



Academic Liaison Meeting

04/06/2022 at 8:30 AM CT

Announcements and Updates from OAI

- Email aihelp@tamu.edu for all inquiries or through the Academic Liaisons Teams channel.
- If there are any staffing changes for Academic Liaisons, please inform us so we can update accounts as needed.

Canvas Support – *Drs. Jocelyn Widmer and Patrick Louchouart*

- *JW: History of AIOL since March of 2019, JW start at TAMU.*
- *PL: Principles of Service to State, Students, Faculty, Staff*
Focus on Two Things: How Can we improve service? How can we maintain it?
- Email communication
 - 4/20 – Coming Soon message
 - *All Faculty and Staff at all campuses, change is coming on Monday. Highlights three reasons why it benefits the university.*
 - 4/25 – Go live message
 - *Go live at 8am. Email to all faculty, staff, and students*
 - *Question from Kim R. – Was the change communicated already or will it come?*
 - *Communication will be Archived on LMS website*
 - Email to stakeholders: *Email to All Academic Stakeholders from JW on 4/21*
- New Training and Support page
- Printable PDF
- Digital signage across campus
- Banner on LMS website
- Social media



- TAMU and Division of IT social media

JW: Be our partners and communicate with specific detail where the end user experience drops.

Questions:

Liberal Arts – What will the wait times look like for faculty calling in for assistance?

AI – Highlights the wait times for Canvas and preferred methods. Call responses; Chat responses. Wait times can increase during peak periods.

Education - Will AI still plan to provide Zoom office hour? especially at the beginning and end of semester?

AI: yes OH will still be available.

Nursing - Every ticket we log or initiate will go to Instructure support first before getting upgraded to anyone in OLTS or AI. Most things ALs request require your intervention. So how is that going to be efficient? I am specifically asking for Academic Liaisons, not faculty not students.

Medicine - Will AI provide detailed information to Instructure regarding the colleges that do not fit the typical mold of TAMU? For example, affiliate accounts at the College of Medicine.

AI:: Yes, through the Knowledge Base and through the meetings held weekly and biweekly with Canvas Support – AI Teach Canvas Tier 1 Support, presentation to AL group. CG explains the knowledge base provided to Canvas Support

Education - so if we have questions/request about creating DEV course and ORCA we need to email support@instructure.com?

AI: Yes. The will route to OAI if it is considered a Tier 2 inquiry.

Mays Business School. - If we still have an email option to get tickets to Service Now, it seems to make more sense from a change management perspective to keep the aihelp@tamu.edu email alias.

At a minimum, I suggest that any message sent to aihelp@tamu.edu be forwarded to the ServiceNow email alias. This can be done in addition to the bounce back email response.



That will reduce complaints from those who have been using aihelp@tamu.edu as their primary response. Then, after a transition period, aihelp@tamu.edu can be phased out of use. (Summary – The bounce back email sent from aihelp@tamu.edu should go to Canvas versus having to compose another email to them)

Public Health - quick question, so, the only way to contact you is through the Canvas chat?

Law. - How do we communicate with OAI about third party tool testing and setting up testing groups? Is this going to have to go through Instructure first??

AI: will communicate through a different channel, all support inquiries about the tool will route through Canvas support.

Nursing - Why are we finding out about this 3 weeks (4 days) before launch when Jocelyn has been discussing this over 3 years and in earnest since October? We have a lot of documentation to update that cannot be done in 4 days. There is a continued commitment to letting ALs know in the eleventh hour. I wish we could change that. It would make it easier to partner with you. I hope you can understand that.

Science. - Is our Teams group still a support we can use?

AI: – Support Channels information have been added to Summer Template 2022

Mays Business School - When will the following page be updated to reflect the new support approach?

<https://lms.tamu.edu/Training-Support>

Education - I think getting the 24/7 support is a really good idea, I just didnt expect that [aihelp](mailto:aihelp@tamu.edu) will also be phased out immediately. So I guess we just need to see how fast Instructure will forward non-Canvas tickets (ex: ORCA) to OAI/OLTS.

Education - Chelsea, can the PPT be added to MS Teams?

Galveston - what does this look like for the role of academic liaisons if we are funneling request through this tier one Canvas service.. will we receive forwarded tickets that are associated with our Campus ?

COALS. - How are communities affected?

Mays - I agree with Kevin. I am excited to see the full Tier I support available from Instructure. I applaud the AI team for making this move. I also applaud the AI team (all of



you) for your herculean effort to support the university with an extremely limited staff. What training is prepared to demo how to access and use Chat within Canvas (i.e., web pages, videos, etc.) that will be released with the email communication?

AI – Big importance with Tier 1 Support, customized granular reports by sub-account structure, etc.

Liberal Arts - What about LTIs? Will questions about tools be considered tier 1?

Science. - Off this current topic - have online faculty been emailed yet regarding summer proctoring?

Education - When we submit a ticket via Instructure do you think we will see similar automatic response like when we submit tickets via aihelp? Such as the notifications that CALL has been changed to INC. So that we know you're receiving and reading the ticket. CG answered this question.

Science– What are the wait times for AI for Tier 2 support? Also asked about the Admin option when contacting Canvas Support.

Final Grade Submission

- Final Grade Submission – Warning Message Pilot:
<https://tx.ag/HowdyMessagePilotSignup>
- Pilot Requirements
 - Be listed as the primary Instructor of Record for a Summer 2022 course (Summer I, Summer 10 week, or Summer II)
 - Use Canvas for final grade submission to Howdy
 - Attend, at a minimum, 3 meetings throughout the summer to discuss the warning message, process, and feedback
 - Receive training on the final grade submission process
 - Provide suggestions for the language in the warning message
 - Provide feedback on the training, communication, and outreach needs for the changes



AI – Shared link to sign up for Pilot sign up

Summer and Fall Shells

- 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.
 - Summer shells – released on April 8, 2022
 - Fall shells - TBD
- 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

Questions for LMS Implementation Teams

- QM or other metrics for measuring quality in courses
- Remote courses and proctoring tools – ***SURVEY COMING SOON***

Upcoming Meetings – May 4, 2022, at 8:30 AM CT

- Discuss end of semester procedures, to include final grade submission.