3csn

3CSN's Wayfinding Online Zoom Series:
Navigating the Virtual Landscape Together

Frequently Asked Questions

I. General Canvas FAQs

Q: What's a podcast feed?
A: For information on what a "podcast feed" is and how to enable this in your course.Click this URL:
https://guides.instructure.com/m/4152/l/50000-how-do-i-enable-a-podcast-feed-for-a-discussion-in-a-course

Q: I've used VoiceThread as a language teacher for asynchronous recorded conversations between the whole class. Is there anything comparable in Canvas which doesn't have that? Any way to either record themselves speaking and upload it in video or pure audio format for classmates to listen to?
A: Yes. You can record media. We like this resource for explaining how to do this (with pictures) to your students: https://digitallearning.northwestern.edu/opportunities/record-myself-canvas

Q: Is there somewhere I can get instructions to my students on how to participate in *Discussions***. This is something they are reluctant to do.**
A: This can be a very personal experience for folks.   Often, faculty members will provide a "model" of what an acceptable "discussion" entry looks like in the beginning of the term. This way students have an idea of what you are looking for as their instructor. As we demonstrated in our sessions, we suggest posting strong examples of good responses from students if possible (we ask students at the end of the semester whether they give permission to share their work and whether they want it to be anonymous or to have their name on it). This helps a great deal. We invite you to look forward to more in-depth discussion sessions in the coming weeks in our Wayfinding series. For more ideas on how to *create* discussions in Canvas, click this URL:
https://guides.instructure.com/m/4152/l/724374-how-do-i-create-a-discussion-as-an-instructor

Q: How do students see annotated comments?
A: This is a great question! It's important to show students how to locate this information. You may want to use Zoom to show them via the Student view
(https://community.canvaslms.com/docs/DOC-13122-415261153) as well as sharing this guide:
https://community.canvaslms.com/docs/DOC-10542-4212352349

Q: How can we import manual grades into Canvas for a class assignment?
A: Instructions may be found here: https://community.canvaslms.com/docs/DOC-16546-4152813649

Q: Can you show us the evidence-interpretation notetaker?

A: Yes! Here's one with some sample text to help students-- we suggest replacing this with your own. For more information about this wonderful resource, we recommend attending our free Reading Apprenticeship sessions that will be offered periodically, check our schedule--http://3csn.org/ https://canvas.highline.edu/courses/1079696/assignments/4975104

Q: How you use a rubric to grade on Canvas?
A: Rubrics are a great tool to utilize and there are tons of available rubrics already created in Canvas Commons. This can help you get a better idea of how you can create your own rubrics. You can create rubrics directly in Canvas as well:
https://guides.instructure.com/m/4152/l/724105-how-do-i-manage-rubrics-in-a-course
Once you create a rubric and save it, it becomes available for all other assignments in that same course.

Q: How do you put the Zoom icon on your Canvas homepage?

A: You can add the Zoom icon and other icons as you wish when you "edit" your "page" on your Canvas course. This video will explain how to edit your page and add icons:
https://tinyurl.com/uh7ktnw

Q: "Quizzes" vs "assignments" vs "grades," how do you input student grades?

A: The quiz tool is used to create and administer online quizzes and surveys. To manually input grades, you will need to set a default grade under assignments, here are the directions from Canvas:https://guides.instructure.com/m/4152/l/813642-how-do-i-set-a-default-grade-for-an-assignment-in-the-gradebook. When you want to enter a grade for an assignment that was not online or submitted online, you must select "paper" in the edit "assignment" section.

To enter grades manually in the "grades" section, here are the directions from Canvas:
https://community.canvaslms.com/thread/11864-entering-grades-manually

This video will explain how to enter grades: https://tinyurl.com/vhy6uzn

Q: How about "Studio"? It's integrated in Canvas on my campus.
A: You may find information about using Studio here:
https://community.canvaslms.com/videos/4083-using-studio

Q: Could you explain again how I start a sandbox class? I currently use a previous instructor's original course shell in Canvas so I use it, but don't know how to make a course.
A: You need to ask your distance education coordinator to initiate a sandbox class for you to have in your Dashboard. Once you have a sandbox class, you can copy that class to one of your live classes or import specific content from the sandbox to your live class. As a work around, if you do not have a sandbox but you do have a canvas shell from a previous semester (a class from Spring 2019, for example) you could build content in there (modules, quizzes, etc.), leave them unpublished, and import to your live class. This content would be in a class that no one is actively using and as long as it was unpublished, no one would see it but you.

Here is the URL to the information on how to copy and import content from one canvas course of your (a live course, previous course or sandbox) to another:

https://guides.instructure.com/m/4152/l/57077-how-do-i-copy-content-from-another-canvas-course-using-the-course-import-tool

Q: How do I create a discussion board where students can discuss assignments?
A: The best way to do a discussion board is to create the discussion in the module that you would like them to talk about. Click this URL for more information:
https://guides.instructure.com/m/4152/l/724374-how-do-i-create-a-discussion-as-an-instructor

Q: What are your views on using Canvas for my ESL students with limited experience with technology?
A: One strategy is to set up a Canvas Zoom meeting to demonstrate to students how to log on to Canvas and use the technology by sharing the video. We also suggest sending them an instruction sheet with pictures on how to log in to Canvas and access their assignments, for those students who might forget the steps. Each college has their own Canvas login instructions for their students, please check with your campus for a Student FAQ for Canvas.

Q: How do you upload files (word docs, excel, ppt, pdf) into a Canvas module?
A: It was recommended that all .doc files be copy and pasted into a "page" in Canvas. In addition, these links provide guidance on uploading all types of documents and content into your Canvas site.
Uploading a PDF
https://guides.instructure.com/m/4152/l/56689-how-do-i-upload-a-pdf-to-a-page-in-a-course

Uploading a file/linking a file on a page
https://guides.instructure.com/m/4152/l/87672-how-do-i-create-a-file-link-in-a-page-in-a-course

Inserting an image on a page
https://guides.instructure.com/m/4152/l/65830-how-do-i-insert-course-images-into-the-rich-content-editor-using-the-content-selector-as-an-instructor

Q: What if there is nothing in your files? How do you get them to Canvas?
A: Uploading your files to Canvas is very similar to "attaching" a document or file into an email. It has been noted that it is best to convert most files to a .pdf so they are compressed, easier to open, and unable to be modified. Click this URL for more information:
https://guides.instructure.com/m/4152/l/41383-how-do-i-upload-a-file-to-a-course

Q: How do I post grades?
A: Gradebook in Canvas can be very tricky. Some professors decide to "hide" the gradebook so students don't get distracted by their grades. This Canvas guide provides tips and tools for posting grades in Canvas:
https://guides.instructure.com/m/4152/l/813659-how-do-i-use-the-gradebook

There is also the option to **temporarily or permanently omit a specific assignment from impacting student's final grade.** This move allows students to see the assignment and their instructor feedback, but the grade for that assignment does not impact their current score. Some instructors use this with assignments that can be revised. For example, a professor could omit the score from the final grade until the opportunity to submit assignment revisions/retakes had concluded. The URL explanation for

how to do this is included here:
https://guides.instructure.com/m/4152/l/618765-how-do-i-exclude-an-assignment-from-the-course-s-final-grades

Q: Is there another way to transfer files from one shell to another?
A: The "course import tool" is the most efficient way to transfer files, modules, assignments, or anything else from one "shell" or "course" to another. Click this URL for more details. You can even copy your entire course before the semester ends or after, depending on your college's procedures with former courses:
https://guides.instructure.com/m/4152/l/239683-how-do-i-copy-a-canvas-course-into-a-new-course-s-hell

Q. How do you bring up documents on the whiteboard?
A. The whiteboard is simply that, a space you can draw, write, type but you cannot use it to bring up documents.

A: To share a document you would open up the document in a window and than share your screen. See link below:
https://support.zoom.us/hc/en-us/articles/201362633-How-Do-I-Start-A-Screen-Share-Meeting-

A: If needed, you can prevent others from writing on the board. See Canvas instructions here:
https://support.zoom.us/hc/en-us/articles/205677665-Sharing-a-whiteboard

Q: How did you add those images on your pages?
A: To add an image in your Canvas site the easiest step is to locate images via google.com/images. Once you find something you like for your purpose, you would save that image to your computer to easily upload it into the place you would like to appear. Click on this URL for further details:
https://community.canvaslms.com/docs/DOC-13014-how-do-i-insert-course-images-into-the-rich-content-editor-using-the-content-selector-as-an-instructor

Images are a nice way to break up dense text and make your site "come alive", but please keep in mind that you need to add alternative text to make sure screen readers can annotate the image. This guide explains how to add alt text:
https://guides.instructure.com/m/4152/l/1153861-how-do-i-manage-alt-text-and-display-options-for-images-embedded-in-the-new-rich-content-editor-as-an-instructor

Q: How can we do peer review on Canvas? What do you recommend?
A: Peer review is a great tool to utilize in Canvas. It can be a bit confusing sometimes for students, so it can be helpful to offer some guidance for your students before you embark upon the process. We will be having upcoming sessions on this topic. Click this URL for step-by-step instructions:
https://guides.instructure.com/m/4152/l/54249-how-do-i-create-a-peer-review-assignment

Alternatively, **you can use the discussion forum function in canvas to do peer review.** You can ask students to attach an assignment (essay, homework, etc) to their post and ask them to choose a classmate's post/uploaded assignment to review. You can ask reviewers to complete a handout for the review and upload it (this keeps reviewer comments less visible to the whole class on the forum). The benefit of using the discussion forum tool is that it is easier than the peer review tool and students often already know how to use it because its processes mirror other discussion boards on the web.

The one move you must make as an instructor to do this is to allow students to attach content to their posts in discussion forums. This URL walks you through how to enable that on your canvas course: https://guides.instructure.com/m/4152/l/65779-how-do-i-allow-students-to-attach-files-to-a-course-discussion

Q: Will students be able to see my files?
A: Students will only be able to see the "files" in your Canvas shell if it is "published" for them. Click on this link to learn how to "unpublish" or make items "invisible" in your shell. You can also hide the "files" navigation tab (or other tabs) on the left from student access. This helps you control how they navigate inside the course. For more information on how to limit student navigation, look at this URL: https://guides.instructure.com/m/4152/l/57079-how-do-i-manage-course-navigation-links

Q: How can you see if students have opened up the modules and pages?
A: I am uncertain if you can tell if/when a student has opened a module or page in Canvas. The only way to know if a student has in fact accessed a module successfully is to give them an assignment or discussion post within that module.

II. Canvas/Google Collaborations FAQs

Q: Do you set up the document in google docs first?
A: No; they are created inside of the Collaborations tool in Canvas.

Q: How is the Google doc recorded/saved?
A: Google Docs save automatically. You also cannot lose anything; you can go to "review history" and revert or see the previous versions. This is great for students since they can't have a panic session and delete everything and then regret it!

Q: Can you set up specific groups for collaboration. I have groups already set up and want them to collaborate on data?
A: Yes! You can use the "groups" tab which already has the set groups from Canvas.

Q: Am I supposed to type in the chat box on the side or directly into the shared google doc?
A: Directly into the Google doc. I use the chat box to coach students through the writing process/support. This can work really well although honestly I would suggest Zoom for that piece and share the document. This adds the missing layer of support.

Q: Are the discussions in Collaborations automatically housed and saved in Google docs? Or does the document have to be pre-set up?
A: Yes, they automatically go into Google docs. The collaboration document is created inside of Canvas; it is not set up beforehand.

Q: How does a Collaboration differ from a Discussion?
A: Collaboration is a collaborative Google document tool; Discussion is directly within Canvas and is a "discussion board." This URL from Canvas explains more about Collaborations: https://community.canvaslms.com/docs/DOC-10722-67952720327

Q: Can instructors engage in all group spaces (breakout rooms) or are some spaces restricted to students only?
A: Instructors should be able to engage in all student spaces. This URL from Zoom explains the Breakout Rooms: https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms

Q: How do you edit groups once you set them up?
A: Once students have engaged in group work, it is challenging to edit them. You are allowed to edit the groups before starting the meeting. This URL from ZOOM shows how to edit rooms: https://support.zoom.us/hc/en-us/articles/360032752671-Pre-assigning-participants-to-breakout-rooms#h_94a5b1d6-4d7d-47e7-aa09-99d5e03bcaa4

III.   Zoom FAQs

Here is a great URL that links to the Zoom.com website:
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials
It provides a variety of video tutorials on how to effectively create and host your very own Zoom video conference.

In addition, this URL: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials
will provide you with the nuances and hidden gems that zoom allows you to do like screen sharing, recording your meetings, and video layout options.

Q: Does Zoom have a "raise hand" tool?
A: Yes, zoom has a "raise hand" tool in the "participants" box. Here is a guide with information for how to use the "raise hand" and tool and others:
https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-Feedback-During-Meetings

Q: Can we go over ALL the share screen options? Also is it possible to use a laptop camera while showing iPad screen?

A: Please click here to see all of the "share screen options" that Zoom offers:
https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen
Your particular objective will determine which "option" you should choose in Zoom.

A: Yes, it is possible to use a laptop camera while showing/using your iPad screen. Often the best thing to do is to use your laptop's camera.

Q: If you schedule a meeting on your account within the Zoom website (not through Canvas) does it sync with the schedule in Canvas?
A: No. Unfortunately, if you want your Zoom meeting to connect with Canvas, the best option for you to utilize is the "Conferzoom" App in your Canvas site. Not all Canvas shells have the ConferZoom on their platform. Please consult your campus Distance Education coordinator for further assistance with this. You could always utilize "conferences" in Canvas instead. Another option is to simply use zoom.com as a stand-alone program outside of Canvas to host a meeting with a student. Often this is an easier strategy. You can always paste the url link for the meeting into canvas for your students, either within a module or directly onto the calendar content to make it easy for them to find. Please check with your Distance Ed Coordinator on your campus.

Here are a couple Canvas resources on using the calendar:
https://guides.instructure.com/m/67952/l/724400-what-is-the-calendar

and adding an ungraded event on the calendar:
https://guides.instructure.com/m/4152/l/41296-how-do-i-add-an-event-to-a-course-calendar

Q. If you choose mute all, are they able to unmute themselves if they go into break-out rooms?
A. Yes, please refer to the link:
https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms
https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms

Q. What is the difference between Zoom and ConferZoom?
A. The main difference is the Confer Zoom is your Pro Account through the CA Community College Chancellor's Office. When you log into your canvas on the left hand side navigation bar you will see Confer Zoom and you can set up office hours through that if you are set up for Confer zoom.   Please see the CCCCO site: http://conferzoom.org/ConferZoom/Support

Q. I am a Counselor and I'm going to conduct drop ins. How do I message people in the waiting room that I will be awhile?
A. You can set up drop-in hours for a certain time span (i.e.: two hours). You would enable a waiting room and send those in the waiting room a chat message of "I will be with you in 15 minutes" or "You are next in line" etc. You could also provide designated time slots for students and give them an appointment time in 15 minute increments to join the Drop-in hours you have created. The email message might say something like this: " Dear students I will be holding Drop-In hours from 12-2pm on Monday-Wednesday. Please email me to request a 15 minutes time slot during these hours. I will ensure you are seen at that time slot. If I am running a little behind I will let you know to wait for me and that I will be with you shortly." See more here:
https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room

Q: I'm a counselor and wondering if I could use Zoom for one on one meetings with students. Should I go through canvas or not?
A: Counselors should check with their department chairs what protocols have been set with meeting students on Zoom for counseling appointments. This decision is a local level decision at this time and varies across colleges.

Q: After I have scheduled appointment slots, how do students schedule for these time slots? Do they do this through their Canvas, ConferZoom?
A: Here is a guide for setting up appointments on ConferZoom:
https://ccctechconnect.zendesk.com/hc/en-us/articles/360009517753-Overview-of-ConferZoom-in-Canvas
B: A guide for students that shows how to schedule appointments may be found here:
https://ccctechconnect.zendesk.com/hc/en-us/articles/360009517813-Appointment-Booking

Q: How do I get "Confer Zoom"?

A: This is something you may need to ask your distance education coordinator on your campus. You may view the support page here: http://conferzoom.org/ConferZoom/Support

IV. Screencast-O-Matic (SCOM) FAQs

Q: Does the free version include CC? We have to have all posted material as Closed Caption. What do we do?
A: SCOM provides CC tools. However, SCOM does NOT automatically add CC. You need the Deluxe edition to capture speech-to-text, which WILL require you to devote time to ensure that words, phrases and speakers are accurate. To learn more about adding closed captioning to SCOM go here:

- https://screencast-o-matic.com/blog/accessible-video/
- https://support.screencast-o-matic.com/hc/en-us/articles/360022373554-Adding-Captions
- https://www.youtube.com/watch?v=GSW7x4_LzCs&feature=youtu.be

Q: Does the free version have link and embed code or only if saved on the screencast o matic system?
A: No. The free version only allows you to save as an MP4 video. To generate a sharable link or embed code you need to create a free account.

Q: What's the best choice for a Canvas page?
A: If all you are looking for is to narrate a video and show something from your computer (a PPT, a document, a website), then SCOM is the easy choice. It's free, simple to use, and comes with enough features to get the job done relatively fast. Creating a SCOM account allows you to upload the video to their servers that will then generate a sharable link (URL), an embed code, and the standard MP4 download, all of which you can easily upload to Canvas. The drawbacks of SCOM are that you are limited. Limited in terms of time. The free version of SCOM only allows you 15 minute recording time per video. You can make as many videos as you like, but they will be 15 minutes each. Another limitation is the features included in the free version. There are enough to get it done, but not enough to get creative with.

If you want more options, flexibility, and creative freedom, then **ActivePresenter** is the way to go. There's a steeper learning curve, but not beyond the ability of novice learners. You can download it here: **https://atomisystems.com/activepresenter/**.

Q: Is there a limit to the *Number* of MP4s you can make and save in the FREE version?
A: You can record as many videos as you want, but uploads to Screencast-O-Matic are limited to 15-minutes per video, unless you have the Premier plan.

Q: How long are our videos saved in the cloud?
A: Indefinitely, unless they change their policies, which is a possibility. You can always save your videos to your computer or upload them to a Youtube or similar video sharing website (I actually really like Dailymotion). One of our participants, Leslie Tejada, shared one of the SCOM videos she posted to

youtube. "Here is a lecture I recorded with Screencast-O-Matic. I usually save the file to my desktop and then I upload to YouTube: https://www.youtube.com/watch?v=0YdHVVgsS7I&t=28s".

Q: Does it work on chromebooks?
A: It is not available for Chrome OS, only for Windows and Mac OS.

Q: Can you put your powerpoint to music?
In short, YES. SCOM free allows you to upload a music file to your video. Technically you're not adding the music to PPT, rather to the video you created. It's actually very intuitive. SCOM Free will lower the music when you are speaking and raise it in between words. The drawback is that you can't do much else to it. For example, you can't sound mix or add any additional effects. If you want more of those features I recommend **ActivePresenter**. You can also upgrade SCOM to deluxe and gain more features.

Q: How do you insert the video into canvas?
A: There are a lot of ways to add video to Canvas using SCOM videos. You can download your video as an MP4 and simply upload the file to any Canvas page in editing mode. See the image below:

Method 1: Insert the URL or Embed code by clicking on insert/edit media

Method 2: Upload a video saved on your computer

Q: How long did it take you to make THIS lesson with quizzes?
A: Using ActivePresenter on a weekend, but that's a little misleading because I recorded video tracks for every lecture, THEN I edited on ActivePresenter, so it's kind of hard to gauge.

Q: Can you bring a file into an active presenter to then convert it to html format?
A: Yes. ActivePresenter can export into HTML5 as well as many other formats.

Q: In screencastomatic I can't use the highlighter tool and record a ppt while in full screen. What am I doing wrong?
A: I'm not 100% sure what highlighter function you are referring to. However, anything you do on your computer while on SCOM will be captured.

Q: Does every person logged in to take an exam this way have their score recorded in canvas somewhere?
A: Students who take the exam inside the lecture will get a score. It is up to you whether you want to make it into a graded assignment on Canvas, or if you just want it as practice.

Q: Do you have to do the same thing in Screencast-O-Matic (save it as a SCORM file)?
A: SCOM does NOT have a save as an HTML file. Video only.

Q: Does "active presenter" have a limit on length of video?
A: No limit. the video project saves on your computer, therefore you have as much space as your computer has.

Q: Do Quiz Scores get saved?
A: Yes. and you can have the scores sent to you.

Q. What are some other 3CSN resources I can use?
3CSN has developed a Padlet that you can view here:
https://padlet.com/events16/d8z07lxk73in