






CANVAS SUPPORT

As FIU continues its repopulation efforts, the canvas support structure is shifting back to the pre-pandemic model. As of Summer 2021, FIU will offer the following Canvas support options to assist instructors teaching in the Face-to-Face (Mode: P), Certified Hybrid (Mode: H), and Fully Online (Mode I) Modalities.

Support At A Glance

<h3>Canvas Instructional Design Support</h3>  <p>FIU Online Instructional Designer *assigned</p> <p>FIU Instructional Design Consultants *by request</p> <p>Supported Modality Certified Hybrid (Mode H) Fully Online (Mode I)</p> <p>Supported Modality Face-to-Face (Mode P/C)</p>	<h3>Canvas Phone Support</h3>  <p>24/7</p> <p>Supported Modality All</p>	<h3>Canvas Chat Support</h3>  <p>24/7</p> <p>Supported Modality All</p>
<h3>Canvas Resources</h3>  <p>Available to all instructors</p>	<h3>Canvas Training</h3>  <p>Available to all instructors</p>	

Support Closer Look

FIU Online Instructional Designer

Effective Summer 2021, FIU Online will provide [instructional design support](#) for Certified 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: Certified Hybrid (Mode H) & Fully Online (Mode I)

Certified Hybrid (Mode H)

NEW Certified Hybrid Course

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 [Provosts Hybrid Pilot program](#), they will be paired with a dedicated [FIU Online Instructional Designer](#) that will assist with all of their canvas development support needs.

EXISTING Certified Hybrid Course

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 [FIU Online Instructional Design team](#) that will assist with any course maintenance related needs and training.

Fully Online (Mode I)

NEW Fully Online Course

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 [FIU Online Instructional Designer](#) that will assist with all of their canvas development support needs.

EXISTING Fully Online Course

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 [FIU Online Instructional Design team](#) that will assist with any course maintenance related needs and training.

Contact

For questions regarding instructional design support for Certified Hybrid (mode H) or Fully Online (mode I) courses, please contact:

Trina Sanders
FIU Online- Instructional Design Manager
305-348-3222
trsander@fiu.edu

Canvas Instructional Design Consultants

Instructors that are teaching in the Face-to-Face (Mode: P) modality 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).

*Certified Hybrid (Mode H) 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

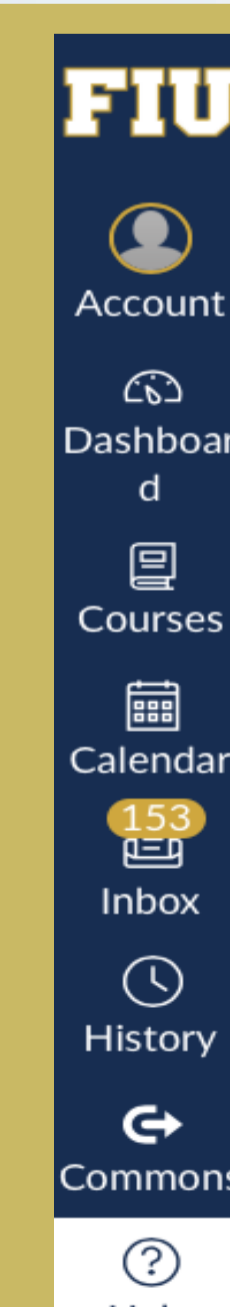
Available 24/7

*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

Canvas/Tools Resources



Instructors may access instructional materials on how to use Canvas and other related tools by clicking on the links below:

<https://fiuhelp.force.com/canvas/s/categories-faculty>

<https://community.canvaslms.com/t5/Instructor-Guide/itkb-p/Instructor>

Canvas Training



FIU offers a variety of Canvas training sessions. Click on the link below to view upcoming Canvas training opportunities:

<https://canvas.fiu.edu/training/faculty/>
https://docs.google.com/document/d/16j284rlMP_w-A2Hvxa7YvWxXIY5eVDakAtCS7RILZl/edit?usp=sharing