

CANVAS FREQUENTLY ASKED QUESTIONS

- Q. Why are there inactive students on my Canvas People page?*
- Q. I don't want students to see the grade on a particular assignment while I am grading it. Can I hide it?*
- Q. I don't want students to see the grade total for the course until the course ends. Can I turn off the course grade total?*
- Q. Is there a way to send an email to everyone in the course?*
- Q. How Do You Set Two Deadlines in a Discussion? One for an original post, and another for a reply post?*
- Q. How do I create a Turnitin assignment in my Canvas site?*
- Q. Can I bring content over from a previous Canvas course shell into a new one?*
- Q. How do I add a new assignment column to the gradebook?*
- Q. How do I allow someone to gain access to my course for faculty evaluation?*
- Q. When will I have access to my classes for the new term to start adding content?*
- Q. When will students get access to the Canvas course site?*
- Q. I am teaching multiple sections of the same course this semester. Is there a way to combine them into one Canvas course shell?*
- Q. Is it possible to modify the number of attempts or the time limit for specific students on a quiz?*

Q. WHY ARE THERE INACTIVE STUDENTS ON MY CANVAS PEOPLE PAGE?

Once a course is created and enrollments begin processing from the registration system, Canvas will begin reflecting these changes. This includes students who enroll and drop the course. An inactive enrollment retains any activity completed in the course prior to becoming inactive. Once inactive the student cannot access the course. In addition, inactive students do not appear in any messaging lists within the course and cannot be added to a group. Grades for inactive students are not displayed in the Gradebook by default, but you can toggle their visibility on in the gradebook if desired.

Q. I DON'T WANT STUDENTS TO SEE THE GRADE ON A PARTICULAR ASSIGNMENT WHILE I AM GRADING IT. CAN I HIDE IT?

Yes. Enter the course gradebook area. Hover your mouse over the title of the assignment in question. You will see an arrow appear in the lower right portion of the assignment title. Click on it, and select "Mute Assignment". Repeat these steps when you are ready to show the grade for the assignment (except that you will select "Unmute Assignment").

Q. I DON'T WANT STUDENTS TO SEE THE GRADE TOTAL FOR THE COURSE UNTIL THE COURSE ENDS. CAN I TURN OFF THE COURSE GRADE TOTAL?

Yes. On your course Settings page, scroll to the bottom and choose “More Options”. Check the box next to “Hide totals in student grades summary”. Then click the “Update Course Details” button at the bottom of the page. Repeat these steps when you are ready to show the course grade total to students (except that you will uncheck the box).

Q. IS THERE A WAY TO SEND AN EMAIL TO EVERYONE IN THE COURSE?

Kind of, but not exactly. You have two options to notify all students in your course about something. (For more details refer to the [pros and cons of Course Announcements vs. Canvas Conversations](#).)

1) Post an Announcement to the class: The announcements will, by default, get sent to students’ college email addresses. However, students can customize how and when announcements and other Canvas notifications are sent to them. What you could do, if you wanted to verify students actually read an announcement is you could ask them to reply to the announcement. If you go that route make sure that the announcement you use for this purpose is set to accept replies (refer to [How do I use the Announcements Index Page?](#)), and also double-check that the global setting to disable comments on announcements has not been enabled (see [How do I disable comments on announcements in a course?](#)). Also, your course must be published in order for Announcements to be sent.

2) Send a message through the Canvas Conversations tool to all students in the course: This is typically used more often to send a message to just one or a sub-set of the whole class. But you can send a message to everyone in the class. If you go this route, it is recommended that you check the box, “Send an individual message to each recipient”. Doing so will ensure that any replies that are sent, will only go to you and not to all students.

Q. HOW DO YOU SET TWO DEADLINES IN A DISCUSSION? ONE FOR AN ORIGINAL POST, AND ANOTHER FOR A REPLY POST?

Unfortunately, there is no perfect way to accomplish this. Here are two options:

1) Make the due date for the discussion be the due date for the initial post, and then create a non-submission assignment for the replies, set to be due on the last date for replying. If you also make this no-submission assignment worth points, then it will show up in the students’ “To Do” list, on the course calendar, and also in the syllabus assignment list. One drawback with this solution is that students will have to navigate back to the discussion from this assignment page. To help them, it is advisable to include a link to the original discussion, along with your reply parameters.

2) Create the discussion as a graded discussion and require peer reviews. You can check the box to automatically assign peer reviews. Doing this DOES allow you to set a due date for the initial post and a second due date for the replies (peer reviews). Understand that you cannot assign a separate grade for the replies (peer reviews), although you could include a grade for replies in the overall grade for the discussion. Also

be aware that when students submit their peer review it is entered as a private comment so only the student being reviewed and you will be able to see the replies (reviews). If you want the entire class to see replies, then students will have to post their review twice, once as a comment in the standard “peer review” comment box, and then again as a reply to the student they reviewed within the original discussion.

Q. HOW DO I CREATE A TURNITIN ASSIGNMENT IN MY CANVAS SITE?

First you must have a Porterville College instructor account on Turnitin. If you don’t have that yet, send an email to the PC Turnitin Administrator ([Sarah Phinney](#)) requesting instructor access to Turnitin. Once you have an instructor account on Turnitin, login to your Canvas class. Add a new assignment like you normally would. For “Submission Type” choose “External Tool”, click “Find” and scroll down until you locate “Turnitin LTI” and choose that. Once your assignment has been created in Canvas, you must also confirm the Turnitin Settings. Otherwise, students cannot access the assignment, even once the assignment is published in Canvas. For more detailed instructions about Turnitin assignments in Canvas, refer to the [Canvas Documentation on Adding a Turnitin Assignment](#).

Q. CAN I BRING CONTENT OVER FROM A PREVIOUS CANVAS COURSE SHELL INTO A NEW ONE?

Yes. You can copy an entire course or parts of multiple courses. Read the help guide [How do I Copy a Canvas Course into a new Course Shell](#) or [Course Import Tool Video](#).

Q. HOW DO I ADD A NEW ASSIGNMENT COLUMN TO THE GRADEBOOK?

Gradebook assignment columns are generated automatically from graded assignments, graded discussions, and graded quizzes that you add to Canvas. If your assignment is something that students will submit in class, you can create a “No Submission” or an “On Paper” assignment, and assign it points. Once you create and publish the assignment, a corresponding column will appear in the gradebook for that assignment. For details on creating assignments view [How to Create an Assignment](#).

Q. HOW DO I ALLOW SOMEONE TO GAIN ACCESS TO MY COURSE FOR FACULTY EVALUATION?

Send an email to the Canvas Administrator ([Sarah Phinney](#)) requesting access for faculty evaluation purposes. Include the name of the person who needs the access along with the CRN of the course they need access to.

Q. WHEN WILL I HAVE ACCESS TO MY CLASSES FOR THE NEW TERM TO START ADDING CONTENT?

As soon as course shells are created in Canvas you will have access to them. This usually happens about one month before the new term.

Q. WHEN WILL STUDENTS GET ACCESS TO THE CANVAS COURSE SITE?

Canvas course shells are created in an “unpublished” state. As long as the course shell remains unpublished, students cannot access the course site. Once you publish the course, students can enter the course site. Students will have read-only access (they cannot interact with assignments, discussions, or any other content) until three weeks before the 16-week term begins. Once that date is reached (and the course is published) students will have full access to any course material that is published and available.

Q. I AM TEACHING MULTIPLE SECTIONS OF THE SAME COURSE THIS SEMESTER. IS THERE A WAY TO COMBINE THEM INTO ONE CANVAS COURSE SHELL?

Yes, if your sections are not online or hybrid sections they can be combined into a single shell. Contact the Canvas administrator ([Sarah Phinney](#)) for more information.

Q. IS IT POSSIBLE TO MODIFY THE NUMBER OF ATTEMPTS OR THE TIME LIMIT FOR SPECIFIC STUDENTS ON A QUIZ?

Yes. Click on the Quiz. Then click on the “Moderate this Quiz” button. Click on the pencil to change settings for the student in question. If the quiz is timed you’ll have an option to add extra time. If there are limited number of attempts allowed, you’ll have the option to give extra attempts. And you can manually unlock the next quiz attempt if the student has used up their attempts or if the available time for the quiz has lapsed.