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Canvas Credentials - Annual Status Report 06.30.23

Background

Canvas Credentials, formerly known as Badgr Pro, is an open badging platform that enables organizations to create and advance digital badging programs. In the spring of 2022, the Washington State Board for Community & Technical Colleges (SBCTC) office of Educational Resources & Innovation renewed the statewide subscription for Canvas Credentials to finish the badging pilot that began before the pandemic. The following brief contains an update on the systemwide use of Canvas Credentials to date and during the FY 2022-23 subscription period.

Helpful Terminology

Institutions are referred to as **organizations** in Canvas Credentials.

Each organization can house multiple **issuers** which typically represent the badge-awarding entities within an institution. Issuers can be created by department and/or program. For example, Student Services, Library Literacy, Human Resources, or EdTech Professional Development.

Canvas Credentials tracks and awards badges using a **unique recipient** identifier (an email address) rather than an earner's name. Assuming only one email address is used, an earner can be awarded an unlimited number of badges during a subscription period and will be counted only once toward an organization's unique recipient subscription count.

A **subscription period** is a fiscal year running from July 1st of the start year to June 30th of the end year. Onboarded institutions using Canvas Credentials during FY 2022-23 each received a subscription of 1,000 unique recipients. All onboarded institutions will also receive a subscription of 1,000 unique recipients for FY 2023-24.

Implementation Progress

The total number of institutions that will be onboarded to Canvas Credentials is down from 35 (34 colleges + SBCTC) to 31 (30 colleges + SBCTC). The new number reflects a reduction in campuses counted for the Seattle Colleges, Pierce Colleges, and the Community Colleges of Spokane districts. Each district has transitioned to using a single instance of Canvas, which means each college district will also share a single instance of Canvas Credentials.

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Each campus was given a choice of when to onboard and the Canvas Credentials implementation is on schedule. As shown in Figure 1, 18 institutions (17 campuses + SBCTC) were onboarded to Canvas Credentials prior to the pandemic, with 8 additional campuses onboarded as of June 2022, bringing the implementation count to 26 of 31 institutions (25 campuses + SBCTC). The 5 remaining campuses will be onboarded when the new subscription period begins in July 2023.

Figure 1. Canvas Credentials onboarding status for 31 institutions by year.

17 Campuses + SBCTC Onboarded Pre-pandemic	8 Campuses Onboarded FY 2022-23	5 Campuses Onboarding FY 2023-24
Bellevue, Bellingham, Clover Park, Columbia Basin, Edmonds, Everett, Green River, Olympic, Peninsula, Pierce Colleges, Renton, Seattle Colleges, Shoreline, Skagit Valley, South Puget Sound, Spokane Colleges, Walla Walla, and SBCTC	Bates, Cascadia, Clark, Grays Harbor, Highline, Lower Columbia, Tacoma, and Whatcom	Big Bend, Centralia, Lake Washington, Wenatchee, and Yakima

System Usage

SBCTC Educational Resources & Innovation conducted an informal survey of eLearning Council members in the spring of 2022 in which 28 campuses shared their thoughts on current uses of badging, future uses of badging, and the supports they would need to successfully implement Canvas Credentials on their campus.

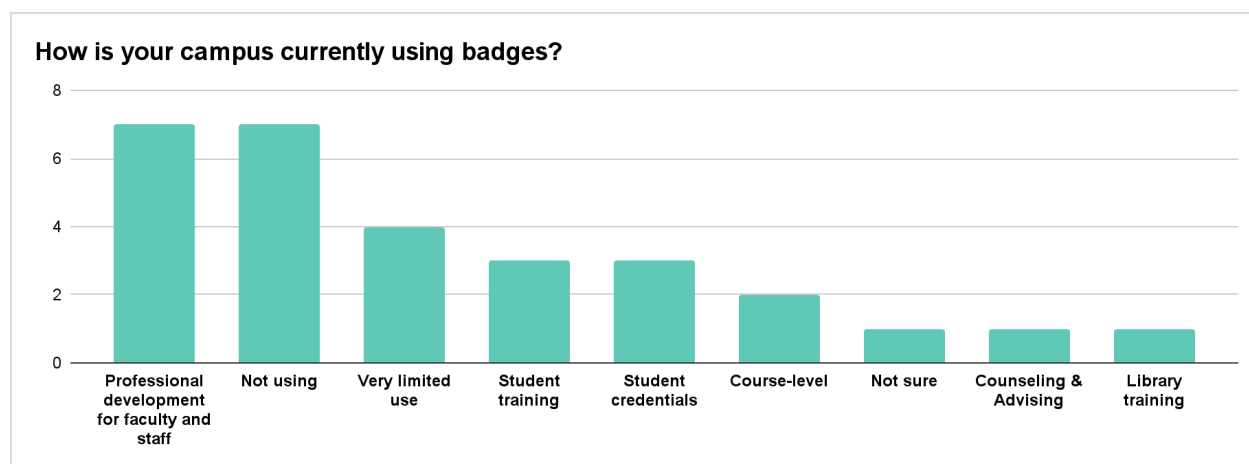
Figure 2 details the results of how participating campuses were using badging at the time of the survey. Professional development for faculty and staff and not using badges at all were the most common responses at 25% (7 campuses) each. The next most common response was that 14% (4 campuses) of reporting campuses had very limited usage of badges. Use of badges for student training (Student Success, Student Canvas Orientation, and Getting Ready for Online Learning) and student credentials (Biology, Megatronics, and AMSC) were the next most common responses at 10% (3 campuses) each, followed closely by faculty use of badges

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at the course level at 7% (2 campuses). The remaining responses consisting of 4% for each of the following were: not sure if badging is being used on their campus, are using badging for counseling and advising, and are using badging for Library training for students.

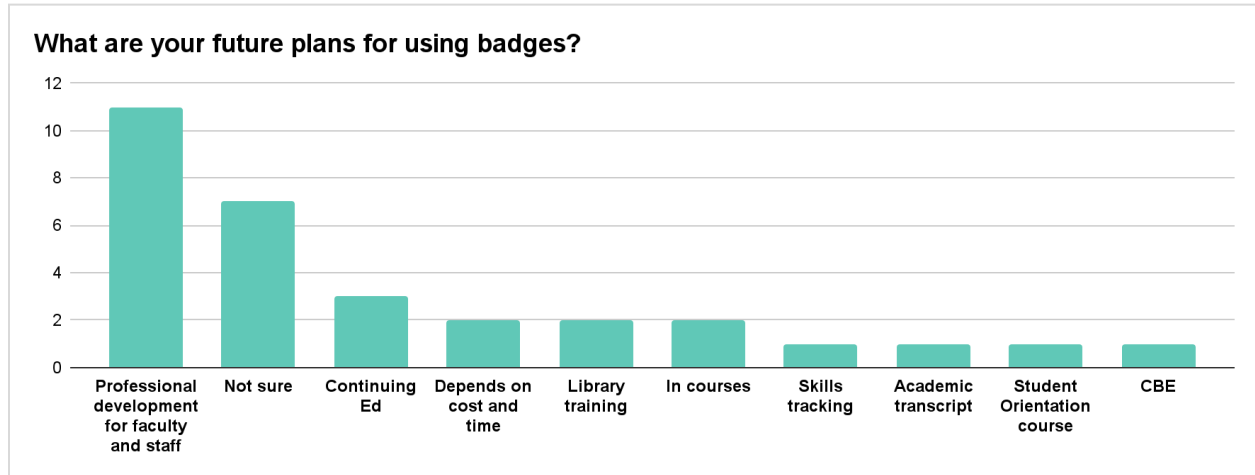
Figure 2. Spring 2022 Badging Survey - Responses for current uses for badges.



As shown in Figure 3, the 28 participating campuses also shared their plans for future uses of badging. Professional development for faculty and staff was the most common response for planned uses of badging at 35% (11 campuses). The second most common response at 22% (7 campuses) was that campuses aren't sure how they will use badges in the future. Followed by a response of 10% (3 campuses) that plan to use badges for Continuing Education courses. The following uses each received 7% (2 campuses) of responses: use will depend on costs and time, plan to use badges for library training for students, and plan to use badges at the course level. The remaining responses were 4% (1 campus) for each of the following uses: plan to use badging for skills tracking, plan to use badges for academic transcribing, and plan to use badges for student orientation courses. Note that responses from campuses indicating more than one support need are counted separately within the corresponding category.

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Figure 3. Spring 2022 Badging Survey - Responses for planned future uses for badges.



Survey responses indicate that using badges to track professional learning is a popular way to initiate badging at the campus level and that badging professional development will continue to grow at Washington Community & Technical Colleges (WA CTCs). The large number of campuses that are not using badges, only using badges in a limited way, and that are unsure how they will use badges in the future presents both a challenge and an opportunity for growth of badging across the WA CTC system.

Badging Successes

The next section includes success metrics by organization and also by issuer during the FY 2022-23 subscription period. It is followed by success metrics by organization and by issuer to date (FY 2018-19 to present) and the section concludes with an overview of badging projects launched across the WA CTC system since the badging pilot began. Please see [Appendix B](#) for an explanation of how Canvas Credentials calculates various analytics.

System Successes by Organization & Issuer | FY 2022-23

SBCTC and Everett Community College are the only organizations that used their full subscription for FY 2022-23. Both organizations also exceeded their allotted number of unique recipients by 1,004 and 856 respectively. The table in Figure 4, shows a breakdown of the total number of unique recipients used by the top 5 WA CTC Canvas Credentials organizations accompanied by a breakdown of the total number of badges awarded by each organization's issuers during the FY 2022-23 subscription period. Note that the total number of unique recipients used by an organization will not equal the total number of badges awarded by the

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organization's issuers as individuals earning multiple badges will only be counted once in the unique recipient count for the organization. For a detailed explanation of how unique recipients are counted toward an organization's subscription usage, please see [Appendix A](#).

Figure 4. Subscription usage for the top 5 WA CTC organizations with issuer badge awards.

Organization	Unique Recipients Used by Organization FY 2022-23	Number of Total Badge awards by Organization's Issuers FY 2022-23
	2,004 / 1,000	• Accessibility: 958 • Ed Tech & Open Ed: 805 • WA eLearning Council: 261 • IT Professional Development: 81 • Student Success Center: 66 • Basic Education for Adults: 4
	1,876 / 1,000	• Information Literacy Pathways: 118 • Library Orientation: Beyond Books: 916 • Equity and Social Justice Division: 38 • Online Library Classroom: 1,023
	563 / 1,000	• Olympic College: 563
	483 / 1,000	• Faculty Commons: 2 • Online Excellence Teaching Academy: 482
	280 / 1,000	• Teaching & Learning Center: 108 • Professional Development: 4 • Human Resources: 212 learners

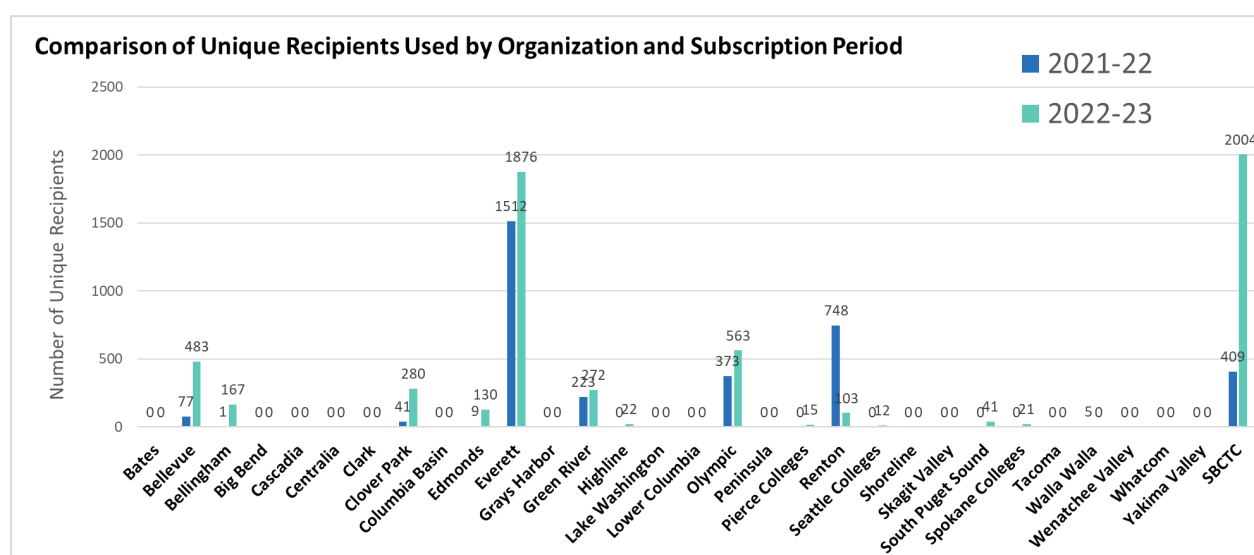
Figure 5 compares the number of unique badge recipients used by each WA CTC Canvas Credentials organization between FY 2021-22 and FY 2022-23. Of the 18 institutions onboarded pre-pandemic, 12 showed growth in their Canvas Credentials subscription usage and 1 showed a decline in usage. In alphabetical order, the colleges showing increases in unique recipient use include Bellevue (77 to 483), Bellingham (1 to 167), Clover Park (41 to 280), Edmonds (9 to 130), Everett (1,512 to 1,876), Green River (223 to 272), Olympic (373 to 563), Pierce district (0 to 15),

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Seattle district (0 to 12), South Puget Sound (0 to 41), Spokane district (0 to 2), and SBCTC (409 to 2,004). The college showing a decrease in unique recipient usage is Renton (748 to 103).

With the exception of Highline increasing from 0 to 22 unique recipients used, 7 of the 8 campuses onboarded during FY 2022-23 did not use their subscriptions. The remaining WA CTCs are shown as "0 0" and represent onboarded campuses that have not started using their Canvas Credentials subscription and campuses in the final onboarding group.

Figure 5. Comparison by organization of unique recipient usage for FY 2021-22 and FY 2022-23.



System Success by Organization & Issuer | FY 2018-19 to Present

Figure 6 shows the total number of badges issued by each Canvas Credentials organization in the WA CTC system since the original Badgr pilot began in 2018. The top 5 badge awarding organizations are Everett with 20,064 awards, SBCTC with 13,874 awards, Renton with 7,334 awards, Bellevue with 5,673 awards, and Green River with 1,841 awards. Followed by Clover Park with 1,005 awards, Olympic with 943 awards, Edmonds with 221 awards, Bellingham with 220 awards, South Puget Sound with 213 awards, Walla Walla with 214 awards, Spokane district with 26 awards, Pierce district with 21 awards, and Seattle district with 12 awards. The remaining WA CTCs are shown as "0 0" and represent onboarded campuses that have not started using their Canvas Credentials subscription and campuses in the final onboarding group.

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Figure 6. Total badges awarded by WA CTC organizations to date (FY 2018-19 to present).

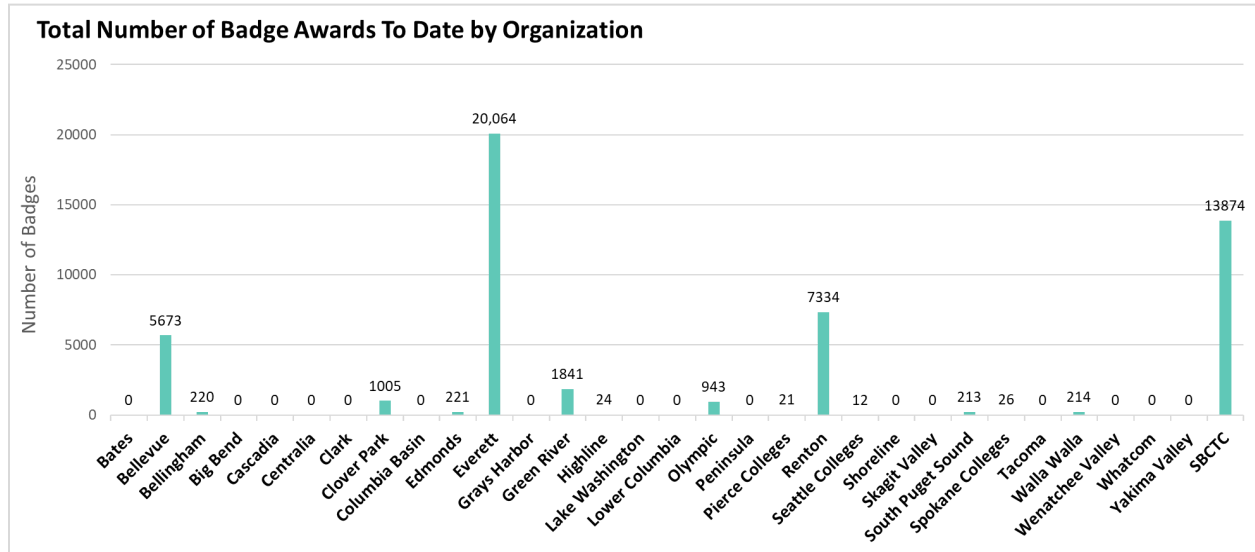


Figure 7 shows that the EvCC Online Library Classroom issuer and the SBCTC Accessibility issuer continue to be system leaders in the number of total badges awarded. Bellevue College's Online Excellence Teaching Academy issuer, Olympic College's online faculty professional development issuer, and SBCTC's Ed Tech & Open Ed issuer round out the top 5 issuers in the WA CTC system. Note that the public issuer pages linked below contain information only for badges and pathways the organization has chosen to display publicly, so the numbers shown on the issuer's page may vary slightly from the numbers indicated below.

Figure 7. Badges awarded by the top 5 WA CTC issuers since the SBCTC badging pilot began.

Issuer Name & Public Page Link	Number of Badges	Number of Badge awards	Number of Pathways
EvCC Online Library Classroom	37	20,100	2
SBCTC Accessibility	16	9,063	2
Renton Center for Innovative Teaching and Learning	49	6,660	0
Bellevue College OETA	26	5,569	1
SBCTC Ed Tech & Open Ed	16	3,175	2

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System Successes by Project | FY 2018-19 to Present

This section highlights the excellent badging work SBCTC and WA CTC's have accomplished since the badging pilot began in 2018. The featured organizations are listed in alphabetical order.

Bellevue College (BC)

- During the summer of 2022, Ron Austin and Besty Zahrt-Geib launched BC's new [Online Excellence in Teaching Academy \(OETA\) issuer](#) as a way to track, certify, and recognize online faculty for completion of required training. The OETA issuer includes 23 public badges encompassing online teaching, learning, and technology topics such as Canvas 101, High 5 in the Classroom, and Tech Skills for Educators. The [OETA pathway](#) is divided into 2 milestone phases culminating in the [Online Excellence Teaching Academy Teaching Completer badge](#) that is awarded to faculty who successfully complete the 7-course professional development series. Since last summer, the OETA issuer has awarded over 5,500 badges.

Clover Park Technical College (CPTC)

- Taylor Nuxoll in the HR office at CPTC built a [pathway to track and recognize CPTC faculty and staff for completing required HR training](#). The [Clover Park Technical College - Human Resources issuer](#) includes 28 beautifully designed badges representing various HR topics such as Ethics training, DEI in the Workplace, Diversity & Inclusion: Faculty & Staff, and Records Management. The badges are stacked into milestone categories that include DES training, getInclusive Training, Safe Colleges Training, Compliance Training, and ctcLink Training which culminate in earning the CPTC Basic Employee Proficiency completion badge. Since the fall of 2022, the new HR issuer has awarded 533 badges to CPTC faculty and staff.

Edmonds College (EC)

- The Edmonds badging workgroup led by Katrina LeFrancois-Hanson has been meeting weekly as a small group over the last year to [draft badging policies and procedures](#) and to create an approval process for official college-branded badges. The group is also designing a Canvas course to guide badge requesters through the badge development process and they are working toward piloting several student-facing badges which may include Undergraduate Research, Student Life, and Water Quality Testing.

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- The [Edmonds College Teaching and Learning Center \(TLC\) issuer](#) includes 5 college-branded badges for existing faculty professional development programs relating to various teaching and learning topics such as Online Teaching Essentials, Quality Reviewed Course, Flexible Learning Foundations, and Accessible Course Design. Faculty that complete EC's [Online Teaching Certificate pathway](#) have demonstrated knowledge and application of accessibility principles (WCAG 2.1), regular and substantive interaction, and Universal Design for Learning to create engaging, student-ready, and accessible online courses. The new TLC issuer awarded 170 badges in June of 2023.
- Since its inception in the fall of 2021 the [Edmonds Advanced Manufacturing Skills Center \(Pre-Apprenticeship\) program issuer](#) has awarded badges to 52 earners who have successfully completed the 300-hour 10-week hands-on pre-apprenticeship training program. This program provides entry-level skills needed to apply for apprenticeships in construction trades.

Everett Community College (EvCC)

- Librarian Teresa Jones launched EvCC's digital literacy program in 2019 as part of the library's contribution to the college's 2-credit College Success 101 course. At that time, students were awarded digital badges as well as completion badges in the form of physical buttons. In 2020 EvCC launched a more ambitious program, initially sharing content through a LibGuide and then eventually through a self-enrolling course in Canvas. The Canvas content currently includes [ten library modules provided through EvCC's subscription to Credo Connect](#). The library badging program is now fully digital and students can earn badges for completing learning units on a variety of information literacy topics that are awarded through one of EvCC's 3 library issuers which include the [EvCC Online Library Classroom](#), the [EvCC Library Orientation: Beyond Books](#), and the [EvCC Information Literacy Pathways](#). To date, the EvCC library issuers have collectively awarded over 22,000 badges to students with the majority of badges being awarded through the EvCC Online Library Classroom issuer's [Information Wizard pathway](#). The pathway includes a total of 37 thematically designed badges created by EvCC graphic designers. The 24 topic-based badges stack into 10 milestone badges that culminate in students earning the Information Wizard Pathway badge. This is by far the most successful student-facing badging program across WA CTCs.
- Teresa is also working with interested faculty to develop and pilot discipline-specific mini-pathways that include select badges from the larger library pathways. With this

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set-up, faculty choose which of the library badges they would like to include in the pathway for their course(s). Because badge progress can be tracked within the course, faculty are able to select alternate or more advanced content if most students have already earned certain badges. Using a pathway to track badges within a course also eliminates the need for students to complete the same content over and over in different classes because any badges they have already earned will show on the pathway for every course that requires it.

Bellingham Technical College

- In June 2023, Sallie Davis and Mary Gerard created a pathway to track accessibility training for faculty and staff on their campus. This pathway has been integrated into an open-enrollment Canvas course in which all faculty and staff will eventually be enrolled. The course houses campus-specific accessibility information in addition to information about SBCTC accessibility training. The [BTC A-Team A11y pathway](#) was designed to track SBCTC Accessibility Micro-course completion using the external badge option in Canvas Credentials. The new pathway is currently being piloted with a small group of staff before the program is launched campuswide and has already issued 10 BTC Accessibility Advocate badges and 5 BTC A-Team A11y badges.

Washington State Board for Community and Technical Colleges (SBCTC)

- SBCTC added 3 new issuers during the FY 2022-23 subscription period. While these issuers did not award huge numbers of badges, it does indicate growing agency and system interest in using badges.
 - Guava Jones envisioned 3 badges representing different participation roles in the 2-year Antiracist Curriculum Initiative (ACI) project for the new [SBCTC Student Success Center issuer](#). ACI participants were awarded a total of 66 badges for Curriculum Design, Faculty Leadership, and Project Management.
 - Corinne Taylor created 20 new badges representing a variety of IT topics for the new [SBCTC IT Professional Development issuer](#) which has awarded 359 badges to SBCTC IT staff and several Yakima Valley College IT staff in just a few short months. This is the first larger-scale agency use of badging for staff development outside of Educational Resources & Innovation. The Educational Resources and Innovation team has been awarding badges to agency staff for several years for completion of Canvas 101, OER 101, and the Accessibility Micro-courses training.

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- Alissa Sells representing the eLearning Council Professional Development Workgroup, created 16 conference badges for SBCTC's new [WA eLearning Leadership Council \(ELC\) issuer](#). In-person and virtual WA Canvas Conference (WACC 2023 - ELEVATE!) attendees earned a collective total of 732 badges during the 2-day conference. The themed conference badges represent various levels of conference participation and are stacked into 2 pathways leading attendees, presenters, sponsors, and volunteers to earning the "I've been elevated!" badge. This is the first time badges have been showcased and awarded at a statewide WA CTC conference event.
- Several of SBCTC's existing issuers also continue to show growth. Please see [Appendix C](#) for a list of SBCTC badges awarded by issuer during FY 2022-23.
 - [The SBCTC Accessibility issuer](#) continues to award badges to WA CTC faculty and staff statewide as they complete SBCTC's Accessibility Micro-courses. The issuer houses a total of 16 badges awarded for a variety of accessibility events and trainings. Monica Olsson added a new [Web Accessibility Learning Lab badge](#) (WA Lab) this year and awarded 44 completion badges to campus and agency team members participating in the 10-week WA Lab training series. To date this issuer has awarded over 9,000 badges.
 - The [SBCTC Ed Tech & Open Ed issuer](#) has awarded a combined total of 3,175 badges to date to faculty and staff systemwide for completion of Canvas 101, OER 101, Badging 101, and other miscellaneous ed tech trainings. The Canvas 101 badge has been earned 2,273 times and the OER 101 badge has been earned 788 times, with 622 OER 101 badges being retroactively awarded during FY 2022-23 in preparation for combining the badges into a new professional learning pathway sometime in the next year.

Challenges Encountered

It takes time, collaboration, and other vital resources to create a successful badging ecosystem that can support the launch of effective systemwide and campus-level badging programs. This section outlines some of the challenges faced by WA CTCs and SBCTC during the FY 2022-23 subscription period.



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Resource Challenges

Despite several badging pilot success stories, many WA CTCs have failed to engage, or have only minimally engaged, with Canvas Credentials and the idea of badging. The most common implementation challenges colleges face continue to be lack of time, lack of human capital, lack of training resources, and lack of sustainable funding.

Successfully rolling out a new technology requires both time and effort for set-up, campus communication, admin training, faculty and staff training, student training, and providing technical support. Canvas Credentials most frequently falls within the domain of a college's eLearning office or teaching and learning center. Depending on the size of the college, these offices are either minimally staffed or staffed with individuals who are already overwhelmed with too much to do and too little time to do it. For example, Canvas admins typically also act as their college's Canvas Credentials admin and in many cases these individuals are also implicitly tasked with supporting the technology and getting badging started for their campus. However, an effective badging ecosystem requires cross-campus collaboration, especially if badges will be used for highly visible programs or to issue micro-credentials. It can be difficult to recruit a large enough group of interested individuals with the time and energy to meet regularly as a badging workgroup. The necessity of cross-campus collaboration sometimes also makes it unclear who should lead a college's badging efforts, where badging should "live" within the college, and who should be responsible for supporting it. At this time, the majority of WA CTCs do not have dedicated staff to support the launch and development of badging programs for their campus.

Another challenge for WA CTCs is training. Instructure offers self-paced training for Canvas Credentials subscribers, but the time commitment to successfully complete both courses is roughly 5-8 hours that busy admins and other support staff may not be able to spare. Without time to complete the training, Canvas Credentials admins and others responsible for campus-wide professional development will not be able to develop the expertise required to provide support for faculty and staff. Most campuses also do not have time or the staff to develop their own training materials. Remixing existing training resources could save time. However, the Canvas Credentials training resources are not openly licensed so even if staff can find the time, they cannot adapt the existing resources to fit their needs.

SBCTC's office of Educational Resources & Innovation provides systemwide support for the implementation of Canvas Credentials with the majority of technical support and training provided by a single individual. The agency experiences the same implementation challenges faced by WA CTCs - lack of time, lack of human capital, lack of availability of training resources,

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and lack of funding - with the added challenge of engaging and motivating campuses to create badging programs and use their Canvas Credentials subscriptions. These challenges have translated to a very slow uptake in creation of badging programs and Canvas Credentials subscription use across WA CTCs.

Looking to the next subscription period and beyond, WA CTCs may face funding challenges. For example, institutions with robust and well-established badging programs may need to purchase a subscription upgrade of \$2,507.50 during the FY 2023-24 subscription period if they exceed their subscription of 1,000 unique recipients. Post-pandemic budget reductions also mean WA CTCs may experience financial difficulty after the SBCTC badging pilot ends if a sustainable funding source is not identified to support systemwide use of Canvas Credentials.

Product Challenges

Despite continued work by Instructure's engineering team, the Canvas Credentials platform has continued to experience technical issues with badges and pathways not syncing in a timely manner. This issue lasted the better part of the FY 2022-23 subscription period and most issues have been resolved to date. However, forced resyncing of badges has impacted the overall analytics for SBCTC's Accessibility Micro-courses pathway and EvCC's Online Library Classroom pathway.

SBCTC Educational Resources & Innovation recently became aware that only machine testing for accessibility has been done on the Canvas Credentials platform and that human testing still needs to be completed. Instructure believes that Canvas Badges and Canvas Credentials are mostly accessible and they are working to develop an updated VPAT for both products. Instructure is also aware that there are some undetermined accessibility issues with the Pathways feature in Canvas Credentials. Monica Olsson, SBCTC Policy Associate for Accessibility, has prompted Instructure to create a meaningful accessibility roadmap before the next Canvas Credentials contract renewal due in June of 2024. Instructure agreed to include accessibility language in the contract for the Canvas Credentials pilot renewal and so far has been receptive and responsive to the agency's inquiries regarding accessibility. Clark College has decided not to implement Canvas Credentials at this time due to accessibility concerns.

Support Structures

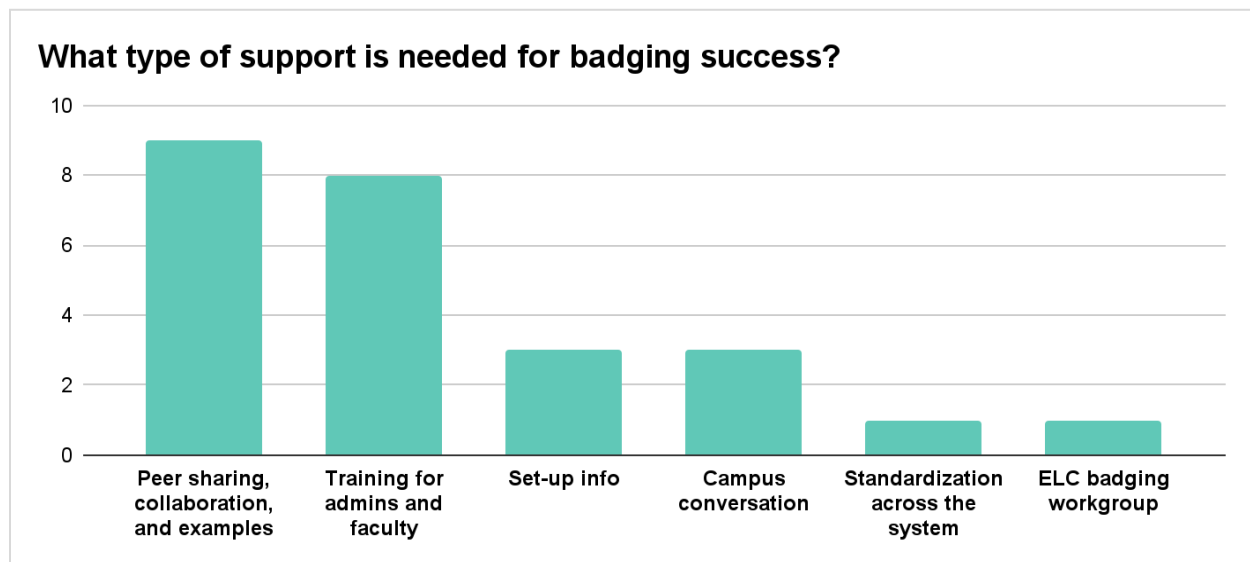
As shown in Figure 8, the 28 campuses that participated in the informal badging survey of eLearning Council members in the spring of 2022 also shared their support needs for achieving badging success. Peer sharing, collaboration, and badging examples were the most common

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responses for badging supports needed at 36% (9 campuses). The second most common response at 32% (8 campuses) was training for admins and faculty. Followed by a response of 12% (3 campuses) each for the need for setup information and initiating campus badging conversations. The remaining responses were 4% (1 campus) each for creating badging standardization across the system (value of a badge across WA CTCs) and an ELC badging workgroup. Note that not all campuses responded to the question and that responses from campuses indicating more than one support need are counted separately within the corresponding category.

Figure 8. Supports needed for badging success at WA CTCs.



To address the needs for peer sharing, collaboration, examples, admin and faculty training, set-up information, and starting campus conversations, SBCTC Educational Resources & Innovation offered the following support structures:

- Monthly Badge Lab meetings for collaboration and peer-to-peer sharing.
- [Badge Lab Resources site](#) in Canvas for resource sharing, individual exploration, and badging how-to's.
- Badge Lab webinars for peer-to-peer sharing of WA CTC badging success examples.
 - The first webinar, [Badging on Fire: Not Just Smoke and Mirrors](#), aired on November 15, 2022 featuring Ron Austin and Betsy Zahrt-Geib from Bellevue College sharing about their recent efforts to track faculty professional development using Canvas Credentials.

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- The second webinar, [Information Wizard](#), aired on March 1, 2023 featuring Teresa Jones from Everett Community College sharing about the library's information literacy pathways for students.
- Presentations to raise awareness and engage WA CTCs..
 - [Elevating Learner Achievements & Creating Equity with Digital Badges](#) - WACC 2023 featuring Elizabeth Miller from Canvas Credentials and Alissa Sells from SBCTC.
 - [SBCTC Update](#) - Summer 2022 ELC meeting + quarterly ELC and LLC updates.
 - [Elevating Learner Achievements & Creating Equity with Digital Badges](#) - Spring CEC meeting.
- Consultations and technical support for agency staff, campus admins, and faculty.
- Access to [Canvas Credentials Academy](#) training and [Canvas Badges/Credentials Guides](#).
- [SBCTC Implementation Guide](#) and [SBCTC Implementation Roadmap](#) documentation.

Projected Future Plans

Educational Resources & Innovation plans to continue:

- Providing systemwide training and support opportunities for agency staff, campus admins, faculty, and other Canvas Credentials users.
 - A contract amendment due to the change in the campus implementation count allows for the unused implementation and subscription fees to be reallocated to provide training workshops and consultation sessions for campuses during the FY 2023-24 subscription period. Planning is already in progress for these sessions.
- Offering monthly Badge Lab peer-to-peer collaboration time and WA CTC success story sharing via Badge Lab webinars.
- Creating badging relevance and value by showcasing statewide Canvas Credentials work and responding to stakeholder needs.
- Building capacity for agency-issued badges.
- Surveying ELC members to reassess WA CTC needs.

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Contact Information

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Appendix A: Explanation of Unique Recipient Count

Each unique recipient can earn unlimited badges during a subscription period without affecting the organization's unique recipient count as long as the earner uses only one identifier (email address). Note that the total number of badge awards and the number of unique recipients used by an organization will not be the same because each unique recipient can earn an unlimited number of badges in various combinations during a given subscription period. For example, some recipients might earn 5 badges, some 8 badges, some 2 badges, and so on.

The information in Appendix A uses SBCTC's FY 22-23 "Organization usage" data to illustrate how Canvas Credentials counts an organization's unique recipients. Note that the SBCTC organization exceeded the number of unique recipients allotted for the FY 22-23 subscription period.

SBCTC Organization Dashboard | Subscription Tab Organization Usage

Assuming a badge earner uses the same email address throughout the subscription period, the earner counts only once in the unique recipient total. The unique recipient count for the organization is located in the "Subscription Details" on the left side of the Subscription tab on an organization's Dashboard.

- For the SBCTC Canvas Credentials organization, the number of unique recipients used during the FY 22-23 subscription period is 2,004/1,000.

The screenshot shows the SBCTC Canvas Credentials Dashboard. The top navigation bar includes "Dashboard", "My Badges", "Issuers", and "Resources". The main header displays the SBCTC logo and name, along with a brief description of the organization. Below the header, the "Subscription" tab is selected, showing "Subscription Details". The "Organization usage" section is highlighted with a red box and contains the following data:

Organization usage	
Canvas Credentials + Pathways	1,000
Used	2,004/1,000 learners
Remaining	-1,004 learners
Subscription term	Jun 30, 2022 to Jun 29, 2023

Below the table, a message states: "Need to upgrade or change your Canvas Credentials subscription? Contact us at canvascredentials@instructure.com."

The "Issuer usage breakdown" section on the right lists the following badge awards:

- WA eLearning Leadership Council (ELC): 261 badge awards
- SBCTC Student Success Center: 66 badge awards
- SBCTC Accessibility: 958 badge awards
- SBCTC IT Professional Development: 81 badge awards
- SBCTC Basic Education for Adults: 4 badge awards
- SBCTC Ed Tech & Open Ed: 805 badge awards

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If a new earner who hasn't previously been awarded a badge during the subscription period earns a badge, the earner would count as a new unique recipient and the number of total badges awarded would increase.

- For the SBCTC organization, the new unique recipient count would be $2,005 = 2,004 + 1$.
- For the SBCTC organization, the number of badge awards would be $2,176 = 2,175 + 1$.

If the same new earner is awarded 5 additional badges during the subscription period, the number of unique recipients stays the same and only the number of total badges awarded would increase.

- For the SBCTC organization, the new unique recipient count would be 2,005.
- For the SBCTC organization, the number of badge awards would be $2,181 = 2,176 + 5$.

SBCTC Organization Dashboard | Subscription Tab Issuer Usage Breakdown

Summing the number of badge awards by each issuer as listed in the "Issuer usage breakdown" on the right side of the Subscription tab on an organization's Dashboard yields the number of total badge awards for the organization during a subscription period.

For the SBCTC Canvas Credentials organization, this number is $2,175 \text{ badge awards} = 261 + 66 + 958 + 81 + 4 + 805$.

The screenshot displays the SBCTC Canvas Credentials Dashboard, specifically the Subscription tab. The top navigation bar includes 'Dashboard', 'My Badges', 'Issuers', and 'Resources'. The main header identifies the organization as SBCTC, the Washington State Board for Community and Technical Colleges. Below this, the 'Subscription Details' section shows the subscription term as 6/30/22 to 6/29/23. The 'Organization usage' table indicates 1,000 Canvas Credentials + Pathways, with 2,004/1,000 learners used and 1,004 learners remaining. The 'Issuer usage breakdown' table lists the following badge awards: WA eLearning Leadership Council (ELC) with 261 awards, SBCTC Student Success Center with 66 awards, SBCTC Accessibility with 958 awards, SBCTC IT Professional Development with 81 awards, SBCTC Basic Education for Adults with 4 awards, and SBCTC Ed Tech & Open Ed with 805 awards.

Organization usage	
Canvas Credentials + Pathways	1,000
Used	2,004/1,000 learners
Remaining	-1,004 learners
Subscription term	Jun 30, 2022 to Jun 29, 2023

Issuer usage breakdown
• WA eLearning Leadership Council (ELC): 261 badge awards
• SBCTC Student Success Center: 66 badge awards
• SBCTC Accessibility: 958 badge awards
• SBCTC IT Professional Development: 81 badge awards
• SBCTC Basic Education for Adults: 4 badge awards
• SBCTC Ed Tech & Open Ed: 805 badge awards

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Appendix B: Understanding Analytics in Canvas Credentials

The analytics in Canvas Credentials can be somewhat confusing because each calculation includes and excludes different combinations of badge awards, such as active, expired, revoked, and resynced. The information in Appendix B uses the breakdown of badge awards by SBCTC's Ed Tech & Open Ed issuer to explain how Canvas Credentials calculates various analytics.

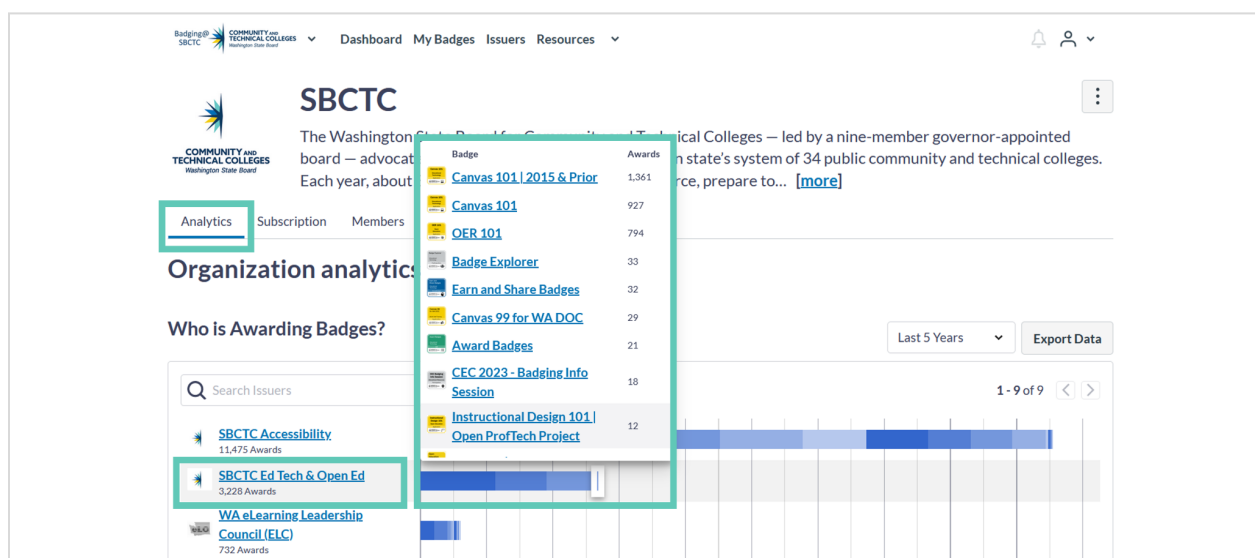
- 3,175 active badge awards
- 31 expired badge awards
- 2 revoked badge awards
- ? unknown number of resynced badge awards

SBCTC Ed Tech & Open Ed Issuer | Organization Dashboard Analytics Tab

Summing the number of badges awards per badge detailed by Issuer on the "Who is Awarding Badges?" graph includes active awards and expired awards, but excludes revoked awards awarded by the issuer during a specified time period.

For SBCTC's Ed Tech & Open Ed issuer, using the "Last 5 Years" option this number is 3,206 badge awards = 3,175 active awards + 31 expired awards.

Note that the SBCTC badging pilot began in 2018, so using the "Last 5 Years" option reflects a to date number. Also not that there is not an option to select a timeframe by date.



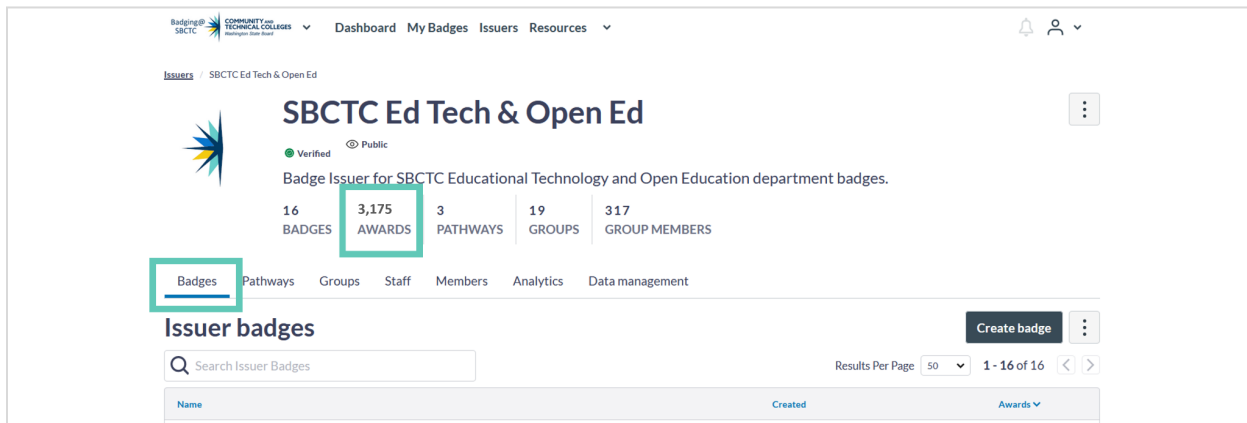
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SBCTC Ed Tech & Open Ed Issuer | Issuer Page Badges Tab

The Awards summary on the Badges tab at the top of an issuer's page includes all active badge awards and excludes both expired and revoked awards awarded by the issuer to date.

For SBCTC's Ed Tech & Open Ed issuer, this number is 3,175 badge awards.

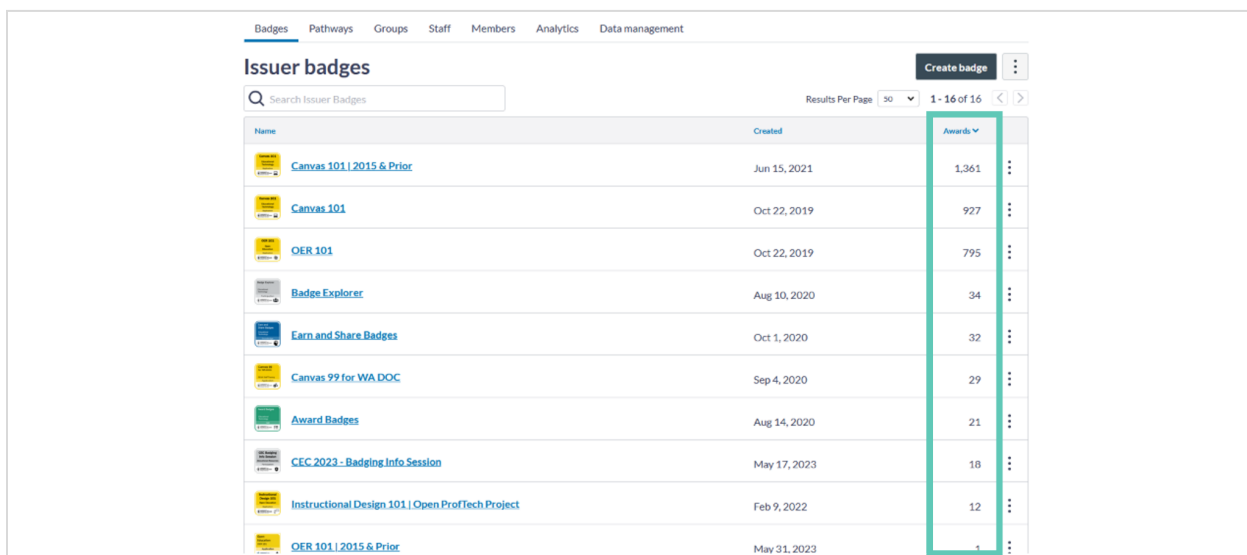


The screenshot shows the SBCTC Ed Tech & Open Ed Issuer page. The 'Awards' tab is highlighted with a green box, showing 3,175 awards. The 'Badges' tab is also highlighted with a green box. The page includes a search bar for issuer badges and a table of issuer badges.

Name	Created	Awards
Canvas 101 2015 & Prior	Jun 15, 2021	1,361
Canvas 101	Oct 22, 2019	927
OER 101	Oct 22, 2019	795
Badge Explorer	Aug 10, 2020	34
Earn and Share Badges	Oct 1, 2020	32
Canvas 99 for WA DOC	Sep 4, 2020	29
Award Badges	Aug 14, 2020	21
CEC 2023 - Badging Info Session	May 17, 2023	18
Instructional Design 101 Open ProfTech Project	Feb 9, 2022	12
OER 101 2015 & Prior	May 31, 2023	1

Summing the number of badge awards per badge listed under "Issuer badges" on the lower portion of the same page yields a slightly higher number because, in addition to active badges, it also includes expired and revoked awards.

For SBCTC's Ed Tech & Open Ed issuer, this number is 3,208 badge awards = 3,175 active awards + 31 expired awards + 2 revoked awards.



The screenshot shows the 'Issuer badges' table. The 'Awards' column is highlighted with a green box, showing the number of awards for each badge.

Name	Created	Awards
Canvas 101 2015 & Prior	Jun 15, 2021	1,361
Canvas 101	Oct 22, 2019	927
OER 101	Oct 22, 2019	795
Badge Explorer	Aug 10, 2020	34
Earn and Share Badges	Oct 1, 2020	32
Canvas 99 for WA DOC	Sep 4, 2020	29
Award Badges	Aug 14, 2020	21
CEC 2023 - Badging Info Session	May 17, 2023	18
Instructional Design 101 Open ProfTech Project	Feb 9, 2022	12
OER 101 2015 & Prior	May 31, 2023	1

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SBCTC Ed Tech & Open Ed Issuer | Issuer Page Analytics Tab

The Awards summary on the Analytics tab at the top of the Issuer page includes all active badge awards and excludes both expired and revoked awards awarded by the issuer to date. The Awards summary on the Analytics tab is calculated using the same method as the Awards summary on the Badges tab, so the numbers will match.

For SBCTC's Ed Tech & Open Ed issuer, this number is 3,175 badge awards.

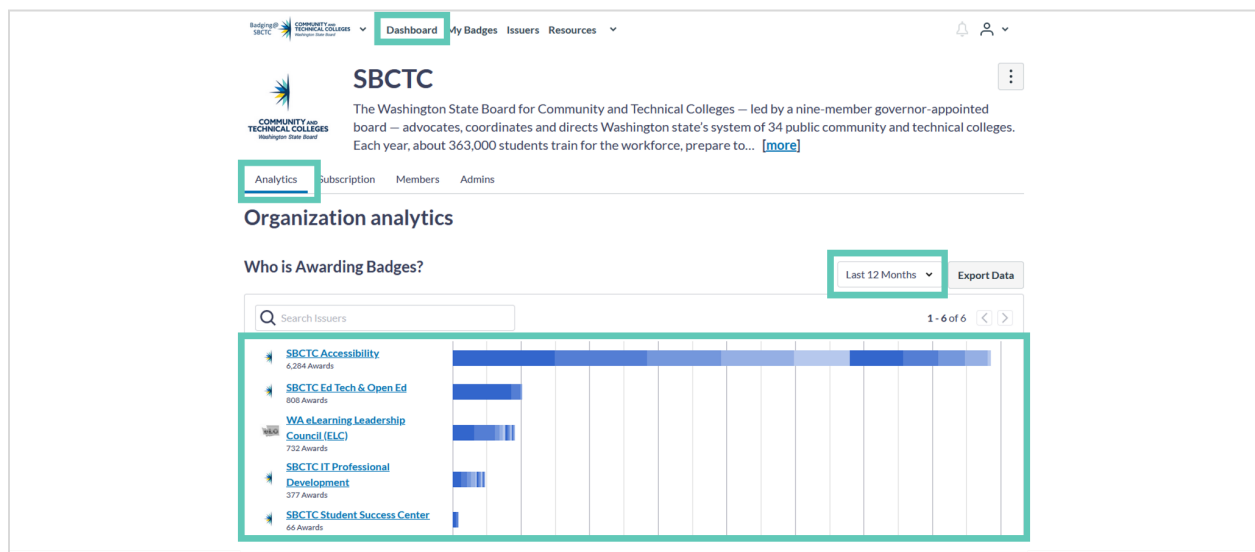
The screenshot shows the 'SBCTC Ed Tech & Open Ed' issuer page. The top navigation bar includes 'Dashboard', 'My Badges', 'Issuers', and 'Resources'. The page title is 'SBCTC Ed Tech & Open Ed' with a 'Verified' status and 'Public' visibility. Below the title, it states 'Badge Issuer for SBCTC Educational Technology and Open Education department badges.' A summary row displays: 16 BADGES, 3,175 AWARDS (highlighted with a green box), 3 PATHWAYS, 19 GROUPS, and 317 GROUP MEMBERS. A secondary row of tabs includes 'Badges', 'Pathways', 'Groups', 'Staff', 'Members', 'Analytics' (highlighted with a green box), and 'Data management'. The 'Analytics' section is titled 'Issuer analytics' with the question 'What are the Most Awarded Badges?'. On the right, there are controls for 'Last 30 Days' and an 'Export Data' button.

Category	Count
BADGES	16
AWARDS	3,175
PATHWAYS	3
GROUPS	19
GROUP MEMBERS	317

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Appendix C: Breakdown of SBCTC Badge awards by Issuer

Canvas Credentials admins can generate analytics reports for their organization using the “Who is Awarding Badges?” feature on the Analytics tab of the organization Dashboard. Appendix C uses the “Last 12 Months” option and includes the total number of badges issued during the FY 2022-23 subscription period for the SBCTC Canvas Credentials organization. The name and number of badges awarded by each SBCTC issuer during the subscription period is listed below the graph. Please visit [SBCTC’s public badges page](#) for additional details about SBCTC’s 9 issuers, 60 badges, and 7 pathways.



- **SBCTC Accessibility - 5,986 awards**
 - Understanding Accessibility: 1,136 awards
 - Accessible Design Concepts: 1,027 awards
 - Accessibility Skills: Universal Design: 830 awards
 - Accessibility Skills: Word 1: 807 awards
 - Accessibility Skills: Email: 626 awards
 - Accessibility Skills: PPT I: 603 awards
 - Accessibility Skills: Canvas: 397 awards
 - Accessibility Proponent: 275 awards
 - Accessibility Skills: PDF: 241 awards
 - Web Accessibility Learning Lab: 44

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Note that the number of badges awarded by the SBCTC Accessibility issuer is slightly inflated above because it includes resynced badges resulting from a badge syncing issue.

- **SBCTC Ed Tech & Open Ed - 819 awards**
 - OER 101: 697 awards (622 badges awarded retroactively)
 - Canvas 101: 96 awards
 - CEC 2023 - Badging Info Session: 18 awards
 - Earn and Share Badges: 3 awards
 - Award Badges: 3 awards
 - Badge Explorer: 2 awards
 - OER 101 | 2015 & Prior: 1 Award
 - Canvas 101 | 2015 & Prior: 0 awards
- **WA eLearning Leadership Council (ELC) - 732 awards**
 - WACC 2023 - Participant: 248 awards
 - WACC 2023 - I've been elevated!: 244 awards
 - WACC 2023 - Instructure: 56 awards
 - WACC 2023 - Presenter: 36 awards
 - WACC 2023 - Volunteer: 29 awards
 - WACC 2023 - Explorer: 26 awards
 - WACC 2023 - CidiLabs DesignPlus: 14 awards
 - WACC 2023 - Sponsor: 13 awards
 - WACC 2023 - Atomic Jolt: 12 awards
 - WACC 2023 - Work Group: 12 awards
 - WACC 2023 - Socialite: 10 awards
 - WACC 2023 - T-Mobile: 9 awards
 - WACC 2023 - Octopus Bi: 8 awards
 - WACC 2023 - Pressbooks: 7 awards
 - WACC 2023 - Panopto: 5 awards
 - WACC 2023 - Keynote Speaker: 3 awards
- **SBCTC IT Professional Development - 337 awards**
 - Managing Stress Parts 1 & 2: 94 awards
 - Positive Communication Strategies: 57 awards
 - Top Tier Customer Experience: 47 awards
 - Leadership: 45 awards
 - Balancing Work & Personal Life: 16 awards

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- Balancing Work & Personal Life: 16 awards
- Time Management & Productivity Tips: 11 awards
- DSAP (Dependable Strengths Articulation Process): 10 awards
- Mental Health - Awareness & Support: 8 awards
- Developing Presentation Materials & WebEx/Zoom Tips: 8 awards
- Teams/Team Bonding: 7 awards
- Vicarious Trauma: 7 awards
- YVC Effective Communication Strategies: 11 awards
- **SBCTC Basic Education for Adults - 4 awards**
 - New Faculty Badge of Completion: 4 awards
- **SBCTC Student Success Center - 66 awards**
 - ACI - Participant: 41 awards
 - ACI - Faculty Leadership: 19 awards
 - ACI - Project Management: 6 awards