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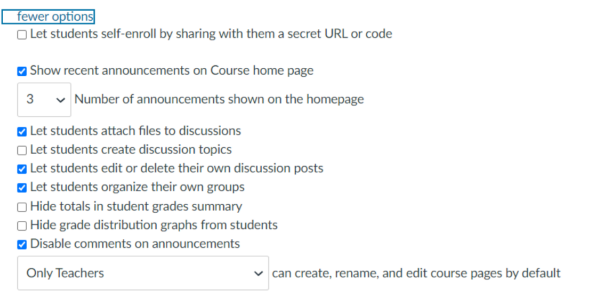
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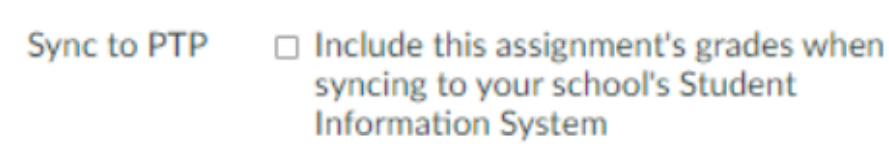
Question	Answer
General Questions	
How do I adjust what courses show on my dashboard?	1. Click on “courses” or “subjects” in the left side menu bar. 2. Click on “all courses” 3. Star ★ and Unstar ☆ courses. Any starred (filled in star) courses will appear on your dashboard. If you want ALL courses to appear on your dashboard then NONE can be starred. Dashboards are limited to 20 courses.
A student just told me that they can always see the lowest grade and highest that anyone scores for each assignment. Is there a way for me to turn that off?	Yes, you can do it in settings. Click on "More options" in Course settings. "Hide grade distribution graphs from students"  DO NOT hide “totals” because this hides individual student averages.
Can the summer trainings be recorded and shared?	Asynchronous training for beginner and intermediate training has now been posted on the ETS training portal.
Why are my students showing up in PowerTeacher but not in Canvas?	Canvas syncs overnight. If a registrar puts someone into your class, it will take at least 24 hours before they will show up in your Canvas course. ETS does not add students to your courses as that would interfere with grade passback in the future
Will our SC Standards be connected with a drop down box?	Yes. They are in now. Training is coming soon!
Can I add co-teachers?	Yes. You can add co-teachers, but beware. Co-teachers will have the same rights as you and can change at will. Go to the people link in navigation and then click the blue + people and you can add via email. You might consider adding as teacher assistant to reduce rights. But that’s really up to you. DO NOT try to add your students as teachers. This can go pearshaped VERY quickly.
If a teacher would like to purchase Planbook for her/his	It is not recommended.

lesson plans, will they be able to put a link in their Canvas Course (page or wherever they place the link) to Planbook for the week's lesson plans?	
How do I link to my other Canvas classes? What link do you use?	Elementary/SPED: When you click on “math” you can grab the URL from the address bar. This should work since your students are all rostered to each of these. -You cannot link courses that students are not rostered into
How do I access more training?	-You have access to the training portal (Click on the "help" icon and then "Training services Portal"); here you can access webinars & basic training components. -You have access to some asynchronous, ongoing training in the ETS training portal - Schedule a time for a TIIS to visit you or your school!
What happened to my 2021/2022 classes?	When the school year ended, all the 21/22 courses were archived. You can still access all that content by clicking on subjects/courses in the blue side bar. That will open up a menu and you can click "all subjects/courses" to see past enrollments. Unfortunately you cannot edit a past class, but you can copy/import any content from those classes to your new classes -To IMPORT content, click on the new class and click “import existing content”; then in the drop down click “Copy a Canvas course” you will then have the option to import all content or just pieces from previous courses.
I have students in different level courses in the same class. Powerschool has to separate them due to State Codes. Does that mean I have to individually copy content into each separate class even if they do the same basic things (ex. Yearbook 1 and Yearbook 2)	- You will have to copy, but it’s easier to create in one course and share to Commons. Then you can copy to all courses at once. We’ve submitted this as a feature option request though because we understand how frustrating it can be. -Cross-listing can be requested by contacting canvashelp@kcsdschools.net
Will students still have access to their Google Drive?	Yes. Students have access to ALL Google products except Google Classroom.
How do we change the image that is displayed on the dashboard for our class?	This is called the course card. If you go into your course settings, you can click on the 3 dots in the image and change it to whatever image you like.
Is there a way to create a Canvas "course" for a club?	Yes, there is a manual course request form on the ETS Training portal (it is on the homepage, scroll down till you find the correct button). Fill this out and one will be created for you or email canvashelp@kcsdschools.net
On the "Teacher Activity Report"...there is a column that says "Last Student Interaction". On some students it says "Never", even if they have submitted things already through Canvas. What qualifies as a student interaction?	Interactions = communications (messages/comments) rather than student access/participation
Can I recover items that I have deleted out of “assignments” or “pages” etc?	Yes. You click on your home page and then in the URL type /undelete https://kcsdlms.instructure.com/courses/####/undelete and you can restore deleted assignments.
Can I make an assignment show up multiple days in Calendar?	No. It has been submitted as a feature request, but we don’t have any updates on that currently
Inbox, Messages & Comments	
Is there a way those messages on Canvas could somehow be directly forwarded to Gmail?	Gmail and Canvas Inbox are merged! Make sure your notification settings are set so that conversation messages send you a notification immediately. Then when you get the notification in your gmail inbox, you can reply straight to the notification and everything syncs up!
How do I view student comments on submissions? I get the emailed report each night and it says that students are commenting on their submissions BUT when I click "View" it doesn't take me to their comment.	The link only takes you to the assignment. The quickest way to see comments is through your inbox. Click on inbox then change to your submission comments with the dropdown menu. This only shows text comments though;if it's a media comment it'll appear blank, but you can click on the title and it'll take you straight there.
Canvas for Parents	
Where do parents get information about Canvas?	https://www.kcsdschools.net/canvas

Should we distribute enroll codes to our students?	We would recommend that you do not. Teachers should share out the detailed instructions to parents and parents/students should generate enroll codes. If you do an enroll code from your class it will only add your course. The one generated by students is connected to the user; it will add ALL courses and it sticks with the student for as long as they are enrolled at KCSD!
I am a parent and a teacher. Can I use my district account to observe my children?	While this is possible it is not recommended. Having your children's classes mixed in with the classes you teach or are enrolled in as a student can get confusing and overwhelming fast. It is a much better idea to follow the instructions provided to parents and use a personal email. This will save you a number of headaches and frustrations later.
Who is training parents?	Schools will be provided with a parent orientation presentation. We will set up regional trainings (probably in September). Teachers will distribute the district provided information to their parents. Please contact us if your school is holding an event for parents.
What does the parent view look like?	Parents are observers so they see exactly what the student sees. The only exception is for Google docs etc. As these are connected to the student's drive, parents cannot see these unless they log in as the student. - Check out this extensive tutorial (we are condensing this into parent-friendly information! Coming soon!)
How do parents add their students?	-Students can generate pairing codes online by clicking “account” and “settings”; Select “pair with observer”; Copy & share the pairing code with your parent/guardian -Students can generate pairing codes on the app by clicking on “settings” and “pair with an observer” which gives them a QR code
Gradebook/Speedgrader	
What does the “T” mean next to a student grade? Week 10 - CNN 10... 10/18 - 10/22 Minor Oct 22 by 11:59pm LATE T 100	This means the assignment was a text/online assignment that has been submitted but not graded.
Can I message parents from my gradebook?	No, but you can message them from Inbox, and they can send you messages too or include them in a student message
How do I delete an assignment from my gradebook?	Click on the “assignments” link in the left navigation menu. Choose the 3 dots next to the assignment and delete. When you delete from assignments it will delete permanently and remove it from your gradebook
I see all of my sections as one long list in my gradebook. Can I see only one section at a time?	Yes. You can adjust the filters to see only one section at a time. 1. Click view >> Filters >> Sections (make sure there is a check next to sections. 2. Click on the down arrow next to sections to filter one at a time.
Can I double count a grade?	There is no selection to double weight a grade, but you could duplicate the assignment in the assignments tab so that it shows up 2x in the gradebook. However, our suggestion is just to let your minors be minors and majors be majors. This will cut down on confusion for students/parents
Can I combine many grades into one average grade in gradebook?	Not that we can see at this time. We will submit it as a feature request.
Are we required to do either points or percentages?	It is highly recommended that you use percentages and we will be trying to change that to the default moving forward. When you change to percent make sure you use 100 in the points box. <u>Be consistent in how you calculate grades.</u> * Please note that the gradebook does not convert points to percentages automatically, so if you make something 20 points and then choose “percentage” you will have to do the conversion (if a student made a 10/20 you will have to enter 50% if you are displaying

	as percentages, not 10...if you put a 10 the student gets a 10%).
Will PowerTeacher Gradebook be locked/inaccessible for teacher use?	No. Teachers will be able to access it but will NOT be able to input any assignment grades.
How does the complete/incomplete option work with grades?	-If you assign it points, then complete will be marked full credit (100/100 points) and incomplete 0 credit (0/100 points) in speedgrader. It will be recorded as a green check in the gradebook and will not calculate in the average. -Students only see “complete”
How do I mark up/annotate an assignment in Canvas Speedgrader?	The toolbar/annotation tools only appears with uploaded documents. It is not a part of text box submissions at this time.
How does the letter grade option work with grades?	-It will display the score (90/100) along with the letter in student view. -We do not recommend that you use this as it could confuse parents and students. Be consistent. The district highly suggests percentages to avoid confusion or quagmires in gradebook.
Is there a way to see just the missing assignments for students without having to see the entire spreadsheet?	-You can sort each assignment by status (click on the three dots next to the assignment title >> sort) -You can use the “message students who...” feature and send personal messages to students who are missing assignments (click on the three dots next to the assignment title >> message students who)
is there a way to begin grading a set of essays and withhold posting grades/feedback until all are graded?	Yes, you can use the “hide grade” feature (beware this does not hide the assignment, only the grade) In gradebook hover to the right of the assignment title so 3 dots appear; click on 3 dots and select “hide grades” Just don’t forget to unhide them when you are done!
Can students check their GPA through Canvas?	Students will not check their GPA through Canvas at this time (no historical data)
Is there a way for teachers to see their students' grades in other classes (for Top Knights, Advisory, etc)?	At this time teachers cannot see grades for students in other classes, but we are researching and testing so we hope you will in the future.
Assignments with a future due date and assignments I haven’t graded yet are defaulting to zeros. What have I done?	If you import the assignment and it has a due date that has already passed from the course that you pulled it from it will automatically gives it zeroes if your gradebook is set up to give missing assignments a zero. Even if you change the due date to whatever you want it to be, the gradebook has already given the kids zeros. To stop this you need to change the date on the assignment before you import it there is not a way to go back and fix it besides going into the gradebook and deleting all the zeros. If the kids haven’t started submitting yet you could also change the date and then re-import it from the original source and that would fix the situation quicker. And then delete the offending assignment
If you leave a grade blank, does the system automatically put a zero in for the student?	The system will not count it as a zero unless you have it set up in your course settings to do so (the gear at the top of the grade book opens up this setting).
Can I drop a grade?	Yes! Click on assignments tab and then click the 3 dots next to the minor assignment group. Click edit. You will see options for dropping low grades.
Non Graded Assignments	
Can students download & annotate PDFs that you don’t want them to submit as assignments?	Yes. If you share a PDF as a file, they can download to the Chromebook and annotate it (they then have to save changes to Google Drive). However, we recommend that they open the file with Kami to annotate that way it will automatically save their changes in their drive. They also have access to more tools if you have them download and then open with Kami. -You can do this by setting up an assignment and labeling it “not graded” under “display grade as”; this option takes it out of your gradebook
Can I force a copy of a document and not have it count in the gradebook?	Not “force” a copy, but you can share a document that requires that students make a copy before they open it.

	This will not give students a place to submit in Canvas, but it will force them all to make a copy of the template and if you want them to upload it somewhere later (like an ungraded discussion) you could do it that way. Workaround
Pages	
Is it possible to share pages with specific students and not the whole class?	Pages can only be published and shared with everyone. You could potentially use collaborations/groups to share material to individuals. However, if you do an assignment as “not graded” this essentially becomes a page you can assign to one or two students. It will not be added to your gradebook.
Can I put accents or use a foreign language keyboard?	The answer is yes/no. The best solution at this time is to use https://www.typeit.org/ and then copy/paste into the RCE
What is the difference between modules and pages?	• Pages are a place to share materials and contents (view only). • Modules are used to organize all content (pages, assignments etc.); these are like units or topics.
I am trying to use the embed tool to put my Bitmoji classroom into a page on canvas. Do either of you know how to "fix" this? I can use the LTI 1.3 tool but it places a black border above and below the page.	Cloud is no longer functioning properly and will be retired in September. You should use the LTI 1.3. Here are instructions for how to get rid of the black bar
Virtual School Conferences	
Can I put a big blue button meeting on the course calendar for specific students?	-You can set up individual conference rooms in Big Blue Button. When you do this, it sends students an email saying they have been invited. This would individualize it for them. -If you want it on their calendar, you could create an assignment and “display grade as” >>Not Graded. with instructions on how to access the conference. Assign to just one student and this will put it on their calendar, but it will not be in your gradebook. You can even create a button that you can link to conferences so all they have to do is click on it straight from the calendar. <i>-DO NOT use the external tool “Big Blue Button” in assignments as that will not allow students access to the conference.</i>
Can we continue to use Google Meet?	Yes. To do this, we recommend that you do the following to make the meeting more secure/convenient. 1. Go to meet.google.com and create a meeting with a nickname (this locks to meeting room down) 2. Copy the share link and make sure the link you are using does NOT include the following (http://%20https//); you may need to manually delete it 3. Create a page with the link to share with your students (you can put the page in a module or you can link it with a button on your homepage.) Here is a Commons template if you want it 4. You can use the external URL function, but you will get a red warning bar that the link is taking you to an unsecure site. That’s okay, students click on the link anyway, but it may confuse them, so this is why we recommend doing a page.
New Quizzes	
When I go to test a NEW QUIZ in the Test Student view, it gives me this message: <i>This quiz is no longer available as your enrollment has been concluded</i>	The test student doesn't really work with New Quizzes as it is an external tool. Instead, use the preview button inside of New Quizzes builder. It's the student experience and works the same as the test student.
What happens when the time Runs out?	The quiz is automatically submitted
What happens if a student shuts the top of their computer during a timed quiz?	The timer keeps running. Students can continue if there is still time.

What happens if a student shuts down or logs out of Canvas?	The timer keeps running. Students can continue if there is still time.
Is there a quiz pause button for teachers?	Not that I'm aware of. You can moderate the assignment and add additional time for students and reopen the quiz, but there is no pause button for students or teachers. <i>Under the help menu, you can submit this as a feature idea!</i>
How do I migrate a quiz from Classic to New Quizzes?	In the course menu select Quizzes. On the quiz index page, click the 3 dots options menu next to the quiz you wish to migrate. In the menu select Migrate Quiz.
How do I share a quiz with a colleague?	You click "quizzes" and then the 3 dots next to the quiz and select "send to" and then enter your colleagues name/email (whichever it asks for). New quizzes details
What if my colleague wants to edit the quiz?	For New Quizzes, it's recommended that you share the item bank with view only rights rather than the quiz. Within the item bank teachers have the option to copy quiz questions to build their own quiz and edit the questions you have made without altering the original question. More training on this will come.
Canvas Assignments Check out this document for more information!	
Assignments are now asking to sync to PTP before assignments can be posted. What is this? 	This, along with the "grade sync" that appeared in course navigation are all tied to the SIS integration with PowerSchool. At this time, they do...well...nothing as we are not pulling individual assignments into PowerSchool. You can check it; it's fine. It's a bit superfluous at the moment, but will be needed later, which is why it was put into place. At the end of the quarter we will send out more detailed instructions about how to ensure proper grade transfers.
What is the difference between “No Submission” and “On Paper” submission?	There is no difference. Here's a tutorial video for more information.
Can students see if you checked “do not count in final”?	Yes. In fact, it's pretty big and obvious and right at the top of their assignment highlighted in blue
Can I edit the assignment and check “do not count in final” later?	Yes. This will exempt the grade for all students.
What if I use the “Display Grade As” Not Graded?	When you choose this option, you are limited to just using the RCE textbox; you cannot make individual copies for students with this option and no placeholder is created in your gradebook.
How do I add a rubric to an external tool assignment (like Kami)?	Create your assignment like normal (without selecting an external tool) so that you can attach the rubric to it via the "+ Rubric" button. Once your rubric is attached, edit the assignment again, but this time select the external tool that you want to incorporate with the assignment. Save your changes to the assignment. Even though it will appear that the rubric has disappeared and un-attached itself from the assignment, it's actually still there (or it should be). Go to the SpeedGrader for the assignment, and then act like you are going to start grading a student's submission. You should be able to open the rubric there.
How do I create an assignment that's just for practice and is not graded but uses Kami? When I click not graded, the choice for external tool goes away.	The "not graded" option is very limited. It is better to just link it as an external tool straight from Modules so that it doesn't create a space in your gradebook. 1. click on modules 2. click the + at the end of the grey bar in the correct

	module 3. select "external tool" and link your Kami assignment that way.
The rubric I have created is a total of 10 points. So, I put 10 in the points box and have percentage chosen in its box. Will the rubric I created display the kids' grades as a percentage?	Yes, it will show as a percentage BUT it will add additional weighting because your other assignments are all worth 100 points so the 10 point assignment will have little weight and may confuse students and parents. When using percentages you will need to adjust your rubrics to the 100 point scale, or don't check "use this rubric for assignment grading" ; you'll still have access to the rubric in speedgrader, but it won't be tied to the points and you can calculate the score as you've always done on a 100 point scale.
Google Assignments within Canvas Assignments	
How do I make a copy for all my students?	Use the External Tool option in “Assignments”. Here’s a tutorial video
If you change the points later, does it update in gradebook?	No. In fact, it warns you that you’ll have to re-grade it.
Why can't I see the assignment in student view?	Google assignments is linked to the students’ Google Drive, so log in to Google is required. Therefore, only the student has access to this view.
How do I grade a Google Assignment?	You must grade from the assignment; Check out these step by step instructions
Can I copy a Google Assignment?	While technically you can, we’ve noticed that it’s a bit glitchy and sometimes only duplicates, which means it’s the same assignment 2x. It’s best to just create a new assignment. BUT if you do copy, make sure it shows up in “imported assignments” first, go in and change the title, then move it to major/minor. This will help cut down on some of the confusion. If this glitch is fixed then we will update you.
Can I share a Jamboard?	Yes! You can do that in the same way you do a Doc or Slides with the external tool
Why aren't my grades syncing to my Canvas gradebook?	First check to make sure your points match in the external tool and in the Canvas side of the assignment. If they do then the issue seems to be on Google's end and they are aware of the issue and working to fix it. It's not consistent that this happens with every assignment, but it could take a while for the grades to sync (30 minutes +).Give it some time and see if it eventually makes the connection and if it doesn't then manually enter.
Integrations & External tools The tools we have added are the ones we support district-wide. Some tools can be added, but it depends on the the company and what they allow with LMS integration. However, remember you can still LINK the assignment even if you cannot use the external tool/app function!	
Can I connect Nearpod?	We do not have a district license to Nearpod, so we have not added at the district level. Based on the website, if you have a school license we can assist adding it to your subaccount, but personal accounts do not integrate with Canvas.
Can I connect Newsela?	The free version does not connect. They will only connect with a district subscription
Can I connect Quizizz?	The free version does not connect. They will only connect with a district subscription
Announcements	
I’ve tried deleting an announcement but it still shows. What do I do?	If you do not include text with your announcement (title only) it will not delete. You must add text and then delete.
Saving & Sharing	
If you save a year-long course to Commons, will it still update as you add content to it throughout the year? Or should you wait until the end of the year to save it?	It does not update automatically, but you can update it as you go. So, you share to commons this week and then in another month you have more content, you follow the same process but this time toggle this option on. It will

	update all the information to the most recent version of your course
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