

eLearning and Instructional Support:

I. PURPOSE AND SCOPE

Canvas, the current learning management system (LMS) in use at San Jose State University (SJSU), is available for faculty to use to supplement their teaching and learning activities. The LMS serves as a digital learning classroom and adheres to all university policies and procedures to support academic needs. The Administrative Guidelines includes all faculty, students, and courses at SJSU that are in PeopleSoft and imported into the LMS.

II. ADMINISTRATIVE GUIDELINES

eCampus, a division of Academic Technology, administers and supports the use of the LMS by faculty, students, and staff. Support includes responding to requests for help and assistance with the LMS through the iSupport/Online ticketing systems, telephones, walk-ins, and emails. The support provided follows all university policies regarding usage and user creation, assigned roles, additional courses, cross-listed courses, semester transitions of content, incompletes, and course ownership.

department's librarian. The subject-specialist librarian directory is located at: <http://library.sjsu.edu/sjsu-library-staff-directory/sjsu-library-subject-liaisons>

D.

- Database retention
If faculty require access to data stored in a previous LMS used by SJSU, such as Desire2Learn, they will need to contact eCampus. As part of the grade dispute and retention policy, administrators of the LMS will retain learning environment access to assist faculty with such requests.