eLearning Services Student Handbook

Spring 2024 and Summer 2024

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eLearning Services

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Role of eLearning Services

The eLearning Services (eLS) department at LC State facilitates a variety of technology-enhanced instruction, including fully online, hybrid, and web-enhanced lecture courses through the Canvas learning management system (LMS).

Emergency Notifications

Warrior Alerts (Full URL: https://www.lcsc.edu/public-safety/warrior-alerts) is an institution-wide, multi-modal (email, text message, voice, and text-to-speech) emergency notification system. All College employees and students are enrolled automatically through employee and student database modules upon employment/enrollment. You must remain enrolled to receive Emergency Notifications and Timely Warnings that are issued to the campus.

Students and Employees are encouraged to log into WarriorWeb to verify their contact information is correct and up-to-date to ensure you receive alerts.

Canvas

All courses have an online course space, which is facilitated through the campus learning management system (LMS), Canvas.
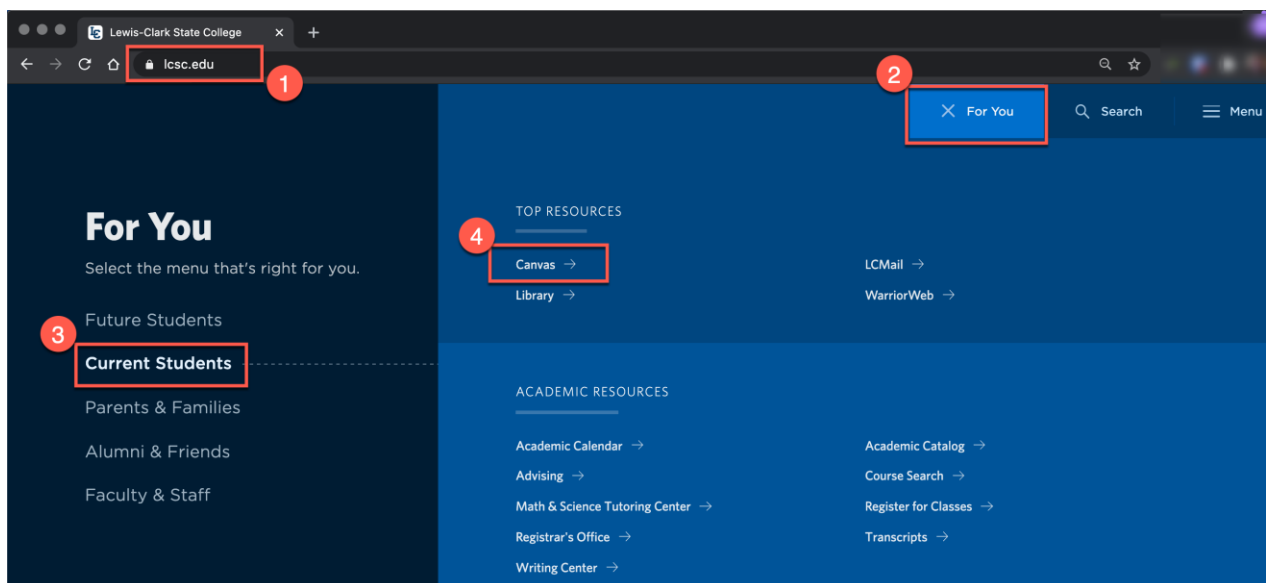

What is Canvas?

Canvas is an LMS designed by Instructure. An LMS is an application for the administration, documentation, tracking, reporting, and delivery of instructional courses. All fully online and hybrid courses at LC State are delivered through Canvas, and all face to face courses have a course space in Canvas that will, at a minimum, contain the course syllabus.

Accessing Canvas

You can go directly to Canvas by using the URL: lcsc.instructure.com. It is recommended to bookmark this address on your browser.

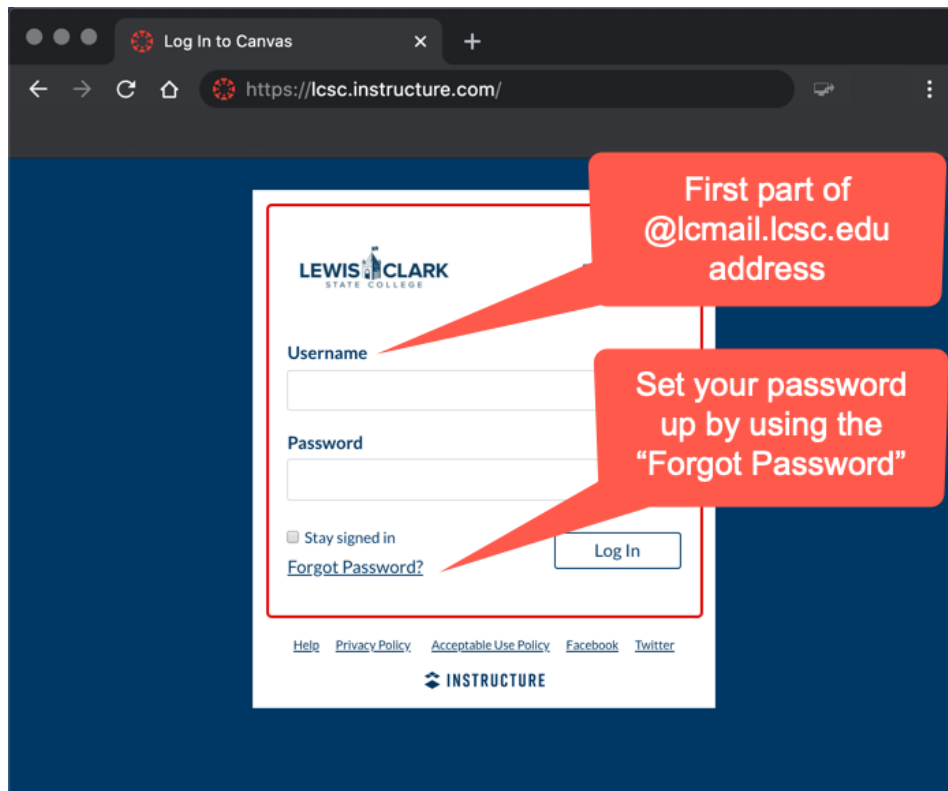On the LC State Homepage, there is also a link to access Canvas for current students.
1. Go to the LC State Homepage at www.lcsc.edu
2. Click on "For You" in the upper right
3. Select "Current Student" from the left-hand menu
4. Click on Canvas

Login and Password

Your username is your WarriorWeb ID, which is typically the first part of your LCMail (Example: newarrior). If you don't know what your username is, go to WarriorWeb and follow the "What's my User ID?" process.

Your initial password will be set by clicking "Forgot Password?" on the Canvas login page. Enter your Username then click Request Password. An email will be sent to your LCMail with a link to set your password. The reset email may take up to 30 minutes to reach your inbox. Please check your spam folder before contacting Canvas support for password help.

Canvas App for Students

The Canvas Student App allows students to access their courses using a mobile device. Students can submit assignments, participate in discussions, view grades and access course materials. The app also provides access to course calendars, To Do items, notifications, and Conversation Inbox messages.

Canvas Student is available for Android and iOS devices:

- Canvas Student Android Guide
- Canvas Student iOS Guide

Canvas Calendar

The Canvas Calendar tool brings together all assignment, quiz, and discussion due dates, non-graded events, and appointments that are booked through Canvas. It allows students to view everything they to do for all of their courses (that are using the tool) in one place or to filter the calendar to see dates for specific courses. A calendar feed can even be exported to allow users to see their Canvas Calendar dates in their preferred calendar publisher. The Lewis-Clark State College Academic and Instructional Calendar can also be added to the Canvas Calendar feed.

Export Canvas Calendar Feed

You can import your Canvas calendar to Google Calendar or Outlook Calendar. The calendar feed will contain events and assignments from all of your Canvas calendars.

- [How do I subscribe to the Calendar feed using Google Calendar as a student?](https://community.canvaslms.com/t5/Student-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Google-Calendar-as/ta-p/535) (Full URL: https://community.canvaslms.com/t5/Student-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Google-Calendar-as/ta-p/535)
- [How do I subscribe to the Calendar feed using Outlook as a student?](https://community.canvaslms.com/t5/Student-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Outlook-as-a/ta-p/531) (Full URL: https://community.canvaslms.com/t5/Student-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Outlook-as-a/ta-p/531)

When do classes become available in Canvas?

Traditional term Canvas courses become available to students on the Friday before the first day of classes. Summer 2023 courses open on May 19th.

Access to online course spaces, three days before the first day of the term, allows students to confirm their login information and verify that all courses appear on their Dashboard in Canvas. Instructors are only required to have the syllabus available at this time, and they cannot require students to complete course activities during this early access period.

Session B Courses become available on the first day of class.

When do students lose access to Canvas classes?

Canvas classes become unavailable to students at end of day the Sunday following Finals Week. Finals Week ends on a Friday, then the following Sunday students will no longer see the courses on their dashboards in Canvas. If you need submissions or group work saved for continued access (such as for a portfolio) you must do that before that date.
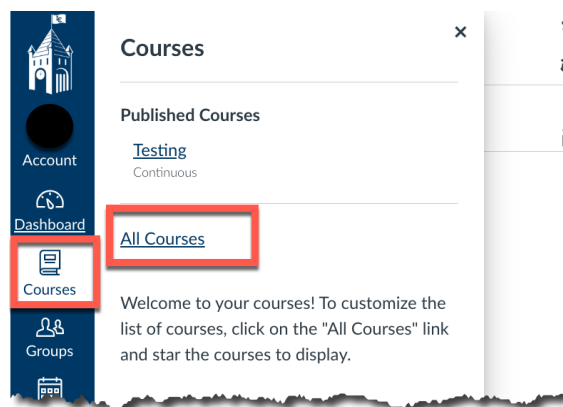
Learn to use Canvas

It is the responsibility of the student to learn how to use Canvas, we're here to help!

All LC State students are enrolled in "Passport to Canvas," which is a self-paced training on how to use Canvas. Passport to Canvas consists of nine modules that guide students through everything they need to know about using Canvas as a student. Participants are taken on a tour around the globe, stopping at each of the Instructure offices to learn another facet of the Canvas platform and some fun facts about each Instructure office.

If you don't see "Passport to Canvas" on your Dashboard when you sign into Canvas, go to "Courses" in the left-hand global navigation menu, then select "All Courses." "Star" the "Passport to Canvas" course to have it display on your Dashboard. If you don't see the course in "All Courses," email eLearning@lcsc.edu to be enrolled.
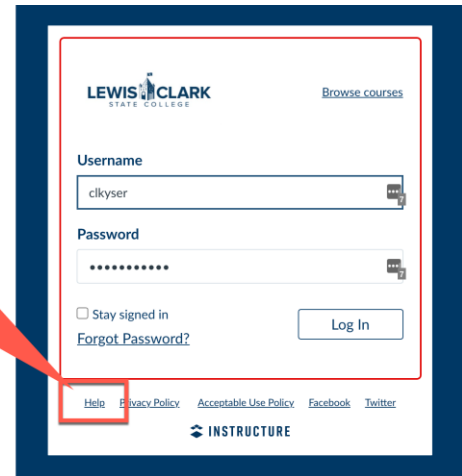
Canvas Technical Support / Help

Canvas Help is available 24/7 and is available online or by phone.

You can access the Canvas Help in two places. First, on the LC State sign in page for Canvas, the Help link is located below the login area.

The second way to access Canvas Help is by clicking on "Help" in the Global Navigation on the left-hand side of Canvas.
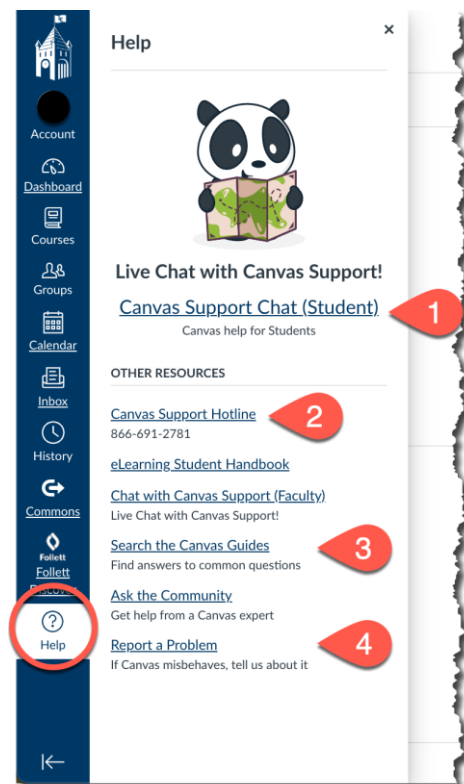
From the Help link in Canvas you can:
1. [Chat with Canvas Support](#) – This offers a quick response time via online chat with a Canvas support technician.
2. Call the Canvas Support Hotline (866-691-2781)
3. [Search the Canvas Guides](#) – Find answers to common questions.
4. Report a Problem - File a support ticket with Canvas; Canvas support will follow up with you via email.

Help for Video Conferencing
LC State IT supports Zoom in Canvas for video conferencing. If you need technical assistance, contact:
- IT Helpdesk at helpdesk@lcsc.edu or call (208) 792-2231

Help for Respondus LockDown Browser (+Monitor)
Contact Respondus directly for support regarding Respondus LockDown Browser. Visit the [Respondus Student Help page](https://web.respondus.com/student-help/) (Full URL: https://web.respondus.com/student-help/) to start a live chat or submit a ticket. eLearning Services and LC State IT Helpdesk do not offer technical support for the lockdown browser. The LockDown Browser download link and application are different for each institution. If a course requires this tool, the link should be provided in Canvas. Contact your instructor to obtain the correct download URL if you do not see it in Canvas.

Technology Specifications

There are minimum technology specifications that must be met in order to operate the Canvas LMS and be a successful remote/online student. [Access Canvas's full list of technology requirements](https://community.canvaslms.com/docs/DOC-10720-which-browsers-does-canvas-support) (full URL: https://community.canvaslms.com/docs/DOC-10720-which-browsers-does-canvas-support)

Minimum Specifications

Students must have access to a full desktop/laptop computer operating system.

Technology

Accessing online courses from a tablet or other mobile device is not sufficient to perform certain Canvas functions. LC State has established the following technology recommendations for students taking online courses.

- Internet Connection
  - Consistent, reliable access to a high-speed internet connection is required to successfully participate in remote and online instruction.
  - 1.5 MBps download speed is recommended.
- Hardware
  - 2.4GHz or faster processor
  - 4 GB or higher RAM
  - Webcam with Microphone is strongly recommended
  - Speakers/headphones/earbuds for listening to audio or video
- Operating System Minimum Requirements
  - Windows 10 or newer
  - Mac OS X 10.14 or newer

Important Note

CHROMEBOOKS ARE NOT RECOMMENDED AS YOUR MAIN COMPUTER AT LC STATE. Certain Canvas features and some software programs used by campus departments will not run on the Chromebook operating system.

Web Browsers

Always use the most current version of your preferred browser. Canvas supports the current and first previous major releases of the following browsers:

- Google Chrome (preferred by eLearning Services)
- Mozilla Firefox (preferred by eLearning Services)
- Safari – Apple
- Microsoft Edge

PLEASE NOTE: Canvas no longer supports Internet Explorer - You must use one of the browsers above for Canvas to operate properly.

Using the Canvas App for Coursework

The Canvas Student App allows students access to courses using a mobile device. Students can submit assignments, participate in discussions, view grades, and access course materials. The app also provides access to course calendars, To Do items, and Inbox messages. LC State encourages downloading and use of the Canvas App for Students.

HOWEVER, **online students MUST still have access to a computer**, as certain Canvas features and some software programs used by campus departments won't run on a mobile device.

Software and Apps

eLearning Services encourages the use of the following programs and apps for student success.

Google Suite

LCMail accounts are "Google Apps for Education" accounts with unlimited storage for your personal data. You can sign in to the Google suite of apps using your LCMail address and access your own Google Drive and YouTube account. Learn about the features of the Google-Suite on the Google Features webpage (Full URL: https://gsuite.google.com/features/)

Microsoft Office

LC Students have access to Office 365 for Education, which includes free installation of Word, Excel, PowerPoint, OneNote, and additional classroom tools! LC State IT provides student support for Office 365. Visit the LC State IT Student Page for more information (Full URL: https://www.lcsc.edu/it/for-students).

GIMP

GIMP is an acronym for GNU Image Manipulation Program. It is a free image editing program for resizing, cropping, editing and creating original images. Technical support for GIMP is not provided by LC State IT or eLearning Services. For support, visit GIMP (Full URL: www.gimp.org).

Adobe Scan App

Adobe Scan is a free app that turns your mobile device into a portable PDF "scanner." Use this app to take a picture of a physical document and convert it to a PDF to submit to Canvas or send in an email. Support for Adobe Scan is not provided by LC State IT or eLearning Services. For support, visit Adobe Scan. (Full URL: https://acrobat.adobe.com/us/en/mobile/scanner-app.html).

Microsoft Office Lens App

Office Lens is a free app that turns your mobile device into a portable PDF "scanner." You can use this app to take a picture of a physical document and convert it to a PDF to submit to Canvas or send in an email. Support for Office Lens is not provided by LC State IT or eLearning Services. To learn more about Office Lens, visit Microsoft on the web and search for Office Lens. (Full URL: https://www.microsoft.com/en-us/)

eLearning Services Webpage for Students

The eLearning Services website has a page for Student Information (Full URL: https://www.lcsc.edu/eLearning/student-information).

Information on this page includes the most current version of the eLearning Student Handbook, links to Canvas Support, information about test proctoring, and LC State Policy Information. Additionally, there are links for Student Success Tools.

Proctored Exams

Please visit the LC State Testing Center website (Full URL: https://www.lcsc.edu/testing-center/) for the latest information on the opening of the LC State main campus Testing Center, use of satellite testing centers, and the availability of other remote proctoring options for the semester.

Please note that the use of Respondus LockDown Browser (+Monitor) is on a case-by-case basis per an instructor's discretion and availability of proctoring options due to circumstances. If Respondus is required for your exams, it must be used on a PC or MAC only. Respondus will not operate correctly on a tablet or Chromebook.

Official Grades

Final, official student course grades are posted in WarriorWeb. Grades listed in Canvas may not accurately reflect your final, official grade for a course. The "Grades" tool in Canvas allows instructors to share scores and feedback on assignments, but final grades are ultimately determined by the instructor and submitted to WarriorWeb. Refer to the course syllabus for specific grading information and address all grade-related questions to your instructor.