Canvas Support Contact Info

Summary

Use this article to determine who to contact for Canvas related issues, requests, or questions. Specific topics include: CTL contact, Student Course Adds, TA Training Requests and AASL Canvas Contact, Exec Ed Canvas Contact, FSS Canvas Contacts, and Contact for Canvas Shell Requests. Also noted in this article is clarification on Canvas "Admin access" and on other Canvas roles.

Information

-Yale Center for Teaching and Learning (CTL): Connie Wilson is the point person (any tier 2 is a backup) who will work with CTL for updates to the following:

- authorize the access of faculty support staff as Course Supporters and Faculty support staff supervisors at the SOM sub account level to provide access according to the Admin Roles & Permissions Canvas Help Page using the Admin Access Request form provided here
- make decision or recommendation on behalf of the school within the Canvas service
- be informed when changes are made by CTL
- manage external application integration code and processes
- primary point of contact for CTL
- contact information is available on https://ctl.yale.edu/contact

-Student Requests to be added to a course: reach out to the Registrar at somregistrar@yale.edu

-TA Training requests: should be directed to AASL: Kristen Hammar, so that she can add them to the Canvas course for the request.

-Executive Education (ExecEd): Has the ability to create their own courses and add students to those courses. Currently Jaime Willadsen completes these tasks.

-Faculty Support Staff will email SOM IT for all Canvas questions/requests/how-to's and SOM IT will provide information links or funnel to CTL as needed:

- FSS will provide as much clear information as possible when emailing SOM IT regarding Canvas questions or requests.
- Client Services will ask more questions rather than directing staff to Heather and Lacey.

-Canvas Shells: Canvas course shells will be created automatically if they are setup in Banner first. Request should be made through the Registrar's Office.

-Clarification on Canvas “Admin access” and on other Canvas Roles:

- Heather, Lacey, Justine have subaccount admin access with higher elevated privileges. Heather/Lacey/Justine have the ability to add FSS to closed MGT courses. Beth Ann Bretter has subaccount admin access to MGMT courses. There will be no further requests for staff member to have this access.
- All FSS will have Canvas Admin course supporter access. All FSS can add themselves to current MGT courses. This language will be used going forward in HR intake tickets and Client Services will submit the form provided here: https://canvas.yale.edu/requests/admin-access-request to funnel these requests to CTL.
- The instructor, TAs, or Sub-Account admins for the course can add an auditor by following these steps: http://help.canvas.yale.edu/m/55452/1649329-how-do-i-add-users-to-my-course
- All requests to be added to current or closed cross-listed courses must be made through SOMIT.
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