

Helping Students Transition to Canvas

A Guide for Educators

Created by the Academic Commons at Thomas Jefferson University

Many instructors wonder how they can support their student's transition to Canvas. This guide outlines several resources and supports available to students and describes how instructors can integrate support information into their Canvas courses.

Introduction to Canvas for Students Module

- **The Academic Commons made a student-facing Canvas orientation module available in Canvas Commons.**
 - ❖ The Introduction for Canvas for Students module highlights common tasks students may need to complete as part of their coursework.
 - ❖ Instructors can easily insert this module into their courses as a pre-course assignment or optional resource. Detailed below are instructions to including this module:
 - Navigate to **Commons** in the Global Navigation Menu to the far left.
 - Select the **Filter** button in the upper right corner.
 - Select **Modules** then scroll down to the **Shared With** section and select **Jefferson**.
 - Click on the **Introduction to Canvas for Students** module
 - Select the blue **Import/Download** button and follow the prompts to import the module into the appropriate course.

For a walkthrough with step-by-step screenshots, see the [How do I import and view a Commons resource in Canvas?](#) guide.

Templates integrated with support information.

- **Instructional Designers at the Academic Commons can work with instructors, departments, and programs to create home page, Assignment, Discussion, and Quiz templates that include links to support resources for students, putting just in time support at their fingertips.**
 - ❖ Please contact the Academic Commons if you would like to see examples or discuss incorporating support into your course design with an Instructional Designer.
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Canvas Help

- **Jefferson contracted for 24/7 live agent support for all Jefferson community members.**
 - ❖ Call the Canvas Support Hotline: (267) 666-6253

Email: EdTech.Support@lists.jefferson.edu | Phone: 215-503-2830 | Website: academiccommons.jefferson.edu

❖ Chat with live with Canvas support: cases.canvaslms.com/liveagentchat

➤ **Canvas Help Menu**

❖ In addition to the support hotline and live agent chat, the **Help** menu includes links to the Canvas Guides.

❖ Students can use these links to access the complete [Canvas Student Guides](#) and the [Student Video Guides](#).

➤ Canvas Guide: [How do I get help with Canvas as a student?](#)

➤ Visit Jefferson's Canvas website: canvas.jefferson.edu

➤ Campus Specific Support: Available Monday – Friday 8AM – 6PM

❖ Center City: Contact the Academic Commons' Educational Technology Support team at EdTech.Support@lists.jefferson.edu or call (215) 503-2830.

❖ East Falls: Contact the East Falls Help Desk at EFHelpdesk@jefferson.edu or call (215) 951-4648.