

SCSODE- ONLINE LEARNING STUDENT GUIDE



Abstract

Southern Cross School of Distance Education uses a learning management system called “Canvas” to host its online learning courses. This guide outlines the minimum specifications required and details how students can participate in online learning courses.

Southern Cross School of Distance Education- Online Learning Student Guide

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CANVAS OVERVIEW

Southern Cross School of Distance Education uses a program called “Canvas” to host all its online learning courses. Canvas is a way to simplify teaching and learning by connecting all the digital tools teachers and students use in one easy place.

It is recommended that a computer with a reasonable size screen and keyboard is used by students to complete their work online. Canvas is accessible on all devices and has a mobile app for both IOS and Android to be used for quick access and checking notifications.

Via canvas students will be able to:

- Access their work in the format of files, audio and video
- Submit work online and the ability to have it marked and returned within the same day
- Participate in online quizzes
- Participate in real time discussions
- Message their teachers
- Receive notifications via email or SMS
- Video conference with teachers
- Keep track of completed work and assessments.

COMPUTER AND BROWSER REQUIREMENTS

BASIC COMPUTER SPECIFICATIONS

This is a list of basic computer system requirements to use Canvas. It is always recommended to use the most up-to-date versions and better connections. Canvas will still run with the minimum specifications, but you may experience slower loading times.

- Computer Speed and Processor
 - Use a computer that is less than 5 years old when possible
 - 1GB of RAM
 - 2GHz processor
- Internet Speed
 - Minimum of 1Mbps download speed- A speed test can be run to check this.
<https://www.speedtest.net/>
 - You will find that certain functions like web conferencing and watching videos will be affected by low internet speeds. Upload speeds will also affect the time taken for large file types like video and audio files to be uploaded.
- Other features
 - Microphone either built in or using a headset
 - Webcam
 - All new laptop computers will have both a microphone and webcam built in.

SUPPORTED BROWSERS

Canvas supports the current versions and all Canvas features (including conferencing and the recording of video) using the following browsers:

- Chrome
- Firefox

You should always use the most current version of your preferred browser. For the latest list of supported browsers go to <https://community.canvaslms.com/docs/DOC-10720-67952720329>

Canvas also supports the following browsers; however, the recording of video and conferencing is **not** fully supported for:

- Edge
- Safari

NOTE: Students using Safari and Edge will not be able to participate in web conferences with their teachers. Chrome and Firefox are both free products and can be downloaded and installed from their respective websites.

- <https://www.google.com/chrome/>
- <https://www.mozilla.org/en-US/firefox/>

WINDOWS S MODE

Some new computers come with Windows 10 in S mode installed. This is a version of Windows 10 that only allows apps from the Microsoft Store, and requires Microsoft Edge for browsing. It can be removed which then allows users to install Firefox or Chrome as a browser. For information on Windows S mode visit the Microsoft site- <https://support.microsoft.com/en-au/help/4020089/windows-10-in-s-mode-faq>

BROWSER MAINTENANCE: CLEARING THE CACHE

A browser cache stores copies of web pages you visit which allows the pages to load faster. Clearing the cache helps keep pages updated with the correct information.

Issues with images not loading correctly or students seeing incorrect content are often resolved by clearing the cache and it is recommended that students do this regularly.

Current instructions of how to clear the cache on a PC or Mac are found in the Canvas Community:

- How do I clear my browser cache on a PC?
<https://community.canvaslms.com/docs/DOC-10707-67952720331>
- How do I clear my browser cache on a Mac?
<https://community.canvaslms.com/docs/DOC-10708-67952720330>

MOBILE AND TABLET DEVICES

Canvas supports the latest two versions of the most popular desktop browsers. Many users also rely on mobile devices. Canvas apps on IOS and Android support a limited set of features on mobile, but the apps don't cover all Canvas functionality.

You can also access Canvas from any browser on your Android/iOS device instead of using the purpose built app. However, mobile browsers are not supported, and features may not function as expected compared to viewing Canvas in a fully supported desktop browser.

CANVAS STUDENT APP

The Canvas Student app allows students to access their courses and groups using a mobile device. Students can submit assignments, participate in discussions, view grades and course materials. The app also provides access to course calendars, To Do items, notifications, and Conversations messages.

While the app is useful and allows students to access their online learning and check results etc, **it is recommended that students use a desktop computer, laptop or Chromebook to access Canvas.** This is due to not all features being supported on mobile browsers or apps.

The app is available on the App Store and Google Play;

- <https://itunes.apple.com/au/app/canvas-student/id480883488?mt=8>
- https://play.google.com/store/apps/details?id=com.instructure.candroid&hl=en_AU

It is recommended that the latest version is always used and that the most recent version of IOS or Android is on the mobile devices.

HOW DO STUDENTS ACCESS CANVAS?

Instructions and links to Canvas are found in the “Online Lessons” section of the school website - <https://sthcrossc-d.schools.nsw.gov.au/online-lessons/canvas.html> and are regularly updated.

Students can also use a link from their student portal. All full time and non-government school single subject students have a link added to Canvas in their student portal upon enrolment. To access the student portal- <https://student.det.nsw.edu.au/>

The direct link to Southern Cross School of Distance Educations Canvas instance is;

<http://southerncross.instructure.com>

WHAT DETAILS DO STUDENTS NEED TO LOGIN?

Students access Canvas using their NSW Department of Education allocated email and password. Students are sent details of their email and password on enrolment via email to their allocated supervisor or via mail if no supervisor email address is given at the time of enrolment.

If a student has not yet received their email details or have forgotten it, please call the online learning team on 02 6681 0424.

Student emails are of the form;

john.smith@education.nsw.gov.au

This students User ID would be;

john.smith

Where persistent issues arise with a student’s login, students can be given a guest account to access Canvas. Guest accounts are allocated by the online learning team on a case by case basis.

CANVAS LOGIN ISSUES

If a student has issues accessing Canvas or has forgotten their password or email they can call the online learning team directly on 02 6681 0424 or call the front office on 6681 0300.

Common login issues arise from:

- Student has never accessed their NSW Department of Education Student Portal and accepted the terms and conditions. <https://student.det.nsw.edu.au/>
- Students incorrectly typing in their email that ends in @education.nsw.gov.au
- Students using their email address instead of their User ID. The User ID is their same as their email address without the @education. See above example
- A forgotten password
- Googling “Canvas login” and not going to the school’s canvas address- <http://southerncross.instructure.com>
- Not using a modern browser like Chrome or Firefox and not using the latest version of these browsers.
- Using an out of date browser like Internet Explorer.
- Previous computer user has not signed out of their student portal or personal Gmail.

OTHER REQUIRED SOFTWARE

All documents used in Canvas are either in Word (.docx) or PDF (.pdf) format. Where possible teachers of online courses will have documents available in both formats for students to access. If a student needs access to an alternative file format they are to contact their course teacher. Only Word or pdf files are to be uploaded by students for assignments in Canvas.

MICROSOFT WORD

- All documents created and used by students are to be done using Microsoft Word.
- Microsoft Office 365 can be downloaded by students for free via their student portal. Instructions for downloading software from the student portal are below.
- For students using a Chromebook they can either install:
 - Word app from the Google Play Store- <https://play.google.com/store/apps/details?id=com.microsoft.office.word>
 - Office Online from the Chrome Web Store- <https://chrome.google.com/webstore/detail/office-online/ndjpnladcallmjemlbaebfadecfhkepb>
 - On a Chromebook word files will download and open in Google Drive. Students can then upload assignments from their Google Drive in Canvas.

ADOBE READER

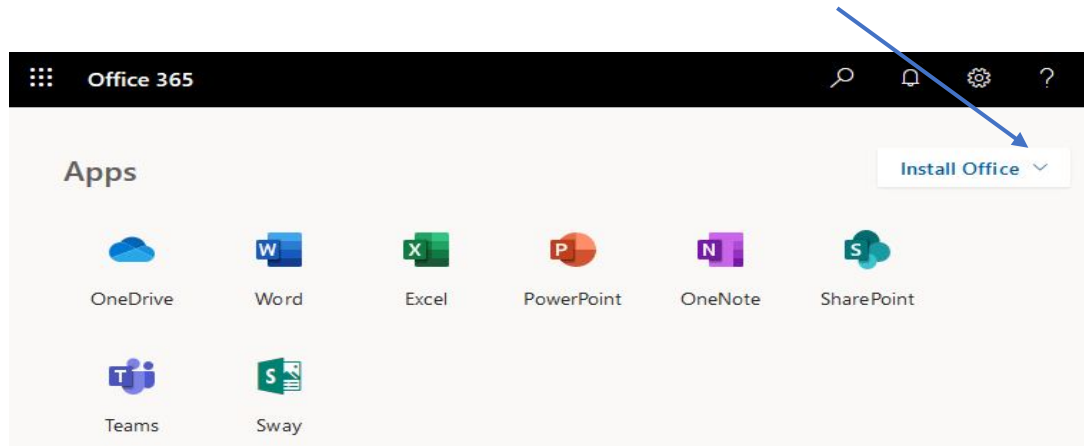
- Adobe Reader can be downloaded for free from <https://get.adobe.com/reader/>
- Adobe DoE software download is also free for student to access via the student portal <http://portal.det.nsw.edu.au>. This gives students access to Adobe Creative Cloud, Photoshop and Premiere Elements.
- Students using an Apple Macintosh computer will have pdf files opened by default in a program called Preview. This is fine to use for reading a pdf file but is not to be used to fill in a pdf form. This is due to student responses not being able to then be read by distance education teachers on Windows computers.
- For Adobe DoE software students will be redirected to the Academic Software Download Centre. Students will need to use their @education.nsw.gov.au student email address to register on their first visit. To register, click on the "Sign In" link at the top of the page and then click on the REGISTER button. A verification email will be sent to your NSW DoE email address.

STUDENT SOFTWARE DOWNLOADS

All NSW Department of Education students are eligible to download and licence Adobe and Microsoft software for the duration of their enrolment. The software is only available to download onto personally owned devices.

- Students access via their student portal- <http://portal.det.nsw.edu.au>
- Select more in the learning tab
- Select Microsoft Office 365

- For Microsoft Office 365 make sure you are on the computer in which you want to install the software and select the arrow next to the button “Install Office”. (Usually you choose option 2 for 64-bit download, unless your computer is very old and you want the 32-bit version). Then follow the instructions to install.



- **N.B.** For Adobe DoE software students will be redirected to the Academic Software Download Centre. Students will need to use their @education.nsw.gov.au student email address to register on their first visit. To register, click on the “Sign In” link at the top of the page and then click on the REGISTER button. A verification email will be sent to your NSW DoE email address.

HOW TO SUBMIT WORK ONLINE

Canvas features that allow students to complete activities online include:

- Quizzes: Ability to have marked automatically
- Discussion: real time discussions with their teachers and/or peers
- Assignments: for file uploads
- Conferences: Web conferencing
- Studio: Record videos

Assignments allow students to upload the following;

- Document files- Word (.docx) and Pdf (.pdf) only
- Images
- Video
- Office 365 file

SCAN OR PHOTOGRAPH WRITTEN WORK

Students as part of their course work might be required to submit written work or drawings. This is relevant in subjects like Mathematics and Japanese where typing symbols is difficult. For subjects like Visual Art students might need to photograph drawings or artworks.

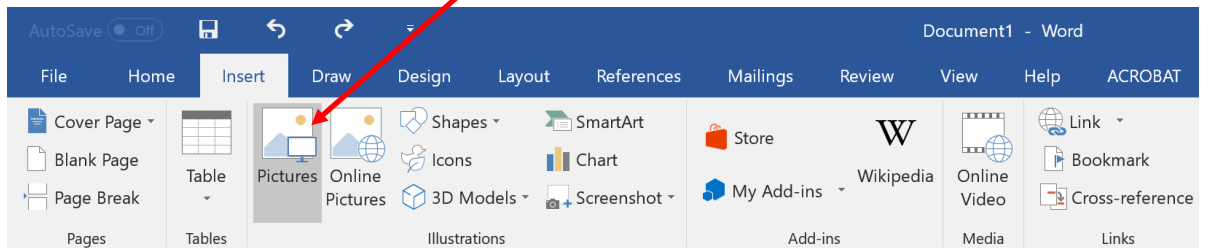
Where copies of written work need to be submitted online students have three main options.

1. Photograph work. Photographs can be taken using a webcam, camera or phone then uploaded. Multiple photos of work can be submitted but it is recommended to limit photograph uploads to 2-3
2. Photograph work and add to a Word document. This method is recommended when the written work involves 3 or more photographs. Instructions are given on the next page.
3. Use a scan to pdf app. There are numerous apps in the Google Play or App Store that you can use. Apps that the online learning team recommend are:
 - Office Lens
 - Cam Scanner

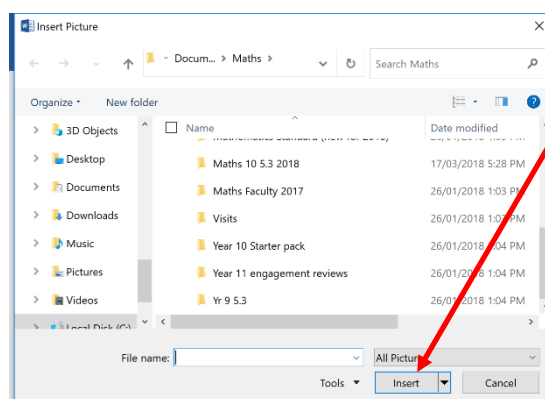
HOW TO SUBMIT IMAGES IN A WORD FILE

These instructions will show how to submit your written work as a word or pdf file using Microsoft Word 2016.

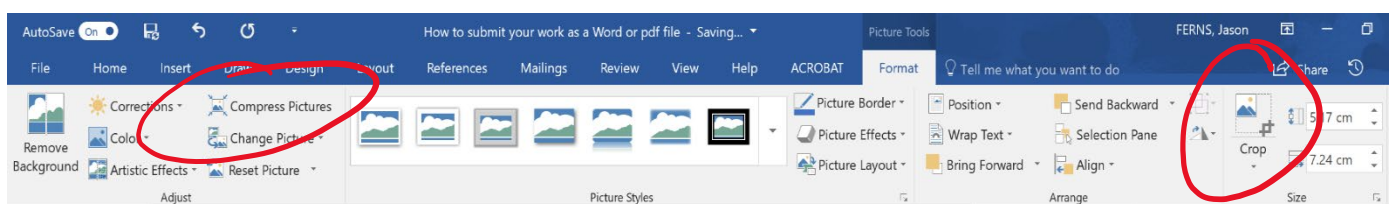
1. Photograph your written work and save to a location on your computer. You can photograph using your phone, a camera or your webcam.
2. Open Word 2016 and open a blank document.
3. Select the insert tab and then select picture;



4. Select the photograph of your work from file location you selected at point 1 above, then select insert;



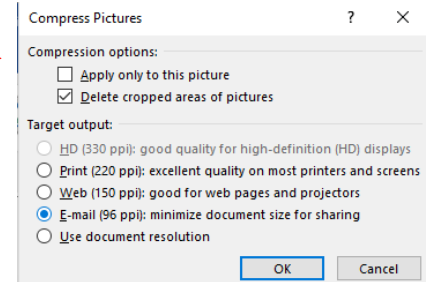
5. Once you insert your picture, select the picture tools. If you cannot see the picture tool click on the picture.



6. You can experiment with some of the tools, but most will not be needed if you take a good photograph. The main tools you will use are;
 - Crop- remove parts of the picture not required.
 - Compress pictures- to reduce your file size to make it easy to upload

7. After you have inserted all the images of your work, you will need to compress the images to make the file size smaller and easy to upload.

- To compress images, click on any image then select the picture tools tab.
- Untick first box and then tick the second box
- Select e-mail
- Click OK



8. Save your file as either a word or pdf file,

- Word: Select file then save. Make sure you add your name to the file, so your teacher knows it is your file!
- PDF: Select file then Save as Adobe PDF.

9. Upload to Canvas.

10. If you have problems uploading files to Canvas, please contact the teacher of the course you are using or call the online learning team on 66 810 424.

CANVAS STUDENT GUIDES

The Canvas guides are a repository of instructions about all the features of Canvas. They are an excellent resource to use if you are having difficulties completing tasks or wish to find out the most efficient way to navigate all the online tools available for students.

There is a list of written student guides with useful screenshots found in the Canvas Community- as well as video guides.

- Written Guides <https://community.canvaslms.com/docs/DOC-10701>
- Video Guides https://community.canvaslms.com/community/answers/guides/video-guide#jive_content_id_Students




Students can also Google “Canvas student guides” as they are easily searchable.

CONTACTS AND ONLINE LEARNING TEAM MEMBERS

If students have any issues or problems accessing Canvas, they can contact the Online Learning (Canvas) Team directly on **66810424** or the main office on **66810300**.

If the issue is directly related to materials in one of their online courses' students are to contact their teacher, who then redirect to the Online Learning Team if required.

ONLINE LEARNING TEAM MEMBERS

	Jason Ferns Online Learning Coordinator		Mary-Anne Saunders Online Learning Administration
	Amanda Screen Technical support Teacher- Online Learning		Ross Patch Technical support Teacher- Online Learning
	Garry Somerville Technical support Teacher- Online Learning		Sharon Barbour Technical support Teacher- Online Learning