






# CANVAS SUPPORT IN SPRING 2021

In Spring 2021, FIU will offer a variety of Canvas support options to assist instructors teaching in the Face-to-Face, Hybrid, Remote, and/or Fully Online Modality.

## Support At A Glance

<p><b>Canvas Instructional Design Support</b></p>  <p>FIU Online <b>Instructional Designer</b> *assigned</p> <p><b>Supported Modality</b> Certified Hybrid (Mode H) HyFlex Hybrid (Mode Q) Fully Online (Mode I)</p> <p>FIU <b>Instructional Design Consultants</b> *by request</p> <p><b>Supported Modality</b> Face-to-Face (Mode P/C) Remote (Mode R)</p>	<p><b>Canvas Phone Support</b></p>  <p>24/7</p> <p><b>Supported Modality</b> All</p>	<p><b>Canvas Chat Support</b></p>  <p>24/7</p> <p><b>Supported Modality</b> All</p>
<p><b>Canvas Resources</b></p>  <p><u>Available to all instructors</u></p>	<p><b>Canvas Training</b></p>  <p><u>Available to all instructors</u></p>	

## Support Closer Look

**FIU Online Instructional Designer**

In Spring 2021, FIU Online will provide [instructional design support](#) for Hybrid and Fully Online modalities. The level of support provided will be detailed in an email to the instructor from their assigned FIU Online Instructional Designer or Instructional Design team.

**Supported Modality:** HyFlex Hybrid (Mode Q)/ Certified Hybrid (Mode H) & Fully Online (Mode I)

<b>HyFlex Hybrid (Mode Q)</b>	<b>Certified Hybrid (Mode H)</b>	<b>Fully Online (Mode I)</b>
<p><b>NEW HyFlex Hybrid Course</b></p> <p>If an instructor is scheduled to teach a course in the HyFlex Hybrid modality (mode Q) for the first time in Spring 2021, they will be paired with a dedicated <a href="#">FIU Online Instructional Designer</a> that will assist with all of their Canvas development support needs.</p> <p><b>EXISTING HyFlex Hybrid Course</b></p> <p>If an instructor is scheduled to teach a course that they have previously taught in the HyFlex Hybrid modality (mode Q), they will be paired with a dedicated <a href="#">FIU Online instructional designer</a> to assist with all of their Canvas development support needs.</p>	<p><b>NEW Certified Hybrid Course</b></p> <p>If an instructor is scheduled to teach a course in the Certified Hybrid modality (mode H) for the first time in Spring 2021 and is participating in the <a href="#">Provosts Hybrid Pilot program</a>, they will be paired with a dedicated <a href="#">FIU Online Instructional Designer</a> that will assist with all of their canvas development support needs.</p> <p><b>EXISTING Certified Hybrid Course</b></p> <p>If an instructor is scheduled to teach a course that they have previously taught in the Certified Hybrid modality (mode H), they will be assigned to work with a <a href="#">FIU Online Instructional Design team</a> that will assist with any course maintenance related needs and training.</p>	<p><b>NEW Fully Online Course</b></p> <p>If an instructor is scheduled to teach a course in the Fully Online modality (mode I) for the first time in Spring 2021, they will be paired with a dedicated <a href="#">FIU Online Instructional Designer</a> that will assist with all of their canvas development support needs.</p> <p><b>EXISTING Fully Online Course</b></p> <p>If an instructor is scheduled to teach a course that they have previously taught in the Fully Online modality (mode I), they will be assigned to work with a <a href="#">FIU Online Instructional Design team</a> that will assist with any course maintenance related needs and training.</p>
<p align="center"><b>Contact</b></p> <p>For questions regarding instructional design support for HyFlex Hybrid (mode Q) courses, please contact:</p> <p><b>Amber Webber</b> FIU Online- Instructional Design Manager 305-348-1614 awebber@fiu.edu</p>	<p align="center"><b>Contact</b></p> <p>For questions regarding instructional design support for Certified Hybrid (mode H) or Fully Online (mode I) courses, please contact:</p> <p><b>Trina Sanders</b> FIU Online- Instructional Design Manager 305-348-3222 trsander@fiu.edu</p>	

**Canvas Instructional Design Consultants**

In Spring 2021, instructors that are teaching in the Face-to-Face and/or Synchronous Remote modalities may request an appointment to meet virtually with an Instructional Design Consultant for canvas development related inquiries and guidance.

**Supported Modality:** All modalities may use this option but it's primarily suited for Face-to-Face (Mode P/C) and Synchronous Remote (Mode R) courses. Hybrid (Mode H/Q) and Fully Online (Mode I) should consult with their assigned FIU Online Instructional Designer or Instructional Design Team.

Instructional Design Consultants are available (virtually) Monday - Friday 8 am - 6pm. Requests for a consultation meeting may be submitted via the link below:

<https://canvas.fiu.edu/support/instructors>

**Canvas 24/7 Phone Support**

Instructors may use Canvas phone support to get assistance with any canvas related questions or issues.

**Supported Modality:** All

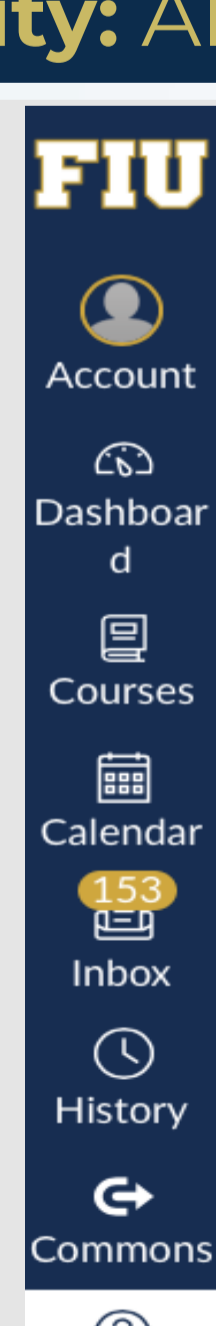



Telephone: 305-348-3630  
Toll-Free: 1-877-3-ELEARN  
Available 24/7  
\*Except Christmas and New Years

**Canvas 24/7 Live Chat Support**

Instructors may access Canvas Live Chat Support to get assistance with any canvas related questions or issues 24/7.

**Supported Modality:** All

Instructors may access the Canvas Live Chat Support 24/7 (365 days a year) by logging into Canvas and selecting the **"Help"** icon located at the bottom left hand menu.

**Canvas Resources & Training**

<p><b>Canvas/Tools Resources</b></p>  <p>Instructors may access instructional materials on how to use Canvas and other related tools by clicking on the links below:</p> <p><a href="https://fiuhelp.force.com/canvas/s/categories-faculty">https://fiuhelp.force.com/canvas/s/categories-faculty</a></p> <p><a href="https://community.canvaslms.com/t5/Instructor-Guide/tkb-p/Instructor">https://community.canvaslms.com/t5/Instructor-Guide/tkb-p/Instructor</a></p>	<p><b>Canvas Training</b></p>  <p>FIU offers a variety of Canvas training to view sessions. Click on the link below to view upcoming Canvas training opportunities:</p> <p><a href="https://canvas.fiu.edu/training/faculty/">https://canvas.fiu.edu/training/faculty/</a></p> <p><a href="https://docs.google.com/document/d/16j284rIMP_w-A2Hvxa7YvWxX1Y5eVDakAtCS7RILZII/edit?usp=sharing">https://docs.google.com/document/d/16j284rIMP_w-A2Hvxa7YvWxX1Y5eVDakAtCS7RILZII/edit?usp=sharing</a></p>
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