CLPCCD Questions for Canvas Demo

Migration from Blackboard to Canvas:
- Who would be responsible for converting courses and course content over from Blackboard to Canvas? Consultants?
- What will the process be if an instructor migrates a course and there is significant "cleanup" to be done?
- How many years' worth of Blackboard sites will be migrated to Canvas?
- Will we still have access to our previous years' sites, since 2003? (Currently restored through Bb archives).

Faculty Training:
- How much faculty support and training for Canvas will be provided by the OEI/Canvas?
  a. What faculty support is offered before the migration to Canvas? Costs?
  b. What faculty support is offered during the migration to Canvas? Costs?
  c. What faculty support is offered after the migration to Canvas? Costs?
- Does the OEI cover the costs to pay faculty for required Canvas training?

Student Training:
- How much student support for Canvas will be provided by the OEI/Canvas?
  o What student support is offered by Canvas? Costs?
  o What student training is offered by Canvas? Costs?

General Canvas / Log in:
- While we'll have a district license for Canvas, is it possible to have separate instances of Canvas for LPC and Chabot? What are the options for multi-college districts? What are some of pros/cons to having separate instances?
- If we did have separate instances of Canvas and students are taking classes from both colleges, would they have only one Canvas account/log-in?
- Will the Usernames/ Passwords remain the same in Canvas as they are currently for Blackboard?
- Will Canvas be able to have single sign-on through our portal "The Zone"?
- What are some of the main differences between Blackboard and Canvas?

Content Management:
- In Canvas, how is course content copied from one site to another? By faculty? By the system administrators?
- Is there a Student Preview mode for instructors to easily view the site from the student perspective?
- Is it possible to import/export the Grade Center to/from Excel?

Communication:
- Is there an option for an instructor to send text messages to students through Canvas?

- When an email is sent through Canvas to a student's Zonemail account, for instance, a copy of the email is kept in Canvas. Conversely, when a student sends an instructor an email through Canvas, a copy of the email also gets kept in Canvas. What's the best way to set this up?

Additional Tools/Functions:
- Is there a plagiarism detection tool provided in Canvas? Currently, we use the Bb-integrated SafeAssign.
- If it is necessary to use Turnitin with Canvas, is it integrated? Costs?
- How do apps (add-ons) work in Canvas? There are lots of apps to choose from, is there any sort of best practices surrounding the use of apps in Canvas?
- How robust are the Canvas mobile apps? Cost?
- Will we be able to use Canvas for non-instructional purposes (i.e. committees, groups, etc.)?

Accessibility:
- How accessible is Canvas, particularly for videos (YouTube) and web conferencing?
- Does Canvas enforce accessibility details like Alt Text for images?
- Does the Grade Center allow for use with Screen Readers?

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System Administrator Questions:
- What type of System Administration support does Canvas provide? Will System Administrator support work the same way as Managed Hosting does? If System Admins have issues they can't solve, what's the process for getting help?
- Will Canvas provide technical support to students and faculty? Is this by phone, email, web form, chat, etc., and is it 24x7? What type of support will the OEI provide? Example: If an instructor calls at 10 pm to say a registered student isn't in the class, will Canvas have the access and ability to push the student into the class through Banner?
- How are system upgrades handled? Maintenance?
- Will we have access to a test server?
- Can we retain the same course site request process (through Banner)?
- How does integration between Banner and Canvas work? How often are courses and enrollments processed and moved into Canvas over?
- In the event that an enrollment is not processed automatically, we currently have the option to manually request the enrollment to be processed from Banner. Will we still be able to do this with Canvas?
- Course naming conventions?
- How is the process of archiving all courses from a given semester handled?
- Will we still be able to restore Bb sites from 2003+ using the Bb archive files?
- How long do courses stay on the system and available to faculty?
- Can System Administrators still "merge" course sites in Canvas?
- What is the process for "unmerging" course sites?

- Can System Administrators manually add faculty and students into course sites as needed? Is there a way to do this, or is everything automated? Currently, we can do this in Bb for online evaluations, students making up incompletes, setting up training courses, etc.
- Can user accounts be manually created and added to courses? One specific example of this need is for Fake Student accounts (not just using Canvas' Student View).
- Does Canvas have the option to Batch Enroll/ Batch Un-enroll users?
- For groups/committees (non-courses): how are these sites created? How is enrollment done for these sites that are not part of our regular enrollment system?
- What are the User roles in Canvas? Does it have a user roll for Support staff? What does that user have access to?
- How can we capture statistics in the system?
- Storage quotas? For institutions? For courses?
- Is there a way for System Administrators to post system-wide announcements?
- Is there a secure survey tool in Canvas to conduct instructor evaluations? How does it work?
- Quotas on number of users in the system?
- Is there a way to email all active students in the system? Currently, we can't do this in Bb because we keep students from past semesters in the system. If there is an announcement specific to active DE students at LPC (like for an annual college survey), it would be nice to be able to send one email to those students...without that email going to past students or Chabot students.
- Will the process be the same for students to change their email address for Canvas? Currently, student email addresses for Blackboard can be updated through Banner/CLASS-Web.
- How will services like tutoring, counseling, proctoring, etc. be integrated into Canvas courses? Aside from just putting links in courses, is there anything else technical that we have to do?

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General OEI Questions:

- Someone from the task force should find out the costs for support, add-ons, and other services and compare them to what we spend on Bb. And will it be up to each college to pay the OEI costs, or will this be paid for by the district?
- What are the costs for the online support services offered by the OEI?
- Does the OEI cover the costs to pay faculty for required Canvas training?
- What are the Parameters for using textbook publisher content? See attached document.