UNIVERSITY OF TEXAS ARLINGTON

White Glove Migration of 'Start Here' and 'Help' Pages

Dear Faculty –

Many of the items that were included in your Blackboard 'Start Here' and 'Help' pages have been consolidated in the Canvas template. To avoid duplication of information and deviation from the consistent 'Getting Started' module, you may see a slightly different look of the information in your 'Start Here' and 'Help' pages when it is migrated into Canvas by White Glove Staff. The details of these template differences is detailed in the screenshots below.

What if you have additional information on your Start Here page that you want to keep? Please be specific in letting White Glove Staff know exactly where they should place this material in the 'Getting Started module in Canvas.

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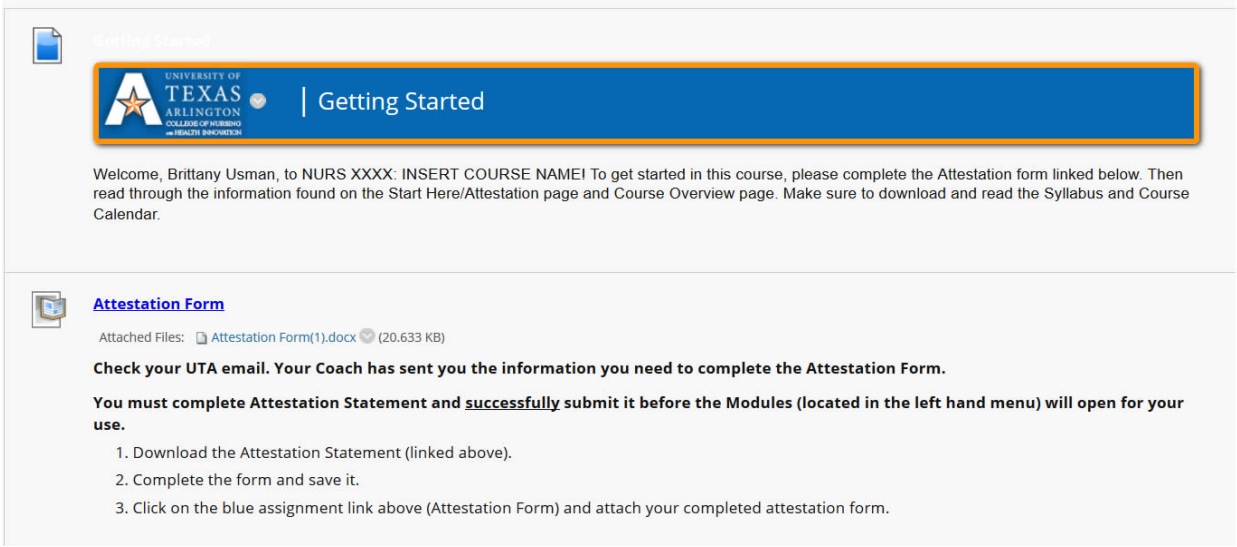
UNIVERSITY OF TEXAS ARLINGTON

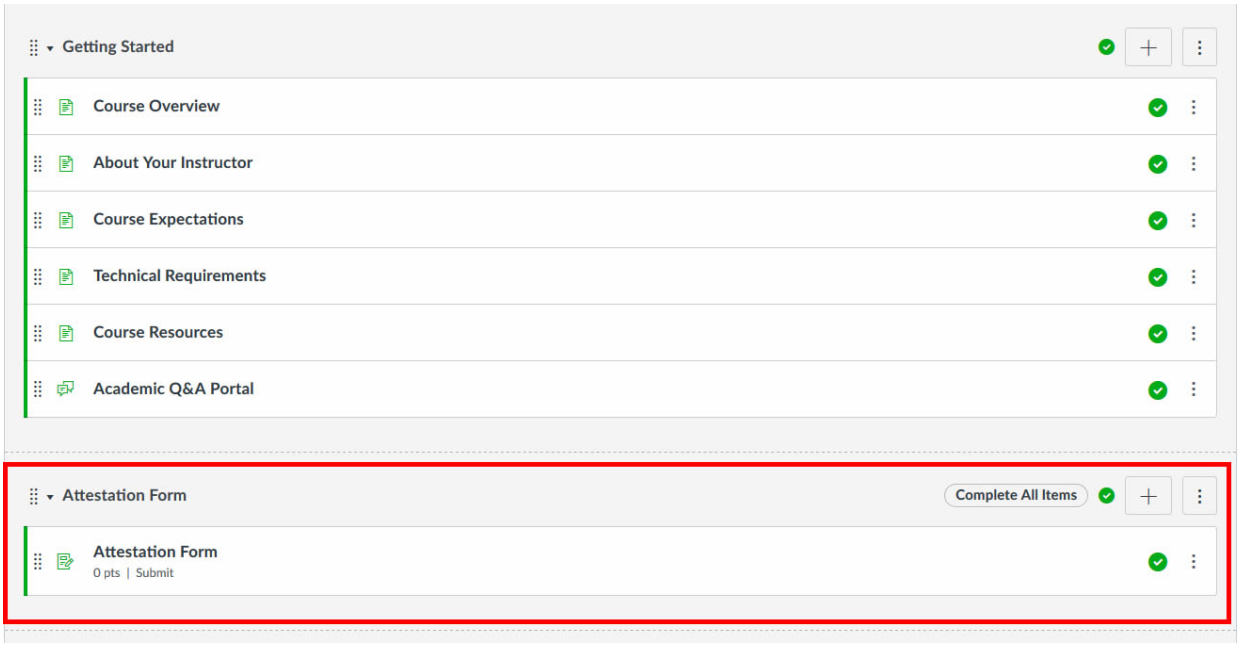
Attestations

This will be created as a new module under the Getting Started module.

Blackboard Attestation



Canvas Attestation



Course Navigation

Since the left-hand menu in Canvas is not customizable like it was in Blackboard, we have created a generic Navigation statement that works for all courses (located in Getting Started > Course Overview).

Blackboard Navigation

Course Navigation

Here is a summary of links found on the left-side course menu to help you navigate the course.

- **Home Page:** Begin with the course home page, which offers announcements from your instructor and/or academic coaches.
- **Start Here/Attestation:** This page provides you with information on getting started with your course, the attestation form, syllabus and course calendar, and technology requirements.
- **Course Overview:** Here you will find a general course overview, instructor welcome and information, technology and student support services, and more.
- **Syllabus:** You may also download your syllabus by visiting this page.
- **Course Calendar:** You may also refer to the calendar of activities and assessments for the course here.
- **Modules:** Work through your sequential class modules and all course content here. Keep in mind the weekly dates on your Course Schedule.
- **Class Discussions:** Access the master discussion board area, where you will also find the Q&A board.
- **Group Discussions:** Access your assigned coach group here. This link will also take you to your group-specific module discussion boards.
- **My Grades:** Keep track of your progress by checking your grades here.
- **Help:** Find Blackboard how-to tutorials and technical support information.

Canvas Navigation

NAVIGATION

There are several ways to navigate the course. Selecting pages, such as Home, Modules, Assignments, Grades, etc., on the left-side of the screen will link you to the corresponding area of the course.

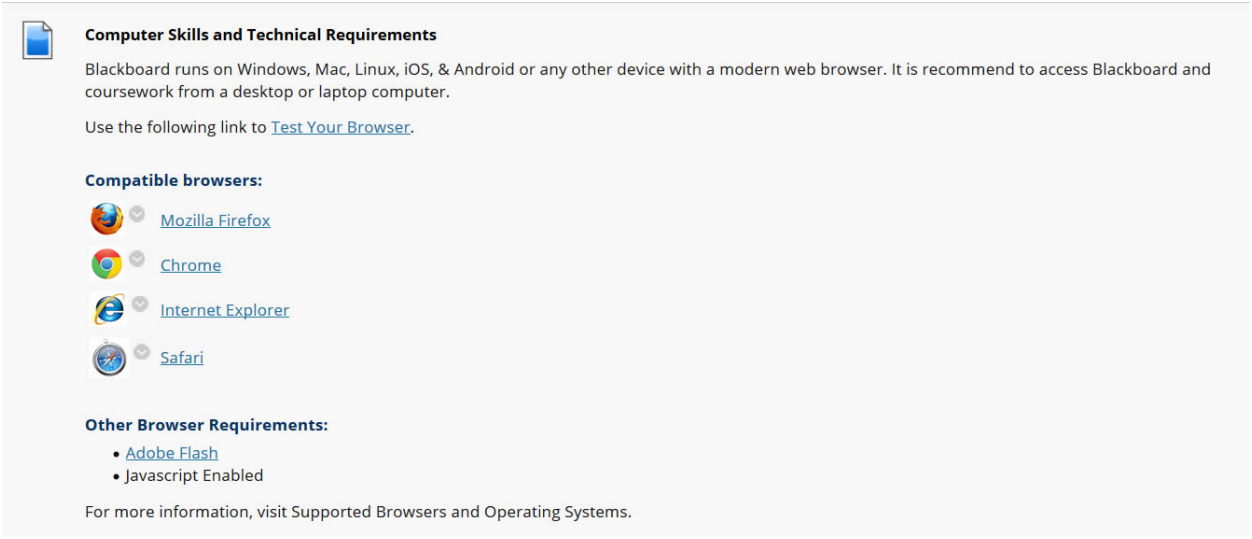
You may also choose to move through the course by selecting the Next and Previous buttons near the bottom of the page.

The dashboard in the upper right of the screen allows you to access your profile preferences, the course messaging system, seek technical assistance, and logout of the course.

Computer and Browser Requirements

This will now be a link to Canvas's computer and browser requirements as they keep this page up-to-date and the URL never changes (located in Getting Started > Technical Requirements).

Blackboard Computer and Browser Requirements



Computer Skills and Technical Requirements

Blackboard runs on Windows, Mac, Linux, iOS, & Android or any other device with a modern web browser. It is recommend to access Blackboard and coursework from a desktop or laptop computer.

Use the following link to Test Your Browser.

Compatible browsers:

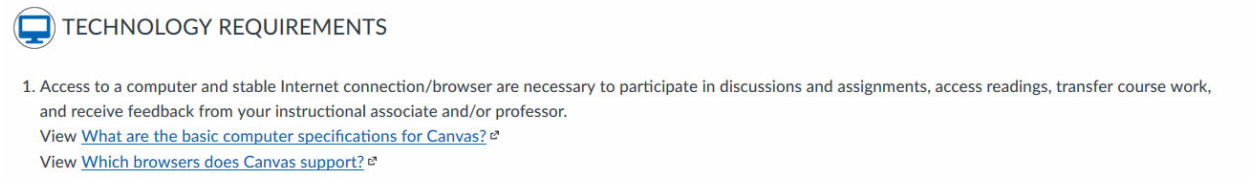
- Mozilla Firefox
- Chrome
- Internet Explorer
- Safari

Other Browser Requirements:

- Adobe Flash
- Javascript Enabled

For more information, visit Supported Browsers and Operating Systems.

Canvas Computer and Browser Requirements



TECHNOLOGY REQUIREMENTS

1. Access to a computer and stable Internet connection/browser are necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your instructional associate and/or professor.
   View What are the basic computer specifications for Canvas?
   View Which browsers does Canvas support?

Hardware/Software Requirements

This general information is copied into Canvas. **You should update this to reflect any unique hardware/software requirements to your course. You may point out where these unique requirements are listed in Blackboard and request that your White Glove Staff add them to the list in Canvas (located in Getting Started > Technical Requirements).**

Blackboard Hardware/Software Requirements

Computer Skills, Hardware, and Software Requirements:

1. Access to a computer and Internet connection (preferably broadband such as DSL, cable or satellite) are necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your instructional associate and/or professor.
   - View Student Laptop Hardware Recommendations
2. Access to speakers and/or headphones for multi-media. You may view the UTA Library Technology page for peripherals available for checkout.
3. Must have a basic working knowledge of computers and Internet use. Must be able to create word documents, use copy and paste functions, along with attaching/uploading documents for assignment submission is required.
4. At a minimum, must have Microsoft Office 2003, XP, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. View download instructions below for obtaining.
5. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software.
6. If these computer skills are not evident, you may be asked to take a basic computer class before continuing in the course.

Microsoft Office Download Instructions:

These directions are from the Office of Information Technology. If you run into issues with the download please reach out to them for support.

- Before downloading, it is suggested to erase the installed version of Office (Word, PowerPoint, Excel, Access, & OneNote). Once you have erased previous version/s, go to your student email via the UTA homepage or Office 365 Mail.
- Select your picture or initials at the top right of the screen.
  You should be seeing the "My Account" tab
- Select My account
- Select "Install Status (located on the left side of the screen)
- On the "Install Status" page select Install desktop applications.
  You should be seeing a white screen that says "Office" and has numerous Office icons
  At the bottom of the screen select the "Install" box.
  - A set up wizard will pop up. It will have step by step instructions on how to finish downloading the software on your device.
- Your UTA email and password will be the password if it requires you to authenticate.

Canvas Hardware/Software Requirements

TECHNOLOGY REQUIREMENTS

1. Access to a computer and stable Internet connection/browser are necessary to participate in discussions and assignments, access readings, transfer course work, and receive feedback from your instructional associate and/or professor.
   View What are the basic computer specifications for Canvas?
   View Which browsers does Canvas support?
2. Access to speakers and/or headphones for multi-media.
   View the UTA Library Technology page for peripherals available for checkout.
3. Word processing software, such as Microsoft Office or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. View download instructions below for obtaining.
   View full list of software supported by Office of Information Technology (OIT).

Microsoft Office Download Instructions

These directions are from the OIT. If you run into issues with the download please reach out to them for support.

- Before downloading, it is suggested to erase the installed version of Office (Word, PowerPoint, Excel, Access, & OneNote). Once you have erased previous version/s, go to your student email via the UTA homepage or Office 365 Mail.
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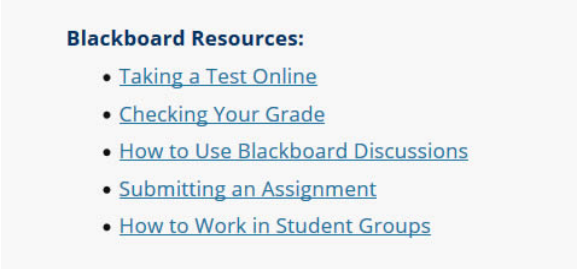
  - A set up wizard will pop up. It will have step by step instructions on how to finish downloading the software on your device.
- Your UTA email and password will be the password if it requires you to authenticate.

Technical Skills & Tutorials

Blackboard Tutorial FAQs have been replaced with Canvas Tutorial FAQs (located in Getting Started > Technical Requirements). **You should update the Technical Skills requirements to reflect any unique requirements to your course. You may point out where these unique requirements are listed in Blackboard and request that your White Glove Staff add them to the list in Canvas (located in Getting Started > Technical Requirements).**

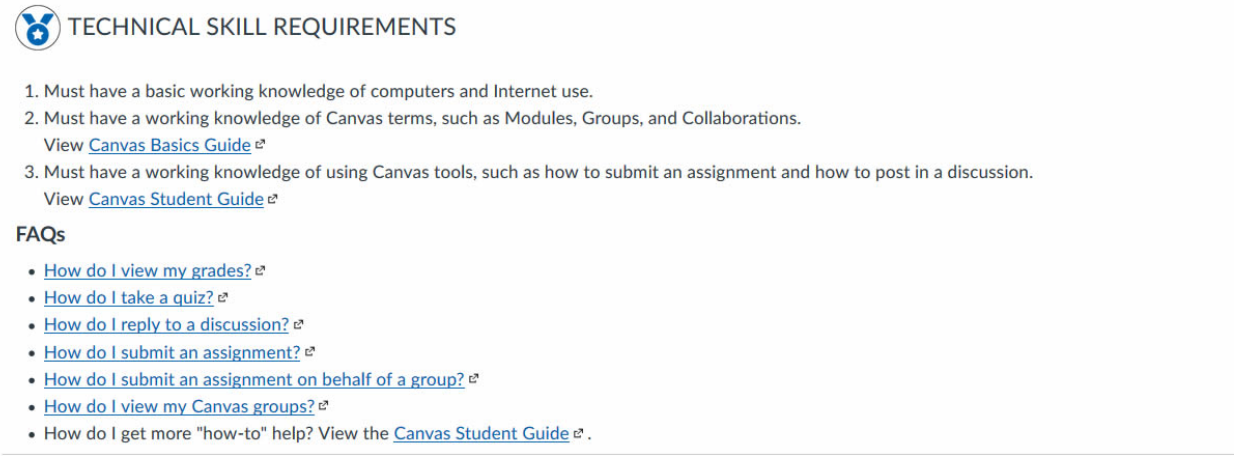
Blackboard Tutorials in Blackboard



Blackboard Resources:

- Taking a Test Online
- Checking Your Grade
- How to Use Blackboard Discussions
- Submitting an Assignment
- How to Work in Student Groups

Canvas Tutorials in Canvas



TECHNICAL SKILL REQUIREMENTS

1. Must have a basic working knowledge of computers and Internet use.
2. Must have a working knowledge of Canvas terms, such as Modules, Groups, and Collaborations.
   View Canvas Basics Guide
3. Must have a working knowledge of using Canvas tools, such as how to submit an assignment and how to post in a discussion.
   View Canvas Student Guide

FAQs

- How do I view my grades?
- How do I take a quiz?
- How do I reply to a discussion?
- How do I submit an assignment?
- How do I submit an assignment on behalf of a group?
- How do I view my Canvas groups?
- How do I get more "how-to" help? View the Canvas Student Guide.

Technical Support

Technical Support will now be housed under the Help menu in the Canvas global navigation.

Blackboard Technical Support

Technical Support

Blackboard Help

1. Access Blackboard Tutorials on how to navigate your course, submit assignments, view grades, and perform other tasks within the Blackboard learning management system.

2. Please visit Blackboard 24/7 Help if you are unable to resolve your issue through Blackboard Resources. On this site, you can submit a ticket, chat, and view FAQs.

If your problem is not resolved by contacting Blackboard, contact your Academic Coach.

UTA Center for Distance Education

The Center for Distance Education can assist with Blackboard technical issues.

Contact Information
817-272-5727
Toll Free 888-882-3478
Email: cdesupport@uta.edu

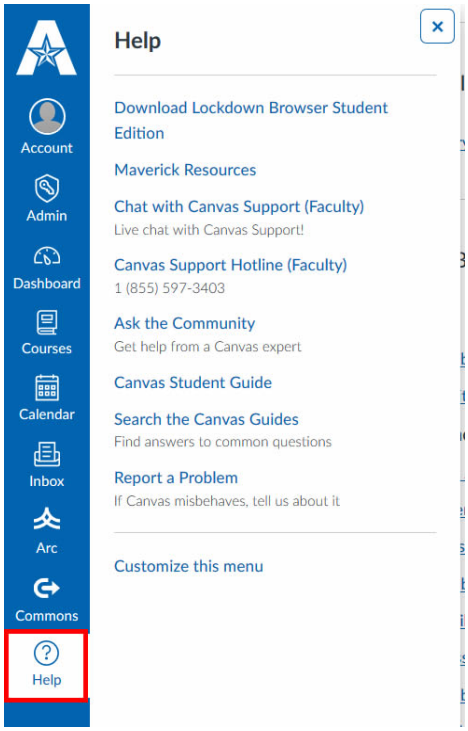
UTA Office of Information Technology Support

The Office of Information Technology Support can assist you with **technical issues** including computer requirements, MyMav issues, UTA email, and Network access.

Support Hours
Monday-Thursday 7am-9pm
Friday 7am - 8pm
Saturday - Sunday 9am-6pm

Contact Information
E-Mail: helpdesk@uta.edu
Phone: 817.272.2208

Canvas Technical Support



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Student Support

This general information is copied into Canvas (located in Getting Started > Course Resources).

Blackboard Student Support

Student Support

Contact **The Office for Students with Disabilities, (OSD)** for accommodations to support learning.

Phone: 817-272-3364
Website: The Office for Students with Disabilities

Student Support Services

UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at Office of Student Success Initatives.

Library Information

Visit the UTA Library to learn what services are provided for online students! Please refer to Accessing UTA Online Library document.

Canvas Student Support

OFFICE FOR STUDENTS WITH DISABILITIES (OSD)

Contact OSD for accommodations to support learning.

Phone: 817-272-3364
Website: The Office for Students with Disabilities

STUDENT SUPPORT SERVICES

UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at Office of Student Success Initatives.

LIBRARY INFORMATION

Visit the UTA Library to learn what services are provided for online students! Please refer to Accessing UTA Online Library document.

Accessibility Statements and Privacy Polices

This general information is copied into Canvas (located in Getting Started > Course Resources). **You should add links to accessibility statements and privacy policies for any tools you use in your course that require creating an account to access. You may point out where these unique requirements are listed in Blackboard and request that your White Glove Staff add them to the list in Canvas (located in Getting Started > Technical Requirements).**

Blackboard Accessibility Statements and Privacy Polices

Accessibility Statements and Privacy Policies

Blackboard

Blackboard Learn Accessibility | Blackboard Learn Privacy Policy

Blackboard Collaborate Accessibility | Blackboard Collaborate Privacy Policy

Kaltura Accessibility | Kaltura Privacy Policy

Supporting Technologies

Adobe Acrobat Accessibility | Adobe Acrobat Privacy Policy

Microsoft Accessibility | Microsoft Privacy Policy

YouTube Accessibility | YouTube Privacy Policy

Zoom Accessibility | Zoom Privacy Policy

Canvas Accessibility Statements and Privacy Polices

ACCESSIBILITY STATEMENTS AND PRIVACY POLICIES

Canvas & UTA

Canvas Accessibility | Canvas Privacy Policy

UTA Accessibility | UTA Privacy Policy

Supporting Technologies

Adobe Acrobat Accessibility | Adobe Acrobat Privacy Policy

Microsoft General Accessibility | Microsoft Teams Accessibility | Microsoft Privacy Policy

YouTube Accessibility | YouTube Privacy Policy

Kaltura Accessibility | Kaltura Privacy Policy

Zoom Accessibility | Zoom Privacy Policy

Echo360 Accessibility | Echo360 Privacy Policy

Google Accessibility | Google Privacy Policy

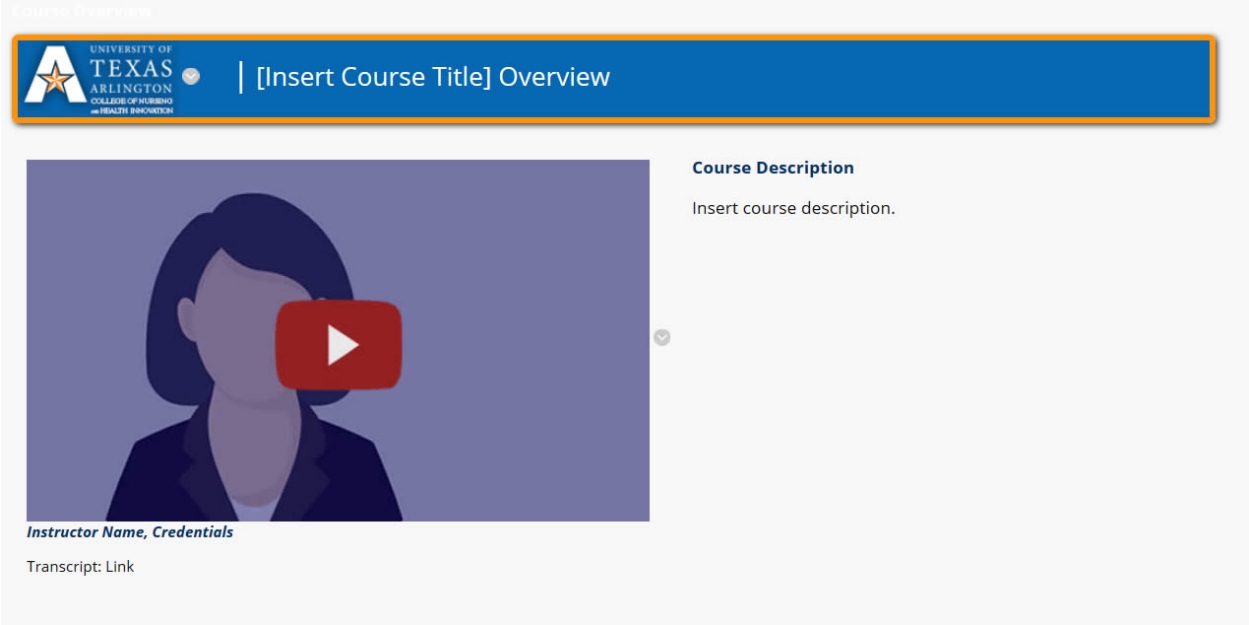
Respondus LockDown Browser Accessibility | Respondus LockDown Browser Privacy Policy

Blackboard Collaborate Accessibility | Blackboard Collaborate Privacy Policy

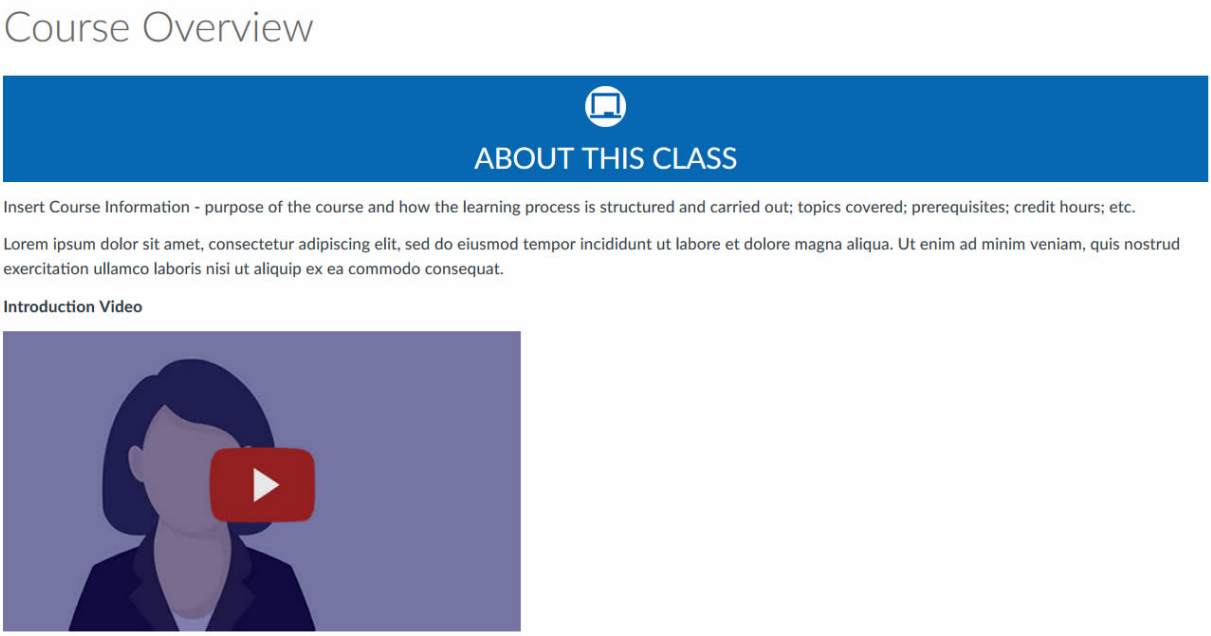
Course Overview

This information will be transferred over as is – into the new Canvas template (located in Getting Started > Course Overview).

Blackboard Course Overview



Canvas Course Overview



Course Objectives

Course objectives are required to be listed in your syllabus. To avoid duplication and possibility of different objectives in different places, course objectives have been removed from the Getting Started module in Canvas. **Should you want to keep Course Objectives in the course, please add them to the Course Overview section.**

Blackboard Course Objectives

Course Objectives

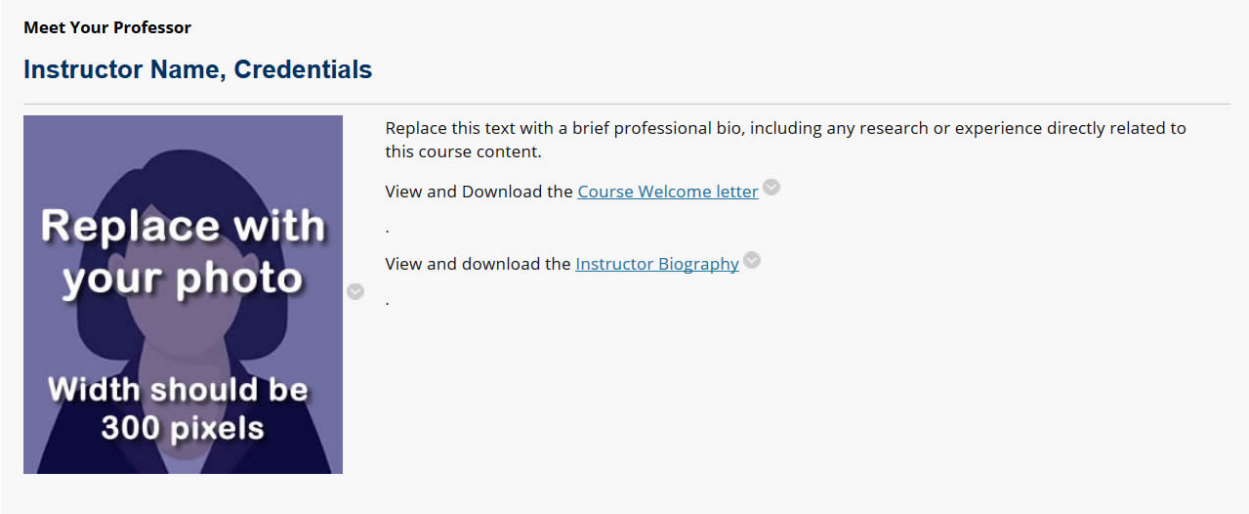
After completing this course, you will be able to:

- Objective, beginning with active verb
- Objective, beginning with active verb
- Objective, beginning with active verb
- Objective, beginning with active verb
- Objective, beginning with active verb
- Objective, beginning with active verb

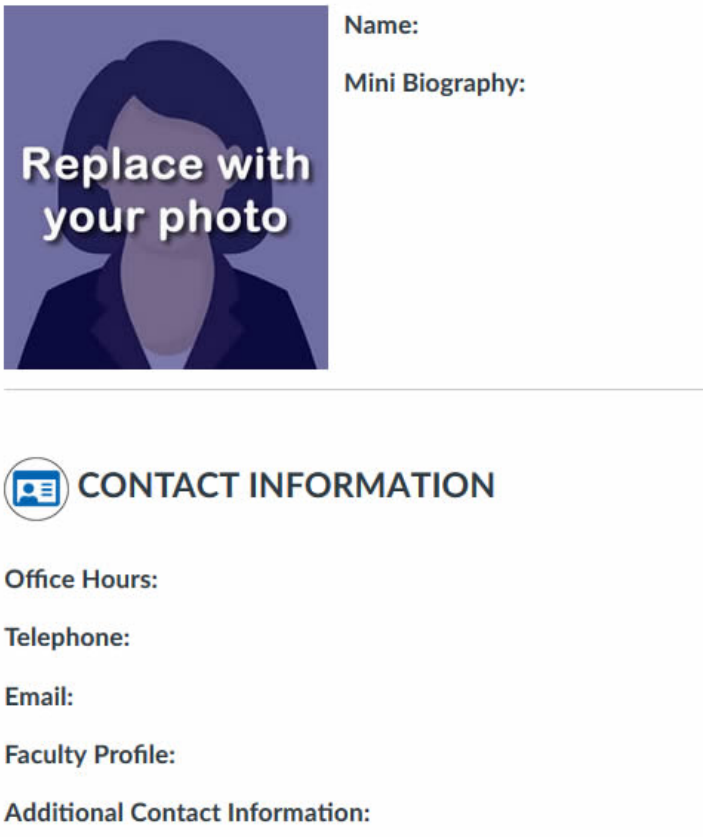
Meet Your Instructor

This information will be transferred over as is – into the new Canvas template (located in Getting Started > About Your Instructor).

Blackboard Meet Your Instructor



Canvas Meet Your Instructor



UNIVERSITY OF TEXAS ARLINGTON

Policies

Institution policies are required to be in your syllabus. To avoid duplication, institution policies have been removed from the Getting Started module in Canvas.

Course policies, such as netiquette and instructor feedback time, will be housed in Canvas (located in Getting Started > Course Expectations).

You should update this to reflect expectations in your course. You may point out where these unique expectations are listed in Blackboard and request that your White Glove Staff add them to the list in Canvas

Blackboard Policies

Policies and Guidelines

All policies about the delivery of courses at UTA are detailed in the course syllabus.

Academic Integrity policies of UTA guide both students and faculty about the expectation for original work in all courses. UTA has a zero tolerance policy towards plagiarism. Please view the code of academic integrity on the UTA website to become familiar with the policy.

Netiquette guidelines are posted on the UTA website outlining expected behaviors in an online environment.

Instructor Response Time All coaches and faculty members will have up to 24-48 hours to respond to any email communication. Grading of assignments should occur within five business days of submitting any given assignment.

Canvas Policies

STUDENT EXPECTATIONS

1. Check the course homepage, calendar and assignment page, your email, and the course discussion board several times a week.
2. Keep up with your readings, assignments, and on-line quizzes (as applicable). They must be finished by the due date listed in the assignment description
3. Participate actively in class discussions by asking questions, responding to questions, and posting other comments.
4. Practice "Netiquette". Be polite and respectful in your postings (no "Flaming" or posting / sending negative, hurtful comments to others); use good grammar and correct spelling; don't write in all caps (it feels like you're shouting) or exotic fonts (they may not show up on everyone's computer). In short, present your best self! Review the Netiquette Guidelines for details.

INSTRUCTOR EXPECTATIONS

1. I will read my email and the discussion board postings at least daily, but will not necessarily post messages or send out mail daily.
2. I will respond to your email within 48-72 hours.
3. If you have a concern that I think others will benefit from hearing discussed, I will ask you to post it on the discussion board.
4. You will receive a grade for your assignments within a week of submission.