Canvas High Level Process

Parent Policies: Information Security, Appropriate Use
Associated Guidance: Gleeson Library Copyright Guide

Contents
1. Scope and Purpose .......................................................................................................................... 1
2. Process and Procedure .................................................................................................................. 1
   2.1 Access ........................................................................................................................................ 1
   2.2 Course Management .................................................................................................................. 2
   2.3 Information Security .................................................................................................................. 4
   2.4 Copyright .................................................................................................................................... 4
   2.5 Intellectual Property .................................................................................................................. 5
3. Applicable Roles, Responsibilities, and Skills ............................................................................ 5
4. Measurement and Metrics ............................................................................................................. 6
5. Continual Improvement .................................................................................................................. 6
6. Resources ......................................................................................................................................... 6

1. Scope and Purpose
This high level process supports the broader Information Security and the Technology Resource Acceptable Use Policies on security and access and provides a set of process and procedural guidelines on the use of the Canvas Learning Management Software within the University of San Francisco (USF). This process applies to all members of the USF community who access, use or manage Canvas.

2. Process and Procedure
Included are statements related to Access, Course Management, Information Security, Copyright, and Intellectual Property Rights.

2.1 Access
Access to the Canvas learning management system, materials, and affiliated online tools will be granted as follows:

   1. Standard User Accounts – All current active USF students, faculty, and full-time staff have a Canvas account automatically generated for them. Access is done via their USF login username and password. Even if these individuals are not involved with a course or...
organization that is currently utilizing Canvas, they may use the tools/features that are course-independent. Canvas is accessible directly from myUSF.

2. **Affiliate Role** – Individuals who are not student, faculty or staff may request an affiliate role which will provide them with access to Canvas. An affiliate role is assigned only to individuals who are working with USF faculty/staff on officially recognized activities on the Canvas system (i.e., those included under the institution’s license for Canvas). These individuals will need a USF Affiliate login account created by HR and may take up to 10 business days to complete. See [https://myusf.usfca.edu/student-life/one-card/affiliate-or-contractor-card](https://myusf.usfca.edu/student-life/one-card/affiliate-or-contractor-card) for details on setting up access.

3. **Student Course Enrollment** – Students will be automatically enrolled in the Canvas course site for which they are officially registered.

4. **Instructors may manually enroll additional USF community members in a course site with the People feature** – **Note:** Students must be officially registered for a course for instructors to assign an official grade for a course.

5. **Canvas Administrative Access** – Canvas Administrators may access a course site, without instructor permission or prior notice, to troubleshoot and review specific student or instructor problems or concerns. Administrators may simulate user views to troubleshoot issues.

6. **Length of Access to Course Site** – All instructional course sites are automatically changed to read-only access for students six weeks after a semester ends. Faculty members have access to their course sites for an unlimited period of time. Faculty may allow students to continue to have write-access to a course site beyond the end of a semester, where extending course access might be necessary for students who are finishing “incompletes” or for the continuation of an online discussion.

7. **Instructor Publishing** – All course sites are created as “unpublished”. The instructor of record for a course has the responsibility for making the course available by publishing it for users.

8. **Alumni:** Same as Standard User Account.

### 2.2 Course Management

Instructure [Canvas](https://www.instructure.com) is a third party cloud platform. USF Canvas course sites are administered locally by USF Canvas Administrative Staff who oversee the day-to-day support and operation of the system.

1. **All courses listed in the USF course schedule will automatically have a Canvas course site for that semester** – Instructors are strongly encouraged to attend an orientation workshop or meet with a USF Canvas staff person to become familiar with the Canvas platform. Workshops provide appropriate online pedagogy and use of the Canvas features and design, as well as constructive teaching ideas and instructional development advice for Canvas course sites. **Reminder:** All Canvas courses will be created as “unpublished.” Only the instructor(s) of record, Designers and TAs have access to an “unpublished” Canvas course site.

2. **Courses are kept indefinitely on the Canvas System.**
3. **Specialty courses** are administrative, academic or portal sites that are created by a Canvas Administrator which are not created through the automated process. The course requester is responsible for course enrollments, availability and maintenance.

4. **Course Copies** - Courses to be used in a future semester may be “recycled” (copied) for use with another course site. Instructors who would like to copy content from a previous semester’s site into their current course site can do so directly in Canvas using the Canvas **Course Copy** Tools. See [http://guides.instructure.com/m/4152/l/57077-how-do-i-import-content-from-another-canvas-course](http://guides.instructure.com/m/4152/l/57077-how-do-i-import-content-from-another-canvas-course). For Canvas course content that exists outside of Canvas, instructors can use the Canvas **Import** tool to import previously exported content into their existing course (see Course Archives section below).

5. **Course Size Limitations** – The default course size limit is 2 GB. Instructors may request reasonable increases of the Canvas Administrator.

6. **Course Archives (saving a copy of a course from Canvas)** - USF does not archive (save) copies of a Canvas course site. Retaining copies of the syllabus, Grade Book and electronic student work is the sole responsibility of the instructor. Instructors may opt to **Export** a Canvas course and save the output file to a computer for portability. The exported course file can be later imported into a new Canvas course site. Explicit steps for creating an archive are outlined at [http://guides.instructure.com/s/2204/m/4152/l/41323-how-do-i-export-a-canvas-course](http://guides.instructure.com/s/2204/m/4152/l/41323-how-do-i-export-a-canvas-course). **Note**: The Canvas Export file does not contain individual student data such as grades, discussion posts and replies, assignment submissions and emails.

7. **Sharing Course Material** – Instructors may elect to share their course content with another faculty member. This may be done two ways: 1) a faculty member may add an instructor to their course with the role of Designer; 2) the faculty member may choose to export their course as a Canvas Export File. Administrators will not copy course sites without written permission (email is sufficient) from the original instructor, program administrator or school dean.

8. **Non-instructional Uses** – The Canvas system is maintained primarily for instructional use (i.e., to support courses offered by USF). Non-instructional sites (for example, co-curricular student organizations, program related sites, etc.) may be requested and will be evaluated on a case-by-case basis. A University sponsor (faculty/staff/student) is required for all non-instructional sites. Requests are made through itshelp@usfca.edu.

9. **Gradebook Information** – The Canvas Online Gradebook is a tool designed for the convenience of students and faculty. Thus, it is not an official record of student grades, nor should it be considered a legally binding record of student grades.

10. **End of Term and Canvas Course Availability** – **Six weeks** after the end of the semester, Canvas Courses will become **read-only** for students. Instructors will still have full access to their course. Concluded courses will appear under the Past Enrollments section of the Course list for each student.

11. **Course Backup** - Instructors who made significant changes to a course may Export course content (excluding student data). Instructure routinely backs-up all Canvas courses.

12. **Course Recovery** - Instructors can email itshelp@usfca.edu to request assistance with restoring a Canvas course. Instructure, the makers of Canvas, may restore a course or
course components to a previous state to retrieve deleted material. This is done on a case-by-case basis and there is no guarantee that deleted content can be recovered.

### 2.3 Information Security

The security of the Canvas learning management system is of paramount importance in maintaining a reliable and trusted resource for instructional materials and tools.

1. **Controlling Access to Student Information** – As with other university records, faculty are advised to ensure care that student information (including, but not limited to, grades, test scores, usernames, or ID numbers) is secured from unauthorized access (See FERPA information at [https://myusf.usfca.edu/onestop/ferpa-information-faculty-staff](https://myusf.usfca.edu/onestop/ferpa-information-faculty-staff). As noted in the Gradebook Information section above, grades should not be posted so that a student sees scores belonging to anyone but the individual student. Granting someone else access to your course as a Teacher or TA will provide privileges that include access to grades. Providing Canvas access as an Observer or Designer would be appropriate if access to grades is not desired.

2. **Email Address Display** – Users can send and receive messages to and from other Canvas users through the Canvas Conversation Messaging system. These messages reside in users’ Canvas Conversation Inbox. By default Canvas users are also notified in their USFCA or DONS email account that they have new messages in their Canvas inbox. However, this destination email address is never displayed to the sender.

3. **Third Party Applications** – Canvas users may choose to have Canvas activity and Student/Instructor notifications sent to their non-Canvas accounts such as Facebook, Twitter, LinkedIn and Skype. However, Canvas does not expose personal information in these accounts.

### 2.4 Copyright

Faculty Instructors are expected to respect the property of others by adhering to copyright law and requesting permission, when appropriate, before using the work of others.

1. **Posting Copyrighted Materials** –Copyright law and Fair Use Guidelines allow faculty to provide limited access to copyrighted materials using the Canvas system. Information regarding these appropriate uses and legal constraints on such uses can be found in the [Gleeson Library's Copyright Guide](https://www.usfca.edu/library/copyright). Instructors are advised to consider the use of online reserves through Gleeson Library.

2. **Linking to External Sites from Canvas** – The Canvas software provides an easy-to-use interface for integrating links to other websites into course materials. Instructors are encouraged to link to other sites, rather than attempting to integrate the desired materials directly into their Canvas course site. This alleviates copyright concerns and also retains the integrity of the materials (and associated links) in their original environment. It is the responsibility of the instructor to confirm that links from Canvas to external sites are viable.
2.5 Intellectual Property
USF recognizes the intellectual property rights of faculty, staff and students. The following guidance is aligned with the Technology Resources Appropriate Use Policy and Gleeson Library's Copyright Guide.

1. Ownerhip of Course Sites – Instructors who create Canvas course sites retain rights to those materials, including the right to request and receive an archived copy of the site in digital format. The instructor of record for a course has the responsibility for making the course available to users, recycling or archiving a course, unless, in writing, he/she authorizes another USF employee to carry out such duties.

2. Student-created Materials on Canvas – Instructors may choose to post student work from a previous semester on the Canvas course site. Students must be informed of this prior to sharing the material. No evaluative commentary or grade information from the instructor may be included with student work if the work includes information identifying its creator.

Students retain all rights to their work. This HLP may also apply to student-posted messages in a Discussion Forum. If an instructor wishes to make it available to a future group of students, the instructor must get written permission from the student(s) prior to sharing any student intellectual property.

3. System Management Data – Information regarding Canvas’ system performance or usage is considered the property of the University of San Francisco. Individual accounts will be held in confidence, although data may be gathered and presented in aggregated form by university staff members (e.g., Ed Tech Advisory Board, FTT, ITS, Library, etc.) for professional development activities, such as conference presentations and/or scholarly/industry publication. Data may be shared with trusted third party integrations in the course of troubleshooting.

3. Applicable Roles, Responsibilities, and Skills
See USF Information Technology Security related Roles & Responsibilities

<table>
<thead>
<tr>
<th>Role in Canvas</th>
<th>Responsibility</th>
<th>Skills/Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas Administrator</td>
<td>Banner Integration, Subaccount maintenance, user issues</td>
<td>Instructure ticket access, Banner INB form access, SQL query, AppWorx access</td>
</tr>
<tr>
<td>Teacher</td>
<td>Facilitates the Canvas course</td>
<td>Add and manage content and course structure, publishes/concludes course, manages student/TA/Observer/Designer access</td>
</tr>
<tr>
<td>Student</td>
<td>Participates in the Canvas course</td>
<td>Upload content for submissions. Communicate via course tools.</td>
</tr>
<tr>
<td>TA</td>
<td>Helps Teacher facilitate course and grades student work</td>
<td>Same as Teacher Role</td>
</tr>
<tr>
<td>Role</td>
<td>Description</td>
<td>Additional Features</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>Private</td>
<td>Same as Student Role</td>
<td>Same as Student Role</td>
</tr>
<tr>
<td>(Can not see other students in the Canvas class.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observer</td>
<td>Observers can view course data but cannot participate in all Canvas areas. Observers may be added to a course to observe course data.</td>
<td>Basic course navigation.</td>
</tr>
<tr>
<td>Designer</td>
<td>Same as Teacher but can not see Student submissions/Grades.</td>
<td>Web design, course and instructional design. Course and site accessibility.</td>
</tr>
</tbody>
</table>

4. Measurement and Metrics
Lagging indicator:

- The number of ServiceNow tickets opened requesting service and/or support related to the procedures outlined in this document: Access, Course Management, Information Security, Copyright, and Intellectual Property Rights. [Assess if user read, understood, was able to perform action, or if procedure needs to be improved.]

5. Continual Improvement
ETS-ITS will review metrics at least annually and look at how this HLP is operating with a view to improve the process and supporting technologies.

6. Resources
- ITS Canvas page for help, FAQs and useful links.
- Information Security Policy
- Technology Resource Appropriate Use Policy
- Educational Technology Services (ETS) Home
- Gleeson Library Copyright Guide
- Information Classification standards
- Roles and Responsibilities
- Standards and Glossary - use the Knowledge Base for security standards, technical controls, and glossary terms.
- ServiceNow ITS knowledge base and procedures library - use Search box to find a specific guide or article.
- ITS Help Desk - use for general IT assistance.