

e-Learning Services Student Handbook

Summer 2021

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e-Learning Services

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Table of Contents

| | |
|--|-----------|
| <i>e-Learning Services Staff</i> | 3 |
| <i>Role of e-Learning Services</i> | 3 |
| <i>Note about the Summer 2021 Semester and COVID-19</i> | 3 |
| <i>Canvas</i> | 4 |
| What is Canvas? | 4 |
| Accessing Canvas | 4 |
| Login and Password | 5 |
| Canvas App for Students | 5 |
| When do classes become available in Canvas? | 5 |
| Learn to use Canvas | 6 |
| Canvas Technical Support / Help | 7 |
| Help for Video Conferencing | 7 |
| <i>Technology Specifications</i> | 8 |
| Minimum Specifications | 8 |
| Technology | 8 |
| Web Browsers | 9 |
| <i>Software and Apps</i> | 10 |
| Google Suite | 10 |
| Microsoft Office | 10 |
| GIMP | 10 |
| Adobe Scan App | 10 |
| Microsoft Office Lens App | 10 |
| <i>e-Learning Services Webpage for Students</i> | 11 |
| <i>Proctored Exams</i> | 11 |
| <i>Official Grades</i> | 11 |

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Role of e-Learning Services

The e-Learning 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).

Note about the Summer 2021 Semester and COVID-19

You can monitor the COVID 19 situation at the [LC State Coronavirus website](https://www.lcsc.edu/coronavirus) (Full URL: <https://www.lcsc.edu/coronavirus>)

Canvas

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



What is Canvas?

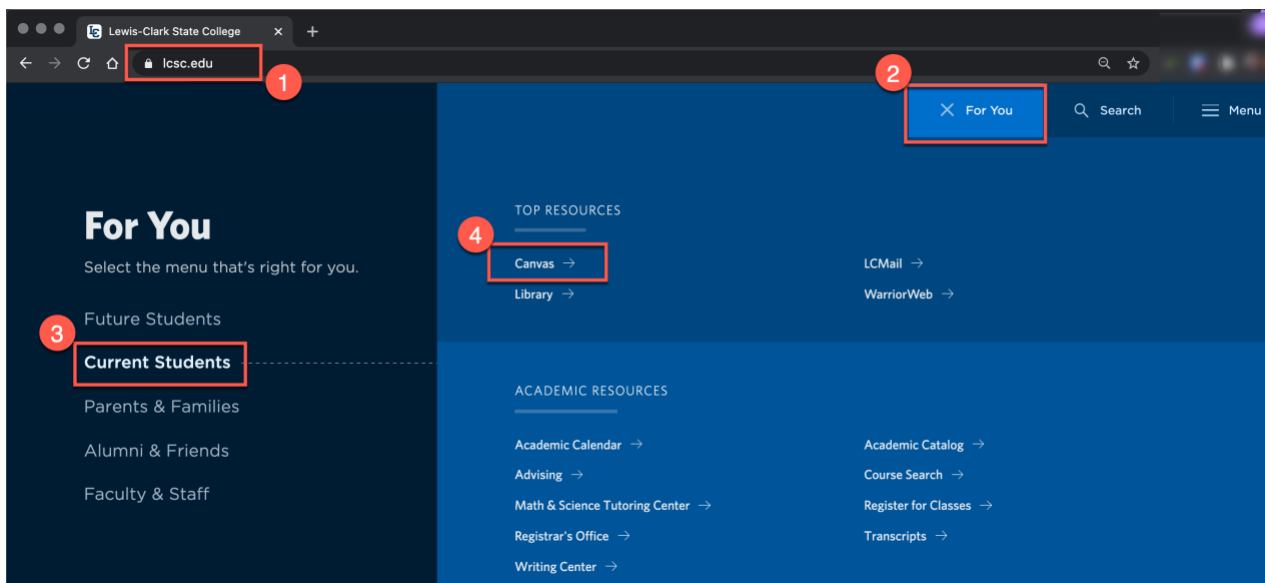
Canvas is an LMS designed by Instructure. An LMS is an application for the administration, documentation, tracking, reporting and delivery of instructional courses. All fully online and hybrid courses at LC State are delivered through Canvas, and all face to face courses have a course space in Canvas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

Accessing Canvas

You can go directly to Canvas by using the URL: lsc.instructure.com.

On the LC State Homepage, there is also a link to access Canvas for current students.

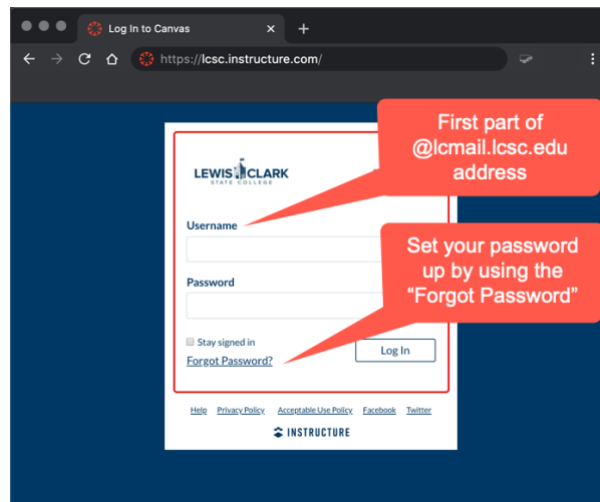
1. Go to the [LC State Homepage](http://www.lcsc.edu) at www.lcsc.edu
2. Click on "For You" in the upper right
3. Select "Current Student" from the left-hand menu
4. Click on Canvas



Login and Password

Your username is your WarriorWeb ID, which is typically the first part of your LCMail (Example: newwarrior). 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](#)

When do classes become available in Canvas?

Canvas courses become available to students on the Friday before the first day of classes.

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.

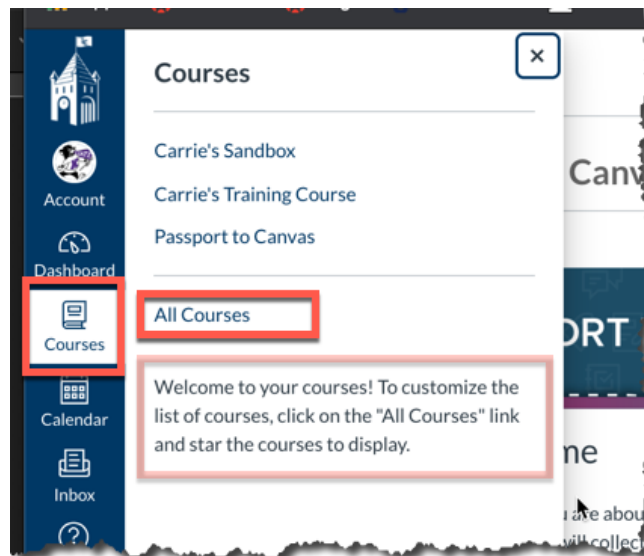
Learn to use Canvas

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 e-learning@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.

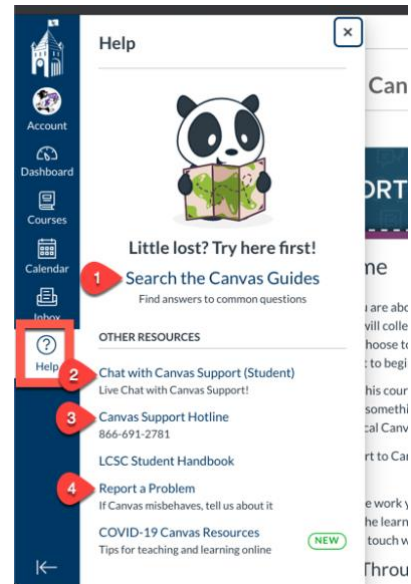
Help link on the login page



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. [Search the Canvas Guides](#) – Find answers to common questions.
2. [Chat with Canvas Support](#) – This offers a quick response time via online chat with a Canvas support technician.
3. Call the Canvas Support Hotline (866-691-2781)
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

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.
- Hardware
 - Webcam with Microphone is strongly recommended
 - Speakers/headphones/earbuds for listening to audio or video
- Operating System Minimum Requirements
 - Windows
 - Windows 10
 - 800-MHz or faster 32-bit (x86) or 64-bit (x64) processor
 - 2 GB of RAM
 - Mac (Apple)
 - Mac OS X 10.8
 - Intel Core™ Duo 1.83GHz or faster processor
 - 2 GB of RAM

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 (ex. Microsoft Office Suite, Respondus LockDown Browser & Monitor).

Using the Canvas App for Students

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.

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
- Mozilla Firefox
- 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.

Software and Apps

e-Learning 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](https://gsuite.google.com/features/) (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](https://www.lcsc.edu/it/for-students) 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 e-Learning Services. For support, [visit GIMP](http://www.gimp.org) (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 e-Learning Services. For support, [visit Adobe Scan](https://acrobat.adobe.com/us/en/mobile/scanner-app.html). (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 e-Learning Services. [To learn more about Office Lens, visit Microsoft on the web](https://www.microsoft.com/en-us/) and search for Office Lens. (Full URL: <https://www.microsoft.com/en-us/>)

e-Learning Services Webpage for Students

The e-Learning Services website has a page for [Student Information](https://www.lcsc.edu/e-learning/student-information) (Full URL: <https://www.lcsc.edu/e-learning/student-information>).

Information on this page includes the most current version of the e-Learning 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](https://www.lcsc.edu/testing-center/) (Full URL: <https://www.lcsc.edu/testing-center/>) for the latest information on the opening of the LC State main campus Testing Center, opening of satellite testing centers, and the availability of other remote proctoring options for the semester.

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.