

Policy:	Educational Technologies
Applicability:	All Doctor of Chiropractic Courses
Who is affected:	Doctor of Chiropractic Students
Effective:	Immediately
Policy Effective:	October 03, 2016
Last Revision Date:	September 23, 2016
Initiated By:	Academic Affairs
Responsibility:	Vice President for Academic Affairs
Policy Link:	http://lifewest.edu/wp-content/uploads/2016/09/LCCW_StudentHandbook_092916-1.pdf
Policy ID:	OAA.0009

COMPUTER HARDWARE

Students should own a laptop computer running Mac OSX (version 10.6 or later) or Microsoft Windows (version 7 or later). A tablet, such as an iPad, is a helpful accessory, but it is not a substitute for a computer.

Students should plan to bring their computers with them to campus every day, as they may be needed for in-class assignments or testing. Some instructors prefer you not use electronic devices in class unless directed to do so. Please respect these instructors' wishes and leave your computer in your bag if they ask you to.

CANVAS WEBSITE VS. CANVAS APP

Students should view the Canvas mobile app *as an accessory to the real thing*. For accessing course materials and general studying purposes, the mobile app is perfectly adequate. But for high-stakes activities such as submitting assignments, students should use a computer (as defined above under *computer hardware*) and a supported browser, not a phone or tablet.

Students should also be aware Instructure (the company who makes Canvas) does not support Canvas on mobile browsers. So, students should use either a supported browser on a computer (recommended) or the mobile app.

STUDENT RESPONSIBILITIES FOR ASSIGNMENTS SUBMITTED IN CANVAS

Because computer problems can happen, and because instructors cannot fairly verify stories of technical problems for all their students, students must assume the burden of proof when disputing a missing assignment.

If you suspect there has been a problem submitting your assignment in Canvas, do these two things:

1. *First*, notify your instructor that you believe there's been a problem submitting your assignment. Your instructor can't provide technical support, but it's easier for them to believe a "computer glitch" story when they hear about it before the assignment is due. Your story about last-minute computer problems is less credible after the due date has passed.
2. Once you have let your instructor know about the technical problem, *then* contact Canvas support through the **Help** link in Canvas (upper-right corner of the screen). You can get help through live chat or over the phone, 24 hours a day, 7 days a week.

TRUST, BUT VERIFY

For best results, always submit assignments in Canvas using a supported desktop browser, such as the latest version of Google Chrome or Mozilla Firefox (for more information: <https://guides.instructure.com/m/4214/l/41056>).

If you insist on submitting assignments through the Canvas mobile app, make sure you log into Canvas on a desktop browser to verify the assignment was successfully uploaded *before the assignment due date*.

Amendment History

Amendment Date
10/03/2016 Adoption
09/23/2016 Revision