



Academic Liaison Meeting

05/18/2022 at 8:30 AM CT

Announcements and Updates from OAI

- Support Channels:
 - Navigate to Help -> Report a Problem to have your ticket accurately routed to Canvas Support.
 - Make sure you are using your TAMU email address – the same email attached to a Canvas account.
- Issue with MFA
 - Our admins are working with Instructure to find the root cause and apply a fix. Because of this issue, we are limited in how we can support faculty.

Fall Shells

- **No timeline set**
- We do not currently have a date for the release of Fall 2022 Canvas shells due to shifts as a result of the Path Forward. As soon as we have that date set, we will communicate further on our website.
- We can create DEV courses outside of the existing policy to address these courses.
- Dev courses require the following:
 - UIN of the IOR assigned to teach the course
 - Term
 - Course name

Final Grade Submission

- Spring 2022 Grade Discrepancy Report Available from May 18, 2022, to June 3, 2022
- Available to the Instructor of Record through ORCA
- [How to Interpret Grades Report](#)

Third-Party Tools

- TX-RAMP and FedRAMP update
- A certification must be approved before a contract/agreement can be initiated.

Canvas Support

- If you receive an answer that is not consistent with what you would anticipate, provide us with the case number and original request.
- We are working closely with Instructure to ensure tickets are routed correctly.

Questions for LMS Implementation Teams

- QM or other metrics for measuring quality in courses



- Remote courses and proctoring tools – ***SURVEY SENT ON 4/25/2022***

Upcoming Meetings – May 18, 2022, at 8:30 AM CT

- Suggestions?

Discussion

Canvas Support

Bush School: value in going through Canvas? Seems inefficient we have to jump through the hoop when we know we have to get to you.

AI: They should be answered and then escalated correctly. We can't support multiple intake processes and university would like one service. They're not supposed to review the ticket but escalate to us.

Nursing: I continue to express my vehement disagreement that we are supposed to partner with AI when we have no special way to contact AI and must go through Tier 1 support when we know our ticket is Tier 2. That is not partnership. We are only asking this direct contact method for ALs.

Bush School: Would like more direct instructions for faculty members.

Law School: Where should I reach out when I have an issue needing direct help?

Isabel: Add all inquires to the newly created Support channel in our Microsoft Teams.