

## Top Instructor Issues

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### Student

- Course content isn't showing up to students
- Students can't submit assignments
- Missing student communication

### Gradebook

- Setting up the gradebook
- Treat ungraded as zero
- Extra credit

### General

- Overall how to get started
- Can't access Canvas
- Can't find course

### Content

- Setting up Quizzes
- Copying in Canvas
- Accidentally deleting things
- Deleting from Modules doesn't remove content

## Top Student Issues

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### Grades/Feedback

- Don't understand course grade
- Can't find Instructor feedback
- Missing Assignments

### Access

- Can't access Canvas
- Can't access course
- Can't access Module
- Can't access course content
- Can't access assignments

### Submitting Assignments

- Submit assignment button missing
- Submit quiz button missing
- Lost discussion post
- Can't post to a discussion

### General

- Overall how to get started
- Trying to do everything via Mobile

Not knowing "X" was added/changed

## Tips for Instructors

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### Grades

- Check gradebook set-up (then check again)
- Check extra credit settings
- Enter zeros for missing work
- Move total column to front of gradebook

### Publishing

- Publish course
- Publish modules
- Check course start/dates
- Publish course content/assignments

### Content

- Check quiz images
- File organization
- Page naming scheme

### Student

- Include course name as part of group names
- Make sure students know where to go for help

## Tips for Students

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### Grades/Feedback

- Double-check once you submit an assignment
- Check Grade page
- Click on grade icons
- What-if grades

### Technology

- Have multiple browsers on your computer
- Don't use IE/Edge

### Submitting Assignments

- Can re-enter quiz if time isn't up
- Copy/save discussion before posting
- Don't rely on "To Do" list or Calendar

### General

- Download the Canvas App
- Customize notifications
- Ask for Help (and know where to ask)

## Tricks for Instructors

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### Recovering/moving things

- Grade history
- Page history
- Undelete
- Move to in Modules & Assignments

### Canvancements – from the Canvas Community

- Change all assignment due dates on 1 page
- Upload rubric to Canvas
- Reorder dashboard course cards
- QuizWiz

### Grading/Gradebook

- Speedgrader sort settings
- Speedgrader keyboard shortcuts
- Mute assignments
- Message students who
- Miscellaneous
- Use question banks to copy questions
- Hack Mastery Paths
- Use requirements/prerequisites to help students monitor their course progress
- Changing color and adding nicknames to course cards