LEARNING WITH CANVAS
FOR FAMILIES
QUESTIONS AND ANSWERS

What is Canvas?
Canvas is the learning management system (LMS) used by the Claremont Unified School District. Canvas will be used for traditional CUSD students as well as those enrolled in the CALM programs. Each Canvas course is unique; it reflects the personality of the teacher and is designed to meet the needs of the grade level and/or subject area.

How will teachers use Canvas?
Teachers will use Canvas to post online learning activities, assignments, discussions, and quizzes for students. They can also share rubrics and learning objectives. Once students show what they know by turning in work, teachers can provide students with written, audio, or video feedback and multiple revision/submission opportunities. Canvas organizes all of the online learning activities and course-related events into one place, and they are displayed on a calendar. Teachers can also make announcements that students can receive via their inbox and email. Note: Only students in grades 7-12 are assigned a district email account.

What is the role assigned to parents in Canvas?
Parents are assigned an “Observer” role in Canvas. Observers have limited permissions that allow them to see what is going on in a course and the calendar of assignments. Like students, Observers cannot view a course until it is published and the course has started. For assistance with Assignments, Homework, Test Dates, Quizzes, or other Canvas course content, please contact your child’s teacher.

What can parents see in Canvas?
Below are the features available to Parent Observers. Please note that teachers might not use all of the elements of Canvas.

* Set your Notifications
* View the Dashboard
* View the course Syllabus
* View prompts but not participate in Discussions
* View but not submit Assignments
* Preview and download Files
* View Canvas Grades
* View the Calendar
* Communicate with the teacher
What is the Canvas dashboard?
When a parent or student logs into Canvas, they are taken to the Canvas dashboard. The dashboard has cards for each class in which the student is enrolled. Clicking on a card takes you to that class’s home page.

On a computer, on the sidebar on the right side of the dashboard, there is a list of the upcoming due dates for learning activities. The right sidebar is also where you will find feedback the teacher has left for individual assignments your student has turned in, as well as a link that will take you to an overview of your student’s grades.

If you are using the Canvas Parent app on an iPad or other mobile device, you can access this same information using the tabs at the bottom of the screen. The To Do tab takes you to the list of assignment due dates, and the the Notifications tab will allow you to view teacher feedback.

How do I use the calendar in Canvas?
The Calendar is a great way to view everything your linked student has to do for all their classes in one place. You can view calendar events by day, week, month, or agenda list. The view you choose dictates the style of the calendar window. By default, the calendar appears in Month view.

The sidebar shows a quick-view calendar, your list of courses and groups, and undated items for your courses and groups. Each class is identified by a separate color that populates the calendar view. Associated assignments for each class will appear within the calendar view for each calendar. To hide a calendar, click the box next to the name of the calendar. Each item on the calendar is color-coded to match the courses or calendars in the sidebar. Note: Canvas will assign an arbitrary color for each calendar unless a custom color is chosen. Colors set in Dashboard course cards also update in the calendar.

Learning activities are shown with an icon next to the name of the learning activity. Different icons reflect different learning activity types: Discussions, Assignments, Quizzes, or Events. You can click on the learning activity to get more information or link directly to it. If a learning activity has been turned in, it will be crossed off on the calendar, even if it has been turned in early.

Where will I find Zoom sessions for live class meetings?
Live class sessions will be communicated through Canvas in several ways. Live meetings will appear in the Zoom or Conference tab in Canvas. They will also appear on the Canvas Calendar as a link. Your student’s teacher will also communicate a consistent schedule of live class sessions.

How will I know where to find things in each Canvas course?
Every teacher will do a Canvas tour at the beginning of the school year and explain when, where, and how they will be posting information and learning activities and explain the best way for students and families to contact them. If you still have questions, please reach out to your teacher.
How can I contact my student’s teacher using Canvas?
Other than the preferences your teacher may have, you or your student can send your student’s teacher a message using the Canvas Inbox. Canvas sends the message to both their Canvas inbox and their district email.

How does a CUSD parent log into Canvas?
On a computer, CUSD parents will go to https://cusd.instructure.com/login/canvas. They will use their ParentConnect PIN and original password. On an iPad or other mobile device, parents will click on the blue Canvas Parent app, select “Claremont Unified School District-Parent” as the school, and log in using their ParentConnect PIN and password. Note: If you’ve been prompted to change your Parent Connect password, your Canvas password does not change; your Canvas password is your original ParentConnect password.

Where can I get my parent login information?
All CUSD parents will use their ParentConnect PIN and password to log into Canvas. If you have not signed up for a ParentConnect account, you can find the form on the Parent link on the CUSD website. If you reset your ParentConnect password, your Canvas password does not change. If you have questions about logging into your account, email parentconnect@cusd.claremont.edu.

How does a CUSD student log into Canvas?
CUSD students will log into Canvas on a computer by going to cusd.instructure.com. They will use their CUSD account and password to log in. On an iPad, students will click on the app, select Claremont Unified School District as the school, and log in using their assigned CUSD account and password. Note: Students must be logged out of their personal Google accounts to log into Canvas; otherwise, Error 403 will occur.

Where can I get my child’s login information?
All CUSD students will receive their account information (username and password) when they pick up their materials at their school. If they lose this information, elementary families can contact Megan O’Mahony at momahony@cusd.claremont.edu, and secondary families can contact Damon Rapp at drapp@cusd.claremont.edu.

Why can’t I see my child’s classes?
CUSD students are not given access to their Canvas courses until the first day of school. Since Parent Observer accounts are linked, parents will not see their student’s classes until then. After that date, if you are still not able to see your student’s classes, contact Megan O’Mahony for support.

Where can I get help if I am having a technical problem?
In Canvas, there is a course called Student Technology Support with videos for common troubleshooting solutions. You can also click on the Help button (on a computer: the Help button is on the left; on an iPad: click on the 3 lines in the upper left hand corner and then click Help), and fill out the student support form. This form is also available on the Claremont Unified School District home page.
You can also reach out to the CUSD Teachers on Special Assignment:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anne Dieken</td>
<td><a href="mailto:adieken@cusd.claremont.edu">adieken@cusd.claremont.edu</a></td>
</tr>
<tr>
<td>Jessica Jackman-Uy</td>
<td><a href="mailto:jackman@cusd.claremont.edu">jackman@cusd.claremont.edu</a></td>
</tr>
<tr>
<td>Kara Evans</td>
<td><a href="mailto:kaevans@cusd.claremont.edu">kaevans@cusd.claremont.edu</a></td>
</tr>
<tr>
<td>Jessica Rodriguez</td>
<td><a href="mailto:jrodriquez@cusd.claremont.edu">jrodriquez@cusd.claremont.edu</a></td>
</tr>
</tbody>
</table>