
Frequently Asked Questions

Find answers to our most common online course questions.

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Course Management

HOW MUCH DOES IT COST TO OFFER AN ONLINE COURSE?

University of Missouri Extension hosted online courses:

- There is no fee to host and manage your course. We **no longer charge** a "systems cost recovery fee".
- Paid Canvas course enrollments will be assessed a 3% credit card transaction fee.
- The [MU Career Accelerator](#) is the only exception to the above. Contact Sarah Rielley for questions.

WE'RE INTERESTED IN OFFERING CONTINUING EDUCATION CREDIT - WHERE CAN I GET MORE INFORMATION?

CE accreditation: Many units have one or more accreditors that review and approve the course for CE credit. If there is no accrediting body, the [IACET](#) is a CE and Training accreditation organization. They have [guidelines for calculating CEUs](#) on their website. The IACET will also review and approve courses for CE (for a fee). For additional information, reach out to Sarah Traub.

WHAT IS THE COURSE MANAGEMENT PORTAL?

When you access the [Extension Canvas Portal](#), select the Getting Started icon for two videos that provide a nice overview of how to manage your courses in our portal.

HOW DO I GET A CANVAS SITE?

Access and login to [Extension Canvas Portal](#). Select *Courses* from the gold menu bar. Select *New Course*. Complete and submit the short form. Please note - Extension courses should not be requested from the Missouri Online CRS (course request system).

WHAT IS COURSE ACTIVATION?

Course activation means course development is complete and is ready to open enrollment. We adjust your course settings per your provided information, integrate your course with Catalog, set enrollment to open and close, create your course completion certificate, integrate with our website, and more.

HOW DO I REQUEST COURSE ACTIVATION?

Access the [Extension Canvas Portal](#) and from the home page, select *Courses* from the gold menu bar. Find your course and select View. Complete the activation and course listing tabs. Don't forget to submit your activation request. Please allow ten business days for us to process your request.

HOW DO I PILOT MY COURSE?

This is not a simple question. We have simplified the process as much as possible and created a supporting [document](#) with details.

HOW LONG WILL MY SELF-PACED COURSE STAY OPEN?

Indefinitely. We highly recommend an annual review, including a link validation and accessibility review.

HOW CAN I CLOSE A SELF-PACED COURSE?

If you did not provide an end date, access the [Extension Canvas Portal](#) and select *Contact Us*. Complete and submit the short form.

CAN YOU HELP ME FIND PAST COURSES?

You can move courses between favorites, courses that appear on your Canvas *Dashboard*, and completed or inactive courses you can access from the *Courses* navigation tab. [How do I use the Global Navigation Menu as an instructor?](#)

CAN I GROUP RELATED COURSES AND OFFER THE ENTIRE GROUP?

Absolutely! Catalog provides a Program feature. To request a program, please access our [Canvas Catalog Program Listing Request form](#).

Enrollment/Adding individuals to a course

CAN I HAVE PEOPLE FROM OUTSIDE THE UM SYSTEM ENROLL IN MY COURSE?

Absolutely! All they need is the link to your course enrollment page and include a link to these [support articles](#) for any questions about creating their account.

HOW DO I ADD OTHER INDIVIDUALS AS TEACHERS, DESIGNERS, PRESENTERS, PILOT STUDENTS, REVIEWERS OR TAs?

This is not a simple question. We have simplified the process as much as possible and created a [document](#) with details.

HOW DO I OPEN ENROLLMENT?

Our course management portal will collect cohort open and close enrollment dates as part of the course activation process. We schedule Catalog accordingly. You don't need to do a thing after you provide the date.

CAN ONE PERSON ENROLL AND PAY FOR MULTIPLE INDIVIDUALS AT THE SAME TIME?

Yes. Catalog offers a bulk enrollment option. You can read more about it on [Missouri Online's support page](#). By default this feature is off. Contact us to enable it for your course or subaccount.

CAN I GET AN ENROLLMENT FEE DISCOUNT?

Yes. You can request a discount code when you activate your course. If you need a code for an active course, access our [Extension Canvas Portal](#) and submit a Contact Us form. Provide:

- Course name and number
- Discount \$ or %
- Amount or value
- Start and end dates or open ended. For example, an early bird promotion will have an end date. A course offered multiple times may leave the discount open ended and use again and again.

CAN I LET STUDENTS INTO MY COURSE BEFORE THE START DATE?

No. Catalog enrollment does not allow students to access a course before the course start date.

Student Support

MY STUDENT IS HAVING TROUBLE ENROLLING IN MY COURSE.

Reach out to teachingtools@umsystem.edu for registration and account issues.

HOW DO I VIEW STUDENT PROGRESS?

Within Modules, you can view the progress of your students and see how they are progressing through the course. [Learn more.](#)

MY STUDENT CAN'T ACCESS THEIR COURSE CERTIFICATE.

The most common reason a student cannot access their course certificate is because they have not completed all course requirements.

- You can [view Module progress](#) to quickly determine if all module requirements have been completed for any student.
- If your course has an enrollment days-to-complete section, the student's section may have reached its end date. You can [access and edit the section end date](#).
- If the student has completed all coursework and still can't access their certificate, please reach out to teachingtools@umsystem.edu.

MY STUDENT IS HAVING TROUBLE WITH THEIR CANVAS ACCOUNT.

Reach out to teachingtools@umsystem.edu for registration and account issues.

STUDENTS CAN'T SEE MY COURSE VIDEOS!

1. Be proactive and prevent student video access problems by always checking your pages using [Student View](#).
2. Be sure you embed each video using the page editor and [Canvas-Panopto integration](#).
3. Check your [video and folder permissions](#).
4. Access MU Extension Way's [Learning Technologies](#) page for additional Panopto resources and recorded training.
5. Still stuck? Reach out to teachingtools@umsystem.edu for support.

MY STUDENT NEEDS A REFUND.

Please reach out to Deb Beck, IMC@missouri.edu, and provide your approval along with the course name and number and the student's name and email. The refund will be processed according to our published [refund policy](#).

I HAVE SOME STUDENTS REGISTERING THAT SHOULD RECEIVE A COURSE FEE DISCOUNT.

Access [Extension Canvas Portal](#) and submit a Contact Us form. Provide:

- Course name and number
- Discount \$ or %
- Amount or value
- Start and end dates or open ended. For example, an early bird promotion will have an end date. A course offered multiple times may leave the discount open ended and reuse again and again.

When created, your LTS Generated promotion code will be visible on the Course Activation tab under Course Financials.

Training and Resources

WHAT CANVAS TRAINING AND RESOURCES ARE AVAILABLE?

We've made this easy. Enroll in our [Essentials of Online Course Management](#) and you'll have access to multiple resources. You can access what you need, when you need it. You can also access additional courses and more offered by [Learning and Teaching Services](#).

WHAT IS FERPA TRAINING AND WHO HAS TO TAKE IT?

FERPA stands for Federal Education Rights Privacy Act. It is both an MU and Federal requirement for any individual that has access to student information, including names and email addresses. Students are defined as anyone participating in an educational program. FERPA does not distinguish between academic credit and noncredit. FERPA training will soon be part of MU Extension's onboarding process. You must successfully complete FERPA training to be added as a Teacher, TA or Presenter to an online course.

WHERE CAN I LEARN MORE ABOUT CANVAS?

There are a number of Canvas resources and training. We have gathered them together and provided a comprehensive site to access them. Enroll in our self-paced course [Educational Technologies](#) and access the Canvas module. You can even earn your Canvas badge!

I MESSED UP MY PAGE AND ACCIDENTLY SAVED IT! WHAT SHOULD I DO? HOW CAN I GET THE EARLIER VERSION BACK?

You can view and restore previous versions of any page. [How do I view the history of a page in a course? - Instructure Community](#)

I ACCIDENTLY DELETED A PAGE! CAN I GET IT BACK?

There is a little-known technique with no Canvas documentation. Follow these directions:

1. Go to your course *Home* page.
2. Add **/undelete** to your course URL.
 - a. <https://extensionmissouri.instructure.com/courses/625/undelete>
3. Press *Enter* on your keyboard. You'll see a page of all deleted course items.
4. Select "restore" for any pages, discussions, announcements and more you accidentally deleted.

HOW DO I SET COURSE/CERTIFICATE REQUIREMENTS?

Module requirements integrate with the Canvas gradebook and can regulate student course completion and certificate access. Follow the [How do I add requirements to a module?](#) instructions.

HOW CAN I CLEAN UP MY DASHBOARD?

The dashboard is a tab located on the left side in Canvas' global navigation. It contains your active courses. This can be reorganized to better meet your needs.

1. [Remove Dashboard course card color overlay.](#)
2. Organize Dashboard course cards by dragging and dropping the tiles. This allows you to place your most frequently accessed courses first.
3. Move courses between favorites that appear on your Dashboard, and completed, inactive courses you can access from the Courses navigation tab. [How do I view my favorite courses in the Card View Dashboard as a student?](#)

HOW DO I COPY MY CANVAS COURSE?

First, you need a place to copy course content into. Access Cherwell and request a new course. You'll have the option to "Copy Cherwell course fields" from your existing/prior version of the course. Once the site is set up and you have access, you are ready to copy your course. Use the [course import tool](#) to copy all of a Canvas course, or specific content, to a new shell.

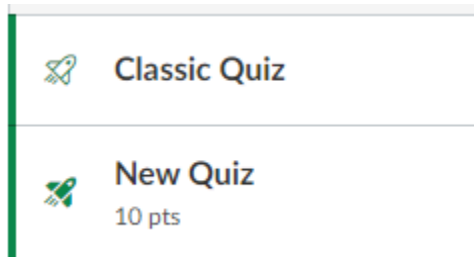
I NEED HELP WITH COURSE VIDEOS.

Please reach out to teachingtools@umsystem.edu.

WHY DO I KEEP HEARING ABOUT NEW QUIZZES?

Canvas offers two options for creating course quizzes, Classic and New Quizzes. For now, both formats are active. While some instructors and designers are intentionally leveraging New Quizzes, a few have been caught off guard and are experiencing problems. Our recommendations:

1. Do your research. Access the [New Quizzes feature comparison](#), and an [overview](#) of New Quizzes on the Instructure Community site.
2. Review your course to determine the format of your existing quizzes. In the image below, the outlined icon indicates a quiz created with Classic Quizzes while the solid icon indicates a quiz created using New Quizzes (Quizzes 2).



WHERE CAN I FIND OUT MORE ABOUT CREATING TABS, ACCORDIONS AND OTHER COURSE DESIGN FEATURES?

We have [CIDI DesignPLUS](#) installed on our Canvas account. You can access the complete online guide at [CIDI DesignPLUS User Guide](#) as well as a [playlist of tutorial videos](#).