

# eLearning Services Student Handbook

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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).

## eLearning Services Webpage for Students

The eLearning Services website has a page for [Student Information](https://www.lcsc.edu/elearning/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.

# 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 Single Sign On (SSO) through the [WarriorHub](#) to access Canvas. It is recommended to bookmark this address on your browser.

Go to [WarriorHub](https://www.lcsc.edu/warriorhub) (<https://www.lcsc.edu/warriorhub>) to log in to the Single Sign On portal. After clicking on the “WarriorHub Sign In” the user will need to select/enter the Warrior Student/Staff email that is affiliated with LC State College. Then you will be prompted to enter your student/staff email password.

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### Sign into WarriorHub

Access your LC State systems such as Canvas, WarriorWeb, WarriorMail

WARRIORHUB SIGN IN →

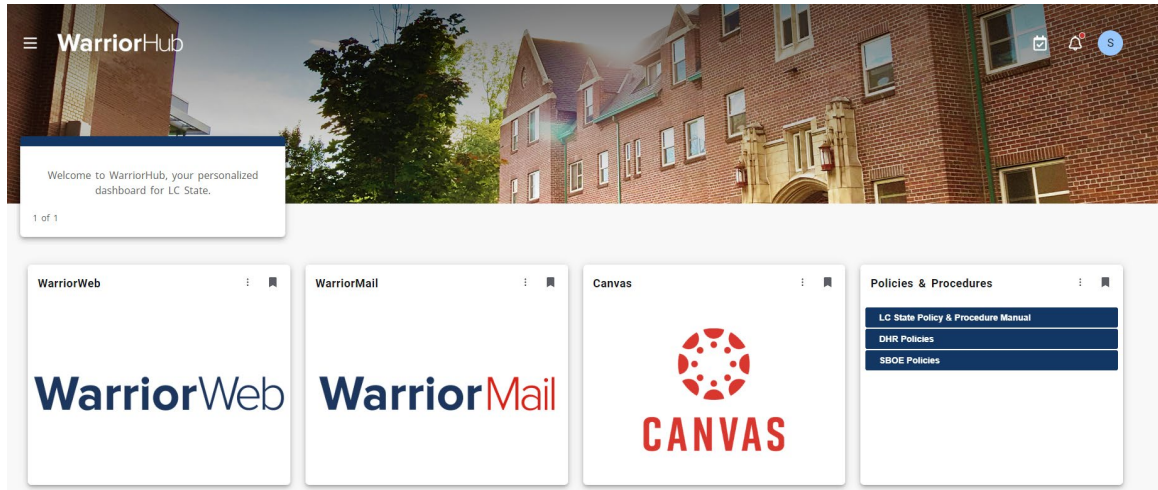
VERIFY YOUR IDENTITY AND RECOVER YOUR USERNAME  
**What's my Username**

USE THE PASSWORD RESET TOOL TO GET BACK IN YOUR ACCOUNT  
**What's my Password**

STEP-BY-STEP INSTRUCTIONS FOR FIRST TIME LOGIN  
**How-To Guide**

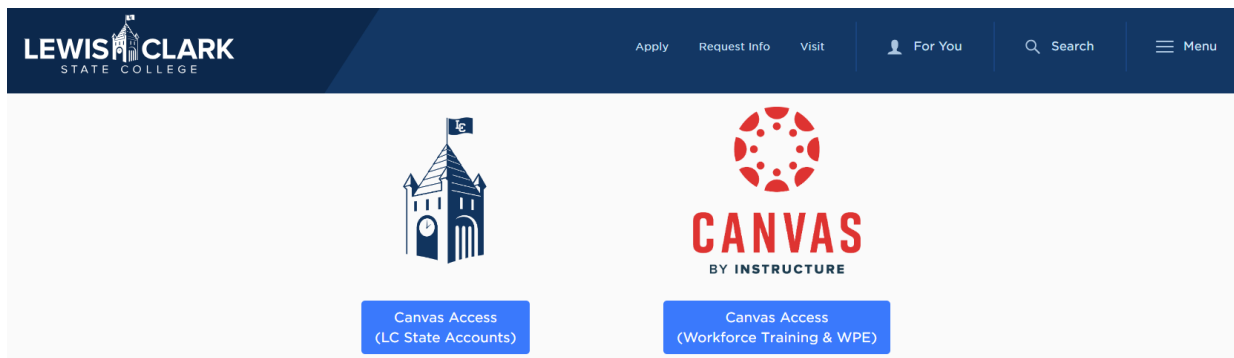
Once your login goes through, click the blue “Get Started” button and follow the prompts to get logged into [WarriorHub](#). Below will be what your dashboard will look like.

If you do not see an application you are needing on your dashboard interface, scroll down and click on the “Discover More” button to find and bookmark (upper right-hand corner of the app) to save it to the dashboard home screen.



## Discovery Page

When you click on the Canvas tile within the WarriorHub, you will be directed to the Discovery Page in which you will either select LC State Access with the clock tower icon or the Canvas Access with the Canvas icon. For Lewis-Clark State College students/staff/faculty, click on the LC State Access option. If you are enrolled in Workforce Training courses or are needing access to the Writing Placement Exam within Canvas, select the WFT/WPE option.



## Login and Password

To locate your username, you will need to access the [WarriorHub](https://www.lcsc.edu/warriorhub) Portal page on LC State's website (<https://www.lcsc.edu/warriorhub>). Click on the square button titled 'What's my Username.' There you will fill out the necessary fields in the form to receive your username information. You should receive an email shortly detailing your username information. For further assistance, contact IT Help Desk by email at [helpdesk@lcsc.edu](mailto:helpdesk@lcsc.edu) or by phone at (208) 792-2231.

To set or change your password, visit the [WarriorHub](https://www.lcsc.edu/warriorhub) Portal page on LC State's website (<https://www.lcsc.edu/warriorhub>). Click on the square button titled 'What's my Password' or 'Log in for the First Time' depending on your situation. Once there, follow the documents instructions. For further assistance, contact IT Help Desk by email at [helpdesk@lcsc.edu](mailto:helpdesk@lcsc.edu) or by phone at (208) 792-2231.

The image shows a screenshot of the WarriorHub sign-in page. At the top, the heading "Sign into WarriorHub" is displayed in a large, bold, dark blue font. Below the heading, a subtitle reads "Access your LC State systems such as Canvas, WarriorWeb, WarriorMail". A prominent button labeled "WARRIORHUB SIGN IN →" is centered on the page. Below this button, there are three dark grey rectangular panels. The first panel on the left is titled "What's my Username" and contains the text "VERIFY YOUR IDENTITY AND RECOVER YOUR USERNAME". The middle panel is titled "What's my Password" and contains the text "USE THE PASSWORD RESET TOOL TO GET BACK IN YOUR ACCOUNT". The third panel on the right is titled "How-To Guide" and contains the text "STEP-BY-STEP INSTRUCTIONS FOR FIRST TIME LOGIN". A red callout box with white text is positioned above the middle and right panels, with two red arrows pointing to the "What's my Password" and "How-To Guide" panels. The callout text reads: "These two buttons are where students/faculty can access their password information based on their circumstances."

## 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.



\*\*When first logging in and clicking 'Finding my School' to select the correct institution to log into, enter "LC State" in the search bar. After that, two options will pop up, LC State SSO or LC State WFT&WPE. If you are an enrolled student at LC State and have an LC State Warrior email, select the LC State SSO as your institution. If you are not assigned an LC State Warrior email, you will need to select LC State WFT (Workforce Training) & WPE (Writing Placement Exam) as your institution.

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 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 your Outlook Calendar. The calendar feed will contain events and assignments from all your Canvas calendars.

- [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.**

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 retrieve that content before that date.

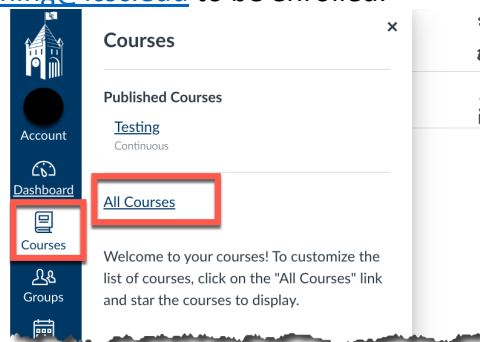
## Learn to use Canvas

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](mailto:eLearning@lcsc.edu) to be enrolled.





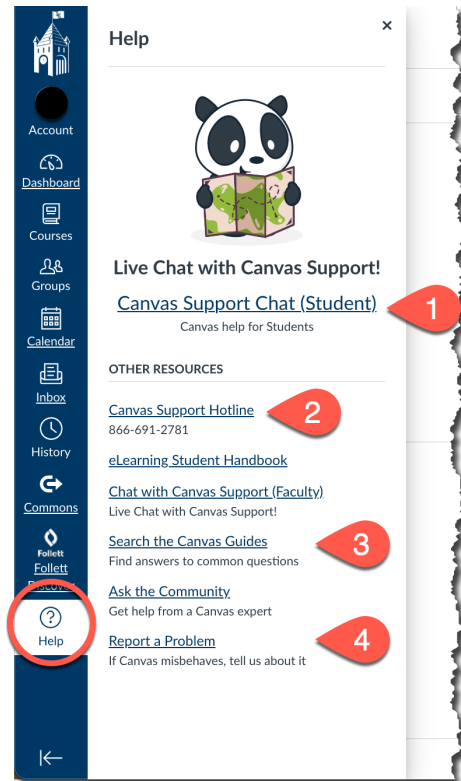
## Canvas Technical Support / Help

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

You can access the Canvas Help 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 Teams in Canvas for video conferencing. If you need technical assistance, contact:

- IT Helpdesk at [helpdesk@lcsc.edu](mailto: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 requirements 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 use of the following programs and apps for student success.

### Artificial Intelligence

Artificial Intelligence (AI) – AI tools and applications (such as Copilot, ChatGPT, etc.) have had a major impact on our professional and educational lives. While AI can be a valuable and convenient tool, it is important students understand that there are appropriate times and situations for its use.

There is no formal policy at LC State for, or against, AI tools in the classroom. This allows faculty to promote or restrict its use to best suit the needs of students and the course learning objectives. If you are unclear how you may use AI tools appropriately in a course, please review your syllabus and consult your instructor. Unauthorized use of AI in a class can be considered plagiarism and is a violation of the [Student Code of Conduct](#), Section 3: Prohibited Conduct.

### Microsoft Office

LC Students have access to Office 365 for Education, which includes use of the web-based versions of Outlook, Word, Excel, PowerPoint, OneNote, and additional classroom tools! LC Students will use their WarriorMail accounts to access these tools. LC State IT provides student support for Office 365. Visit the [Information Technology page](#) for more information (Full URL: <https://www.lcsc.edu/it>).

## 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](http://www.gimp.org) (Full URL: [www.gimp.org](http://www.gimp.org)).

## 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/>)

## 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 hours 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.

## Emergency Notifications

[Warrior Alerts](https://www.lcsc.edu/public-safety/safety-on-campus/warrior-alerts) (Full URL: <https://www.lcsc.edu/public-safety/safety-on-campus/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.