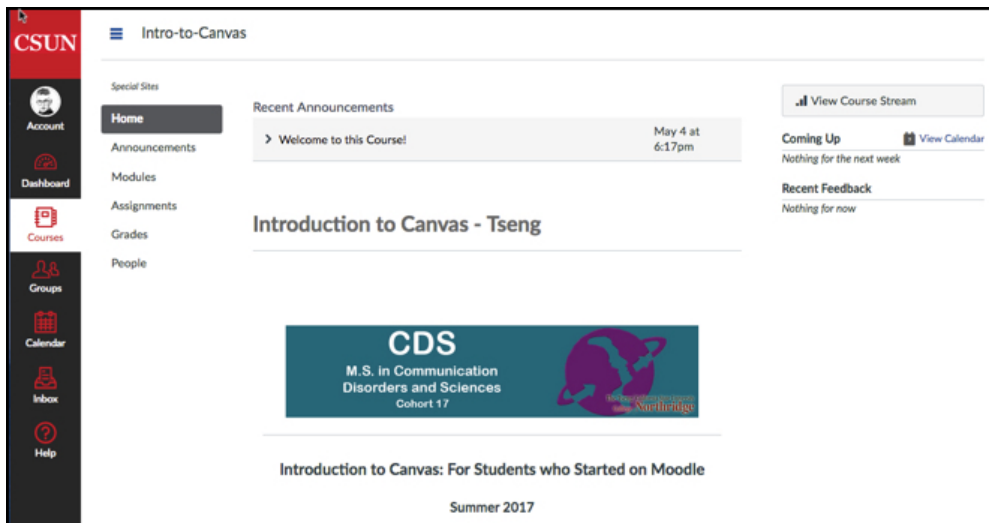
Tip: The Global Navigation Menu can be minimized to give more space on the page by clicking the icon at the bottom of the menu.



NOTE: If you find it difficult to see this icon in Canvas, you may want to enable the *High Contrast UI* feature in your Canvas settings. (Click on **Account** in the Global Navigation Menu, select **Settings**, and then click the toggle to enable *High Contrast UI* in the Feature Options.),

[Course Homepage](#)

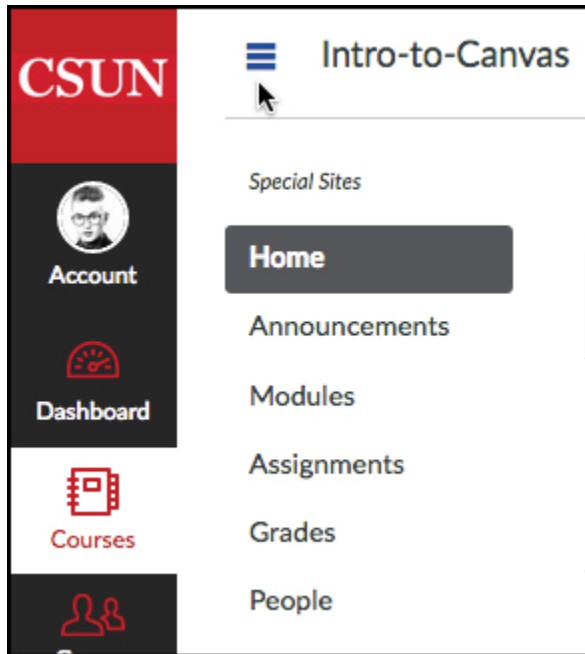
All Tseng College courses will have a Homepage that looks similar to the one for this Introduction.



On the homepage, you will find links to the course syllabus, information about your instructor, the link for your Virtual Classroom (live) sessions, and Quick Links to jump to the weekly modules.

Course Navigation Menu

The Course Navigation menu will appear on the left side of each course site. When you first enter, you will see the course homepage, and the Home item in the Course Navigation menu will be highlighted.



- **Home:** always takes you straight back to the course homepage
- **Announcements:** takes you to the Announcements
- **Modules:** Takes you to a page containing links to all course resources and activities, organized into weekly (or topic) modules
- **Assignments:** Takes you to a page listing all graded course activities, including traditional assignments, quizzes, exams, and graded discussion forums
- **Grades:** Displays the student's grades page
- **People:** Provides access to a list of people enrolled in the class; also gives access to group sign-up, if available

The Course Navigation Menu can be minimized by clicking the "three lines" button (actually called a hamburger menu icon!) to the left of the course name at the top of the page.



Navigation Within Modules

When you are viewing activities and resources within a module, you will find navigation buttons at the bottom of the page, which will take you to the Previous or Next item.



When your cursor is over the **Previous** or **Next** button, the name of the item the button leads to will be displayed.



Breadcrumbs (Including a Warning)

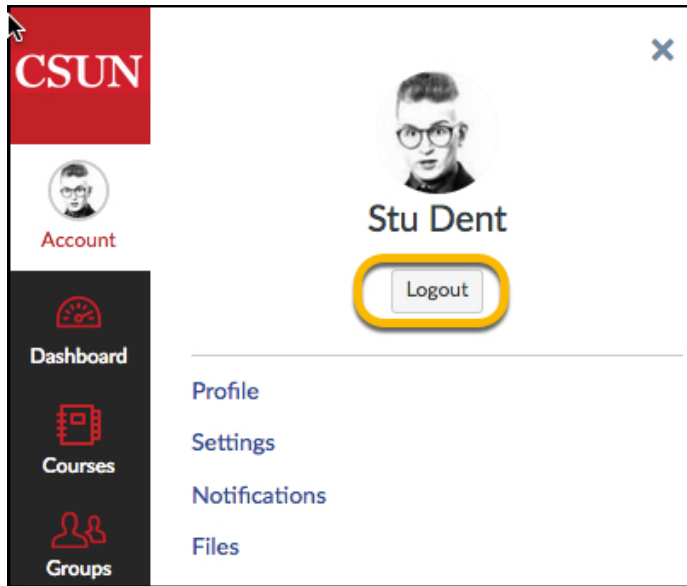
When you are on any page in a Canvas course other than the course homepage, you will see a "breadcrumb trail" in the upper left corner. This breadcrumb trail gives you quick access back to the course site (by clicking the course name in the trail). Depending on the type of item you are viewing, there may be another link that you can click to go to a different area in the course, such as Announcements or Assignments.



Warning: Some entries in the Breadcrumb trail, such as Discussions, Quizzes, Files, and Pages, will display for students but are not enabled. Instead, they will take you back to the course homepage.

Logging Out

To log out of Canvas, select **Account** from the Global Navigation menu and then click the Logout button.

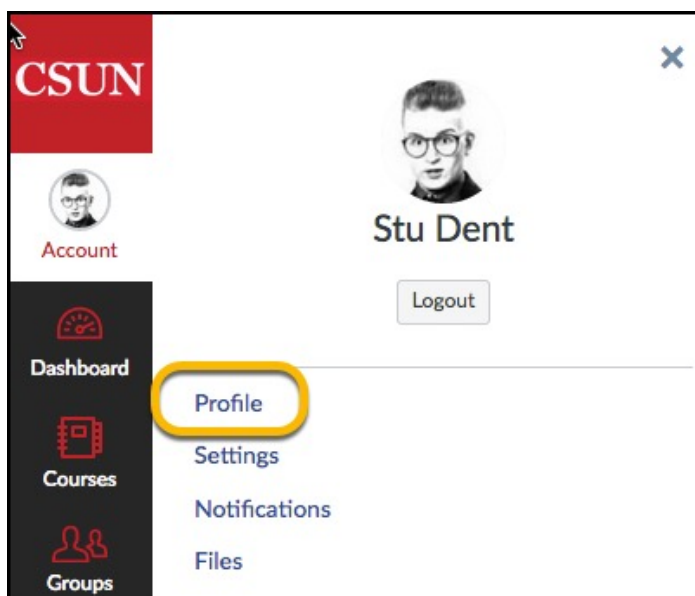


Updating Canvas Profiles

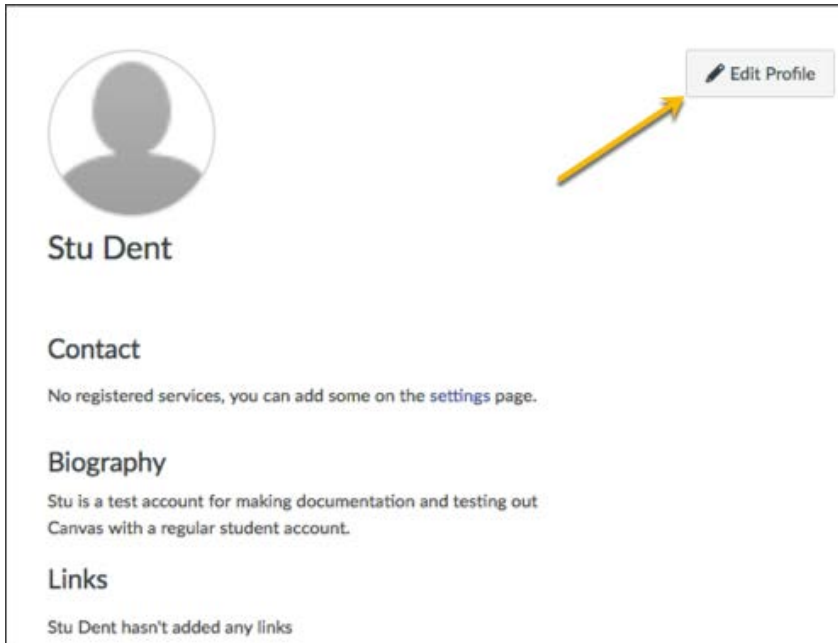
Students can update their Canvas profile, adding a short biography and a profile picture.

Add a Biography

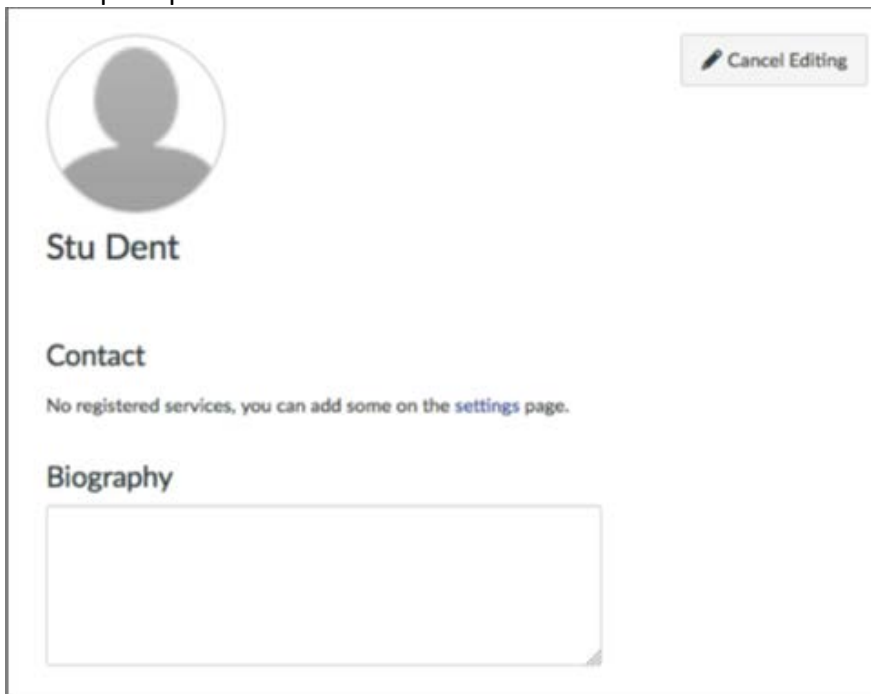
1. Click the **Account** button in the Global Navigation menu, followed by **Profile**.



2. Click the **Edit Profile** button.



3. The Profile editing page will be displayed. On this page, you can enter a short biography in the space provided.



4. After entering your biography, scroll to the bottom of the page and click the **Save Profile** button at the bottom of the page.

Add a Picture

Tips for profile pictures:

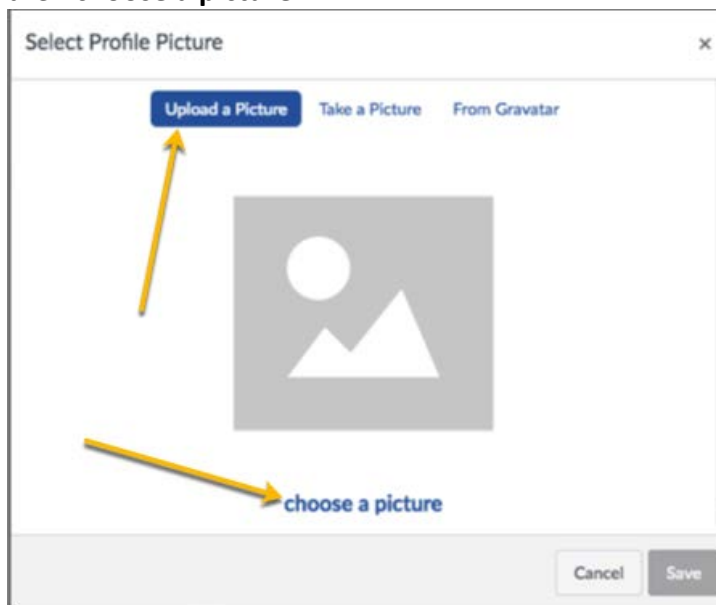
- Pictures can be .jpg, .png, or .gif format
- Images should be square to reduce problems from distortion during resizing
- Please choose an appropriate picture to represent yourself. This may be a headshot of just you or a picture of you with your family, a pet, or in a favorite location. Remember that the profile icon will be small when viewed in Canvas, so simple pictures are best.

Upload a Picture from Your Computer

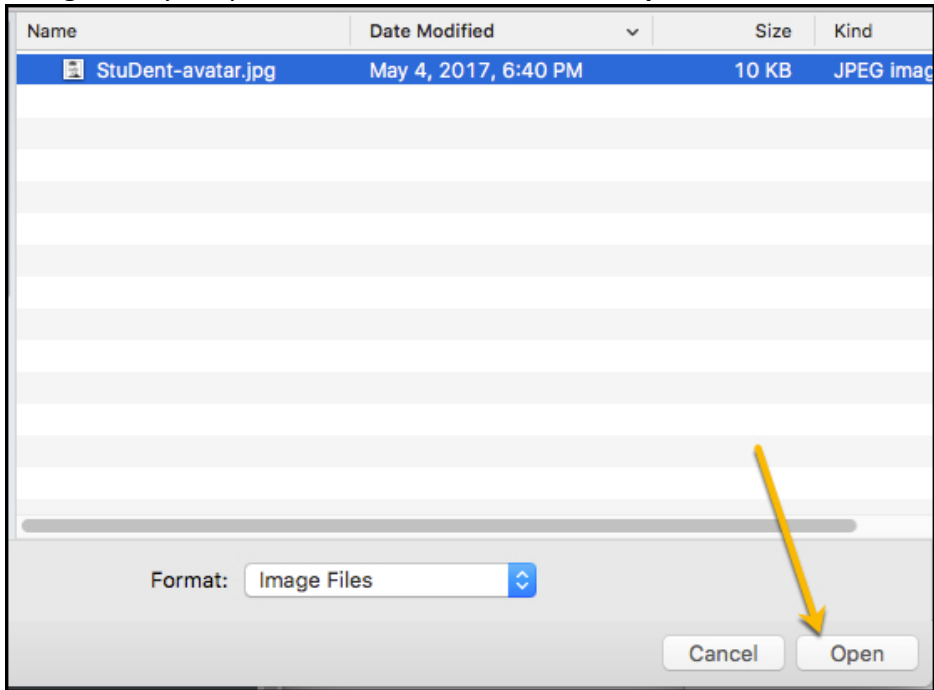
1. Hover your cursor over the Profile Picture icon. A pencil icon will appear. Click on the Profile Picture icon.



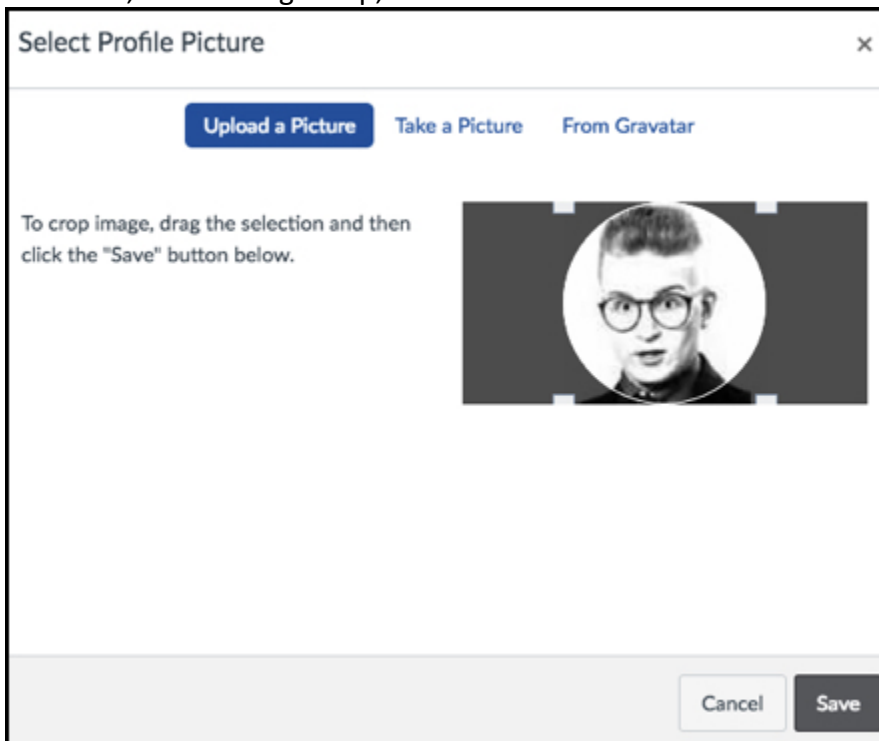
2. If you have a picture on your computer that you want to use, click **Upload a Picture** and then **choose a picture**.



3. Navigate to your picture, select it, and click the **Open** button.



4. If desired, fix the image crop, and then click **Save**.

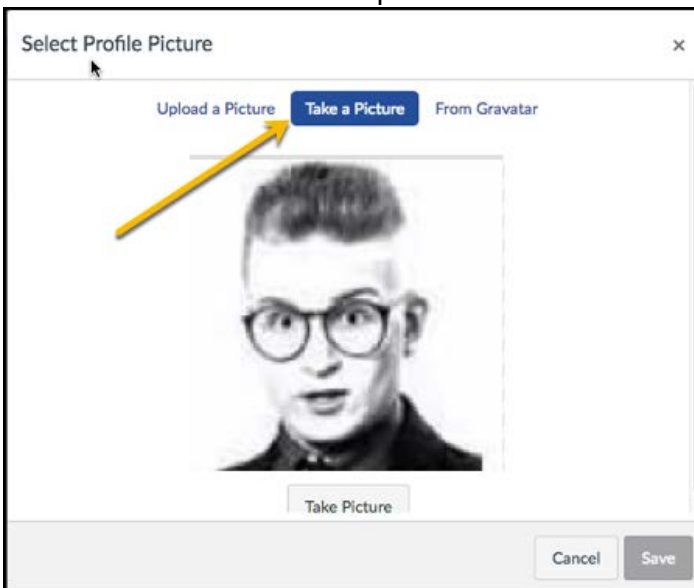


Take a New Picture

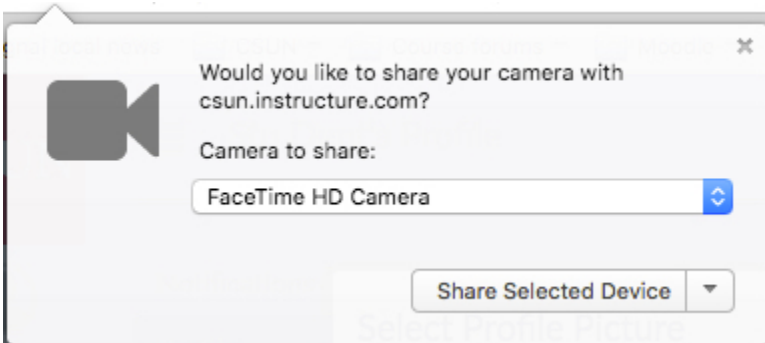
1. Hover your cursor over the Profile Picture icon. A pencil icon will appear. Click on the Profile Picture icon.



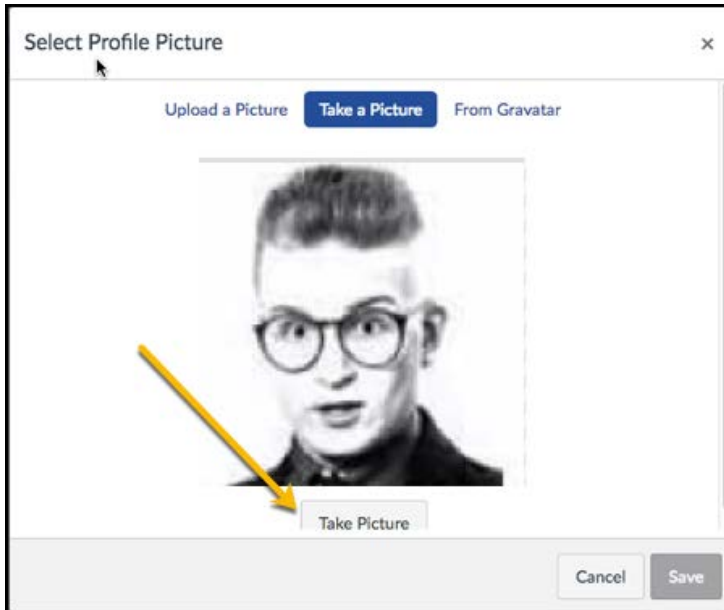
2. Click **Take a Picture** at the top of the window



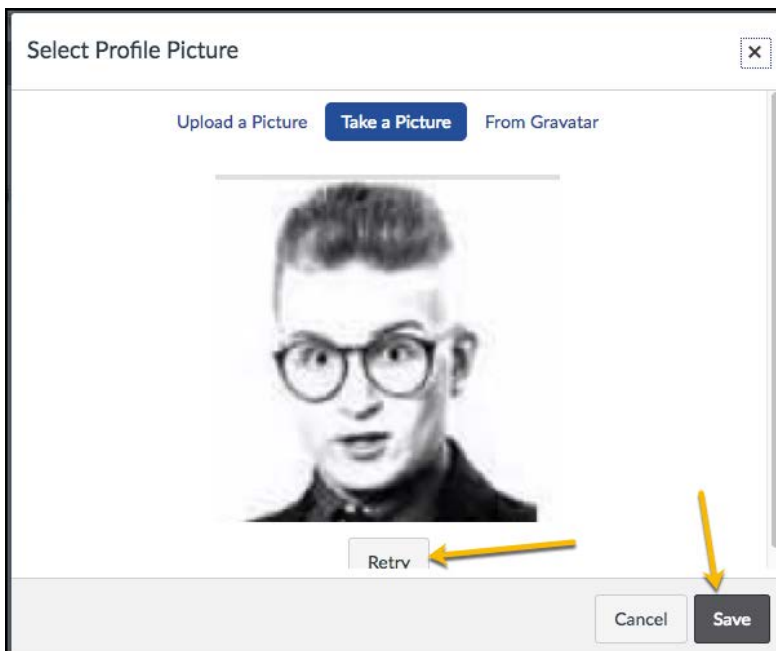
3. You may see a security warning. Click the button to share the selected camera.



4. Position yourself in the frame and then click on the **Take Picture** button at the bottom of the window



5. Your picture should be displayed. If you like it, click **Save**. If you don't, click **Retry**.



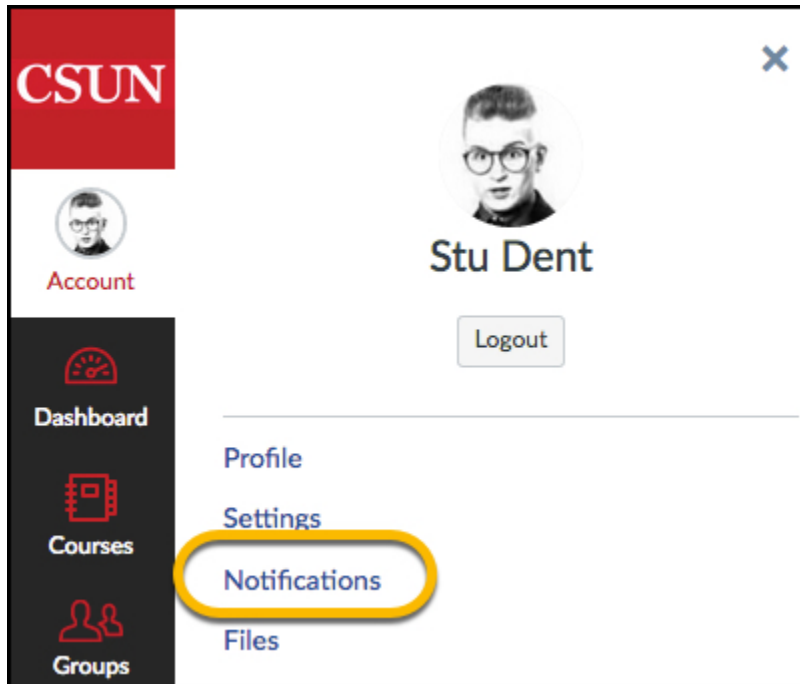
Setting Notifications

Canvas can send you notifications for new activity in your courses. For example, you can be notified when the instructor changes course activities and resources, there are new forum

posts, you receive assignment feedback, or you are included in Conversations. You can choose not only what you get notified of, but also how often and where you want to receive the notifications.

To set your notifications:

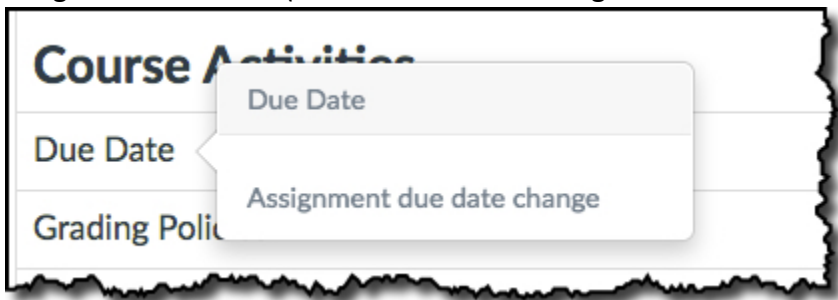
1. From the Global Navigation menu, select **Account** and then **Notifications**.



2. The notifications page will be displayed. When you first view the page, each notification is set to a default preference. The legend for what each of the icons means can be found at the top of the page. Each type of notification can be set to be sent right away, as part of a daily summary, as part of a weekly summary, or not at all.

Notification Preferences			
<input checked="" type="checkbox"/> Notify me right away <input type="checkbox"/> Send daily summary <input type="checkbox"/> Send weekly summary <input checked="" type="checkbox"/> Do not send me anything			
Course Activities	Email Address	Cell Number	
Due Date	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grading Policies	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Course Content	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Files	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Announcement	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Announcement Created By You	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Grading <input type="checkbox"/> Include scores when alerting about grades. If your email is not an institution email this means sensitive content will be sent outside of the institution.	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Invitation	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
All Submissions	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Late Grading	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Submission Comment	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- Information about each type of notification can be seen by hovering your cursor over the item. For example, the Due Date notification will be sent when there is a change of assignment due date (or if there is a new assignment with a due date published.)



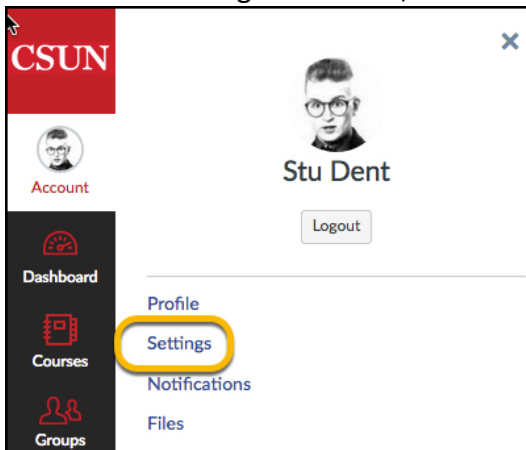
- For Discussions, the **Discussion** notification will let you know when there are new discussion Topics (what Moodle would have called a Discussion Forum) created in your courses. The **Discussion Post** notification will let you know when there are new posts in topics (forums) in which you have subscribed.

Discussions	
Discussion	✓ ⌚ 📅 ✕
Discussion Post	✓ ⌚ 📅 ✕

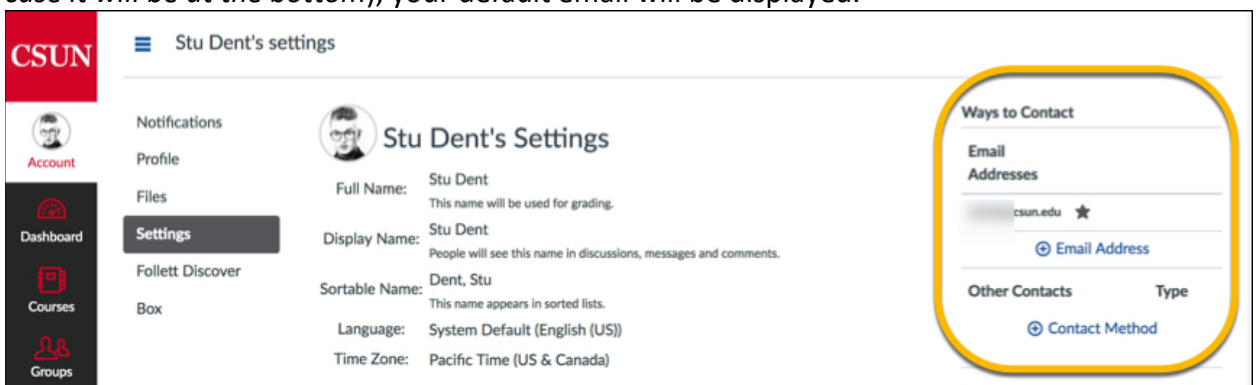
Adding Email Addresses and Cell Numbers for Notifications

You can choose to have notifications sent to additional email addresses and/or your cell phone.

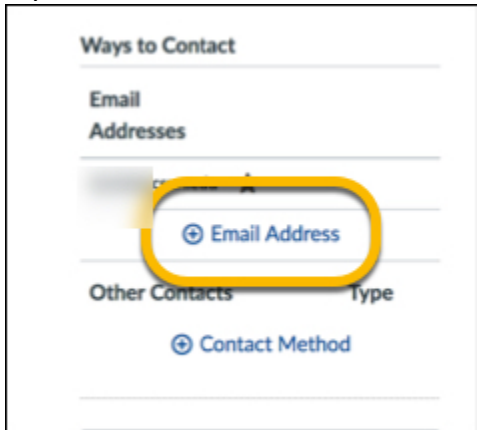
1. In the Global Navigation menu, select **Account** and then **Settings**.



2. In the **Ways to Contact** sidebar (on the right, *unless your window is too narrow, in which case it will be at the bottom*), your default email will be displayed.



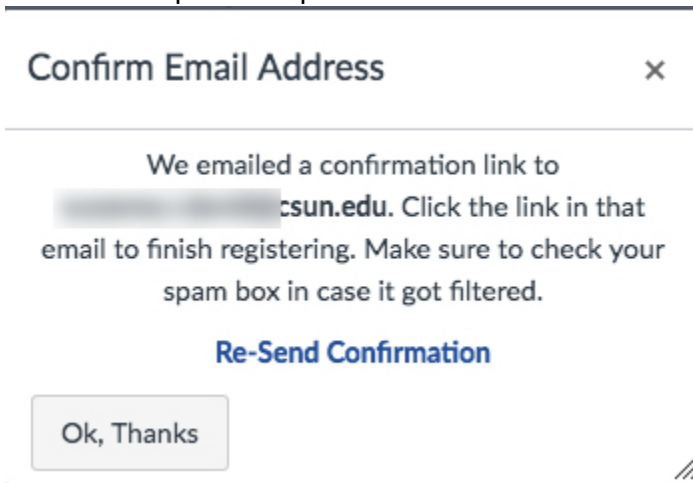
3. If you would like to add other email addresses, click **+Email Address**.



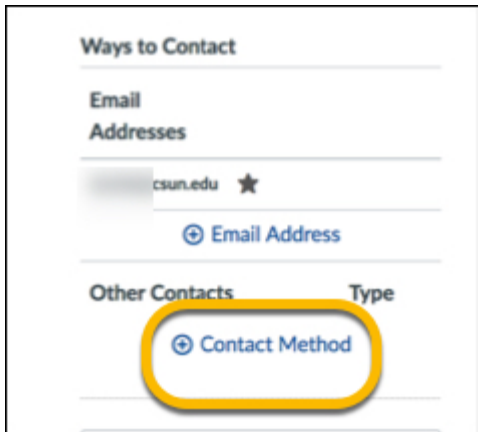
4. Enter your email address and click the **Register Email** button



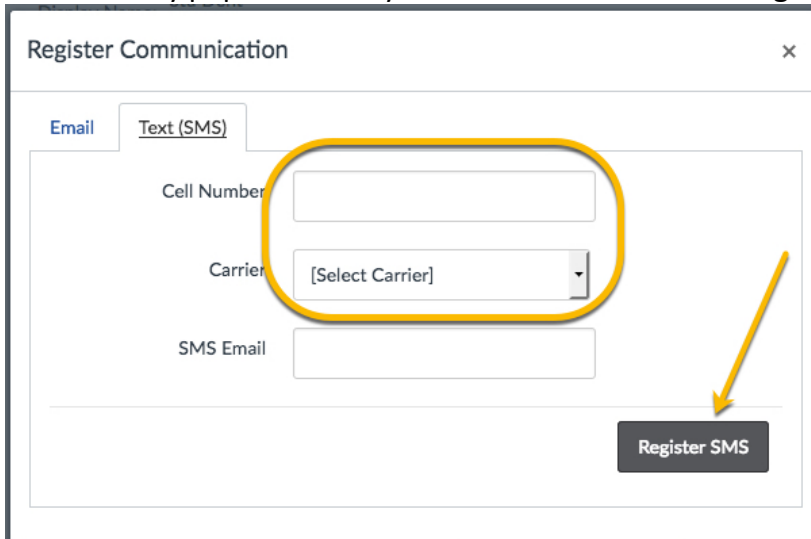
5. You will see a notification that you have been sent an email. Click on the link in the email to complete the process.



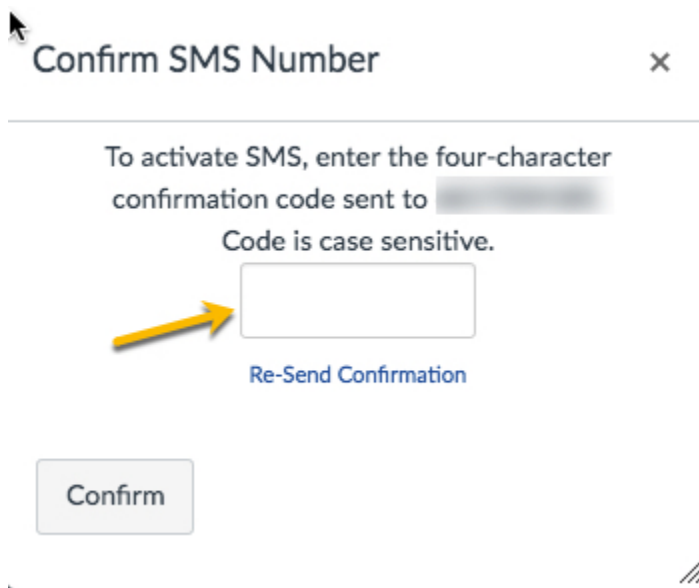
6. If you would like to receive notifications as SMS messages to your cell phone, click **+Contact Method**



7. Enter your cell number and select your carrier. For most carriers, the SMS Email field will automatically populate after you select the carrier. Click **Register SMS**



8. You will see a notification that a text message has been sent to your cell phone, containing a confirmation code. Enter the code in the space provided to complete the registration.

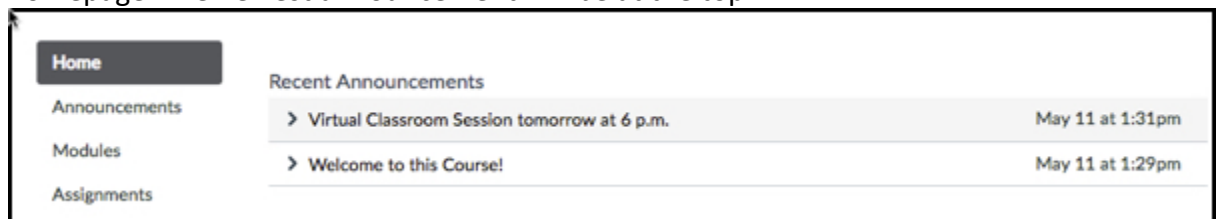


Viewing Announcements

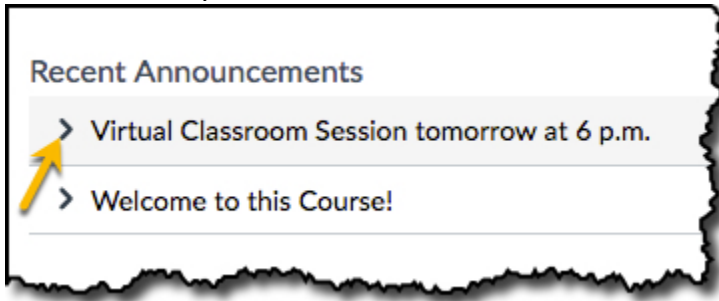
The Canvas **Announcements** tool is your source for important course announcements. Depending on your Notifications settings, you may also receive the announcements through email or text message, as well as being able to view them on Canvas.

Viewing Recent Announcements from the Course Homepage

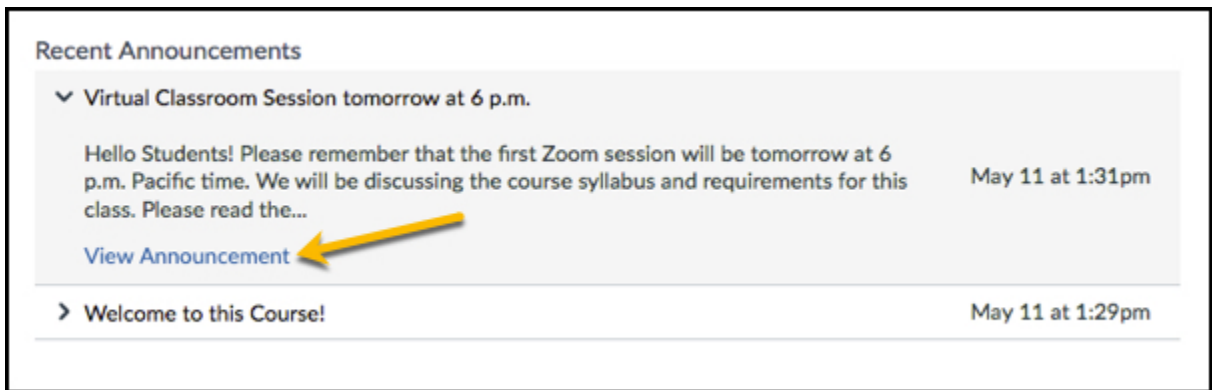
1. The titles of the most recent announcement(s) can be viewed at the top of the course homepage. The newest announcement will be at the top.



2. Click on the > symbol to the left of the announcement title to view the announcement.

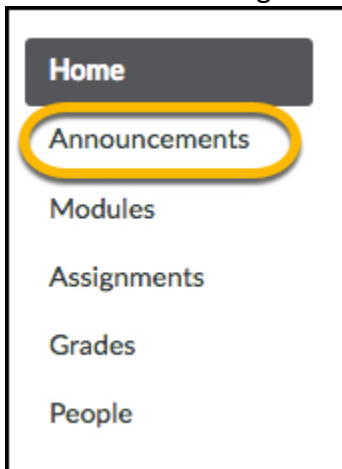


3. The first few lines of the announcement will be displayed. Click View Announcement to see the entire announcement



Viewing all Announcements

1. On the Course Navigation menu, select **Announcements**



2. All of the announcements will be listed, with the newest at the top. You can click the **Unread** button to see only announcements you have not yet viewed on Canvas. The Search tool enables you to find announcements that include specific words.

Home

Search title, body, or author

Unread

Announcements

Modules

Assignments

Grades

People

Virtual Classroom Session tomorrow at 6 p.m.
Suzanne David 1:31pm
Hello Students! Please remember that the first Zoom session will be tomorrow at 6 p.m. Pacific

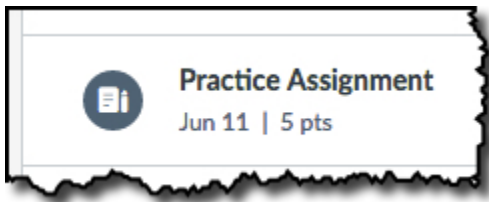
Welcome to this Course!
Suzanne David 1:29pm
Hello Students! I am so excited to be starting this class and look forward to getting to know all of

Submitting Assignments

While there are several ways in which assignments can be submitted, the most common is the regular Canvas Assignment submission tool.

Locating the Assignment

1. Find the link for the assignment submission on the Modules page. It will generally be found in the week in which the submission is due. (If it's not there, it may be in the Course Requirements section near the top of the Modules page.) You can also find the Assignments by clicking on the Assignments link in the Course Navigation menu, but location on that page may vary.



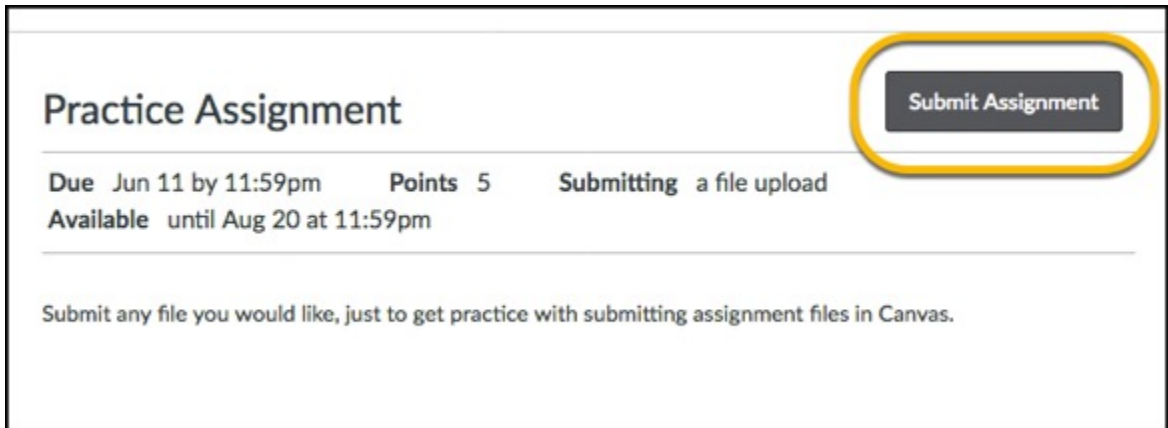
2. Click the Assignment link to view information about the assignment.

Practice Assignment [Submit Assignment](#)

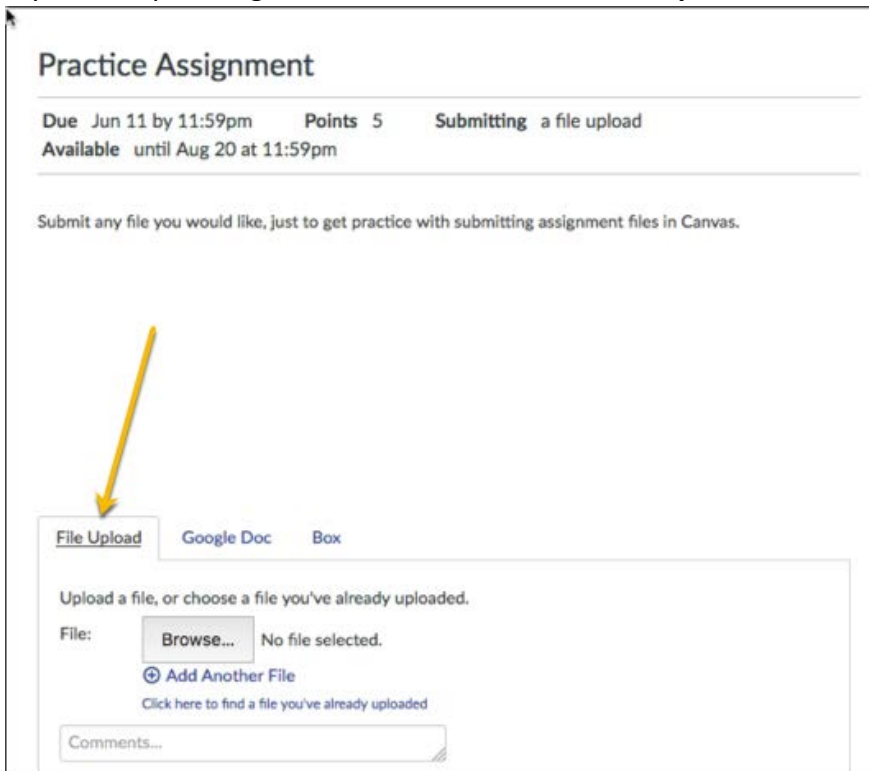
Due Jun 11 by 11:59pm Points 5 Submitting a file upload
Available until Aug 20 at 11:59pm

Submit any file you would like, just to get practice with submitting assignment files in Canvas.

3. Click the **Submit Assignment** button in the upper left corner of the page



4. If you are uploading a file, make sure that the **File Upload** tab is selected



5. Click the **Browse** button and attach the file

Practice Assignment

Due Jun 11 by 11:59pm Points 5 Submitting a file upload
Available until Aug 20 at 11:59pm

Submit any file you would like, just to get practice with submitting assignment files in Canvas.

File Upload Google Doc Box

Upload a file, or choose a file you've already uploaded.

File: **Browse...** No file selected.

[Add Another File](#)
Click here to find a file you've already uploaded

Comments...

6. The name of the uploaded file will be shown next to the Browse button

File Upload Google Doc Box

Upload a file, or choose a file you've already uploaded.

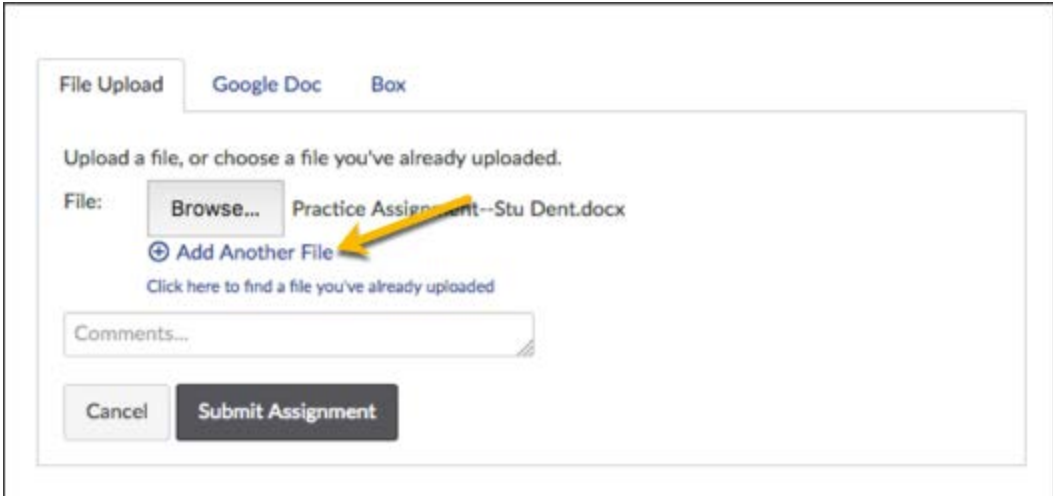
File: **Browse...** Practice Assignment--Stu Dent.docx

[Add Another File](#)
Click here to find a file you've already uploaded

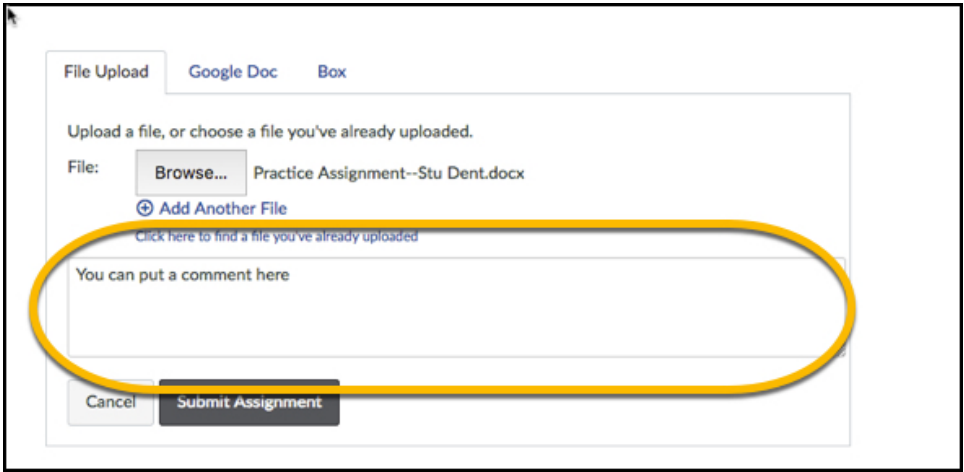
Comments...

Cancel Submit Assignment

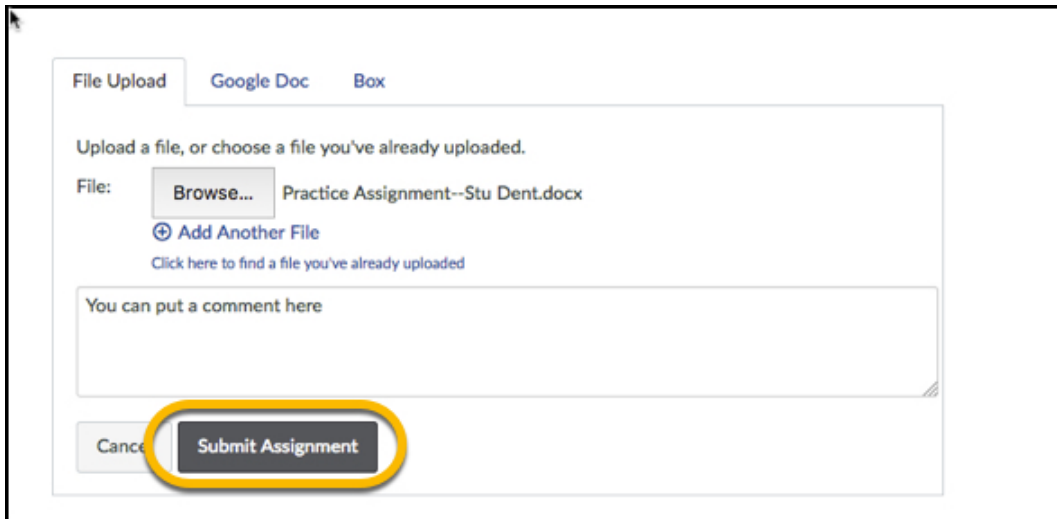
7. If you want to add another file, click "Add Another File". A new **Browse** button will be provided.



8. If you want to add a comment, enter it in the space provided.

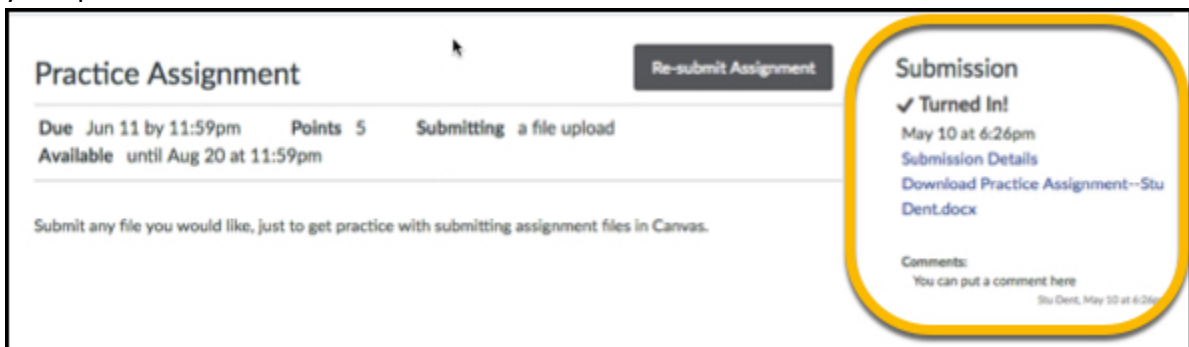


9. Click the **Submit Assignment** button at the bottom of the page



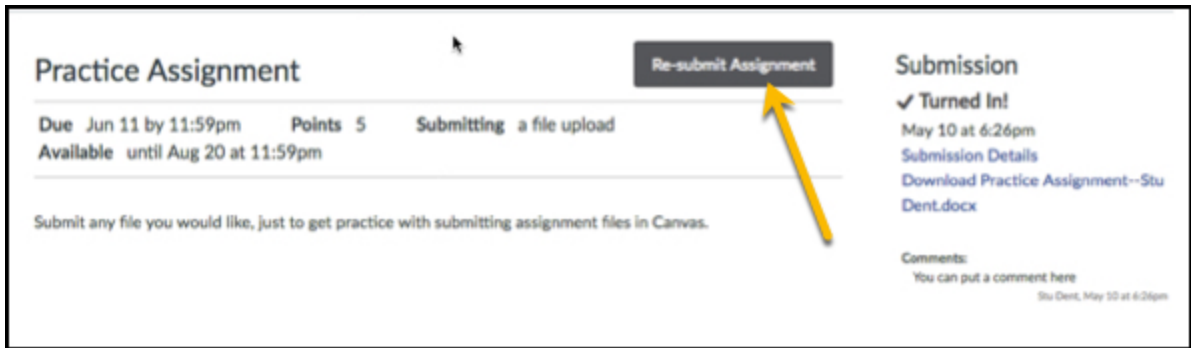
The screenshot shows the Canvas file upload interface. At the top, there are tabs for 'File Upload', 'Google Doc', and 'Box'. Below the tabs, it says 'Upload a file, or choose a file you've already uploaded.' There is a 'File:' label, a 'Browse...' button, and the filename 'Practice Assignment--Stu Dent.docx'. Below that, there is a '+ Add Another File' link and a smaller link that says 'Click here to find a file you've already uploaded'. There is a text area for comments that says 'You can put a comment here'. At the bottom, there are two buttons: 'Cancel' and 'Submit Assignment'. The 'Submit Assignment' button is highlighted with a yellow circle.

10. Information on your submission will appear in the right-hand sidebar (bottom of the page, if your page is too narrow). You can click the link for your attached file to confirm you uploaded the correct file.



The screenshot shows the Canvas submission page. The main content area has the title 'Practice Assignment' and a 'Re-submit Assignment' button. Below the title, it shows 'Due Jun 11 by 11:59pm', 'Points 5', and 'Submitting a file upload'. Below that, it says 'Available until Aug 20 at 11:59pm'. There is a note that says 'Submit any file you would like, just to get practice with submitting assignment files in Canvas.' On the right-hand side, there is a 'Submission' sidebar. The sidebar is highlighted with a yellow circle and shows 'Submission', 'Turned In!', 'May 10 at 6:26pm', 'Submission Details', and 'Download Practice Assignment--Stu Dent.docx'. Below that, there is a 'Comments' section that says 'You can put a comment here' and 'Stu Dent, May 10 at 6:26pm'.

11. Until the due date, you can click the **Re-Submit Assignment** button. This will be treated as an entirely new submission, erasing the previous one. NOTE: Even though you cannot see previous submissions, the instructor can still access it, but earlier submissions will be flagged as obsolete.



WARNING ABOUT RESUBMITTING AN ASSIGNMENT AFTER THE DUE DATE:

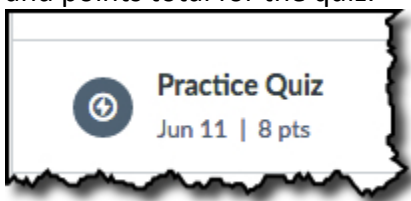
If an assignment has a due date set, but no “Available Until” date, you could technically Re-submit after the due date. This will result in the assignment being flagged as late. If the instructor has already graded/given feedback on your earlier submission, you may lose access to the feedback, but the grade will remain.

Taking Quizzes

While quizzes can have a variety of question types (including multiple-choice, short answer, and essay) and restrictions (including time limits), in general taking a quiz will be a similar experience to the one you have with the Practice Quiz in this orientation.

Locating a Quiz and Viewing Quiz Information

1. Find the link for the quiz on the course Modules page. (It can also be found on the Assignments page, but the location may vary.) Quizzes will generally be found in the week in which they are due. The quiz link on the Modules page will include the due date and points total for the quiz.



2. After you click the link for the quiz, you will see a summary of information about the quiz. This will include the due date, the total points possible, the number of questions, the date range during which the quiz is available, the time limit, and the number of attempts permitted. If the quiz is currently available, you will see the quiz instructions and a button to **Take the Quiz**.

NOTE: If the instructor is allowing late submission of quizzes (possibly with a late penalty), the Available range will go past the Due date.

Practice Quiz

Due Jun 11 at 11:59pm **Points** 8 **Questions** 5
Available May 8 at 12am - Aug 20 at 11:59pm 4 months
Time Limit 20 Minutes **Allowed Attempts** Unlimited

Instructions

This quiz is meant to just be a fun introduction to quizzes in Canvas. You can take it once, or you can take repeatedly. The grade doesn't matter, so have fun!

[Take the Quiz](#)

3. If the quiz is not yet available, you will see the information listed above EXCEPT the instructions and the Take the Quiz button.

Practice Quiz

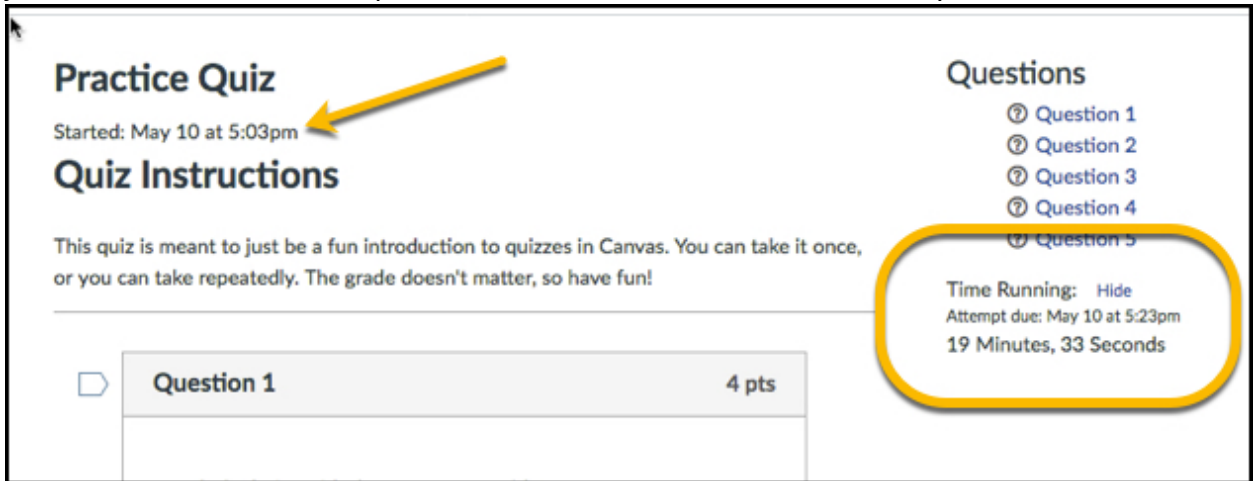
Due Jun 11 at 11:59pm **Points** 8 **Questions** 5
Available May 15 at 12am - Aug 20 at 11:59pm 3 months
Time Limit 20 Minutes **Allowed Attempts** Unlimited

This quiz is locked until May 15 at 12am.

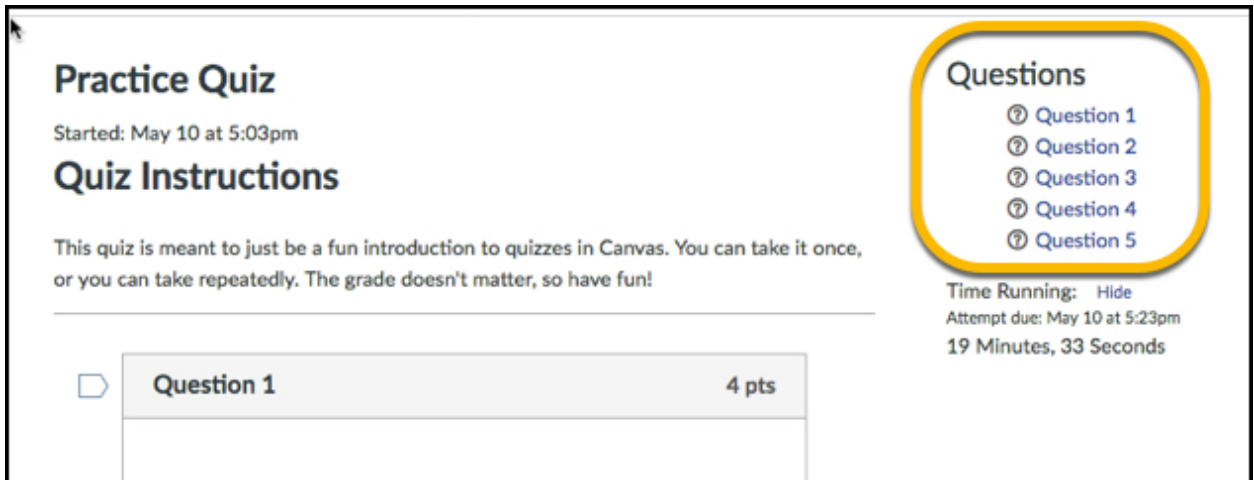
Taking a Quiz

1. After you click the **Take the Quiz** button, the quiz will load. (You will not have to confirm that you want to start the quiz, as you did in Moodle.) At the top, you will see what time you started the quiz. The quiz timer will be displayed in the right sidebar (or, if your window is too narrow, at the bottom of the page.) You can hide the Time Running and

just show the time that the quiz is due, if the countdown timer bothers you.



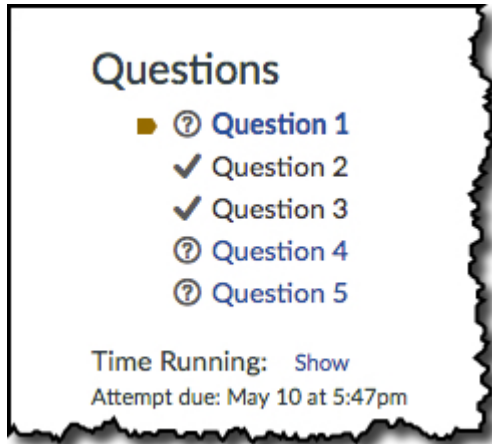
2. You can jump directly to a question by clicking on that question in the sidebar.



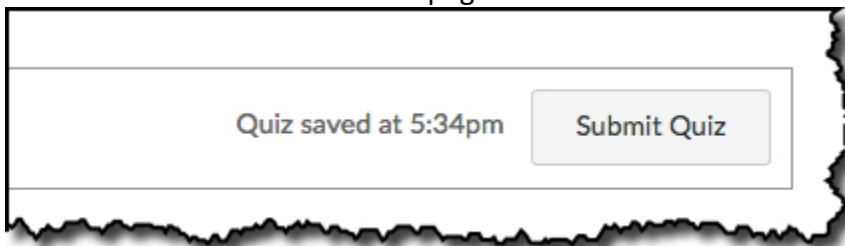
3. You can mark a question to come back to later by clicking the "flag" next to the question number. After being clicked, the flag will be colored in.



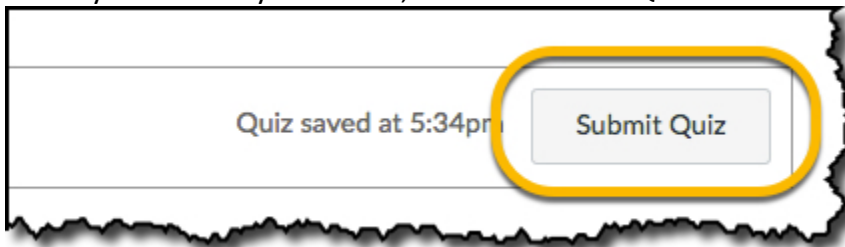
4. The Quiz sidebar will show the status of each question (answered/unanswered, flagged)



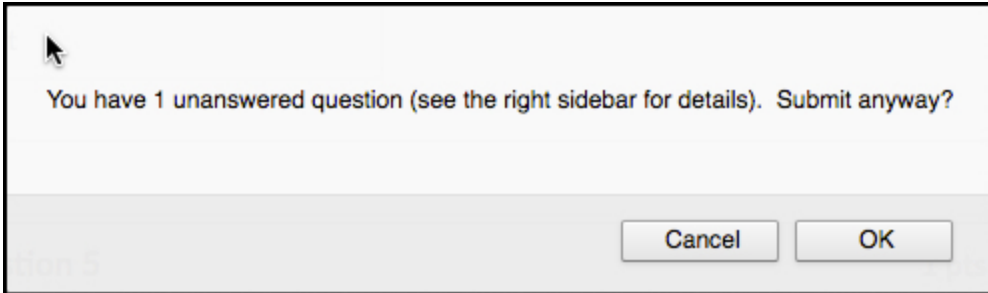
5. Assuming that your internet connectivity is good, Canvas will save your answer after each question. You can confirm that answers are being saved by looking at the last saved time at the bottom of the page.



6. When you are ready to submit, click the **Submit Quiz** button.

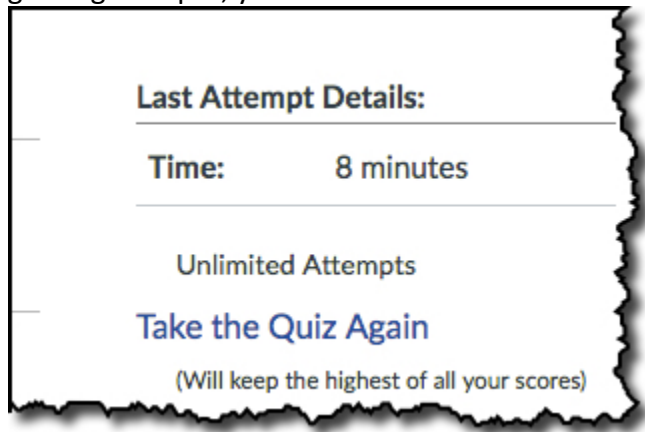


7. If you have left questions unanswered, you will see a message after clicking the **Submit Quiz** button. Clicking **OK** will submit. Clicking **Cancel** will return you to the quiz, assuming your time has not run out. **IMPORTANT NOTE: As soon as you decided to Submit the Quiz, your quiz will be submitted and cannot be resumed or your submission retracted.**



8. After the quiz has been submitted, what you see will depend on what options the instructor has selected.
 1. You will always see a sidebar with the time taken on the most recent submission.

If the instructor has set the quiz to not give scores until after they have had a chance to view the results, you will see just the time in the sidebar, and a message stating, "Your quiz has been muted. Your quiz score is unavailable because your instructor has not finished grading it. When your instructor finishes grading this quiz, your score will be available on this page."



2. Some instructors may choose to have you see only your scores, not the quiz questions and your answers. In that case, the score will be in the sidebar, and you will see a message stating that *Quiz results are protected for this quiz and*

are not visible to students.

Last Attempt Details:

Time: 7 minutes

Current Score: 7 out of 8

Kept Score: 7 out of 8

2 Attempts so far
[🕒 View Previous Attempts](#)
Unlimited Attempts

Take the Quiz Again
(Will keep the highest of all your scores)

3. You may be able to preview your quiz, with scores listed for each question. If this is the case, you will see the most recent attempt below the *Attempt History* on the quiz page. Your instructor may choose to show correct answers or keep them hidden.

Attempt History

	Attempt	Time	Score
LATEST	Attempt 1	less than 1 minute	6 out of 9

⚠️ Correct answers are hidden.

Score for this quiz: 6 out of 9
Submitted May 10 at 5:54pm
This attempt took less than 1 minute.

This quiz has a 45 minute timer, so you can see how the timer works, but you will probably not take the full 45 minutes.

Question 1 4 / 4 pts

Match each item on the left with where it can be found in your Canvas course site.

Tips to Avoid Problems When Taking a Quiz

Do's and Don'ts for Quiz Taking

- If you are taking a quiz with a time limit, once you open the quiz, a timer will appear in the upper right corner of the page. Once the clock starts, it continues running until the quiz is submitted. It does NOT stop--even if you close the quiz, log out of Canvas, or even shut down your computer.
- Occasionally, problems with your browser can cause the timer on the quiz page to stop or malfunction. Because of this, you should always keep your own timer or stopwatch. In the case of malfunction of the page-display timer, the Canvas server is still keeping track of your quiz start and submission time. If you go over your allowable time, your quiz may be given a grade of Zero.
- Avoid using a "Smart Mouse", "Magic Mouse" or "Magic Trackpad" (or similar) while taking a quiz. These input devices allow you to navigate between pages by tilting a scroll wheel or swiping to the side. It is very easy to accidentally do this, which will take you off of the quiz page, losing your answers. You may get a message from your browser asking you to confirm whether you want to leave the page or stay on the page, but this may not work, and you may have to close your browser. This will result in the loss of any unsaved answers, but the timer will continue.
- It is especially important to not use a scroll wheel or trackpad to move down the page in a quiz with drop-downs for selection, such as matching. If you have just answered a question and the answer is still the focus of your browser, using the scroll wheel can change your answer before scrolling the page.
- It is recommended that you not have any other browser windows open when taking a quiz. This reduces your likelihood of problems for a number of reasons.
- Avoid using the browser's Back button to navigate away from the page on which you view your quiz results. Likewise, once you have submitted, do not use the Back button to review the quiz. Unpredictable results can occur. (If multiple attempts are allowed, it may count as a second attempt.)

Quiz Problems

Whenever you have any kind of a technical issue when taking a quiz, you should immediately contact Tseng College Distance Learning Technical Support (Contact information can be found on the "Need Help" page) and your instructor via email. (HINT: It is a bad idea to wait hours/days to send the email!)

The following information should be provided to tech support and your instructor:

- What is the name of the course the quiz was in?
- What is the name of the quiz?
- What was the last thing you did before the problem occurred? (What button, link, text entry field, etc., did you click?)
- Did you have another browser window open at the time (and if so, what)?

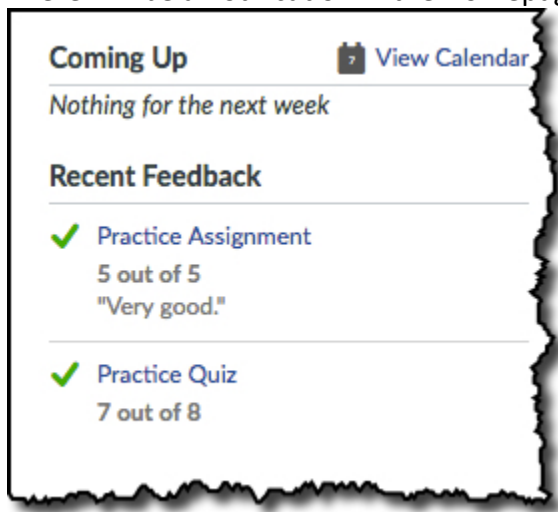
- What was the last question you answered and about how long had you been in the quiz?
- If you received an error message, what was the exact text of the error message?
- If you did not receive an error message, describe exactly what did happen (e.g., your computer froze, the screen went black, the browser quit).
- What browser were you using? (Internet Explorer 10, Internet Edge 40, Mozilla Firefox 54, Safari 11, Chrome 59, etc.)

This information will help to identify the cause of the problem and will help in determining the best way to avoid the problem in the future.

Checking Grades

When new grades and assignment feedback are posted in Canvas, you will be notified in a couple of ways.

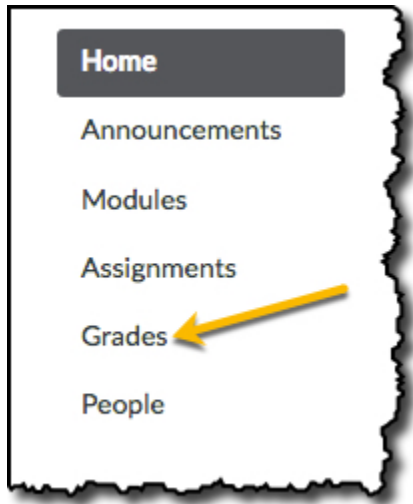
- If you have your notifications set to tell you when there is new Grade activity, you will get an email or text, depending on your settings
- There will be a notification in the Homepage sidebar in the Recent Feedback area



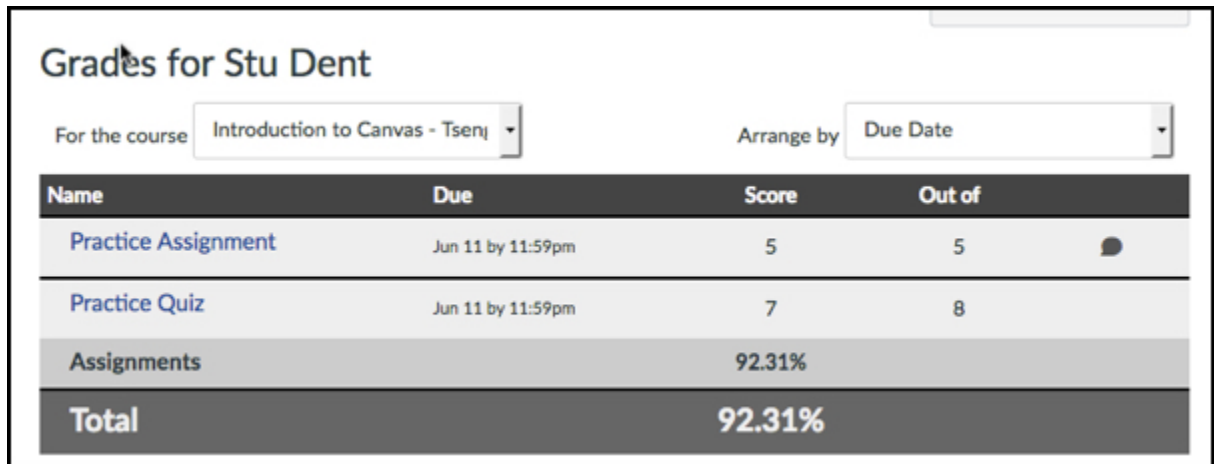
Viewing the Grades Page

You can get an overall view of your course grades by going to the Grades page.

1. From the Course Navigation menu, select **Grades**




2. The Grades page will show all graded items currently in the course. If you have grades, and the instructor has them set to be visible, they will be displayed on this page. If the instructor has given a comment, you will see an icon for that (as shown for the Practice Assignment here).



Grades for Stu Dent

For the course: Introduction to Canvas - Tsenj

Arrange by: Due Date

Name	Due	Score	Out of	
Practice Assignment	Jun 11 by 11:59pm	5	5	
Practice Quiz	Jun 11 by 11:59pm	7	8	
Assignments		92.31%		
Total		92.31%		

3. If a grade item has the scores muted (hidden), you will see an icon in the *Score* column for that item (as shown with the Practice Quiz in this image) that indicates scores are being hidden

[Print grades](#)

Grades for Stu Dent

For the course Introduction to Canvas - Tsenj Arrange by Due Date

Name	Due	Score	Out of
Practice Assignment	Jun 11 by 11:59pm	5	5
Practice Quiz	Jun 11 by 11:59pm	✘	8
Assignments		100%	
Total		100%	

✘ Your instructor is working on grades. While your instructor is working on grades, grade and comment information is unavailable.

[Viewing Grade Feedback](#)

You can click on the name of any Grade item to access additional feedback and information.

II. Communicating in Canvas

[Using Discussion Forums](#)

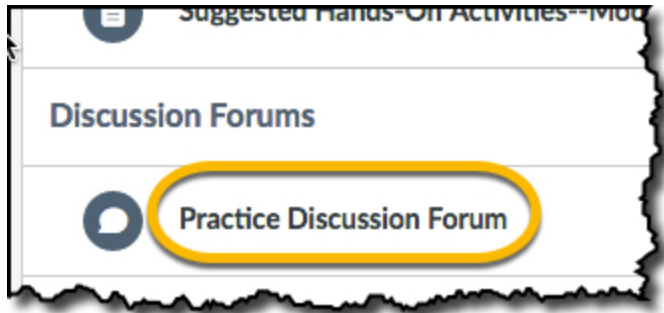
The Discussions tool in Canvas provides a means for students and instructors to engage in discussion asynchronously. That is, you do not have to be on-line at the same time as anyone else. Your instructor may require participation in the discussions. In many courses, instructors post discussion prompts for you to answer. These discussion responses may be graded individually, or they may comprise part of the course participation grade.

Some important Canvas terminology related to Discussions:

- **Discussion:** What other learning management systems may call a Discussion forum. There will be a General Discussion forum, and possible weekly discussion forums in your class.
- **Replies:** All of the posts other than the prompt at the top are considered to be Replies
- **Locked Discussion:** If the Discussion has been locked, you can see the name of the discussion and the date it will be available, but cannot see the details/prompt.
- **Closed Discussion:** When a Discussion has been closed, you can view the discussion details/prompt and read any replies, but cannot reply yourself.

[Getting to the Discussions](#)

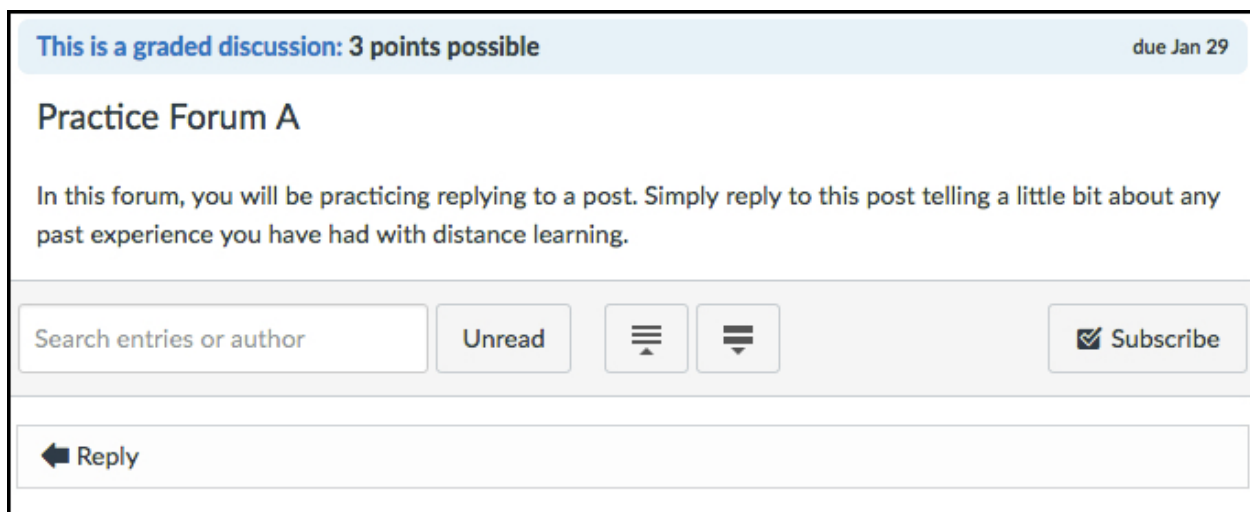
A discussion can be accessed through a link on the Modules page, usually in the Course Information section (for the General Discussion) or the appropriate weekly module.



Reading Discussion Replies

When you enter a Discussion, what you see will depend to some degree on the settings your instructor has selected. At the top, you will see the Discussion details, which includes the instructions/prompt for the discussion. If it is a graded discussion, you will see how many points are possible and (if applicable) the due date.

If the forum is not closed, you will see a Reply button.






Below the Discussion details, you will see any replies that have been posted.

This is a graded discussion: 10 points possible due -



General Discussion Forum

Nov 8, 2016 at 9:45am
3

Use this forum for course-related discussion not related to a specific module. (This forum should be used for discussions of a general nature that are of interest to the class rather than concerns of a personal nature such as grades.)



Search entries or author Unread    Subscribe

← Reply

○  **Imon Daneshmand** 
Jan 4, 2017



Hello, this is a test.

← Reply

○  **Aaron Gilles** 
Jan 4, 2017

Aaron testing with an edit to the post
Edited by Aaron Gilles on Jan 4 at 10:38am

← Reply

○  **Stu Dent** 
Feb 13, 2017

This post will be graded+

← Reply

Replying to a Discussion

Reply to the Main Prompt/Start a New Topic

In Canvas, if you want to either reply to an instructor's prompt (for a graded weekly discussion) or start a new discussion topic you use the Reply button at the top of the page, below the Discussion details.

This is a graded discussion: 3 points possible due Jan 29

Practice Forum A

In this forum, you will be practicing replying to a post. Simply reply to this post telling a little bit about any past experience you have had with distance learning.

Search entries or author Unread [Menu] [Menu] Subscribe

Reply

A composition editor will be displayed. After you have written your reply, click the **Post Reply** button.

This is a graded discussion: 10 points possible due -

General Discussion Forum

Nov 8, 2016 at 9:45am
3

Use this forum for course-related discussion not related to a specific module. (This forum should be used for discussions of a general nature that are of interest to the class rather than concerns of a personal nature such as grades.)

Search entries or author Unread [Eye] [Menu] [Menu] Subscribe

HTML Editor

B *I* U A **A** *I* [List] [List] [List] [List] x^2 x_2 [List] [List]

[Grid] [Link] [Image] π [Code] [Table] [Table] Font Sizes Paragraph

Compose your response here

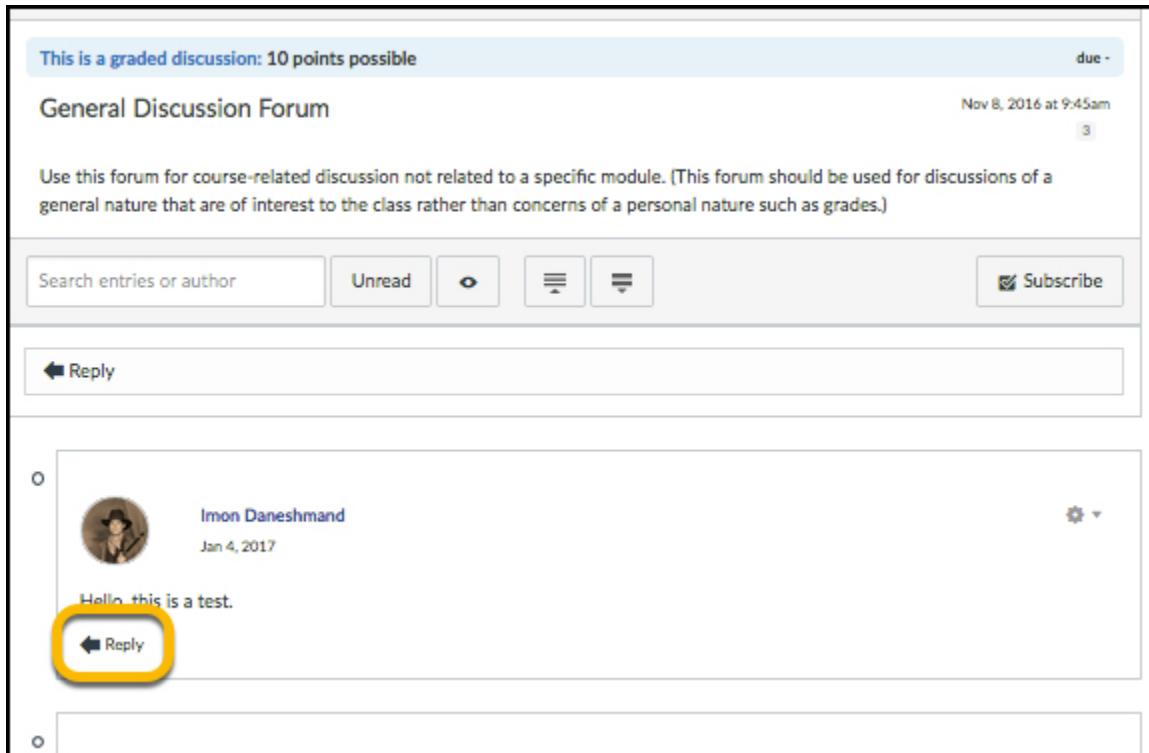
p

Attach

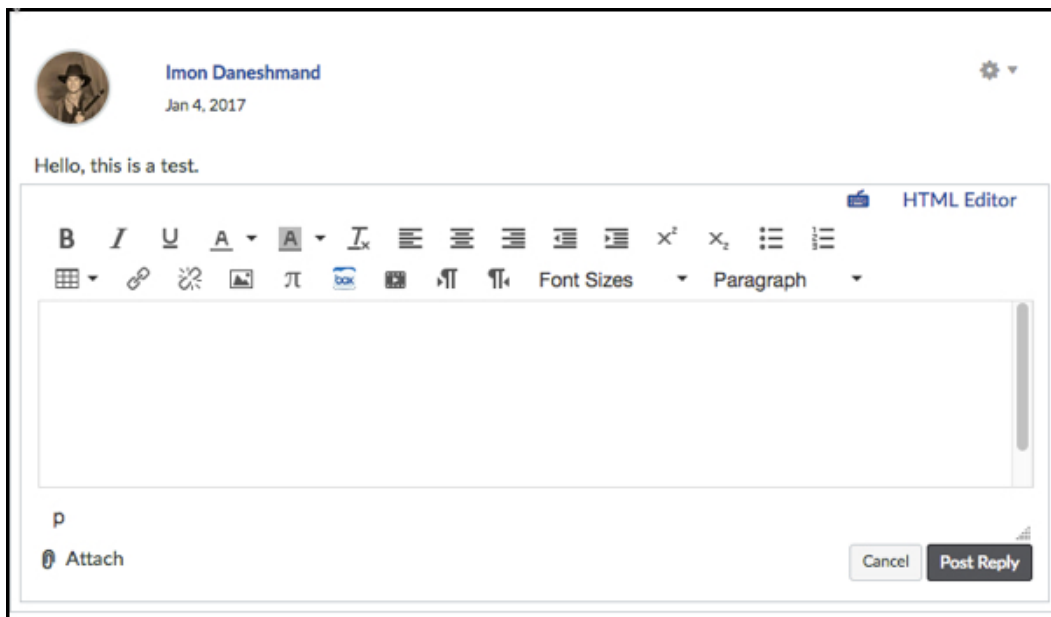
Your response will be displayed on the Discussion page. **NOTE: When you post in a discussion, you will be automatically subscribed to receive notifications of new posts.** You can subscribe or unsubscribe to discussion notifications if you wish; see “Subscribing or Unsubscribing to a Discussion,” below.

Reply to Another User's Reply

If you would like to respond to another student's reply (or respond to an instructor's reply), click the **Reply** button immediately below the message to which you would like to respond.



A composition editor will be displayed. After you have written your reply, click the **Post Reply** button.



Your response will be displayed on the Discussion page. **NOTE: When you post in a discussion, you will be automatically subscribed to receive notifications of new posts.**

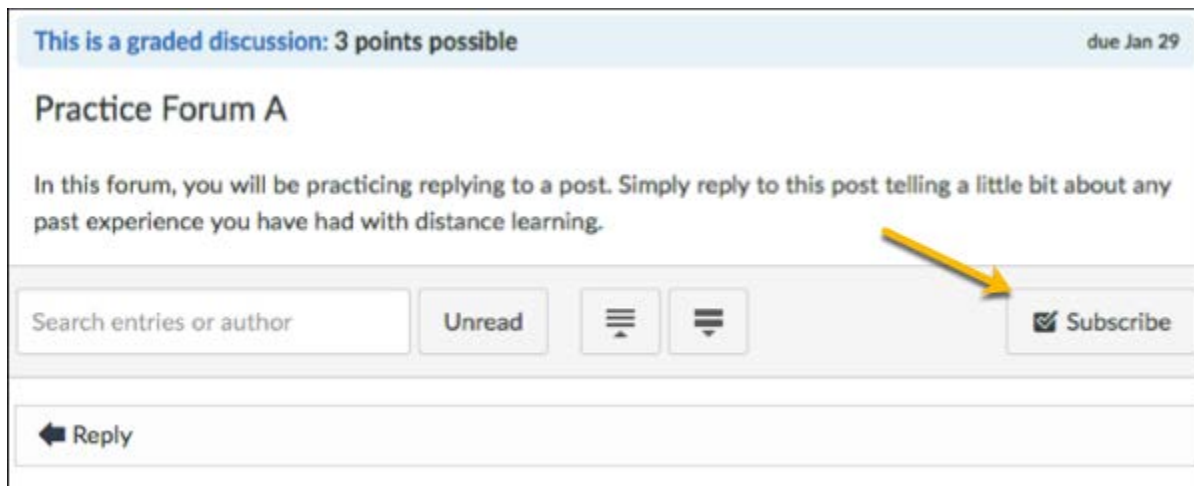
Editing or Deleting a Reply

If the instructor is allowing editing and deletion of your replies, you will see an **Edit** (gear) icon in the upper right corner of your reply. Click that icon and select either **Edit** or **Delete**. NOTE: You will see the Edit gear in the upper right corner of other peoples' replies, but in that case, the only option will be Go to Topic which will take you to the top of the page or Go to Parent, which will take you to the Reply to which that post responds.

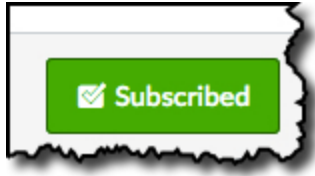


Subscribing or Unsubscribing to a Discussion

When you post a reply in a Discussion, you will automatically be subscribed to receive notifications of new replies in that discussion. If you would like to subscribe without replying, click the **Subscribe** button in the lower right corner of the Discussion details area.



The **Subscribe** button will change to be highlighted and say **Subscribed**.



If you would like to unsubscribe, click the **Subscribed** button, and it will return to the unhighlighted appearance and will show “**Subscribe**” (which, in this case, means you are currently unsubscribed and would need to click that Subscribe button to re-subscribe).

Email Requirements

All students in the DL program are required to have reliable email access. You will need to check your CSUN student Gmail (@my.csun.edu) account frequently, either directly through POP/IMAP/webmail or through forwards to a personal email account. If you choose to forward, you must make sure that you are reliably receiving the forwarded emails. Students have had problems in the past with several email providers.

If you have not already done so, you must activate your student email account.

The following link from CSUN IT's Student Email Information Page provides information about your student email:

<http://www.csun.edu/it/services/emailcal.html>

Email Management Tips

- When you are sending an email, use a meaningful subject line--avoid subjects like, "Important", "Urgent", "Help", or "Question". If the email is for a class, include the class number (e.g. EPC 695D) in the subject line. In addition, you should make sure your full name appears in the From field and within the email itself.
- Do not send sensitive or confidential information via email--it is not secure. Messages can be accidentally or intentionally forwarded.
- Do not forward messages without the sender's permission.
- Make sure that you are running an antivirus program which scans incoming email (such as Norton Antivirus or McAfee Security)

Sending and Receiving Messages Using Conversations/Inbox

The Conversations utility in Canvas provides a way to send messages to individuals in your classes. It is essentially an internal Canvas messaging tool that behaves like email but is for use communicating within Canvas.

To access the Conversations utility, click Inbox in the Global Navigation menu.



For more information about Conversations, view the Canvas Guides below:

[How do I use Conversations as a student?](#) (Links to an external site.)

[How do I send a message to a user in a course in Conversations as a student?](#) (Links to an external site.)

[How do I reply to a message in Conversations as a student?](#) (Links to an external site.)

Virtual Classroom Conferencing Tool (Zoom)

What is Zoom?

Zoom is an online collaboration system that allows faculty and students to hold live, synchronous class sessions. It may be used for office hours, live lectures and seminars, guest speakers, and presentations. An instructor may also use it to pre-record lectures.

The Zoom system includes a text chat, whiteboard space, screen sharing, and audio capability (with captions available). Zoom sessions will be recorded for later reference. This allows students to later review the recording of the session if they wish.

Zoom Sessions for the MA in Humanities

For some programs, like the HUMA program, Zoom will be used in every class for weekly lecture/seminar/question and answer sessions. Attendance at these live sessions is mandatory; if you cannot make a live session you should speak with your HUMA professor ahead of time to discuss alternatives. All students can review the weekly session recording.

Zoom Documentation

Download and view the [Zoom Student Manual](#)

Download and read the [Zoom Student Quick Reference](#)

Download the [Zoom Closed Captioning Guide for Students](#)

View the system requirements for using Zoom on a PC or Mac: [System Requirements](#) (Links to an external site.)

Using Zoom on mobile devices: **AN IMPORTANT NOTE**

It is not recommended that students use a mobile device to attend their live class sessions. Mobile devices have limited functionality when used in the Zoom conferencing tool and, in many programs, students are expected to be actively engaged in the discussions that take place each week. Students using mobile devices will be unable to do anything except passively listen to the discussions. In addition, any document your professor shares in the screen area during the webinar will be almost impossible to view in most mobile devices.

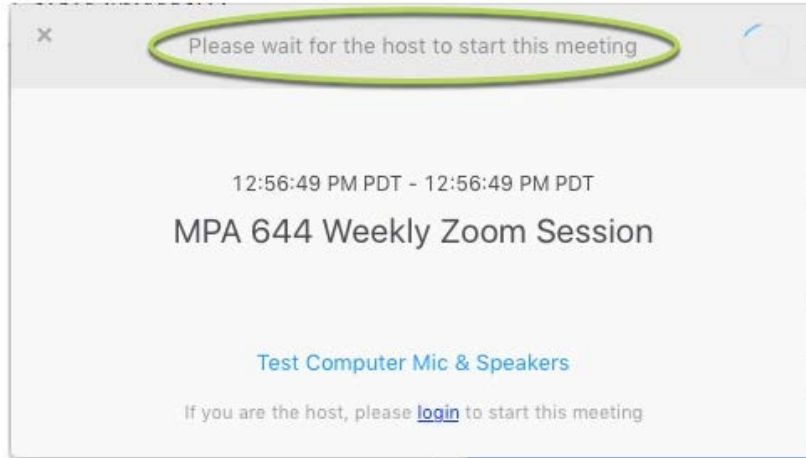
Conversely, students using laptop & desktop devices, which are strongly recommended for live sessions, can actively participate each week using the many functions in Zoom (raising hand; speaking during session; sharing your screen; using session chat; downloading instructor-shared documents; accessing captioning, etc.).

[Zoom on Android](#) (Links to an external site.)

[Zoom on iOS](#) (Links to an external site.)

Joining a Synchronous Session

To join a synchronous Zoom session, you will look for the link for the session under the Virtual Classroom Sessions label on the course homepage. Selecting that link will take you to the class session. You may have to wait until the instructor enters before you can enter. If so, the screen will look similar to this:



NOTE: The first time you use Zoom, it may take several minutes to download the application. You may need to authorize your browser to download the file and run the application.

Viewing a Session Recording

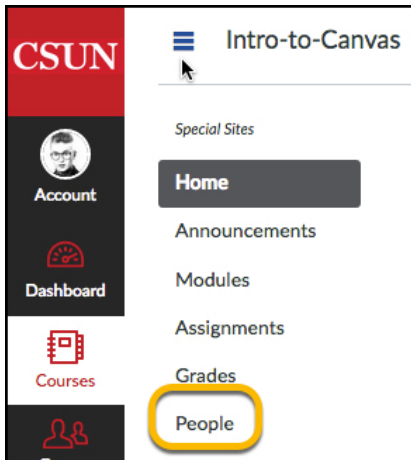
After a session has ended (if it has been recorded), the recording will be processed. Within a day or two after the session, a link to the recording will become visible in the appropriate weekly section on your course site.

Self-signup for Groups (e.g., for Group Projects)

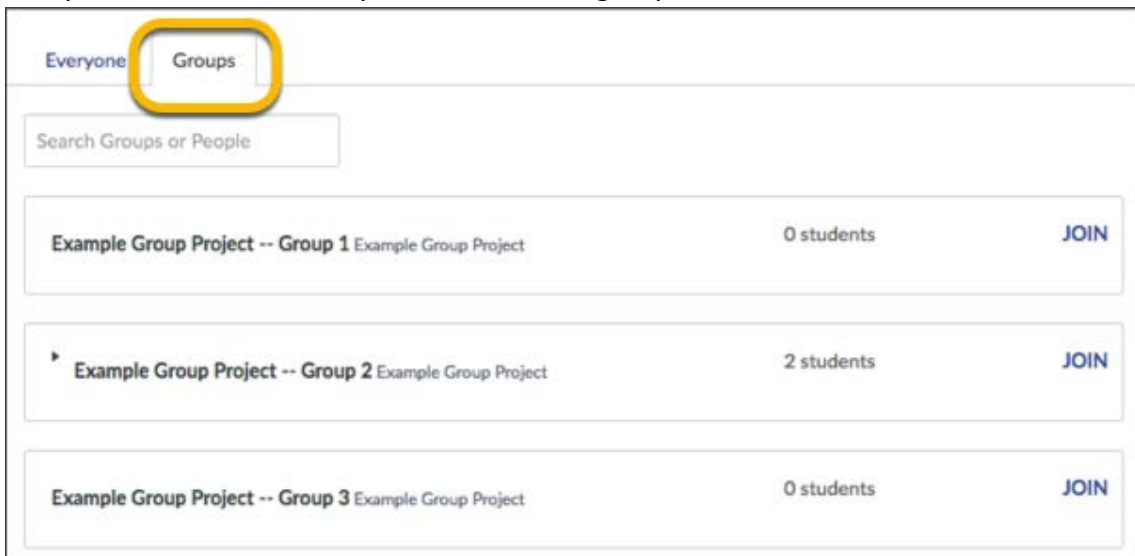
If your instructor is permitting you to choose your own groups, perhaps for a group assignment, Canvas will be set up to allow you to self-select into the allowable groups. The instructor may have decided ahead of time the maximum number of people in a group or the maximum total number of groups allowed for the project and will have set the groups options accordingly. When you go into the Groups area you'll be able to see the number of available spots in a group or the number of overall groups from which you can choose.

To select a group:

1. Select **People** from the Course Navigation menu



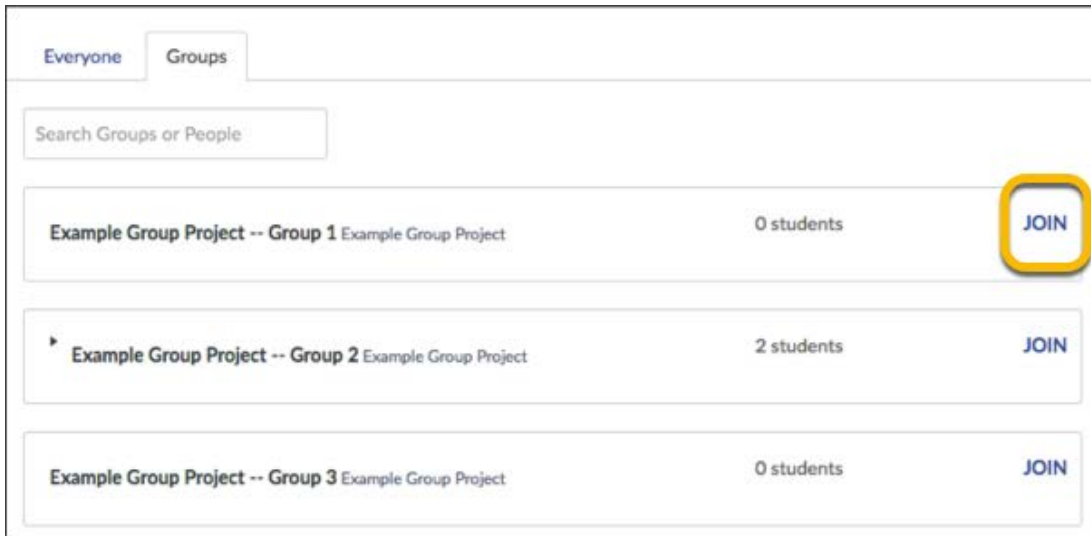
2. Click on the **Groups** tab. You will see a list of groups created for the course. Ones that you can join will have a **JOIN** button on the right side of the page. You can also see how many students are currently enrolled in each group.



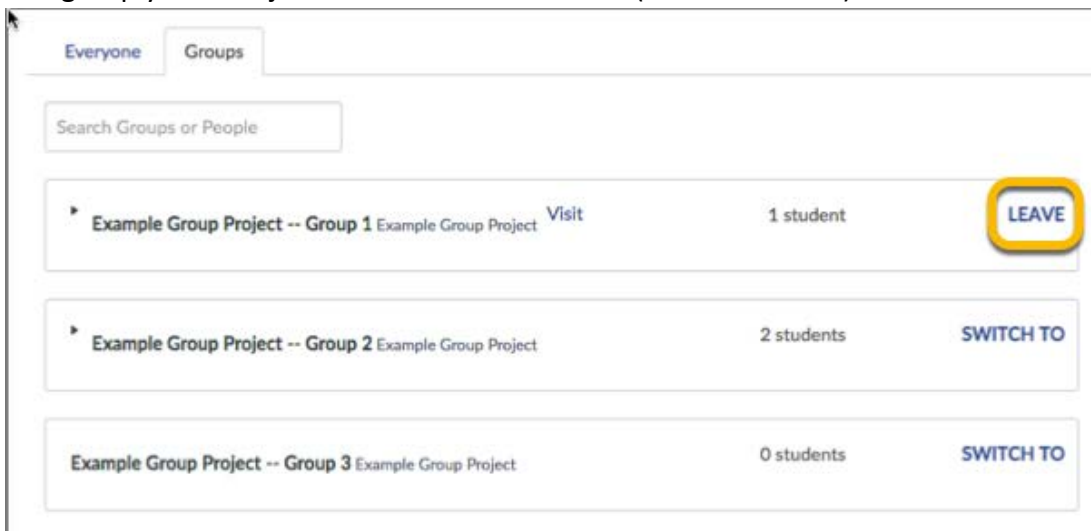
3. If a group has students enrolled, you can view group membership by clicking the small triangle to the left of the group name.



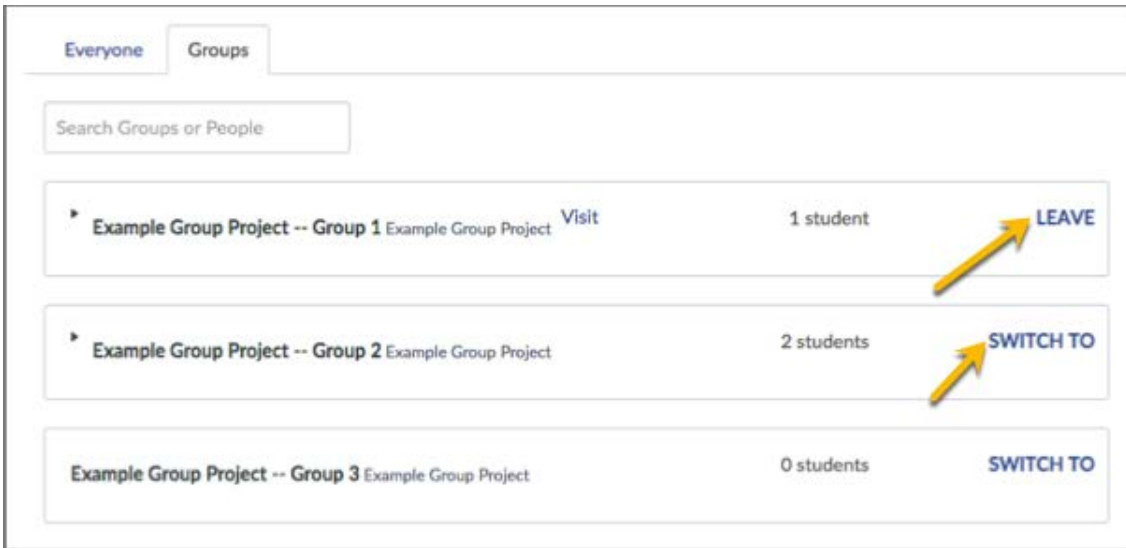
4. Click **JOIN** to add yourself to a group.



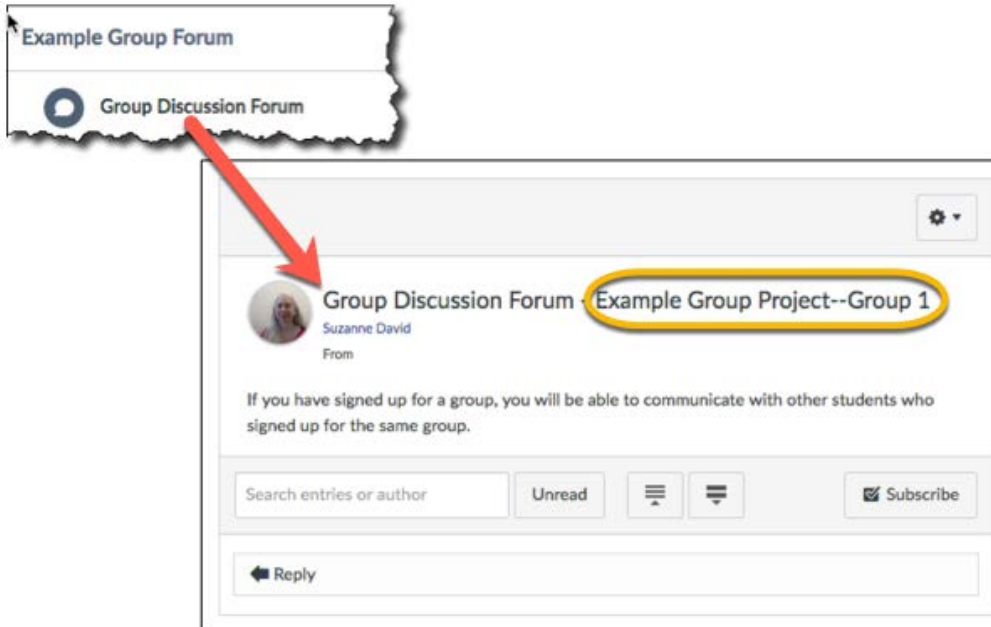
5. The group you have joined will now have **LEAVE** (instead of **JOIN**).



6. If you change your mind, you can click **LEAVE** to be in no group. If you would like to join a different group, click **SWITCH TO** for the group you want to join.



7. If the instructor has set up a group forum on the Modules page, you will automatically see just the posts from your group in this forum.

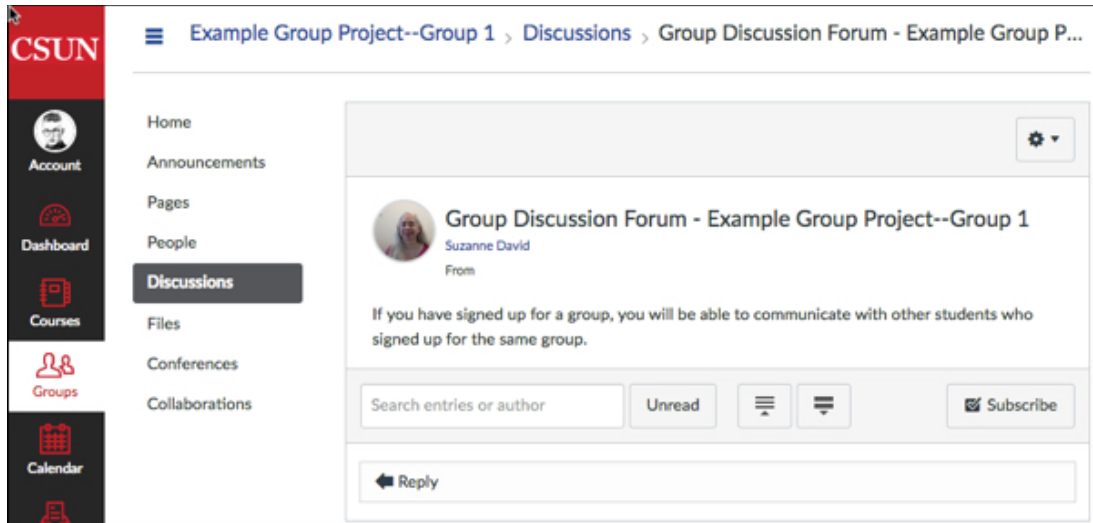


Navigating Back to Course Site from Group Discussion Page

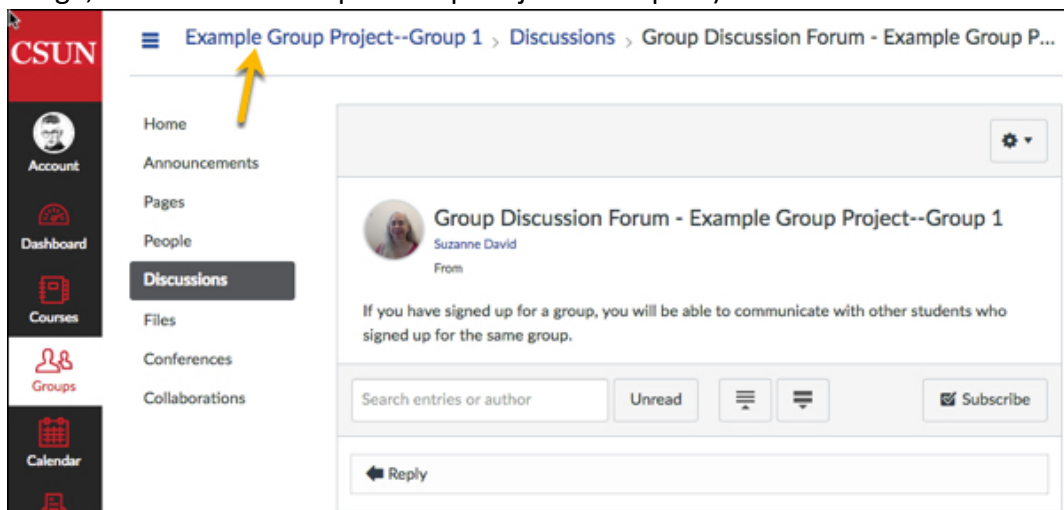
Returning to the Course Site

It can be a little confusing to get back into the course site when you have clicked the link to enter the group Discussion.

1. As shown in the image below, the breadcrumb trail does not include the course name, and the Course Navigation menu (actually a Group Navigation menu) has different items in it than you may be used to.



- To return to the course site, click the name of your group in the breadcrumb trail (in this image, it would be "Example Group Project--Group 1".)



- The course name breadcrumb will appear to the left of the group name. Click the course name to return to the course site.



A Note About Canvas Groups

In addition to enabling Group discussions and submission of assignments as a group, when groups are created in Canvas, a group area is created, which the student can use to work together, sharing files, posting announcements, and working collaboratively in other ways. At

this time, CSUN courses are not using the other group capabilities, but if your group decides to try it out, that is permitted.



Additional Communication Options

There may be times in which you will want to engage in synchronous text, voice, and/or video chat with instructors or classmates. There are a number of options available to you.

The options fall into three basic categories: Text Chat, Voice Chat, and Video Chat. There are several free alternatives available in each category.

[Important Note: With all of these communication options, it is suggested that you make your profile private, and not allow unknown/unapproved individuals to contact you.]

Text Chat

Examples: Yahoo Messenger, AIM, Skype Text Chat, Facebook Text Chat, Gmail/Google Chat

Text Chat utilities allow you to engage in text conversation with another person. With all of these options, you must use the same instant messenger program or web service as the person with whom you wish to chat.

Voice Chat

Examples: Skype, Yahoo Messenger Voice

With voice chat, you need to be using the same voice chat program (or web service) as the person with whom you wish to speak. In addition, you will need a PC-compatible microphone and speakers. For the best sound quality, you will probably want to use a microphone headset.

Skype: Skype is a free internet-telephone service which allows you to chat with up to four other people simultaneously. Additional, for-charge, options are available, such as Skype-In, a telephone number that people can call from regular telephones, and Skype-Out, which allows you to call regular telephone numbers from your computer. Skype has video capability, as well. For more information, see <http://skype.com>

Video Chat

Examples: Skype, Facebook Video Calling, Google Hangouts, Yahoo Messenger Video, FaceTime

With video chat, you must be using the same program (or have an account on the same site) as the person with which you wish to chat. In addition, you will need a compatible webcam. Most webcams have a microphone built in, but for best sound quality, you may want to use a microphone headset.

While the video chat allows you to see the person with whom you are chatting, the video is not always stable or of high-quality, due to bandwidth limitations of the Internet.

Email and Telephone

It is easy to forget, with all of the computer technologies available, sometimes the easiest way to communicate is through Email or telephone.

III. Other Important Info

Distance Learning Technical Support

From time to time, you will need to contact Distance Learning Technical Support. Some reasons you might want to contact technical support are:

- You experience difficulty while taking a quiz
- Course Lecture presentations aren't opening/playing properly
- You encounter a problem with submitting an assignment
- You have other questions of a technical nature related to course materials on Canvas

When you contact Distance Learning Technical Support, you should provide the following information:

- Your name (first and last name)
- Your contact information (email address, telephone number)
- What program and cohort you are in [e.g., HUMA cohort 7]
- What class the question pertains to
- A specific question, with as much detail as possible. For example, if you get an error when taking a quiz, you should describe what you were doing, and what the error message said.

There are three ways to contact Distance Learning Technical Support:

1. Use the ***Request Help from DL Tech Support*** button on the **Need Help** page in each course site. Clicking that button will open a form in which you can enter your information for a request for assistance.
2. Send an E-mail to the Tech Support team at techsupport@csundlsg.com
3. Call the Distance Learning Technical Support office at (818)677-6410. The office is staffed Monday-Thursday, 9 a.m. - 7 p.m. and Friday, 9 a.m. - 5 p.m., except holidays. Note: If you call outside of these times, you can leave a voicemail, but it may not be received until the next business day.

Important Websites

CSUN Tseng College Distance Learning Website: <http://tsengcollege.csun.edu/>

CSUN Web Portal (See Login module on CSUN Home Page): <http://www.csun.edu>

CSUN Student Email: <http://my.csun.edu/>

Oviatt Library Home Page: <http://library.csun.edu/>

Oviatt Library Online Catalog: <http://library.csun.edu/cgi/opac>

Other important offices' contacts

You can always connect with your program's manager, as above, if you have questions or need assistance, and she can assist and connect you with the college office that can help. However, below is a list of some of the most frequently contacted offices for distance learning students.

➤ **How to Pay your Tuition Online, Check or by Phone**

For questions concerning how to make a payment please contact:

Tseng College Admissions, Records and Client Services at (818) 677-2504

➤ **Student Accounting Questions - Tuition and Fees**

For questions concerning tuition payment due dates or late payments please contact:

Alma Santiago at alma.santiago@csun.edu or (818) 677-3922

➤ **Financial Aid**

If you are interested in applying for student loans through the Financial Aid Office, contact:

Website: <http://www.csun.edu/finaid/>

Tseng College Financial Aid Office (818) 677-7523 (OR contact your Program Manager)

➤ **IT HelpCenter (re: portal, log-in, CSUN email, software downloads, etc.):**

(818) 677-1400 or helpdesk@csun.edu

When contacting the HelpDesk, be sure to tell them that you are a Distance Learning master's degree student.