

# HKUST Canvas Instructor Guide

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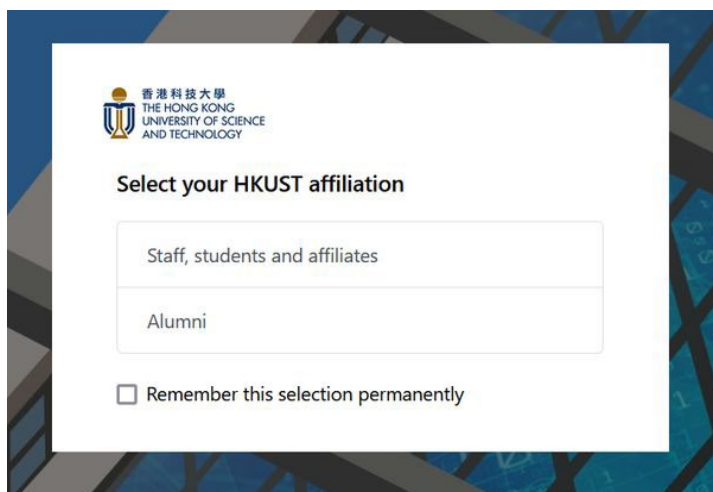
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# 1 Canvas access and interface

## 1.1 How can I log in to Canvas?

- 1) Open a web browser and go to the URL <https://canvas.ust.hk>.
- 2) Select the correct account type and log in with your **primary email address** in *account@ust.hk* or *account@connect.ust.hk* instead of the account name alone and password.



If you are experiencing any difficulties logging in to Canvas with your HKUST account, please contact ITSO's helpdesk via email at [cchelp@ust.hk](mailto:cchelp@ust.hk) or telephone at 2358-6200.

## 1.2 How can I sign up for a course site?

If you want to sign up for a Canvas course site, please fill in the [online application form](#) or email your request to [canvas@ust.hk](mailto:canvas@ust.hk).

Please also see the next point regarding auto-creation of course sites for regular lecture courses [When will the course sites be created?](#)

## 1.3 When will the course sites be created?

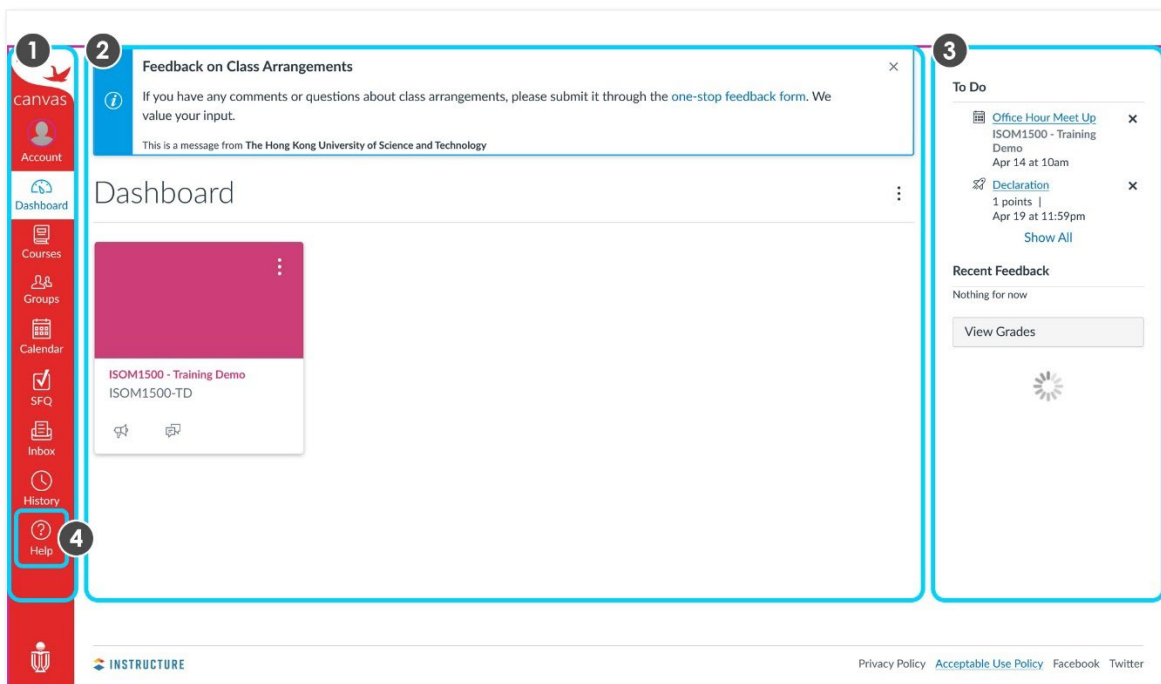
All official regular courses listed under ARO will have course sites automatically generated in Canvas each term once the class details are finalized in SIS. By default, the system creates individual course sites for the lecture (L) sections of each course. If a course does not have lecture sections, course sites will be generated in the following order of priority: laboratory (LA), research (R), and tutorial (T) sections.

If you need a course site to be created before the automatic generation process or require sites for sections that are not created automatically, please submit a request using the [online application form](#). This service is available exclusively to faculty and teaching staff.

## 1.4 What can I see and do after I log in to Canvas?

The landing page after login is called the Dashboard. The User Dashboard is a summary page of what is happening in **all your courses**. It allows you to see recent activities across the different courses and figure out what to do next. You can return to your User Dashboard at any time by clicking on the **Canvas** logo at the top left of the page.

The User Dashboard consists of four main elements:



- 1) **Global Navigation** - provides you with quick access to your Courses, Groups, Calendar, SFQ, and Inbox. Global Navigation also appears on the left of every page in Canvas. You can click the arrow on the bottom to collapse/expand it. [Read more...](#)
- 2) **The Course cards** - by default courses will show as Card View on the Dashboard under two sections, **Published Courses**, and **Unpublished courses**. Each card view includes up to four tabs, which represent the four main Canvas features for student course activity: Announcements, Assignments, Discussions, and Files. These tabs mimic visibility and order in Course Navigation, so for instance, if an instructor hides the Announcements link, the Announcements tab will not display under the course activities. If the tabs are visible, Discussions and Announcements indicate the number of new activity items in the course. [Read more...](#)
- 3) **Sidebar** - helps you see what needs your attention across all your courses. It can contain sections such as To Do, Coming Up, View Grades, and SFQ.
- 4) **Help** - access a list of the guides for Canvas and ways you can seek further help.

## 1.5 How do I view my courses?

To access your courses, navigate to the **Courses** icon in the left Global Navigation menu of your Canvas page. Select the desired course from the drop-down list. If you do not find your course in the short menu, click on **"All Courses"** for the complete list. [Read more ...](#)

## 1.6 How do I customize my Course list?

If you are enrolled in a certain number of Canvas courses, you have the option to customize which courses you want to display as favorites on your Course list or Dashboard. By marking a course as a favorite using the star icon on the course list page, you can prioritize the courses you want to see. When no courses are marked as favorites, the course list automatically shows up to 20 active courses alphabetically. However, once you have selected at least one course as a favorite, only those favored courses will be displayed. [Read more ...](#)

## 1.7 What are the browser and computer requirements for Canvas?

Canvas is designed for extensive compatibility and straightforward requirements. To achieve the best performance, it is advised to use Canvas on the most recent or preceding major versions of Chrome, Firefox, Edge, or Safari. Canvas, being built on web standards, is compatible with Windows, Mac, Linux, iOS, Android, and other devices equipped with modern web browsers.

For Canvas to function effectively, ensure your operating system supports the latest compatible web browsers. It is essential to keep your computer's operating system up to date with the latest recommended security updates and upgrades. [Learn more about the browser and computer requirements >>](#)

## 1.8 Will Canvas work on my mobile device?

Certainly. You can access Canvas on your mobile device using any mobile browser or through the Canvas Teacher app developed by Instructure. When launching the Canvas Teacher app for the first time, search for the **HKUST** Canvas site by entering "canvas.ust.hk" and log in using your HKUST ITSC account credentials. Please note that certain Canvas features may not be fully available on the mobile app, depending on your device. [Read more...](#)

## 1.9 Unable to locate a course you previously taught in Canvas?

Once a course has concluded, it will transition into a read-only archived status, accessible under the "Past Enrollments" section within the Course > All Courses page. In this archived state, all users, including instructors, TAs, and students, can only view course materials and grades. However, they are unable to engage in any activities such as submitting assignments or modifying course settings.



Past Enrollments					
	Course	Nickname	Term	Enrolled as	Published
☆	Canvas Performance Test		2019-20 SPRING	Student	Yes
☆	CHEM3010 (L1) - Great Ideas in Chemistry		2014-15 SPRING	Course Admin	Yes
☆	FINA5120 (L1,L2) - Corporate Finance		2014-15 FALL	Course Admin	Yes

## 1.10 Can I change my email notification preferences?

Certainly. You can adjust the email notification settings in Canvas. Each notification category offers four options: Notify immediately, Daily summary, Weekly summary and Notifications off. It is advisable to review all notification types and tailor them according to your preferences.

The default settings are universal across all your courses; you can customize settings for individual courses by selecting the specific course from the drop-down menu.

Click [here](#) to explore more about the default notification preferences. Follow [this guide](#) to learn how to modify the default settings.

## 1.11 What to do if I encounter an error when viewing pages saying "Disallowed Key Characters"?

Please kindly update your web browser to the latest version and clear cache of your web browser. Then restart the web browser and see if the problem still occurred. If you using a bookmark to open a specific page in Canvas, try to navigate to that page from the Canvas main page at <https://canvas.ust.hk>.

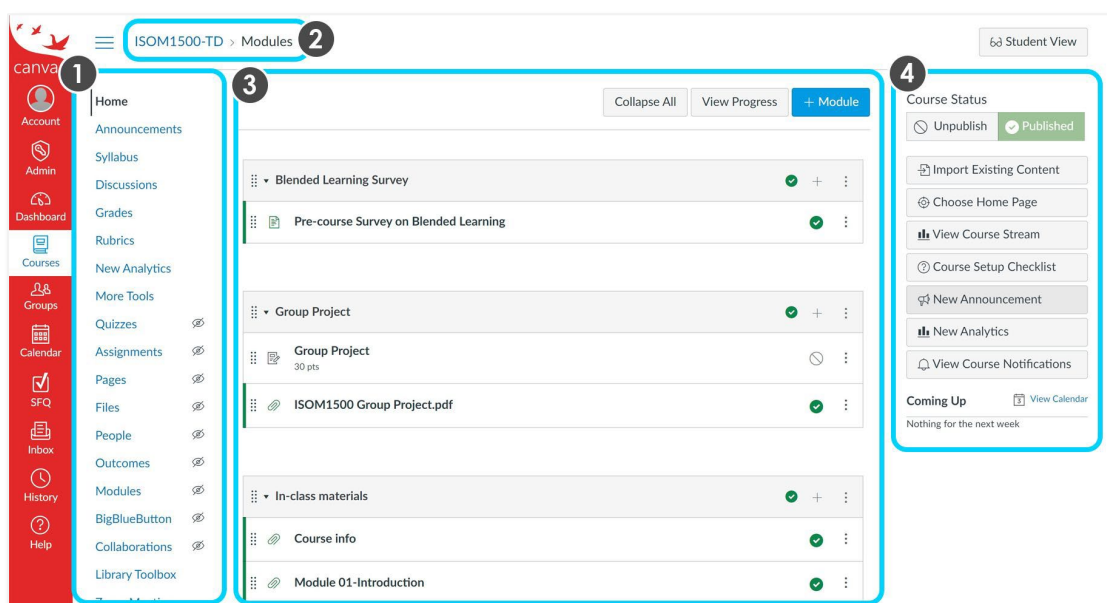
You may follow the instructions below on [how to clear the cache with your web browser](#).

## 2 Setting up your Canvas course site

### 2.1 What is the Course Home Page?

The Course Home Page, is the first page you see after you've selected a course site or clicked the Home link in their Course Navigation. As an instructor, you can customize several areas on this page to create a specific workflow for your students. The Home page contains four main areas:

1. **Course Navigation Menu** – it is a series of links on the left side that help you and your students access different tools within your course. The course navigation menu can be collapsible by clicking on the **Menu** ☰ icon.
2. **Breadcrumbs** – it shows the tool you are in. You can click on the course code to return to Course Home Page.
3. **Content Area** – This area will display the corresponding content while students go through different components within the course. For the default display when first landing, it can be one of five different layouts depending on the instructor's preference (read more below the image).
4. **Sidebar** - The top of the sidebar contains links for managing your course, this includes the Course Analytics tab. Below the course management tabs, you will see some **Coming up** events and due dates as well as **To Do** items if something is waiting for your action.



There are five options to choose from for your Home Page Content Area (3):

- The default is **Modules**, which helps the students navigate through your course contents, we recommend you to select Modules for the home page, if you are using it.
- **Course Activity Stream** which shows the recent activities in the course.
- If you have created a specific page that you want to use as a welcome page, choose the **Pages Front Page** and select that page from a dropdown list. **Note:** you need to create the page first.
- If you are using Canvas mainly for online assessments, select **Assignments List**.
- Alternatively, you can use the **Syllabus** page as the home page.

[Learn more about layout options available on the Course Home Page >>](#) | [Learn more about how to change the Course Home Page >>](#)

## 2.2 How can I manage the Course Navigation menu (left sidebar)?

Initially, all menu items (Announcements, Discussions, Grades, People, etc.) are active in all courses. However, we recommend reorganizing and concealing certain items to streamline the interface for students. Notably, while students may not view these hidden items, instructors and TAs retain visibility and access to them.

To rearrange and selectively hide Navigation items, navigate to the course settings and access the Navigation tab. For further details on this process, [refer to the additional information here](#).

**Please note the following:**

- Menu items cannot be renamed.
- If an item lacks content, it will automatically be hidden from the Student View and display a Visibility icon (crossed eye icon) for teachers and TAs.
- More Tools and PRS Setup are tools developed by UST exclusively for instructors and TAs. Even if enabled on the Navigation menu, students cannot view and access these items. PRS Setup is disabled from the navigation by default.

## 2.3 How do I add TAs or other supporting staff and users to my course?

Canvas automatically syncs the records of officially listed instructors, students, and teaching assistants for each course. However, additional support staff such as IAs, department support personnel, or auditing students must be manually added to the course either by the instructor or by submitting a request to Canvas support.

To request the addition of supporting staff to a course, please send an email to [canvas@ust.hk](mailto:canvas@ust.hk), ensuring the course instructor is copied in the email for acknowledgment.

To add a user to your course:

1. Navigate to the **People** tool in the left menu of your course.
2. You can add user(s) by **Login ID** or **SIS ID** [1].
  - a. Choose the type by selecting the radio button and enter the corresponding user information in the text field [2]:

Enter the **User's full ITSC official email** if selecting "**Login ID**" (aliases are not supported).

Enter the **student ID** if selecting "**SIS ID**."

You can add multiple users simultaneously by separating them with commas or line breaks.

3. Select the role from the **Role** drop-down menu [3]. Common roles in Canvas include Teacher, Course Admin, TA, and Student. *The Course Admin role should be assigned only to departmental staff or IAs involved in user management and general course site maintenance.*
4. Assign a section from the **Section** drop-down menu [4].
5. Optionally, restrict the TA's grading permissions to their section by checking the "Can interact..." checkbox [5].
6. Click the **Next** button [6]. Canvas will verify the account; if confirmed, click the **Add Users** button.

## 2.4 What are the default term start and end day for courses in Canvas?

### The Default Canvas Term Dates

<b>Term Start Date</b>	<b>1 month before</b> HKUST's official term commencement date
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<b>Term End Date</b>	<b>6 weeks after</b> HKUST's official term end date
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Once a course site is created, Teachers, Course Admins, and TAs can always access the course site. After the term start date is reached, students can see **the course title** in the list of courses they are enrolled in, but they can only **access the course site** if the course is published by the Teachers.

The course site **will NOT be published** automatically after the term has started.

## 2.5 What happens to the course after the course end date?

When a course reaches the course end date, the course will be completed and become concluded. In a concluded course, instructors, TAs, and students can no longer participate in the course and the course is archived in a read-only state. Students may be restricted from viewing concluded courses. Instructors or all other supporting roles will no longer be able to update/modify concluded courses.

## 2.6 Can I change the start and end dates for my course?

Yes. You can overwrite the default start and end dates for your course from the course Settings before the course turns into Read-only, in other words, before it reaches the Canvas Term End Date. [Find out how to change the dates >>](#)

**NOTES:** Make sure an End date has been given; **do not leave it blank**, if decided to set a preferred date settings with "Course" selected.

## 2.7 Can I hide my course from students after the course ended?

Yes. You can change student access settings to allow or restrict students from viewing your course before the start date or after the end date. [Find out how to change the dates >>](#)

## 2.8 Can I copy my content from a previous Canvas course?

Yes. Canvas provides a way to copy a whole course or specific content from another Canvas course. You can use this tool when you want to use or repurpose previously created content including course settings, syllabus, assignments, modules, files, pages, and discussions. You can also import and adjust events and due dates.

The function is under course **Settings**, in the right sidebar **Import Content into this Course**. [Find out how to copy a Canvas course >>](#)

**NOTE:** Draft State settings are retained in course imports. If an assignment is unpublished in a course, the assignment will also be unpublished in the content import.

## 2.9 How do I manage a blueprint master course as an instructor?

If you are enrolled in a blueprint course as an instructor, you can sync blueprint content changes to associated courses. Read more about:

[How do I lock course objects in a blueprint course as an instructor?](#)

[How do I sync course content in a blueprint course as an instructor?](#)

[How do I view the sync history for a blueprint course as an instructor?](#)

## 2.10 How do I manage a course associated with a blueprint course as an instructor?

If your content index pages include Blueprint icons, your course is associated with a blueprint course. Blueprint Courses are courses managed as a template and may contain locked objects managed by a Canvas admin, course designer, or other instructors. Locked objects may include attributes for content, points, due dates, and availability dates. Attributes may apply to some or all object types: assignments, discussions, pages, files, and quizzes. Read more about:

[How do I manage content for a course associated with a blueprint course?](#)

[How do I view the blueprint sync information for a course associated with a blueprint course?](#)

## 2.11 Can I preview my course before publishing it?

You can view a course the same way that your students view your course through Student View. Enabling Student View creates a Test Student in your course. You can activate Student View in your Course Settings. With this Test Student, you can see the student's perspective on Canvas. You can preview the course, post and reply to discussions, submit assignments (except assignments using external tools e.g. Turnitin), view grades, pages, and syllabus, view and try out quizzes, etc.

[Read more about how to view your course using Student View >>](#)

## 2.12 How do I publish a course?

By default, Canvas courses are not published, meaning that students will only see the course title but are not able to access the course site yet. Instructors can utilize the time when a course is initially not published to set up their course for the semester.

It is also possible for instructors to unpublish their course sites, which will prevent students from accessing the course. But once your course contains a graded submission, you can no longer unpublish your course.

You can publish your course in the Course Home Page sidebar when the course is ready to launch to students. [Read more about how to publish a course >>](#)

### Please note that:

- Publishing a course will send out invitations right away to any users added to your course manually, or will be sent on the course start date if a specific date has been assigned to the course setting
- Canvas by default has set **Modules** as the **Course Home Page**. If you are not using the Modules in your course, you have to select another layout for the Course Home Page. Learn more about the different layout options for the course home page at [What is the Course Home Page?](#)

### 3 Building up your Canvas course site

#### 3.1 What are the basic features of Canvas??

Canvas is a comprehensive Learning Management System (LMS) with a wide array of features, which can be grouped into four main categories:

1. **Content Delivery:** Modules, Pages, Files, Syllabus, Conferences, Collaborations
2. **Student Assessment:** Assignments, Quizzes, Grades, Discussions
3. **Communication:** Announcements, Conversations, Discussions
4. **Monitoring Participation and Progress:** Course Analytics, Quiz Analytics, People

To enhance learning and usability, we recommend using Modules as the starting point. Modules allow you to organize files, pages, videos, quizzes, assignments, and discussions into a structured sequence. Think of Modules as a table of contents that provides students with a clear, step-by-step learning path to follow. [Learn more about Modules >>](#)

#### 3.2 How do I edit my course Syllabus?

The Syllabus in Canvas makes it easy to communicate to your students exactly what will be required of them throughout the course in chronological order. It contains three main parts: the syllabus description [1], the syllabus table automatically managed by Canvas which will contain all the graded assignments and scheduled events in the course [2], and the sidebar with a calendar and weighted assignment groups [3]. You can also set the syllabus as your course home page.

To edit the Syllabus Description, click **Edit**. [Learn more on how to edit the Syllabus >>](#)

**1 Course Syllabus** [Jump to Today](#) [Edit](#)

Welcome to HIST 101, US History!

[Download Syllabus](#)

This course is a short 5 week review course that covers US History from 1775 to 1791, including the Declaration of Independence, Revolution, Articles of Confederation and the Constitution, and the Bill of Rights. My name is Aren Jurel and I will be your instructor for this course.

The table below contains all the due dates for the course. Throughout the course, you will be engaged in peer interactions on discussion boards and peer reviews, collaborative work in teams, groups, and circles, watching videos, writing, and completing quizzes. The variety of activities should provide you with a wide range of opportunities for learning.

Use the [discussion on course questions](#) if you need explanation of any of the course assignments or activities.

A note on working with others... In this course, you will see that you [may sign up to work with a team, a group, and a circle](#) to edit three different wiki pages. These working organizations will allow you opportunities to work with a variety of people, and will help differentiate between the wiki page assignments. You are expected to work collaboratively within these structures. You may choose your own team, group or circle as the class starts the module in which they are assigned. The wiki page edits are due at the same time as the quiz for the module.

Click the [Modules button](#) on the left menu of the [Home button](#) to get started. Good luck on the course!

Mr. Roberts

**2 Course Summary:**

Date	Details	Due
Thu Aug 22, 2019	<a href="#">Class Reading</a>	to do: 11:59pm
Wed Sep 4, 2019	<a href="#">Bill of Rights Introduction</a>	to do: 11:59pm
Mon Sep 9, 2019	<a href="#">Bill of Rights</a>	to do: 11:59pm
Tue Sep 17, 2019	<a href="#">Bill of Rights Wrapup</a>	to do: 11:59pm

**3** February 2021

31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

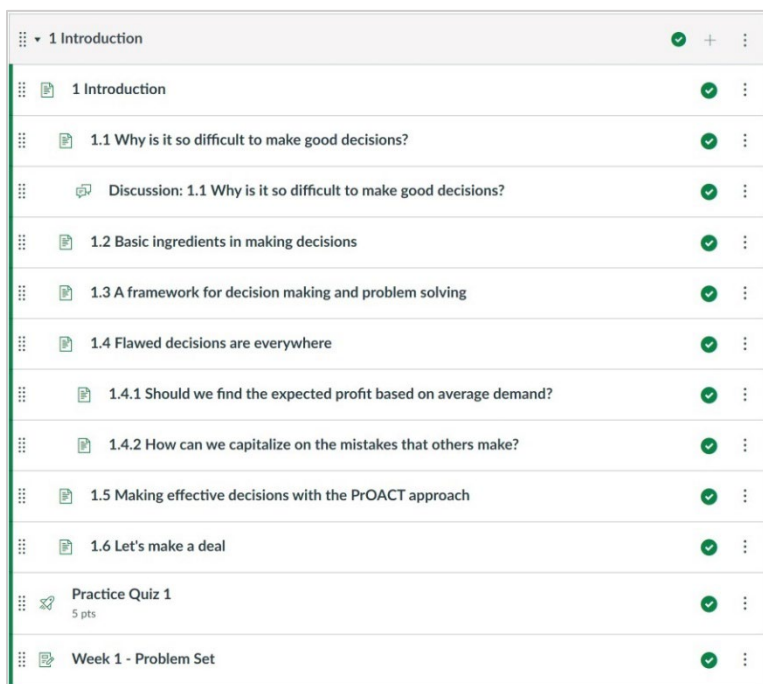
Course assignments are not weighted.

### 3.3 Can I let students who are not enrolled in my course view the Syllabus?

You can customize the visibility of the course Syllabus to the Institution level from the Course level so that students who are not enrolled in your course can view the information about your course on the Syllabus page by sharing the page link. [Learn more on how to make your syllabus open to unerolled students >>](#)

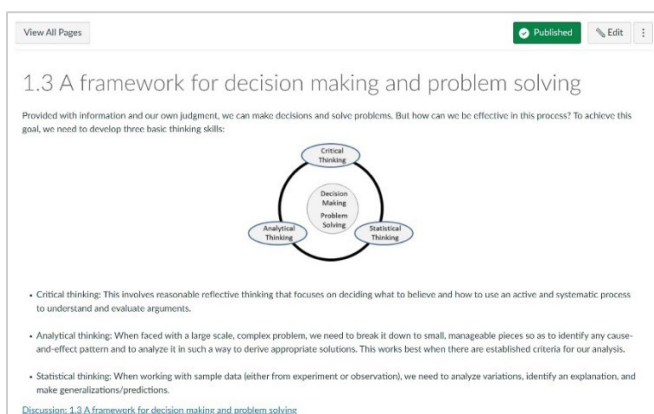
### 3.4 What are Modules for instructors?

Modules can be used to organize course materials such as files, pages, videos, quizzes, assignments, discussions, and others into a sequence. The Modules are something like the table of contents for the course, which provides a clear learning path for your students to follow. Depending on the instructor, modules can be used to organize course content by weeks, lectures, or topics. You can see an image of a sample module with content pages, a discussion, a quiz, and an assignment below. [Learn more about Modules >>](#)



### 3.5 How can I present my course materials to students (readings, ppts, videos, and links)?

You can make use of the tool Pages to combine text, video, files, and links into a single page. This tool also allows embedding and viewing PowerPoint slides, pdf files, and images directly online. This is a good strategy if you have several different resources you want the students to cover on a single topic.



You can create the page directly through Modules or the Pages tool. It can also be added to the Modules to build up the learning sequence for your course.

Pages can also be used as a collaboration tool where you can create class wikis and set specific user access for each page. Canvas keeps the entire history of the page so you can see how it changes over time.

[Learn more about how to create a new page >>](#) | [Learn more about Pages >>](#)

### 3.6 How do I upload and embed a media file from my computer in the Rich Content Editor?

Using the Rich Content Editor, you can upload and embed media files from your computer. Several features in Canvas support the Rich Content Editor, including Announcements, Assignments, Discussions, Pages, and Quizzes. Canvas allows you to upload [supported media types](#).

Canvas converts files up to 500 MB. If a file exceeds the 500 MB limit, you can host the file through an external source such as YouTube and embed it using the Rich Content Editor.

[Learn More details >>](#)

### 3.7 What can I do with the Assignments tool?

Assignments is a tool that shows all graded assessments in your course, including assignments, graded quizzes, and graded discussions. It will also display the deadlines and the points awarded for each type of assessment.

This tool allows you to create new Assignments. You can also use it to create different groups of assignments and you can adjust the weight you give to each assignment group. Assignments can be assigned to everyone in the course or different sections.

**Please note** that if you create an assignment with this tool, it does not appear automatically in your Modules sequence. Thus if you are using Modules to organize the content of your course, it is best to create the assignment directly through the tool Modules. [Learn more about Assignments >>](#)

### 3.8 How do I create an online assignment for students?

There are two main ways you can create an assignment for students.

- 1) Create an assignment placeholder, also known as shell, in your learning sequence **Modules** and then edit the placeholder to add instructions, type, settings, and due dates. [Learn more >>](#)
- 2) If you are not using Modules to present the content to the students, then you can use the Assignment tool in the navigation of your course. [Learn more about how to create a new assignment >>](#) or [how to add/edit assignment details >>](#)

### 3.9 How do I add a grading scheme to an assignment?

When you choose to display grades as Letter Grades / GPA scale to an assignment, you will have the option to assign a grading scheme. Learn more about [how to add a grading scheme >>](#)

### 3.10 Can I assign an assignment to an individual student or course section or group?

When creating or editing an assignment, instructors can specify whether the assignment should be for everyone in the course, for specific sections, for a specific group if groups are created, or for individual students. Availability date functionality is still available for each assignment.

When using differentiated assignments with the Gradebook, the assignment appears as a column for all students, but grade cells are greyed out for students who have not been included in the assignment. Grades cannot be assigned for students who have not been included in the assignment, and assignments that are not assigned to a student are not factored into overall grades.

On the student grades page, students can only view assignments that are assigned to them, either individually or as part of a course or section.

[Learn more about how to assign an assignment to an individual student or section >>](#)

### 3.11 What is the Canvas Plagiarism Framework?

The Turnitin integration, known as the **Canvas Plagiarism Framework**, is incorporated into our HKUST Canvas environment. This integration offers enhanced features such as plagiarism checking for group assignments and the ability to provide feedback using Canvas rubrics. It also simplifies the process of setting up Turnitin checking within assignments.

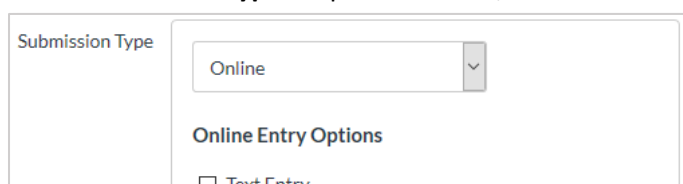
When creating an assignment in Canvas, simply select “Text Entry” or “File Uploads” as the submission type. The option for “Plagiarism Review” will then automatically appear. After selecting Turnitin from the dropdown menu, additional settings such as “Store submissions in:”, “Compare submissions against:”, and other report options will be available for you to configure the Turnitin parameters. You can refer to the next topic for more details.

For more information on the Canvas Plagiarism Framework, click here to view [Canvas Plagiarism Framework guides](#).

### 3.12 How to add Turnitin checking to an assignment?

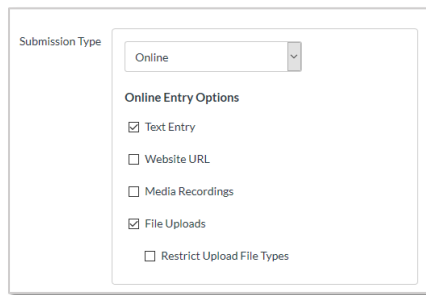
To add Turnitin checking to an assignment, first you create an assignment in Canvas as usual.

1. Complete the settings for the Title, Description, Points, Assignment Group, and Grades Format.  
Notes: Students can now submit group work for Turnitin checking through the Canvas Plagiarism Framework; each student in a group will receive an individual similarity score.
2. In the **Submission Type** drop-down menu, select **Online**.



The screenshot shows a form field labeled "Submission Type". A dropdown menu is open, displaying "Online" as the selected option. Below the dropdown, the text "Online Entry Options" is visible, followed by a checkbox labeled "Text Entry".

3. Under **Online Entry Options**, check **Text entry** or **File Uploads**. Either of these options will activate the **Plagiarism Review** settings.

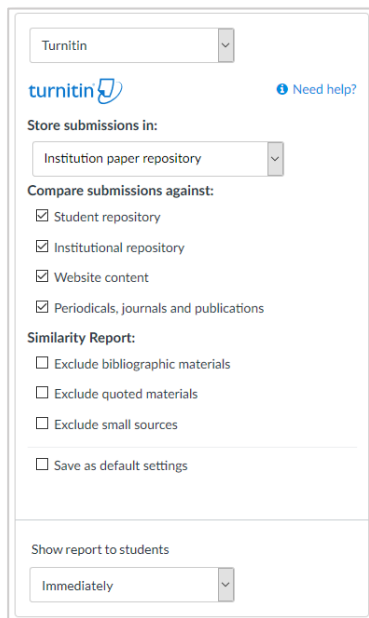


Submission Type: Online

Online Entry Options

- ☒ Text Entry
- ☐ Website URL
- ☐ Media Recordings
- ☒ File Uploads
- ☐ Restrict Upload File Types

4. Select **Turnitin** from the **Plagiarism Review** drop-down menu.
5. Configure the following Turnitin settings:



Turnitin

turnitin [Need help?](#)

Store submissions in:

Institution paper repository

Compare submissions against:

- ☒ Student repository
- ☒ Institutional repository
- ☒ Website content
- ☒ Periodicals, journals and publications

Similarity Report:

- ☐ Exclude bibliographic materials
- ☐ Exclude quoted materials
- ☐ Exclude small sources
- ☐ Save as default settings

Show report to students

Immediately

- **Store submissions in:**
  - **Standard paper repository** – Will check students’ submissions against student papers from other institutions.
  - **Institution paper repository** – This repository is only accessible to HKUST users. The system will check students’ submissions against other HKUST student papers stored in this repository. With this setting enabled, if an HKUST student submission matches a paper of a student from another institution, Turnitin will not notify you of this match.
  - **Do not store the submitted papers** – A Similarity Report will still be generated for paper submissions, but your students' submissions will not be stored in the Turnitin standard paper repository or the institution's paper repository for future comparison. (Use this option for testing the Turnitin feature.)
- **Compare submissions against:**  
Check all four boxes for optimal originality checking.
- **Similarity Report:**  
We suggest users keep all these settings unchecked. This means the reports will include as many matches as possible. The “exclude” settings can be turned on while reading the report.
- **Show report to students:**  
Select the option that suits your needs.
  - **Immediately**  
Students will be able to see the Similarity Report as soon as they submit their assignments to Canvas.

- **After the assignment is graded**

Students will be able to see the Similarity Report as soon as their assignments have been graded in Canvas.

- **After the due date**

Students will be able to see the Similarity Report as soon as the assignment is due.

- **Never**

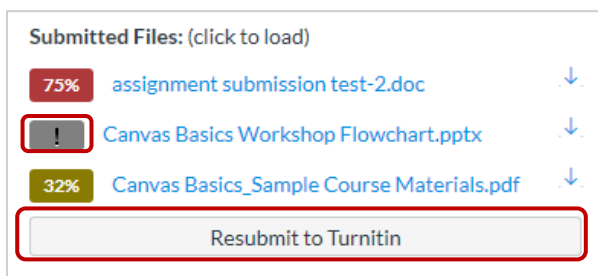
The Similarity Report will only be available to instructors but not the students.

6. Continue to set up the rest of the assignment settings, such as the **Assign to** and date options as usual.

**Notes:** If the assignment has multiple due dates, **make sure you create an additional due date option with 'Everyone else' selected.** This will cover everyone with a collusion check on that additional due date.

7. Select **Save** to save the assignment. Select **Save & Publish** to publish this assignment.

**Notes:** If the system kept failing to generate a Similarity Report in Gradebook, you will see a “!” at the Similarity Score icon. You can select **Resubmit to Turnitin** in the SpeedGrader. This will force the system to generate the Similarity Report again.



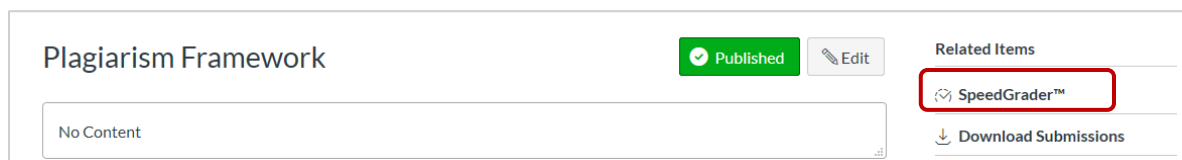
Click here to learn more about [how to create an assignment with Turnitin checking using Canvas Plagiarism Framework >>](#)

### 3.13 How to access the originality report and grade a Turnitin assignment?

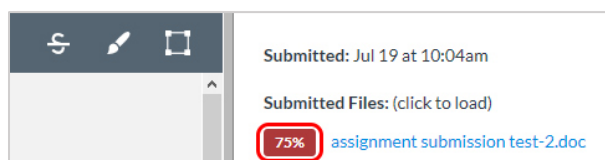
The Originality report can be accessed from the SpeedGrader or Gradebook in Canvas. You can use SpeedGrader to view the originality report and grade just as a normal assignment.

**Notes:** No grades will be auto-synchronized between Turnitin and the Canvas Gradebook. Grades must be input directly in SpeedGrader or Gradebook in Canvas.

- 1) To open the originality report, launch the SpeedGrader of the assignment.



- 2) Click on the similarity score icon to access the originality report.



- 3) Grades and comments can be inserted in the **Assessment** and **Assignment Comments** on the right panel in SpeedGrader.

The screenshot shows a SpeedGrader interface. At the top, there is an 'Assessment' section with a 'Grade out of 100' label and a text input field. Below this is the 'Assignment Comments' section, which includes a text area labeled 'Add a Comment', a 'Submit' button, and a 'Download Submission Comments' link at the bottom.

### 3.14 How to interpret the Turnitin Originality Report

The originality report will present to you an overall percentage of text that matches with other resources. **This overall percentage is only an indication; it is not enough to conclude if a paper is plagiarized or not.**

When you click on the similarity score icon that shows a percentage number, you will see the detailed originality report. It highlights the parts of the student paper that match any of the sources within Turnitin.

There is a chance that a text with the proper citation will also show up in the report as a match. So it is crucial that you look at the details of the paper, not simply review the overall percentage.

Beware also that there are some tricks used by students to fool Turnitin and reduce the matched text. You must review the submitted work with care.

The screenshot shows a Turnitin Originality Report. The top right corner displays a 'Match Overview' with a similarity score of 58%. Below this, a list of matched sources is shown, including 'pandapedia.com' (13%), 'frugivorous.asidefine.c...' (13%), 'www.fu2019.org' (6%), 'Colin A. Chapman, 'Ph...' (4%), 'en.wikipedia.org' (4%), 'dangrthard.com' (3%), 'W. David Kinsling, 'Pro...' (2%), 'www.pustaka.deptan.g...' (1%), '192.38.112.111' (1%), and 'www.courseshero.com' (1%). The main text area shows a student paper with highlighted matches and a 'Feedback Studio' interface on the right.

### 3.15 What is Discussion for Instructors?

Canvas provides an integrated system for class discussions, allowing both instructors and students to start and contribute to as many discussion topics as desired. Discussions can also be created as an assignment for grading purposes (and seamlessly integrated with the Canvas Gradebook), or simply serve as a forum for topical and current events. Discussions can also be created within student groups. [Learn more about Canvas Discussion >>](#)

### 3.16 How do I create a Discussion as an instructor?

You can create discussions directly through Modules or using the Discussion tool in the navigation bar on the left. [Learn more about how to create a new Discussion in Canvas >>](#)

### 3.17 What are Quizzes for instructors?

The Quizzes in Canvas, also referred to as Classic Quizzes, are assessments designed to evaluate student understanding and comprehension of course material. There are four types of quizzes available: graded quizzes, practice quizzes, graded surveys, and ungraded surveys. Quizzes are automatically graded unless they contain open-ended questions.

You can include a variety of question types within a single quiz, such as [Multiple Choice](#), [True/False](#), [Fill-in-the-Blank](#), [Fill-in-Multiple-Blanks](#), [Multiple Answers](#), [Multiple Drop-down](#), [Likert scales](#), [Matching](#), [Numerical Answer](#), [Simple Formula questions](#) (or [with a single variable](#)), [Essay](#) (open-ended questions), and [File Upload](#). Most question types support automatic grading, except for Essay and File Upload questions, which require manual grading. [Learn more about Quizzes >>](#)

- **How do I create a Quiz with individual Questions?**

You can add a quiz through Modules or the Quizzes tool. You can combine many different types of quiz questions into one quiz. [Learn more about how to create a quiz with individual questions >>](#)

- **Is there any limit on the number of questions in each quiz?**

Quizzes in Canvas do not have any limit on the number of questions, but it does have a limit on the Quiz Statistics and SpeedGrader. It will be recommended to keep the total number of questions for each quiz under 100.

- **How do I create a Quiz with a Question Group to randomize quiz questions?**

If you want to randomly draw questions from a pool of questions and display different combinations of questions to each student, you need to create a quiz with Question Groups. This is a good practice if you want to minimize the sharing and copying of answers.

You can create a quiz using one or more question groups (question pools). You can choose the number of questions that should be picked from a group and how many points should be given. Creating a question group randomizes questions within a quiz. [Learn more about creating a randomized quiz with Question Group >>](#)

- **How do I use Question Bank in my course?**

Question Banks are a collection of all of the quiz questions you've created in a course; a sort of database of questions. Question Banks store quiz questions so that you can reuse them across different courses. [Learn more about how to create a Question Bank >>](#)

By default, Question Banks are linked to the course where they were created. However, you can make it available in other courses by bookmarking it.

[Learn more about how to bookmark a question bank in a course >>](#)

[Learn more about how to move/copy a question from one question bank to another >>](#)

[Learn more about how to move multiple questions from one bank to another >>](#)

- **Can I share a Question Bank with other Canvas courses?**

Yes. You can share a Question Bank with several courses with other Instructors/TAs by importing the Questions bank from one course to another. [Learn more about how to import a Question Bank >>](#)

### 3.18 What are New Quizzes for instructors?

New Quizzes is a modern quiz engine integrated with Canvas that offers enhanced functionality and more advanced settings compared to the existing Classic Quizzes. By default, New Quizzes is disabled in our Canvas instance, but you can enable it anytime via **Course Settings > Feature Options**. New Quizzes provides a wider variety of question types along with more detailed and flexible settings for both overall quizzes and individual questions, allowing for greater customization and instructional control. [Learn more about the New Quizzes >>](#)

- [Learn more about how to create a quiz using New Quizzes?](#)
- [Learn more about how to migrate a Canvas quiz to New Quizzes?](#)
- [Learn more about how to manage settings for a quiz in New Quizzes?](#)

### 3.19 What are tips on how to take Quizzes in Canvas successfully?

When students take quizzes in Canvas, it's important that they understand how to navigate the quiz interface, manage their time, and handle technical issues. To help your students prepare, you can share these key points:

#### Before the Quiz:

- **Familiarize with the Canvas Quiz Interface**  
Encourage students to explore how to navigate between questions, use the question list, and flag questions they want to revisit later. Familiarity with these tools helps with effective time management during the quiz. (You can direct students to the official guide: [How to Take a Quiz in Canvas](#))
- **Check Internet Connection and Device**  
Recommend using a stable internet connection on a reliable device such as a laptop or desktop. Advise against using mobile apps for quizzes to avoid connectivity issues.
- **Use a Supported Web Browser**  
Instruct students to use recommended browsers like Chrome or Firefox, ensure their browser is up to date, avoid private/incognito mode, and clear cache or close extra tabs/windows before starting the quiz. (Refer students to: [Browser and Computer Requirements for Canvas](#))
- **Understand Quiz Settings**  
Students should read all quiz instructions carefully, noting time limits, number of attempts allowed, and visibility of answers or feedback.
- **Be Aware of Due Dates and Lock Dates**  
Remind students to take quizzes before the due date and that some quizzes may become inaccessible after the lock date/time.

#### During the Quiz

- **Monitor the Timer Closely**  
Especially for timed quizzes, students should keep an eye on the countdown timer and pace themselves accordingly.
- **Use Navigation Tools Efficiently**  
Encourage use of the question navigator and flagging feature to jump between questions and keep track of those needing review.
- **Avoid Multiple Browser Tabs or Windows**  
Opening multiple tabs or browsers during a quiz may cause technical issues or jeopardize quiz integrity.

- **Submit Carefully**  
Students should ensure they submit the quiz properly and not just navigate away from the page, especially if some questions remain unanswered.
- **Review Answers if Allowed**  
Depending on settings, students may have the option to review their answers after submission and should take advantage of this.

### Additional Tips & Troubleshooting

- **Canvas Tracks Student Activity**  
Students should know that Canvas records their quiz activity, such as page loads and submission times.
- **Reliable Technology**  
Reinforce the importance of using a stable device and internet connection.
- **What to Do If Problems Occur**  
Tell students to contact you or the TA immediately if they experience technical difficulties, such as lost connection or submission errors.
- **Understand Quiz Variations**  
Different quizzes may have various rules (e.g., open/closed book, retake policies), so students should always review quiz details before starting.

## 3.20 What are Files for instructors?

The Files is a tool where you can upload course files, syllabus, readings, or other documents. It is also where you can find already uploaded files through Pages and Modules. Once you have uploaded the files, you can link them to Modules, Assignments, and Pages. You don't need to upload them multiple times.

Files and folders are put in alphabetical order and cannot be rearranged. As an instructor, you can lock the folders so students cannot access your files. We don't recommend you use files for student access to readings because you cannot arrange them in a way that is easy to follow by students. [Learn more about Files >>](#)

## 3.21 How do I use Files as an instructor?

As an instructor, Files allows you to store files (handouts, readings, references, videos, etc.) within Canvas. You can upload one or multiple files, view all details about your files, preview files, publish and unpublished files, set usage rights, and restrict access to files. The files are shared between all instructors/TAs.

[Learn more about how to use Files in Canvas >>](#)

[Learn more about how to move and organize my files >>](#)

## 3.22 How do I restrict files and folders to students in Canvas?

Users can edit permissions for files, including setting the state of the file (published or unpublished), restricting file access to students who have the link, or scheduling availability dates for the files.

[Learn more about how to restrict files and folders to students in Canvas](#)



### 3.23 What are BigBlueButton (Conferences) for instructors?

BigBlueButton (Conferences) is primarily used for virtual lectures, virtual office hours, and student groups. Conferences allow you to broadcast real-time audio, video, and demo applications on your desktop, share presentation slides, or demo any online resources. Currently, the service is provided by a third-party BigBlueButton.

The Conferences tool is part of the group space for students so they can start their conferences without the need for moderation by the instructor/TA.

**Note:** For best performance, Conferences should be limited to 25 users or fewer.

[Learn more about BigBlueButton \(Conferences\) >>](#)

### 3.24 What are Collaborations?

Canvas leverages Google Docs and MS Office 365 to allow multiple users (up to 50 collaborators for Google Docs) to work together on the same document at the same time. Collaborative documents are saved in real-time, meaning a change made by any of its users will be immediately visible to everyone.

The Collaborations tool is part of the group space for students so they can start their documents without the need for moderation by the instructor/TA. [Learn more about Collaborations >>](#)

### 3.25 Fail to sign in to the Collaborations with O365?

If you fail to sign in to the Collaborations in Canvas with your HKUST Office365 account, please follow the steps to [reset the token](#).

### 3.26 Fail to connect Google Drive in Canvas?

If you fail to sign in to the Collaborations in Canvas with your Google account, please follow the [steps to troubleshoot](#).

## 4 Creating and managing Groups on Canvas

### 4.1 How can Canvas facilitate group work?

Canvas allows you to easily group students using one of the three methods:

- 1) manually arranging students into groups;
- 2) randomly assigning students into groups;
- 3) and allowing students to self-sign up for groups.

Canvas also allows you to create different sets of groups (e.g. Discussion groups, Project groups, Lab groups) within the same class. Once the groups are created, Canvas automatically creates a safe online space for each group to collaborate on Canvas with their discussion board, file storage, and announcement board.

Once you have created groups in Canvas, it is very easy to link those groups to assignments and discussions, thus allowing group online submissions.

[Learn more about Groups in Canvas >>](#)

## 4.2 How do I create a new Group Set?

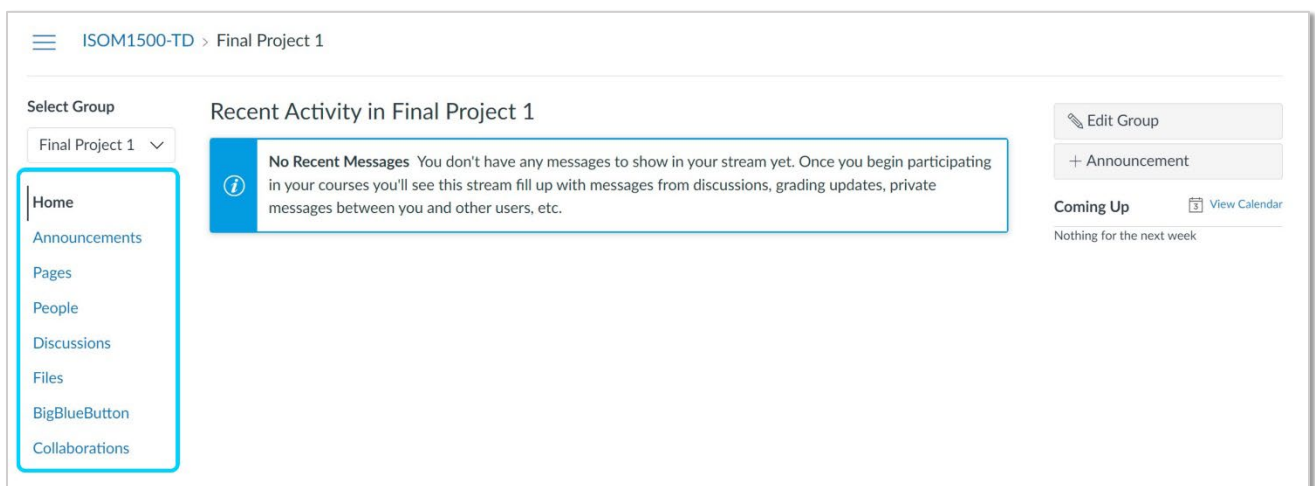
Group Sets hold the different groups within a course. For example, you can have one group set for Group Discussions, another for Group Lab exercises, and a third for Group Project work. Once you have created a group set, you can [manually create groups](#) in the set or [automatically create groups](#) in the set.

[Learn more about how to create a group set >>](#) | [Explore other topics related to managing Groups on Canvas >>](#)

## 4.3 How do I view what students are doing in their groups?

Once groups are created on the course site, the system will automatically create a group homepage for each group. The group homepage can only be accessed by the group members and the course staff (instructors and TAs).

The tools, including the Announcements, Pages, People, Discussions, Files, Conferences, and Collaborations, are available on the Group home page for group members to use.



[Learn more about how to view content and student activity within a group >>](#)

## 4.4 How do I assign an assignment to a course group?

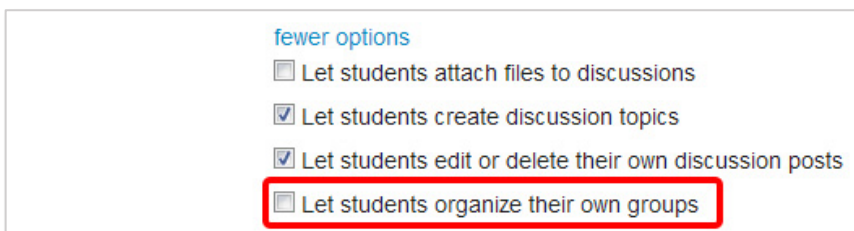
Once you have your Group Set created, you can then create an assignment and assign it to the group set. And each group within the group set that is assigned to the assignment can then submit to the assignment as a group. [Learn more about how to assign an assignment to a course group >>](#)

## 4.5 What are Student Groups on Canvas, and how can I enable or disable student group creation?

By default, Canvas allows students to create their own Student Groups for purposes such as study sessions or assignment discussions. Students can join multiple groups, which will be accessible under the Student Groups tab. They also have full control to manage these groups independently.



However, this feature may cause confusion if you intend to use groups created by instructors or TAs for formal activities. Therefore, the option “Let students organize their own groups” is disabled by default in Course Settings. You can enable it anytime if needed via Course Settings > Course Details, under the "more options".



## 5 Grading your students on Canvas

### 5.1 How do I use SpeedGrader?

SpeedGrader is a tool that makes online grading and feedback on assignments easier. You can find this tool whenever you are looking at any **gradable** and **published** assignments, quizzes, or graded discussions. It is normally located at the top of the right panel of the relevant screen. You can use SpeedGrader to:

- read, evaluate and download student’s submission
- input student grade
- provide feedback as a comment
- provide feedback directly onto the online submissions (pdf, doc, PPT files)
- input and use rubric to grade

**Note:** It is a good practice to mute the assignments before starting to grade students. This way some students will not see their grades before others. See point 5.2 below for more details.

Learn more about [What is SpeedGrader?](#) | [How do I use SpeedGrader?](#) | [More on SpeedGrader](#)

### 5.2 How do I hide the grades from students?

By default, Canvas allows students to see assignment grades as soon as the instructor has graded the assignment. In some cases, instructors may wish to hold student grades until all assignments have been graded, and then release grades to all students at the same time. You can use the **Grade Posting Policy** in Canvas Grades to help archive it.

Canvas courses have an Automatic posting policy by default. When a posting policy is set to **automatically**, grades will be automatically posted to students when they are entered. When a posting policy is set to **manually**, grades must be manually posted to students using the **Post grades** option before they can be viewed.

Grade Posting policies can be set for an entire course and/or individual assignment. Assignment-level posting policies will override the course-level posting policy for that assignment.

Released grades can also be hidden from the students by using the **Hide grades** option. The Hide grades option only hides grades that are already released and currently visible to students. To ensure all future assignment grades are hidden, you will need to use a manual posting policy for the assignment or course.

[Learn more about posting policies in a course >>](#)

### 5.3 How can I post grades with a no-submission assignment?

To enter grades for no submission assignments, e.g. paper-based exams, presentations or participation grades, you will first need to create a “No Submission” or “On Paper” assignment for manual grading.

[Learn more about how to create a no submission assignment >>](#)

### 5.4 How do I use the Gradebook?

The Gradebook helps instructors easily input and distribute grades for students. Grades for each assignment can be calculated as points, percentages, complete or incomplete, pass or fail, GPA scale, and letter grades. Assignments can be organized into groups for weighting as well. You can refer to 5.5 below for more information.

[Learn more about how to use Gradebook >>](#)

### 5.5 How do I weigh the final grade based on Assignment Groups?

Assignment Groups are used to organize assessments into groups and set different weights for each group. For example, a course usually has several different assessments such as online quizzes, group projects, and exams. Each of these assessments contributes a different percentage to the final score. In Canvas, we use Assignment Groups to tell the system how to calculate the score so that each group has a different weight.

[Learn more about how to add Assignment Groups >>](#)

Once you have the groups, click the settings gear icon under the Assignment tool and tick the setting **Weight final grade based on assignment groups**. Then enter the percentage for each group and save.

[Learn more about how to assign the weighting to Assignment Groups >>](#)

### 5.6 How do I exclude an assignment from the course's final grades?

When creating an assignment, instructors have the option to choose if they want to count an assignment toward the final grade or not. This feature allows you to provide feedback for assignments without the assignment counting toward Gradebook calculations.

[Learn more about how to exclude an assignment from the course's final grades >>](#)

### 5.7 How do I export or import grades in Gradebook?

Yes. You can use a CSV file to upload changes to the Gradebook.

[Learn more about how to export the scores from Gradebook >>](#)

[Learn more about how to import changes to Gradebook >>](#)

### 5.8 How do I use the Total column in the Gradebook?

The Total column in the Gradebook displays a running total of all graded assignments in the course, including assignments with hidden grades. By default, the total is hidden from the student's view as sometimes it may not be reflecting the actual official course total grade.

Learn more about:

[How do I use the Total column in the Gradebook?](#)

[How do I hide/show totals in my students' grade summaries?](#)

### 5.9 How do I submit the final total grade from Canvas to SIS?

The Canvas final total grades are always calculated in points, while SIS only accepts the total grade in letter grades. To submit grades from Canvas to SIS, you must first enable and set up the grading scheme in Canvas to align the grade format between the two systems. Once all set, you can find the **Sync to SIS** in Grades, under the **Sync**.

**Notes:** The syncing of grades from Canvas to SIS is not a real-time update and takes time to process, if need an immediate update, please export the grades and import them to SIS directly.

Learn more about:

[How to use grading schemes in your course?](#)

[How to enable a grading scheme?](#)

#### 5.10 How do I view Analytics for my course or a specific student?

Canvas provides onscreen analytics for both course-level and individual students. The Course Analytics shows the overview of the course activity, assignment submissions, grades, and student performance. Student Analytics shows the overall performance of an individual student in the course. You can view analytics in both active and concluded courses.

Learn more about:

[How do I view Course Analytics in a course as an instructor? >>](#)

[How do I view Course Analytics for a student in a course? >>](#)

## 6 Communicating with your students in Canvas

### 6.1 How to make an Announcement?

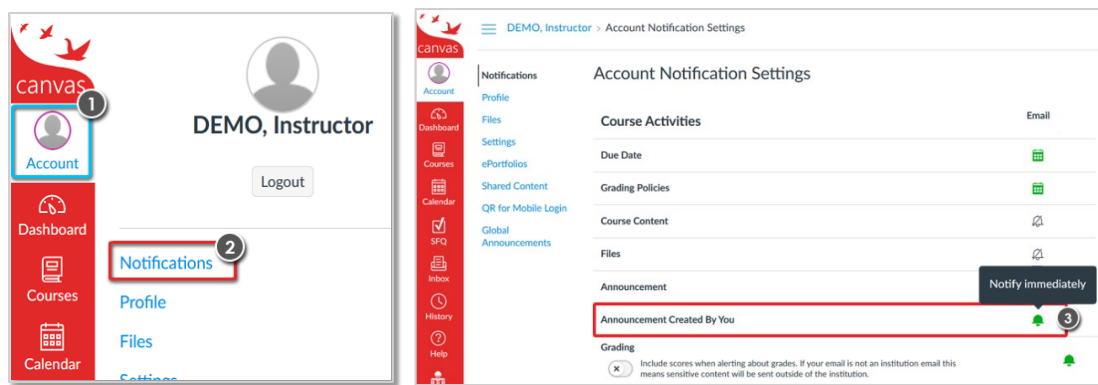
Announcements allow you to communicate with your students about course activities and post interesting course-related topics. As soon as you have created an Announcement, Canvas will notify students through email according to their Notification Preferences.

[Learn more about how to add an announcement >>](#)

[Learn more about announcements in general >>](#)

### 6.2 Why can't I receive an email notification for announcements I've created?

By default, Canvas does not send email notifications to the creator of an Announcement. To change this preference, go to your **Account** (1), then select **Notifications** (2). Update the setting for **Announcement Created By You** (3) to Notify immediately.



If you have already enabled this setting but are still not receiving email notifications, please check your Junk or Spam folder. Additionally, verify whether Push Notifications are enabled on your mobile device, as they may affect notification delivery.

### 6.3 Can I preview my Announcement before releasing it to students?

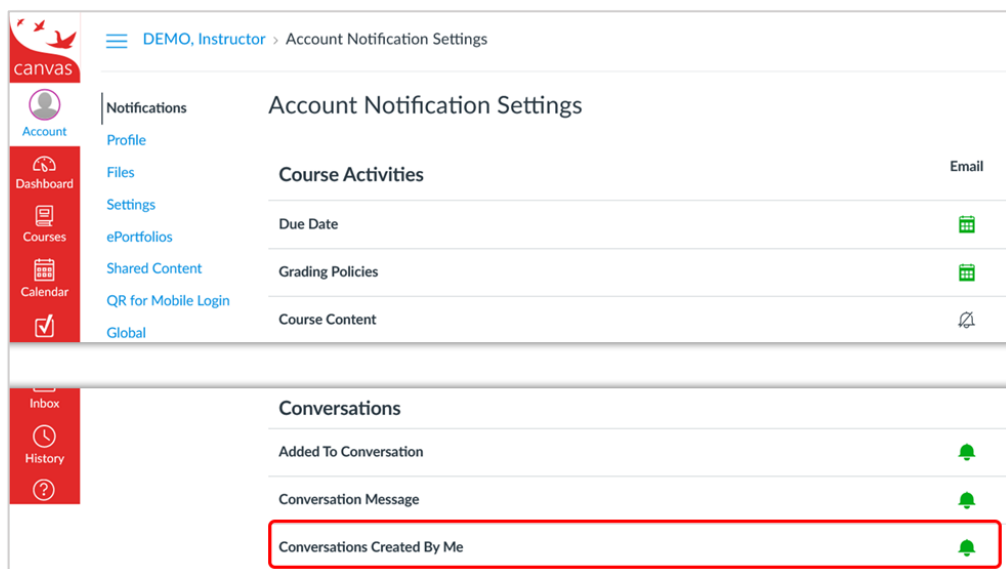
Set the **Available From** date to a future time beyond the current date, then click **Publish**. This way, you and other course staff can view the announcement, but it will not be visible to students yet. When you are ready to release the announcement to students, simply edit the announcement, clear or update the Available From date to the desired release date and time, and **Save** the changes. The announcement will then be posted to students accordingly. [Learn more about how to set the delay posting of an announcement >>](#)

### 6.4 How to send a message to someone in my course?

The **Inbox** is a messaging tool in Canvas. You can use it to communicate with your students easily. The Inbox tool is similar to email, but it does not have as many functions as a normal email (no cc options, no spell-check). Please note that you cannot send messages to users in concluded courses.

To access this tool, click the **Inbox** in the global navigation in Canvas. [Learn more about how to send a message to a user in a course in the Inbox >>](#)

If you want to get an instant email notification on your conversations with the students, make sure to change the setting for the **'Conversations Created By Me'** notifications setting to **Notify me right away**. Follow the steps below.



## 6.5 What is the Calendar for instructors?

The Calendar in Canvas provides a consolidated view of all your courses and groups, displaying assignments and events associated with each. By default, the calendar appears in Month view, but you can switch between Week, Month, or Agenda views to suit your preference. Additionally, you can easily reschedule items by dragging and dropping assignments from one date to another.

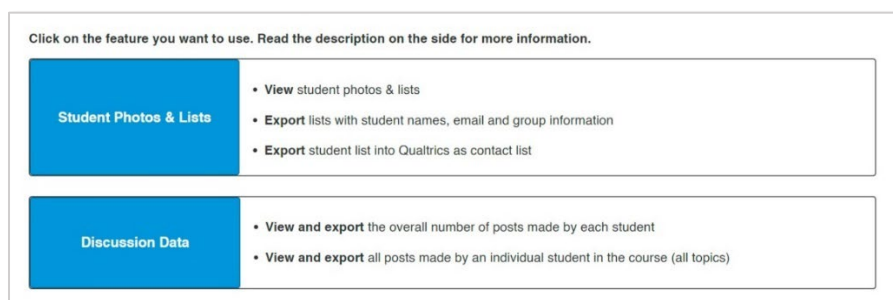
[Learn more on how to use the Calendar >>](#)

[Learn more about how do I add an event to a course calendar>>](#)

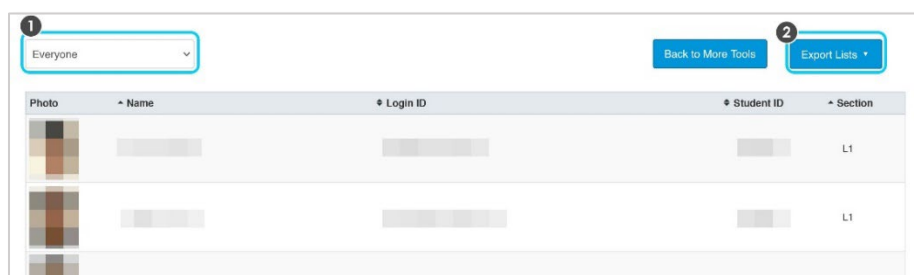
## 7 More tools on Canvas built by HKUST

### 7.1 What can I do with More Tools?

This tool consists of three parts, **Student Photos & Lists**, **Discussion Data**, and **Appointment Group Lists**. Teachers and TAs can access it from the left menu on your Canvas course site.



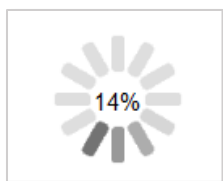
**Student Photos and Lists** allow you to see all the students enrolled in your course with their photos, names, login IDs, student IDs, and section information. The list can also be filtered by section or group set [1]. The tool also allows you to export the lists as a spreadsheet (.csv) file or export the student list from Canvas directly into Qualtrics [2]. To ensure data privacy, the **Student Photos & Lists** tool is only available for teachers and TAs, but not to students. Student photos will not be included in the exported spreadsheet file.



**Discussion Data** gives you an overview of students' participation in the **Discussions** tool. It lists the total number of posts [1] made by each student. You may drill down the details of the posts of each student by clicking on the student. If you prefer to view the data offline, you may export it into a spreadsheet file [2].

Name	Login ID	Student ID	Section	No. of Posts
DEMO, Student	canvasstu1126@ust.hk	canvasstu1126	L1	0
Student, Test	d26f69b0434abddfe7caa45805b8c52bff451f88		L1	0
STUDENTSON, Alice	canvasstu011	2014011	L1	0
STUDENTSON, Hei	canvasstu003	2014003	L1	0
STUDENTSON, Jing	canvasstu010	2014010	L1	0
STUDENTSON, Kevin	canvasstu005	2014005	L1	0

A certain amount of data will be gathered from the database before presenting on the screens, so it would take some time to load when **More Tools**, **Student Photos and Lists**, or **Discussion Data** is clicked. The loading time may vary depending on the class size and the total number of discussion posts. Loading progress will be shown in percentage for your reference (see sample image below).



## 7.2 How can I access SFQ in Canvas?

As the Instructors, you can access the HKUST SFQ through Canvas.

The screenshot shows the Canvas Dashboard for an instructor. The left navigation menu includes links for Account, Dashboard, Courses, Groups, Calendar, **SFQ** (highlighted with a red box), and Inbox. A callout box points to the SFQ link, stating: "You and your students can access SFQ directly from the left navigation menu." Another callout box points to the 'Active SFQ Surveys' section on the right, stating: "When there are active SFQs, you can also see a list of the **Active SFQ Surveys** and their **response rate** from the landing page of Canvas. On the same page under the heading **New SFQ reports**, you can also access the SFQ reports that have been generated for you." A third callout box points to the 'SFQ to complete' section on the right, stating: "On the student side when your SFQ is active, the students will see a link to it on the Canvas landing page under SFQ to complete." The 'To Do' list on the right includes items like 'Grade individual assignment', 'Grade Test entry', and 'Grade Group Assignment Test'. The 'Coming Up' section lists 'Assignment 1' and 'Lecture session'. The 'Active SFQ Surveys (Response rate)' section shows 'ACCT-1010-L2-SQ2 (9.0%)'. The 'New SFQ Reports' section shows 'ACCT-1010-L2-SQ2 (Provisional)'. The 'SFQ to complete' section shows 'ACCT-1010 ends on 18 Mar 2017' and 'BBA-5010 ends on 18 Mar 2017'.

For further enquiry about SFQ, please contact [sfq.survey@ust.hk](mailto:sfq.survey@ust.hk) or call their hotline at 2358-8916 during office hours.

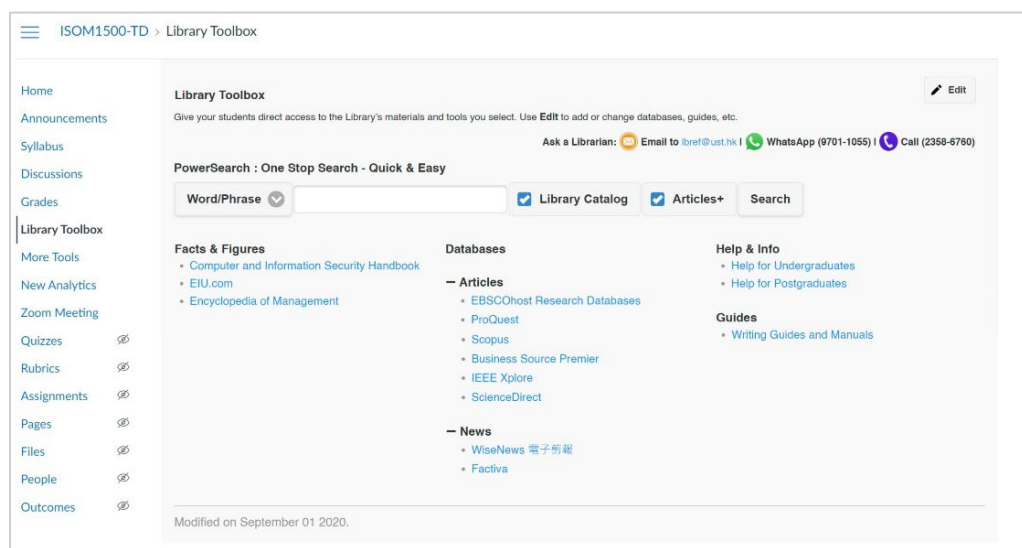
## 7.3 What can I do with the Library Toolbox?

The Library Toolbox is an online tool that is jointly developed by the Library, ITSC, and CEI and is integrated with Canvas. Instructors can easily customize the page linking to the library sources related to the course subject. It includes over 200 resources available to select from, which are divided into 5 main categories:

- **Facts & Figures** - include encyclopedias, dictionaries, handbooks, and databases with statistics or time-series data.
- **Databases** - contain 3 subcategories, namely Articles, Books, and News. Databases that are not of these kinds, such as British Standards Online, Emerald Emerging Market Case Studies, and Naxos Music Library, if selected, are listed above the subcategories.

- **Citation Managers** - include 2 reference management tools: RefWorks (a library-subscribed database) and Zotero (a free online tool).
- **Help & Info** - include Course Reserve (if any), and useful help info for undergraduates and postgraduates.
- **Guides** - include some general education and subject guides that are popular and useful to most HKUST students.

For further enquiry about Library Toolbox, please visit <https://libguides.hkust.edu.hk/friendly.php?s=library-toolbox>, or contact the Librarian through email at [lbref@ust.hk](mailto:lbref@ust.hk) or WhatsApp (9701-1055).



## 8 More help with Canvas

You can get more help with Canvas by using the Help link from the top-right menu in Canvas. The Help link consists of a list of resources to help you with Canvas as follows:

### 8.1 Best practices with Canvas

CEI offers all-season online self-paced courses about the fundamental skills and best practices of using Canvas. [Learn more and enroll now >>](#)

You can also explore the video tutorials created by Canvas via their [YouTube channel >>](#)

### 8.2 Search the Canvas Guides

If you could not locate your answer from this HKUST Instructor Guide, you may try to look up the answer from the up-to-date Instructor guide with step-by-step instructions and snapshots maintained by Canvas. [Go to the Online Canvas Instructor Guide >>](#) You can also always search for an answer about a Canvas feature from the **Help** link in the top right corner, **Search the Canvas Guides**. This link will take you to Canvas Guides, where you can search Canvas documentation for information about features inside of Canvas.

### 8.3 Report problems to our Helpdesk

If you are experiencing problems that have not been addressed by the above mentioned channels of help or if you have any user account-related enquiries, please feel free to contact our Helpdesk at [canvas@ust.hk](mailto:canvas@ust.hk) or call our hotline ☎ 2358-8036 during office hours. (09:00 - 12:45 and 14:00 - 17:30, Mon – Fri)

## 8.4 Where can students get help with Canvas?

Students will also see the Help menu directly through Canvas. You can also direct them to the Canvas Student Guide, which provides help with frequently asked questions. The link is accessible from the Help menu, or through the [web version here](#).

## 8.5 Copyright Information

### Must be "Fair Dealing"

The [Copyright Ordinance of Hong Kong](#) allows instructors and students at non-profit education institutions like HKUST to use copyright works up to a "reasonable amount" for education purposes on the condition that such usage is considered fair dealing as provided in [Section 41A](#) of the Copyright Ordinance. The [Fair Dealing tab](#) of this guide provides more information.

### Uploading content

When uploading the "reasonable amount" for instruction onto an intranet (like Canvas) you must fulfil the following requirements.

1. Acknowledge the source of the material properly;
2. Adopt access controls, such as logins and passwords and disseminate material on a need-to-know basis (i.e. only accessible to a specific group of staff or students for a limited time); and
3. Ensure that the maximum uploading period of the material does not exceed a consecutive period of **12 months**.

### E-Reserve or Coursepack

1. Maybe there is no need for copying or uploading. Consider having the Library make links to material that the university has already purchased via library subscriptions. Or, you might want to need to license the material you wish to assign via a course pack.
2. Read the [E-Reserve & Coursepack](#) tab for details.

### Questions?

Please get in touch with HKUST's representative on the Joint University Librarians Advisory Committee (JULAC) Copyright Committee, Ms Victoria F. Caplan (Extn. 6756; [lbcaplan@ust.hk](mailto:lbcaplan@ust.hk)) if you have further questions. For more copyright-related information, please refer to the [resources provided by the library](#).

## 8.6 Terms of Service Agreement and Privacy Policy for Canvas

By using the HKUST Learning Management System, Canvas, provided by Instructure Inc., users are agreeing to be bound by the terms and conditions. (see <https://ilearn.ust.hk/canvas/canvas-user-agreement/index.html>).

By using Canvas, your use of Canvas is also governed by Instructure's Terms of Use (see <http://www.instructure.com/policies/terms-of-use>) and you are also consenting to the collection and use of information by Instructure according to their Privacy Policy (see <https://www.instructure.com/privacy-security>).