FREQUENTLY ASKED QUESTIONS FOR CANVAS ACCESS

1. *Peer Mentors* need to have access to my Canvas course sites so they can engage with the students, send messages, and provide discussion feedback, but do not need access to grades – what do I do?

   Have your departmental scheduler add the Peer Mentors as **Learning Assistants** *in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

2. How to add **Online Course Mentors**?

   Have your departmental scheduler add the Peer Mentors as **Learning Assistants** *in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

3. How to add **Active Learning Assistants (ALA's)**?

   Have your departmental scheduler add the ALA's as **Learning Assistants** *in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

4. **Graduate Students** are hired to help grade assignments and give feedback to my students. How do I get them access to my course in Canvas?

   Have your departmental scheduler add the Graduate Students as **Graduate Teaching Assistants** *in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

5. **Undergraduate Students** help me grade assignments and give feedback to my students. How do I get them access to my course in Canvas?

   Have your departmental scheduler email scheduling@umsl.edu *to add the Undergraduate Students as* **Graders** *in MyView, which will update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam. Due to FERPA privacy law, undergraduate students should not typically have access to grading. This role should be used sparingly and only in limited pre-approved circumstances.*

6. **TA's** need access to my course in Canvas?

   Have your departmental scheduler add the Graduate Students as **Graduate Teaching Assistants** *in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

Please note: Graduate Teaching Assistants must be graduate students; undergraduate students should not be given the role of Graduate teaching Assistant in CLSS/MyView.

7. **Additional faculty** need access to my Canvas course site so they can provide feedback regarding my teaching techniques and act as a Peer Evaluator. How do I get them added?

    *Have your departmental scheduler add the faculty as **Faculty Peer Reviewers** in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there.*

8. **Course Coordinators** need to be added to my courses so that they can copy course materials to their Canvas sites. Per department guidelines, the course coordinator is responsible for monitoring each instructor teaching a section of the course. They are also responsible for providing common materials, including assignments, tests, and lecture videos, which is best accomplished when the coordinator can export their content directly into the instructor's Canvas course.

    *Individuals that need access to the course in Canvas with the role of **Course Coordinator** should be added in CourseLeaf Section Scheduler (CLSS) and require passing the FERPA for Higher Education training. They also require an active HR or courtesy appointment.*

9. My course has supplemental instruction sessions – how do I get the **Supplemental Instructor** access to my Canvas course site?

    Supplemental Instructor Leaders *are sent to our office by the Assistant Director for Student Support Programming. If you do not see your Supplemental Instructor Leader, please contact Jenna Alexander at alexanderjm@umsystem.edu to confirm that the student will be an SIL for the upcoming term and copy scheduling@umsl.edu. We will work to get that updated in MyView and Canvas. They will need to have completed and passed the FERPA for Higher Education training.*

10. A **Doctoral Candidate** working on a topic that I am teaching needs to have access to the course material, but the candidate is not enrolled in my course. How can I get the Ph.D student access to my Canvas course site?

    *Individuals that need access to the course in Canvas with the role of **Observer** can receive that access by adding them in CourseLeaf Section Scheduler (CLSS). This requires passing the FERPA for Higher Education training. They also require an active HR or courtesy appointment.*

11. A student is trying to complete a **Delayed Grade** from a previous semester and I need them added to my current class on Canvas. How do I get them access to the canvas site so they can complete group work and other assignments?

    Giving Canvas access to a student that is not officially registered in the class for the current term is a violation of FERPA – as they can then see the students enrolled in the class which violates the privacy of those students and violates FERPA regulations. We recommend cloning the course for

this student, or extending the old course on Canvas to allow the student to complete the work. That would give the student access to the course materials but not violate any FERPA rules.

12. A guest faculty member is assisting me with my course from another University. How do I get them added to the canvas course site?

    *If they just need course content like the students see, it would be **Observer.** If they need full access to course capabilities except for grades, then they need the role of **Learning Assistant.** Both roles require completing the FERPA for HIgher Education training, and an active HR or courtesy appointment.*

    *Have your departmental scheduler add the faculty member as **Observer** or **Learning Assistant** in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there.*

13. I have a federal grant in partnership with another university wherein they oversee scholars in UMSL courses. How do we get them access?

    *If they just need course content like the students see, it would be **Observer.** If they need full access to course capabilities except for grades, then they need the role of **Learning Assistant.** Both roles require completing the FERPA for HIgher Education training, and an active HR or courtesy appointment.*

    *Have your departmental scheduler add the faculty member as **Observer** or **Learning Assistant** in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there.*

14. **Librarian** help for literature searches is required for this course.

    *If the librarian is going to add content and interact with a student in the discussion board, they are added as a **Learning Assistant**.*

    *Have your departmental scheduler add the Librarian as **Learning Assistants** in CourseLeaf Section Scheduler (CLSS), to feed to MyView and update Canvas from there. They will need to have completed and passed the FERPA for Higher Education training and exam.*

15. A student needs **TA** level to be able to access all Canvas material, roster, and student submissions so that they can review and evaluate some assignment submissions. They are taking an independent study for training for both teaching and research. They are not an SI in the traditional sense.

    *The **TA** role is only available to graduate students since undergraduates should not have access to grades due to FERPA privacy law.*

16. I have access to UMSL students for a shared course but not the MU/UMKC/Missouri S&T students. How do I get those students into my Canvas?

The students from MU/UMKC/Missouri S&T should flow into your Canvas course after the courses are linked together. If you do not see the students in your Canvas course, please reach out to scheduling@umsl.edu to confirm that the shared courses are linked together for that term.

17. I am teaching a LAB section of a course but need to see what is happening in the LEC section on Canvas. How can I be added to the LEC section in Canvas?

    *You can be added as an **Observer** if you don't need to see hidden content, enrollment or grading. If you need hidden content but not grading, you can be added as a **Learning Assistant.***

18. My course needs to be "tied" to another course in Canvas because the student is registered for the "placeholder" (CHEM 1134). I have one student who needs this course tied to the LAB section of CHEM 1111 and another who needs it tied to the LEC section of CHEM 1111. How do I do this in Canvas?

    If the students are taking separate courses, the courses should be broken apart to tie to the courses in Canvas. For example, if one student in CHEM 1134 needs to be linked to the Canvas course for CHEM 1111 (LAB), then that requires one section of CHEM 1134 in MyView. Another section would need to be added to tie to the LEC section of CHEM 1111 in Canvas. See below for a visual example.

    CHEM 1134 001 → CHEM 1111 (LAB) in Canvas

    CHEM 1134 002 → CHEM 1111 (LEC) in Canvas

    To add a section, please contact your departmental scheduler or reach out to scheduling@umsl.edu for assistance. At the Registrar's side, you must break those apart and tie one section to the LAB and one section to the LAB and the students must split between them depending on what they need.

19. Student Observer needs to be added to a course so that they can have access to the course for their own learning.

    *The student needs to **audit** the course instead and should follow these instructions:*

    > *A student that wants to audit a course will need the permission of the instructor to do so. The student should reach out to the instructor using their UMSL email address and copy registration@umsl.edu on the correspondence. When permission is received from the instructor the Registration Office will process. (The student will be charged the same tuition and fees as if taking for credit, and cannot change the audited course to taken for credit once enrolled.) Please contact the Registration Office for more information.*