

From: UWL Canvas Administrator
Subject: Canvas Course Enrollment Problem [01-31-09]

To instructors using Canvas this semester

Many instructors have experienced discrepancies between their course rosters in WINGS and in their Canvas courses. These problems are occurring at all the UW campuses and UW System is working on a solution. UW System will contact campuses when the problem is resolved. Unfortunately, there is nothing we can do at UWL to fix the problem for you.

Your course roster in WINGS is accurate. The Canvas problem is as follows:

- 1) Some students who are "officially" enrolled in your course may be listed as "inactive". Although enrolled in your course, these students cannot see or access your course materials in Canvas.
- 2) Some students who have "officially" dropped your course may continue to be listed in your Canvas course roster.

Of special concern, are students who are not able to access a Canvas course. We hope that you are finding ways to provide access to your course materials, assignments and activities for these students until the problem is resolved. We will send another mass email when we know the problem has been resolved.

We have sent the message below to all UWL students.

To students using Canvas this semester

We are aware that some students are having difficulty accessing courses in Canvas, the new learning management system at UWL. This problem is occurring at all UW campuses, and UW System staff are working to resolve the problem. Your instructors are not responsible for the problem, and neither they nor UWL Information Technology Services can fix the problem locally. We will send another mass email when we know the problem has been resolved.

The problem appears to be occurring for students who have more recently added/dropped a course (not during traditional registration time).

Until the problem is resolved 1) some students who are "officially" enrolled in a course associated with Canvas cannot see or access course materials and 2) some students who have "officially" dropped a course may continue to be listed as associated with the course and may be getting notifications, etc.

Thank you for your patience as a resolution is being sought, your instructors will be in communication with you.

Finally – this problem is a Canvas problem, your D2L-related courses should be functioning fine.