WHEN WILL MY STUDENT ENROLLMENTS POPULATE IN CANVAS?
Student enrollments populate on your Canvas People list the morning of the first day of the term. This means students do not have access to Canvas or your course until that day.

WHY CAN’T MY STUDENTS SEE MY COURSE?
Students can only see your Canvas course if it is published. Be sure that you have published your course and any course content you would like students to access.
*Reminder: online courses must be published BY 9:00am the first day of the course start date.

WHEN DOES CANVAS REFLECT STUDENT ADDS/DROPS?
Students who add or drop a course via ChaffeyVIEW will be updated in Canvas at 6:00pm on the day they add/drop. If the student adds or drops a course via ChaffeyVIEW after 6:00pm they will be updated in Canvas at 6:00am the following morning.

HOW CAN I REQUEST MY COURSE SECTIONS TO BE GROUPED?
Course grouping is an option that allows faculty to combine course sections into the same Canvas course shell. For example, a faculty member teaching two sections of SOC-10 can request for those sections (and enrollments) to be placed into the same Canvas shell. To request course sections to be grouped please submit your request via the MyChaffey Portal by selecting the "Canvas Course Grouping Request" link off the QuickLinks menu.

I WOULD LIKE TO TEACH HYBRID OR ONLINE, HOW DO I GET STARTED?
Faculty are required to complete training before being eligible to teach hybrid/online using Canvas. Training information can be found by selecting the DE Hub course card off your Canvas Dashboard or reviewing our Canvas Training Guide.

I NEED HELP WITH A SPECIFIC CANVAS FEATURE, WHO DO I CONTACT?
If you are seeking technical assistance (i.e. assignment settings, gradebook set-up, enrollments, etc.), contact our DE Help Desk. Contact any of the faculty below for assistance with pedagogy, maximizing your use of Canvas in your instruction, and other instructional questions or needs:

- Angela Cardinale, Distance Education Coordinator (Angela.Cardinale@chaffey.edu OR x6927)
- Jonathan Ausubel, Distance Education Co-Facilitator (Jonathan.Ausubel@chaffey.edu OR x6937)
- Selene Pineda, Distance Education Co-Facilitator (Selene.Pineda@chaffey.edu OR x6815)

Need additional assistance? Contact our DE Help Desk at (909)652-6975 or OnlineEd@chaffey.edu