

Building a Student Support Hub Technical Guide for Canvas LMS

Created by:

Online Education Initiative (OEI) Student Services

& Karen Turpin, MiraCosta College

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Introduction

This guide will walk you through the technical side of setting up a Student Support Hub in Canvas. It will also provide you options and best practices for implementation that will meet your campus's needs and objectives.

To complete the tasks in this manual you must have **Administrator Permission** to your Canvas LMS. If you do not have administrator permission, contact your campus's Canvas support team for assistance with these steps.

Step 1: Create a Sub-Account for the Student Support Hub Course

Sub-accounts help establish your hierarchical structure in Canvas and house courses and enrollments.

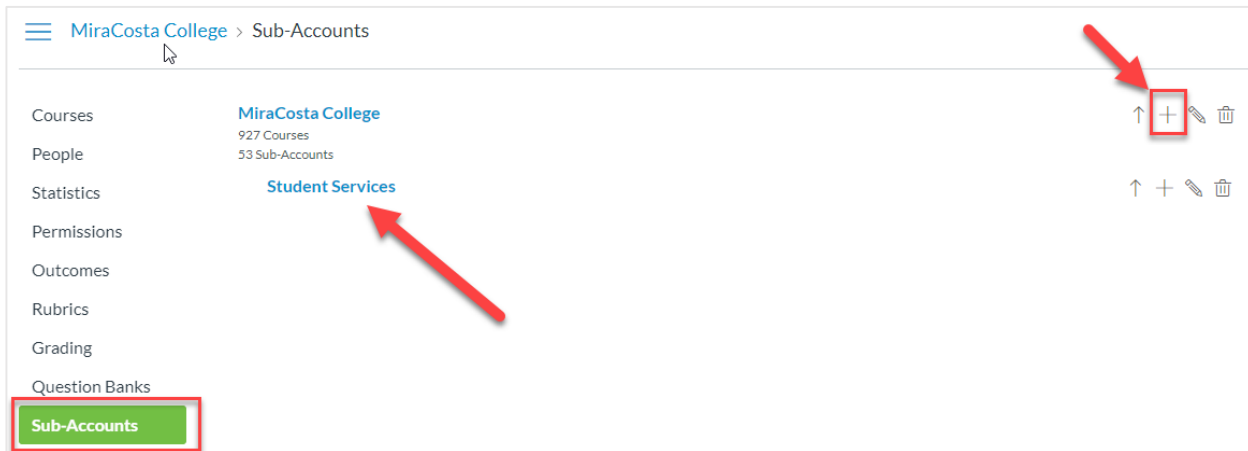
Sub accounts benefits include:

1. Ability to modify the **'Student'** level permission to remove the permission for students to notify each other in messages. This removes the ability for students to message every user on your system at once.
2. Ability to add separate LTI plugins that will only be available to the Student Support Hub course.
3. You can have separate admins that only have admin access to the Student Support Hub sub account, rather than the entire Canvas system.
4. Ability to edit the CSS / JavaScript code within the theme (for future expansion tools for the hub).

Sub-Account Name Suggestion: **Student Services**

Guide: How do I create a sub-account?

<https://community.canvaslms.com/docs/DOC-10822-421473668>



Step 2: Create the Student Support Hub Course

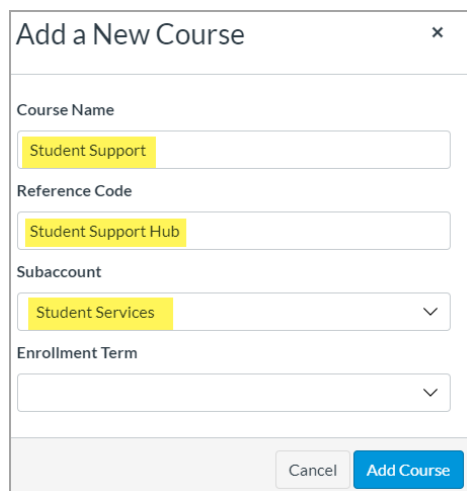
Within Canvas create a new course. Keep in mind the name you select for a course will be seen by students. Since this course is an ongoing course that will span traditional college terms, it is suggested you leave out fall, spring, etc. Go with a more ongoing generic name.

Course Name Suggestion

Course Name: **Student Support**

Reference Code: **Student Support Hub**

Subaccount: **Student Services** (or whatever you named your sub-account in step 1).



The screenshot shows a modal window titled "Add a New Course" with a close button (x) in the top right corner. The form contains the following fields:

- Course Name:** A text input field containing "Student Support".
- Reference Code:** A text input field containing "Student Support Hub".
- Subaccount:** A dropdown menu with "Student Services" selected.
- Enrollment Term:** A dropdown menu that is currently empty.

At the bottom of the form, there are two buttons: "Cancel" and "Add Course".

Guide: How do I add a course in an account as an admin?

<https://community.canvaslms.com/docs/DOC-10766-421455347>

Step 3: Add Teachers or Designers to the Student Hub Course

Add your course teacher or designer accounts to the Student Support Hub course you just created. I usually provide the course creators '**Teacher**' level access so they have no restrictions in building the course.

Note: When you go live you may want to restrict who has teacher level access to avoid abrupt changes to a live course. For this you may want to create a copy of the Student Hub course and label it as developmental course. This way multiple designers can work on it without impacting students. Changes then can be copied over to the live course when they are complete.

Guide: How do I add users to a course?

<https://community.canvaslms.com/docs/DOC-12973-4152724200>

Step 4: Modify the Student role permission within the Sub-account

It is **critical** that you modify the student role within your sub-account to not allow student to student messaging. You do not want students to be able to message every user on your system at once.

1. First navigate to your sub-account in Canvas.
2. Admin>*Your College Name*> Sub-Accounts > Students Services

WARNING: If you miss this step you will be editing the student role across your entire Canvas instance which will have unintended consequences to your students globally.

3. Select **Permissions**
4. Edit the **Student** role to **Disable and Lock** the following:
 - a. Conversations – send messages to the entire class
 - b. Conversations – send messages to individual course members.
 - c. Users - view list

Permissions	Observer	Teacher	Student
Analytics - view pages	⊗	✓	⊗
Announcements - view	⊗	✓	✓
Assignments and Quizzes - add / edit / delete	⊗	✓	⊗
Conversations - send messages to entire class	⊗	✓	⊗ 🔒
Conversations - send messages to individual course members	⊗	✓	⊗ 🔒
Course Calendar - add / edit / delete events	⊗	✓	⊗
Course Content - add / edit / delete	⊗	✓	⊗
Course Files - add / edit / delete	⊗	✓	⊗

Permissions	Student
Student Collaborations - create	⊗
Users - add / remove students in courses	⊗
Users - add / remove teachers, course designers, or TAs in courses	⊗
Users - generate observer pairing codes for students	⊗
Users - view list	⊗ 🔒
Users - view login IDs	⊗
Users - view primary email address	⊗
Web Conferences - create	⊗

Guide: How do I manage the Permissions page?

<https://community.canvaslms.com/docs/DOC-15229-4214947873>

Note: MiraCosta removed all permissions from the student role within the sub-account Student Services except for **Announcements – View**. This will allow only view access to the course.

Step 5: Course Visibility

To make the Student Support Hub course available to all users associated with your college set the course’s visibility option to: **Institution**. This option allows users at your college to view the Student Support Hub course without being enrolled in the course.

You may also choose to include the **Student Support Hub** in the **public course index**.

Copyright and license information must be provided for files before they are published.

Visibility: ?

Customize

Include this course in the public course index

Format:

Offline Course: Allow course content to be downloaded and viewed offline

Description:

more options

Guide: How do I customize visibility options for a course?

<https://community.canvaslms.com/docs/DOC-13078-4152303351>

WARNING: If you are using ConexED embedded chat cards **DO NOT** set the course visibility to Public. The chat cards treat the public option as a unique user for non-authenticated users. As non-authenticated users come and go the same chat session will continue and be a potential FERPA violation of data privacy.

Step 6: Clean Up Course Navigation Menu

Hide unused course menu navigation links from student view. This is important for a polished course look and to minimize student frustration navigating to areas with no content.

Guide: How do I manage Course Navigation links?

<https://community.canvaslms.com/docs/DOC-12933-415257079>

Step 7: Publish the Course

You must publish a course before students can access it and its contents. Students cannot see unpublished courses and content.

Guide: How do I publish a course?

<https://community.canvaslms.com/docs/DOC-13030-415257126>

Enrollment Options

You have a few options when it comes to enrollments.

1. **Automated Enrollment:** The most ideal is the SIS, Student Information System, enrollment of all students into the Student Support Hub. This will require the support of your IT team at your college.

Guide: SIS Import Format Documentation

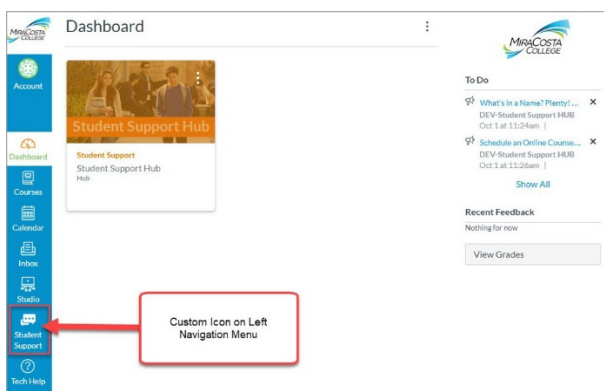
https://canvas.instructure.com/doc/api/file.sis_csv.html

2. **Enable Self Enrollment:** With this option students will go to the course and self-enroll themselves. This option is not-ideal as students are required to perform an action to have the course added to their dashboard. You do not need to enable self-enrollment if your SIS will enroll students.

Guide: How do I enable course self-enrollment with a join code or secret URL?

<https://community.canvaslms.com/docs/DOC-13116-415274473>

3. **Global Navigation Menu link:** If you set the **Visibility** of the course to **Institution** you can add a link on the Global Navigation menu for ease of access to users at your college.



To add the link to the Global Navigation menu you **MUST** have access to the root level of your Canvas installation to access the theme. You will be adding some Java Script code.

```
var styleAdded = false;
function addMenuItem(linkText, linkhref, icon, target) {
    var iconHtml = '',
        itemHtml = '',
        linkId = linkText.split(' ').join('_'),
        iconCSS = '<style type="text/css">' +
            ' i.custom_menu_list_icons:before {' +
            '     font-size: 27px; +
            '     width: 27px; +
            '     line-height: 27px; +
            ' }' +
            ' i.custom_menu_list_icon {' +
            '     width: 27px; +
            '     height: 27px; +
            ' }' +
            ' body.primary-nav-expanded .menu-item_text.custom-menu-item_text {' +
            '     white-space: normal; +
            '     padding: 0 2px; +
            ' }' +
            '</style>';
    if (icon != '') {
        // If it is a Canvas icon
        if (icon.indexOf('icon') === 0) {
            iconHtml = '<div class="menu-item-icon-container" role="presentation"><i class="' + icon + ' custom_menu_list_icon"></i></div>';
            // for an svg or other image
        } else if (icon != '') {
            iconHtml = '<div class="menu-item-icon-container" role="presentation">' + icon + '</div>';
        }
    }
    // Build item html
    itemHtml = '<li class="ic-app-header_menu-list-item">' +
        '<a id="global_nav_' + linkId + '" href="' + linkhref + '" class="ic-app-header_menu-list-' +
        'link">' + iconHtml + '<div class="menu-item_text custom-menu-item_text">' + linkText + '</div>' +
        '</a>' +
        '</li>';
    $('mmenu .ic-app-header_menu-list-item').last().before(itemHtml);
    // Add some custom css to the head the first time
    if (!styleAdded) {
        $('head').append(iconCSS);
        styleAdded = true;
    }
}
$(document).ready(function() {
    addMenuItem('Student Support', 'https://Canvas.instructure.com/courses/16981', '', '_blank');
});
```

Download Sample JavaScript: Modify the course URL and location of the SVG file within the JavaScript to your own: <http://www.miracosta.edu/home/kkorstad/studenthub/NavMenuSampleCode.txt>

Guide: How do I upload custom JavaScript and CSS files to an account?

<https://community.canvaslms.com/docs/DOC-10862-4214724282>

Guide: Help With Custom Menu Icons and Script

<https://community.canvaslms.com/thread/13627-help-with-custom-menu-icons-and-script>

Statistics Workarounds for the Student Support Hub

Usage reports are important to many programs on campus. Due to the enrollment size of the Student Support Hub course, Canvas Course Analytics may not work. Here are a few options you can try to obtain data.

Terms

Creating a separate ongoing term specifically for the Student Support Hub course can help with obtaining daily page views.

Step 1: Create a Term

Guide: How do I add a new term in an account?

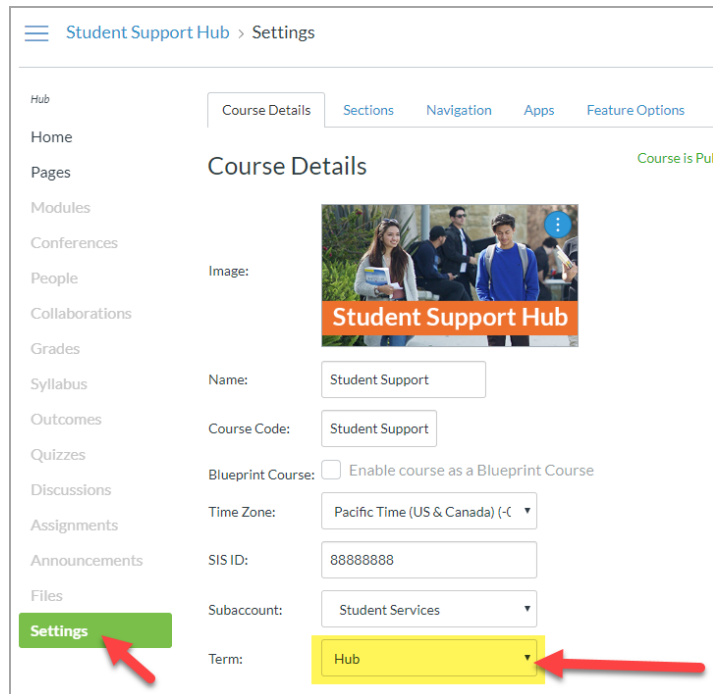
<https://community.canvaslms.com/docs/DOC-12604-421443008>

Term Name Suggestion: **Hub**

Step 2: Add the Course to the term

Within the Student Support Hub course:

1. Got to **Settings**
2. Change the term field to the **Hub** term.
3. Click the **Update Course Details** button to save your settings.



Student Support Hub > Settings


Hub

Course Details Sections Navigation Apps Feature Options

Home

Pages

Course Details Course is Published

Image: 

Name: Student Support

Course Code: Student Support

Blueprint Course: Enable course as a Blueprint Course

Time Zone: Pacific Time (US & Canada) (-8)

SIS ID: 88888888

Subaccount: Student Services

Term: Hub

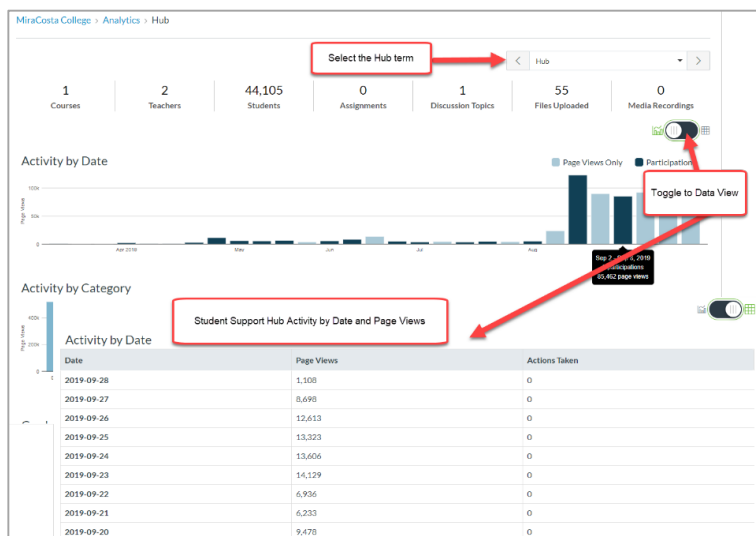
Step 3: Obtain the Page Views

Go to: Admin > Settings > Analytics

Select the **Hub term** and Use the **toggle slider button** to display the data view.

Guide: How do I view Account Analytics?

<https://community.canvaslms.com/docs/DOC-10801-421468267>



Google Analytics

Google Analytics is another option. It will require some setup and drilling down to your specific course. For more information about setting up Google Analytics for your Canvas instance go to:

Guide: Google Analytics and Canvas Resources

<https://community.canvaslms.com/docs/DOC-12563-google-analytics-and-canvas-resources>

Student Support Hub Communication Benefit

You can communicate with all of the students in the Student Support Hub by creating an Announcement within the course. That announcement will show up on the student's To Do list, and if the student is subscribed to Notifications they will receive and email or text message.

WARNING: Be careful with what you post as an announcement. You may want to compose the announcement offline and then post when edited and complete.

Guide: How do I add an announcement in a course?

<https://community.canvaslms.com/docs/DOC-10405-415250731>

