



**Procedural Guidelines for Use and Management of the
Canvas Learning Management System (LMS)**

1. Administrative

a. Access –

- i. Who has access to the Canvas system?
Students, faculty, staff (anyone with a valid DU ID); guests as requested by full-time faculty or administrators for official DU instructional activities.
- ii. Are DU faculty members required to use Canvas?
There is no institutional requirement that instructors use Canvas for face-to-face, web-supported, or online classes, although individual academic units may choose to mandate this. Canvas is DU's only centrally-supported LMS, so its use is encouraged to avoid risks related to stability, technical support, and/or data security that may arise with externally available tools.
- iii. How long before the quarter begins do students gain access to a course?
Course sites are unavailable by default and it is up to the instructor to publish it (i.e., make it available) not more than two weeks prior to the beginning of the term.
- iv. How long past the end of the term do students retain course access?
Course sites will be made unavailable to students not later than one month following the grade submission deadline. Copyright issues preclude extending this, except in special cases (e.g., when a student receives an Incomplete).
- v. How are non-DU individuals (e.g., guest discussants) provided access to a course and when is this access terminated?
Administrator users may add guest accounts to individual classes and accounts remain in the system until deleted. These accounts are created with guest first name, last name, and email address; guests are provided authentication info (username and password) automatically upon account creation. LMS admin's are the only individuals allowed to create guest accounts. Adjunct instructors (or others) not yet in the DU system may be granted a guest account to use until they have access through the normal DU authentication system.
- vi. How is access for administrative oversight provided?
There may be times that a dean or department chair must have access to

an online course site (e.g., in the event of an instructor's illness). The most direct option is to request access from the instructor of record and have him/her contact the OTL, granting permission to access the course site. If this is not an option, the dean may contact the Associate Provost for the Advancement of Teaching and Learning to request access.

- vii. When is user access disabled for faculty/staff who are no longer employed at DU?

As with other DU resources, the LMS may be accessed for 90 days after leaving the university. There may, however, be exceptions to this based on administrative directives.

- viii. Are instructors allowed to add users (manually) to a course site?

Those individuals with Teacher status within Canvas are able to add students, teaching assistants, or others with a valid DU ID to a course site. LMS admins will add users upon written request from the instructor.

- ix. How are "Incompletes" handled?

When an instructor grants an Incomplete for one or more students, the instructor may contact the OTL for assistance creating a new section of the course to be available only to those students.

b. Licensing –

- i. What campus unit pays for the LMS license?

UTS pays for Canvas as a centrally-supported resource (similar to e-mail, for example).

- ii. Who is authorized to decide whether to renew (or not) the license?

Any decision to change from one LMS to another will be discussed by a committee that will then make a recommendation to the Provost for the final decision. This process will not be undertaken lightly and such decisions will involve faculty input.

- iii. Who is the main contact on campus for license questions?

License questions should be directed to the Associate Vice-Chancellor, Technology Services.

- iv. Who decides when DU will adopt a new (updated) version of the LMS?

OTL staff will evaluate possible upgrades and solicit input on the decision from a variety of stakeholders (e.g., UTS, the Canvas Advisory Committee, OTL's Faculty Advisory Board, etc.). System upgrades will be implemented in accordance with quarter/semester schedules to ensure as little disruption as possible. Decisions regarding upgrades rest with the Associate Provost for the Advancement of Teaching and Learning.

- v. Intellectual property – The University of Denver recognizes the intellectual property rights of faculty, staff, and students. The following

guidelines are aligned with those already in place, which can be found at: <http://www.du.edu/intellectualproperty/iprop.html>.

vi. Course Site Ownership:

In accordance with DU policy, the developer of a course site (and associated materials) within the LMS retains sole ownership of these works, *unless*: 1) the creator of such works has signed a work-for-hire agreement specifying otherwise, or 2) the University has provided substantial assistance that is significantly greater than that usually provided. (Library resources, office staff support, computers, network access, and consultation services from the Office of Teaching and Learning are all examples of typical support that would not be considered “substantial assistance.” However, some types of support for developing course materials may constitute “substantial assistance.” For example, a course release or stipend provided specifically for course development may fall into this category.) Any associated materials copyrighted by others and included in the site in accordance with [Fair Use Guidelines](#) are excepted. Ownership of a course site includes the right to create or request an archived copy of the site in digital format.

vii. Jointly-created Materials:

In the event that more than one individual contributes to the creation of a course site, the intellectual property will be jointly owned. DU administrators will not arbitrate issues related to ownership of course materials; therefore, it is assumed that all individuals with Teacher status for a given course (as designated within the Banner system) have rights -- including copyright and intellectual property rights -- to any and all content in that course site, unless otherwise specified, as in the use of materials included in accordance with Fair Use. (See Section 1.d. of these Guidelines for information about the use of works copyrighted by others.)

viii. What is Canvas Commons and how should instructors use this resource?

Commons is a space within Canvas that allows users to find and share resources, including course assignments, discussions, modules, and entire course sites. Instructors can share content on Commons with themselves, with their department, across the University, or with all other Canvas users, worldwide. When sharing to Commons, Teachers can choose from different levels of Creative Commons licenses to determine how others can use these shared resources

(<https://guides.instructure.com/m/4152/1/257499-what-types-of-content-licenses-are-available-in-commons>). Teachers can also choose to import shared resources from Commons into their course sites. *Sharing course*

resources on Commons can inadvertently lead to sharing copyrighted material. For questions about what is appropriate to share, please contact the OTL.

ix. Student Intellectual Property:

Instructors may choose to post student work (or expect students to post their own work) in the course site, assuming that only the instructor, TA's, and other students enrolled in the course may see it. However, students must be informed of this (preferably in writing) at the beginning of the course. If the instructor wants to retain student work in the course site beyond the duration of the term and that work will be visible to others, the instructor must obtain written permission from the student to do so. No evaluative commentary or grade information may be included if the work includes any information that could identify its creator. Students retain all rights to their work, including contributions to a discussion forum, blog, wiki, or other online communication environment. (Sample permission forms and syllabus statements appropriate for these purposes may be obtained from the Office of Teaching and Learning.)

x. System Management Data:

Information regarding LMS performance or usage is considered the property of the University of Denver. Information regarding specific LMS course sites or individual accounts will be held in confidence, although data may be gathered and used in aggregated form by authorized University staff members to improve university services or for professional development activities such as conference presentations and/or scholarly publications.

c. Copyright – While copyright law protects the rights of creators and users of works, the doctrine of Fair Use provides us with the ability to share and advance information, ideas, and images with fewer restrictions. Links to the original sources should be used for publicly available material whenever possible. For any copyrighted materials used in instruction, the following steps should be taken to obtain copyright permissions and/or demonstrate Fair Use.

i. Obtaining Copyright Permissions:

E-reserves should be used for text-based copyrighted content. When requesting material through E-reserves, copyright permissions will be obtained by the library. To request material through E-Reserves, be sure to follow the steps outlined in the Faculty Guide to Reserves. DU CourseMedia should be used to obtain video-based copyrighted content. To request material through CourseMedia, complete the library e-reserve web form at: <http://library.du.edu/services/reserves/index.html> or send email to reserve@du.edu. Images to which the rights are owned by DU or

the individual instructor (through purchase or subscription, e.g. Microsoft Clipart, images purchased from the creator, etc.) do not require citation. For all other images, including open source images, proper citation should always be provided as a demonstration of good faith toward Fair Use. Please refer to the OTL [Guide to Using Images for Instruction](#) for specific examples.

- ii. How are existing copyright policies communicated to faculty and students?

The DU Library maintains a [LibGuide on Copyright and Fair Use](#). There is also a Fair Use policy listed on the DU website at http://www.du.edu/intellectualproperty/fair_use.html.

d. Information Security –

- i. Can I share my Canvas login credentials with someone else?

No. DU's Acceptable Use policy states that "Users who have been authorized to use password-protected accounts may be subject to both civil and criminal liability if they disclose passwords or otherwise make accounts available to others without permission of appropriate system administrators." This policy applies to anyone using the Canvas LMS. (For more information, [see the entire policy here](#).)

- ii. How are grade information and other protected data kept secure?

DU employees are required by law to protect confidential student information, including that found in Canvas (e.g., ID numbers, grade information, course registration, etc.). Only Teachers, TAs, and Canvas Administrators can see grade information for students; guest users are granted student-level privileges. For more information, consult the [FERPA Guide for University of Denver Employees](#).

- iii. What safeguards are in place to prevent students from uploading files that may contain malware or other dangerous code?

The Canvas system automatically scans files and sanitizes code entered into the content editor.

2. Site Management

a. Establishing sites –

- i. When and how are new/empty course shells created?

When the course is assigned a CRN in Banner, it gets a Canvas course shell. Although the shell has been created, the instructor will not have access to it until he or she is listed as the instructor in Banner (this timeline can vary by department).

- ii. Who may create a new course shell?

Admins have the ability to create course shells when necessary, for instance, if a master shell is needed that will not be assigned a CRN.

b. Recycling sites –

- i. Who is responsible for copying or otherwise recycling existing sites for re-use?

Instructors have the ability to copy their content to another Canvas shell, and can also download a file of their Canvas content. The practice of re-using course sites may vary by department; check with the department chair for clarification.

- ii. How long are course sites accessible to owners after the quarter has ended?

Canvas course sites are not archived, but are available indefinitely. Some components are not easily accessible after the term end date (grades, group pages, etc.). Contact the OTL for assistance.

- iii. Who may restore a course site?

If a course is accidentally deleted, admins or Canvas Tier 1 support staff can restore it. There is no guarantee that content, student grades, or other information can be retrieved intact, however.

c. Non-instructional uses of the LMS –

- i. Is the LMS available to faculty/staff for non-instructional use?

Canvas is licensed to support instructional activities at DU. Other uses may be approved on a case-by-case basis by the Associate Provost for the Advancement of Teaching and Learning. Canvas provides a free version of their LMS for uses that do not fit within the DU license.

<http://www.canvaslms.com/try-canvas>

- ii. How frequently are non-instructional sites purged from the active server (if ever)?

These sites will be reviewed annually for possible deletion. Site owners will be contacted prior to deletion.

3. Academic Concerns

a. Training

- i. Who is responsible for training faculty, staff, and/or students to use the LMS?

The Office of Teaching & Learning (OTL) is responsible for training faculty members about how to use the LMS, although some departments may provide supplementary training. The OTL provides quarterly LMS training workshops, maintains a self-paced Canvas Instructor Tutorial, and provides tutorial documents for faculty and staff within its knowledge base. The OTL does not offer in-person LMS training to students but encourages faculty members to share the DU Canvas Student Orientation with their students.

- ii. Do instructors receive training prior to teaching an online course?
Yes, all DU faculty members (with the exception of UC instructors) are expected to complete the Teaching Online Workshop before teaching an online course.
- iii. How is training provided?
The Teaching Online Workshop (TOW) is an intensive 4-week online workshop. The workshop is delivered entirely online and instructors experience online learning first-hand from the student perspective and begin development of their online course as part of the workshop activities, while also learning how to teach in the online environment.
- b. Academic Integrity
 - i. What tools are available that address academic integrity and discourage plagiarism?
VeriCite is an online tool integrated into the Canvas environment that can be used to assess written assignments for originality. While it may be used as a deterrent for plagiarism, the Office of Teaching and Learning strongly encourages its use by students as a tool for review prior to assignment submission to identify and resolve problems with appropriate citation or other issues. More information can be found on the VeriCite FAQ webpage: <http://otl.du.edu/knowledgebase/vericite-help/>
- c. Quality standards
 - i. Are course sites expected to meet specific quality standards?
Yes, online courses are expected to meet the DU-specific Quality Matters standards.
- d. Are course reviews to be conducted according to schedule or prompted by other events?
 - i. Self and peer QM course reviews are conducted at the end of the Teaching Online Workshop. Instructors are encouraged to periodically request a full course review by OTL.
- e. Accessibility
 - i. Is Canvas accessible to those with visual impairments (or other disabilities)?
The Canvas LMS framework is compatible with screen-reader software to accommodate visually-impaired users. However, faculty are strongly encouraged to verify that the content objects they upload into the system (or link to from the course site) are also accessible, including text files, graphics, audio files, and video clips. For more information about identifying or creating accessible instructional materials, contact the Office of Teaching and Learning.

4. Technical Issues

- a. Site size limitations –
 - i. Are size limitations for each course site imposed?
There is a 500MB per course limit. Contact OTL for assistance with large files that may put a course site over this limit.
 - ii. Who monitors course sizes?
The Canvas system automatically monitors file size. Admin users may increase the course quota, if necessary.
 - iii. Are individual files uploaded into the LMS restricted by size?
No. Users will receive warnings about their quota, if applicable. Users are encouraged to use DU CourseMedia (or other repositories) for large media. Contact OTL for assistance with large files.
- b. Tech support –
 - i. How will users get assistance with technical issues?
UTS can help with user authentication and hardware/software problems. Canvas Tier 1 support is available 24/7 via chat, phone, and a ticketing system. Contact Support@Instructure.com or call 855-712-9770. OTL also provides faculty support during normal business hours.
 - ii. Who monitors tech support response times and customer service concerns?
The LMS provider (Instructure) sends out these statistics monthly to system administrators.
- c. Authentication procedures –
 - i. How are users authenticated into the LMS?
Users authenticate via DU ID number/passcode (managed by UTS) or with a guest login.
 - ii. Will an individual user be allowed multiple accounts?
Yes, in the case of student workers, or for troubleshooting purposes.
 - iii. Who will establish additional user accounts?
DU LMS administrators can create additional accounts, if approved. Please contact OTL for assistance.
 - iv. How are security policies (e.g., not sharing login information with others) communicated to LMS users?
Please refer to the UTS Acceptable Use Policy for the most up-to-date information about digital security.
<http://www.du.edu/uts/policies/duaup.html>
- d. Auxiliary/Third-party software use -
 - i. Who will identify, evaluate, and select third-party software that integrates with the LMS?
The OTL assists with identifying account-level integrations with the LMS. UTS is responsible for SIS integration and authentication software.

Faculty members may request that OTL staff evaluate specific software in which they're interested, to determine the viability of adopting those applications.

ii. Who installs third-party software on the LMS?

Account-level plugins and OTL-created applications are installed and managed by OTL. UTS is responsible for enterprise-level integrations such as Banner and LDAP. Instructors may also add applications in their courses via the Canvas App Center. Contact OTL for assistance.

iii. Who pays for third-party software on the LMS?

In addition to paying for the LMS license, UTS pays for most third-party software integrations.

iv. Who tests and maintains third-party software on the LMS?

OTL is responsible for testing and maintenance of third-party software installed at the account level. UTS is responsible for enterprise-level testing and maintenance.

e. System "Down Time" –

i. Unplanned outages: In the event of an unplanned system outage of the

LMS, Canvas Tier One Support can provide specific information and/or an estimated time for system restoration. View the Canvas Status page at <http://status.instructure.com> or call 855-712-9770

ii. Planned outages: Down times for system maintenance, upgrades, etc.

will be announced on the Canvas home page, at a minimum, 3 days in advance. These will be scheduled to avoid high-traffic days/times whenever possible.