

FBMH Canvas Central Newsletter

Issue 4
August 2025



 elearning.bmh.manchester.ac.uk/canvas

 FBMH eLearning Community (Viva Engage)

In this issue

- Canvas Support: Alexandra Nutter
- Canvas Unit Deployment Workshop: Megan Broadbent
- Digital Discovery Series: Megan Broadbent
- Student Partners update: Manas Kapur & Ashneet Kaur
- Flexible Change officer update: David Hubbard
- Canvas training Data: Various
- Quick wins: Track and Restore & View Page history Megan Broadbent
- Heroes: Katie Newton
- Osmosis: Rachel Heyes
- Meet the eLearning Team: Adrian Emerson & Lisa Donlan

Preparing for the Canvas transition

From the 4th august there is only **21 working days** until the 8th September “Deployment Day” this is the date all semester 1 and full year units need to be published by. This is to meet our UOM DASS recommendations and was agreed by the FBMH Implementation group.

Please get in touch if you need any support, all routes show on the next page.

Contact FBMH eLearning

Canvas Support

Quick question: Live Chat

Chat to the FBMH eLearning team via our [Live Chat](#). This service is for quick or straightforward questions. Live Chat is available on weekdays between 10am – 12pm and 2pm – 4pm.

I have a technical problem

If you have a technical problem, you can [submit a ticket](#) to the team. Please include the course code of the unit that you are having difficulty with, and provide as much detail as you can about the problem (including error codes, exactly where you are having problems and a screenshot, if applicable).

Canvas support

For help with Canvas **outside office hours**: When logged in to canvas.manchester.ac.uk, go to Help in the left-hand menu and select 'Chat with a Global Canvas expert for queries about Canvas' (this [screenshot](#) may help you).

Book an appointment

Building on our Live Chat service, you can [make an appointment](#) to troubleshoot a more complex problem or explore an idea. Please provide as much detail as you can about your query, along with a range of dates and times, so that we can match you with someone in our team best placed to meet your needs.

Drop Ins

They are in 1.060-1.063 Stopford Building(first floor over PC Cluster 1) we have several staff on hand to support you with all things Canvas.



Alexandra Nutter:
Assistant eLearning Manager

Canvas Unit Deployment workshop

The eLearning team are launching a Canvas Unit Deployment Workshop to help staff prepare their courses for the start of teaching in September 2025. This session is designed for Unit Coordinators and administrative staff, who are responsible for managing course availability, content, and communication. This session will help ensure your unit is structured, accessible, and ready for students by 8th September.

This is not a general introduction to Canvas. If you are new to the platform, we recommend attending the [Unit Construction](#) or [Canvas Basics](#) workshop first.

What to Expect

This workshop is ideal for those involved in course coordination and delivery. By the end of the session, you will be able to:

- Create, edit, and schedule Announcements, Discussions, and Inbox messages
- Use the Canvas Calendar to manage events and deadlines
- Apply Publish and Module Settings to manage student access
- Review course structure and settings for accessibility and pedagogic alignment
- Troubleshoot common deployment issues (e.g., unpublished content, registration delays, CS integration)

Why It Matters

Effective deployment is essential for delivering a consistent and high-quality learning experience. This workshop supports the University's commitment to pedagogical excellence by helping staff align with institutional standards and ensure clarity and readiness for students across all programmes.

How to Book

To book your place on Canvas Basics, contact fbmhcontact@manchester.ac.uk or [book directly on the Training Catalogue](#)

Digital Discovery Series

Looking for quick, focused support on Canvas features right when you need it? The Digital Discovery Series is here to help. Relaunching this August, these 1-hour online webinars are designed to give you just-in-time guidance on key Canvas tools, settings and features.

Weekly Topics, Timed to Support You

Running every Friday from 2–3pm, each session focuses on a different Canvas feature or tool. The topics are timed to align with the academic calendar so you will get the support you need just before you need it.

The first session is on Friday 8th August with a focus on Rubrics, perfect for those preparing assessments for the new semester. Later sessions will cover topics like Sections and diff tags, item banks and analytics. These sessions are self-selecting so you can choose to attend the ones most relevant to your role and responsibilities.

Full list of topics covered:

- Rubrics
- Item banks
- Canvas analytics
- Admin training on deployment
- Sections and differentiation (diff) tags
- Group work
- SCORM
- Adaptive release tools
- Marking

Why It Matters

The Digital Discovery Series is designed to be flexible, practical, and responsive to your needs. Whether you are preparing to mark, publish, or personalise your course, these sessions will help you make the most of Canvas, without the time commitment of a full workshop.

How to Join

A full schedule and session links will be available soon on the [Digital Discovery Series webpage](#).



Megan Broadbent:
eLearning support officer

Student updates

As a Student Partner, I can see that the transition to Canvas is starting to make the process of assessment and giving feedback feel a lot more streamlined. With the submission portals, deadlines, and feedback all out there for you in one location, it is easier to keep on top of things. With Canvas, you are able to follow your progress, refer back to your submissions, and view your marks and comments without having to rummage through emails or several different sites.

It's also made things more uniform throughout different modules, with lots of staff using things like rubrics and inline comments. This not only makes you aware of how you're being graded but also what you can do to make it better.

That being said, we want to hear from you—what's good, and what can improve? Your feedback guides how Canvas will be used in the future, and we need to create a system that everyone can use.

Canvas also has much more potential, aside from peer reviews to discussion boards and built-in feedback loops. The more we discover, the more we can make it a networked, supportive learning environment. So give us your thoughts—your opinion counts.

Manas Kapur: Student Partner

Canvas Calendar

Canvas just made life as a student much simpler. You can now view all your future deadlines, quizzes, and events in one spot with the revised Canvas Calendar. Whether you have coursework across different modules to balance or you're looking at what's coming up for the week, it's all laid out in front of you so you're never surprised. You're also able to filter by course or assignment type, which means time management is even more efficient.

Another under-appreciated gem is the Canvas To-Do list. It picks up all your assignments and tasks automatically, organised by due date. You mark it off once you finish it and poof, it's gone. If it's not urgent or necessary to be highlighted, you simply click it away. It's deceptively effective when things get crazy.

Navigation also got better—now it's quicker to get to the important sections such as modules, announcements, and grades. Everything is faster and more intuitive. And the mobile app syncs smoothly as well so you can access deadlines and updates anywhere you are. We're sharing more on this later!

In comparison to Blackboard, Canvas is cleaner, quicker, and much more user-friendly. There's less clicking, less waiting, and less confusion. It keeps you focused on your learning—not on trying to locate things.

Ashneet Kaur: student Partner

Course Readiness: Intelligent Insights

The CLE Project Team has developed a static dashboard report offering key metrics to guide faculties through Canvas implementation. These include:

- Access & Engagement: % of unpublished courses accessed by teaching staff
- Course Setup: % of courses published
- Readiness Status: Accessibility compliance scores, file size metrics, and weekly publication trends

This dashboard provides a high-level overview of Canvas engagement and readiness, helping departments identify areas needing additional support.

FBMH Course Readiness: API-Driven Insights

Building on the dashboard, the eLearning Team is developing a data warehouse using Canvas API to deliver deeper insights. This report will integrate:

- Course Information
- Unit Coordinator Details
- Training Records
- Canvas Activity Metrics
- Accessibility Scores
- Publication Status

These insights will support targeted interventions and strategic planning across the Faculty.

First Contact: Enhancing Canvas Support Through Data-Driven Insights

The eLearning team has launched a dedicated First Contact Team to strengthen support for Canvas implementation across the University. This team is leveraging data from help and support enquiries to identify emerging trends and shape future training initiatives.

Each enquiry logged contributes to a clearer understanding of staff needs, helping us evolve our services in line with real-world usage. Assigned field admins within the First Contact Team have the authority to escalate issues directly with Canvas, supported by a structured escalation process and a hyper-care support model tailored to the University's rollout.

Looking ahead, the team will also assess which service request forms (e.g. "I would like to request access to...") will be most useful, ensuring our enquiry process and service level agreements (SLAs) continue to improve. Your questions and feedback are instrumental in shaping this service, which will evolve alongside our use of Connect (ServiceNow).

David Hubbard: Flexible change Officer



Canvas Training Statistics

Training uptake is a cornerstone of successful change management. Within FBMH, our goal is for over 90% of Unit Course Coordinators to be trained in advance to support Canvas course building. A full breakdown of our Canvas training programme is available [here].

Timely engagement with training ensures staff are equipped with the knowledge and confidence needed for course preparation. For Semester 1 and full-year courses, our target is to have two weeks' worth of content ready by 8 September 2025—two weeks ahead of the academic year start—to meet DASS recommendations.

We're actively monitoring training engagement using our catalogue, cross-referenced with known Unit Coordinators. While we acknowledge some data discrepancies, we're working with what we have, to ensure no one is left behind. If you've received an email from Michael Smith, FBMH Academic Lead for Technology Enhanced Active Learning, it's part of our effort to reach out to those who may not yet have completed training. Please respond to help us keep our records accurate.

Total attendees at training events so far: 852

Breakdown

- Unit Construction Workshops (Unit Coordinators): Total 400
 - F2F: 341
 - Async: 59
- Canvas Basics (Teaching staff): 185
 - F2F: 98
 - Async: 87
- Bespoke programme-based training attendees: 65
- PS Orientation to Canvas (PS): 51
- Creating and Managing Assignments in Canvas: 83
- Quizzing and Testing in Canvas: 39
- Interactive video with Canvas Studio: 29

Drop-ins: 52

How many units in FBMH have had a Member of staff attend content building training (Unit construction or Basics): 582

How many units in FBMH have had a Unit coordinator attend content building training (Unit construction or Basics): 525

Events

- Total training sessions: 69
 - Unit Construction Workshops (includes Pioneers): 36
 - Canvas Basics: 13
 - Canvas Basics for OneMed: 5
 - Creating and Managing Assignments in Canvas: 10
 - Quizzing and Testing in Canvas: 8
 - Interactive video with Canvas Studio: 4
 - PS Orientation: 5

Total drop-in sessions: 52

We are offering groups of 10 or more colleagues the opportunity to work together on course development. You can select a training date which suits your group, please contact FBMHcontact@manchester.ac.uk with details.



Quick wins: Track and Restore Changes in Canvas

Restoring deleted or edited content in Canvas can be a lifesaver, especially when working on shared course pages or making frequent updates. Canvas has a few magic tools that make sure that deleted content is restorable, and learning content is not lost forever.

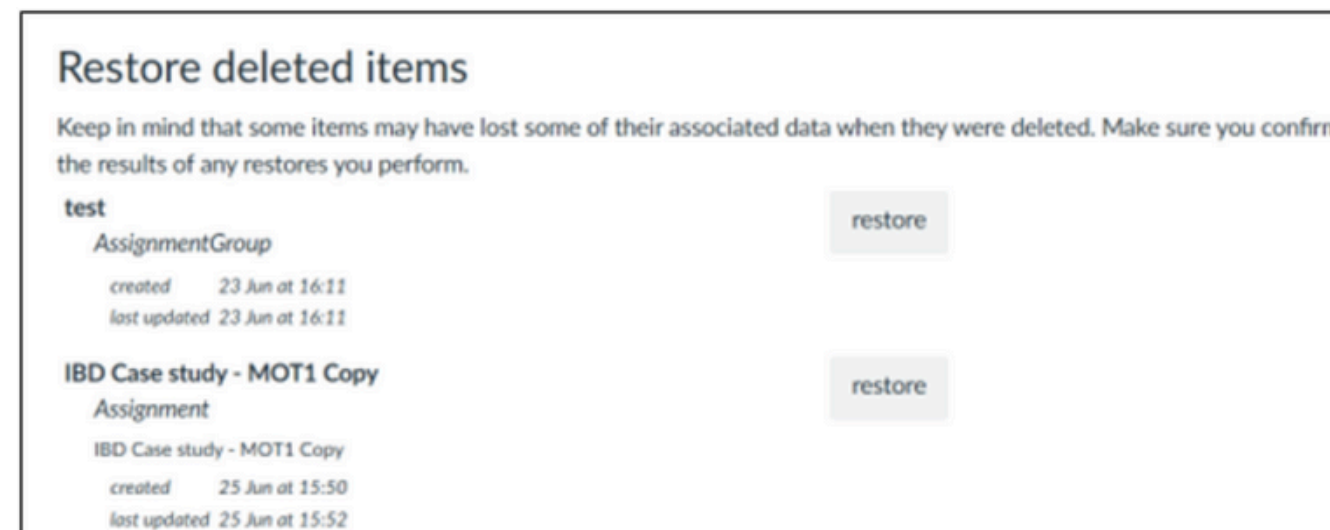
Recover Deleted Items with '/undelete'

Canvas has a hidden but useful feature that allows instructors to recover deleted content. By navigating to the end of your course URL and adding '/undelete', you can access a list of recently deleted items. This feature appears to work for assignments, modules, groups, and wiki pages, and may extend to other content types as well.

Please note that this functionality is only available to users with instructor-type roles in the course. It does not work if you are enrolled as a student.

To undelete something:

- Navigate to the course in question.
- Select Home from the course menu.
- Check the URL you should see something like this: <https://canvas.manchester.ac.uk/course/34075>
- At the end of the URL, type /undelete. <https://canvas.manchester.ac.uk/course/34075/undelete>
- Press Enter. You will now see a list of restorable items.



N.B. It can sometimes be tricky to identify the correct content to restore. We recommend contacting eLearning for support if you are unsure which item to undelete.



Megan Broadbent:
eLearning support officer



Quick wins: View page history

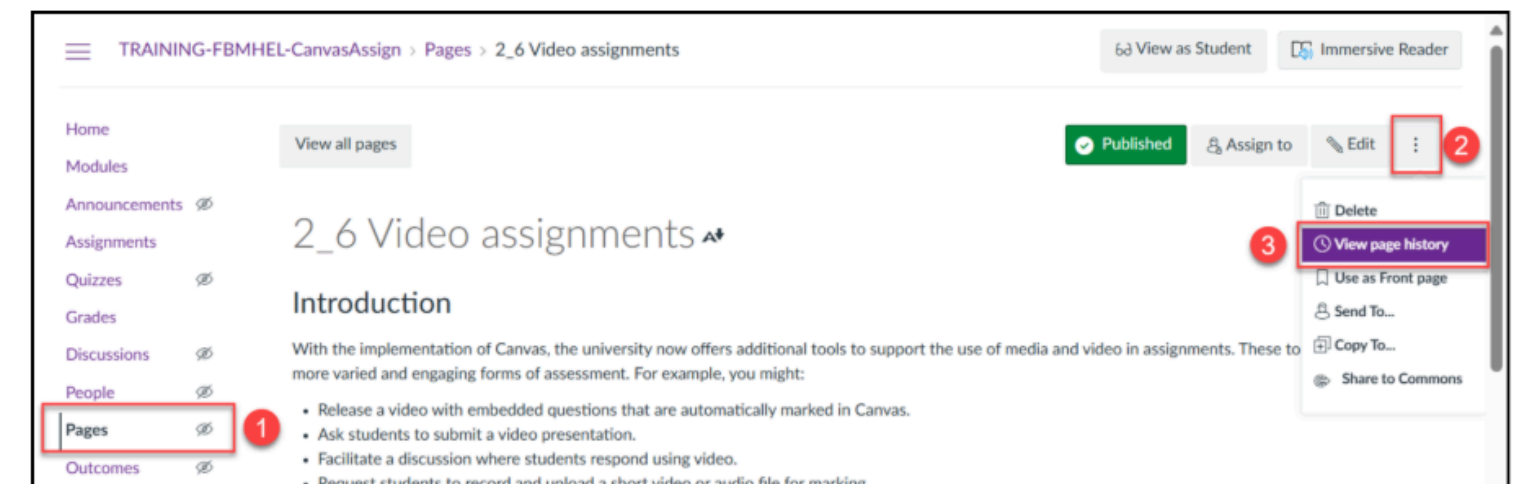
When working collaboratively on Canvas pages or updating your own content, it is important to see who made changes and when, and to have the ability to restore earlier versions of your learning materials. The **View Page History** feature makes this process straightforward, supporting both individual editing and team collaboration by helping maintain clarity and accountability. You can do this easily with the View Page History feature.

This tool allows you to:

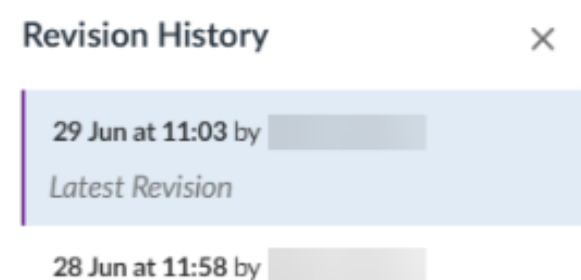
- See a list of all edits made to a page
- View the date, time, and author of each change
- Restore a previous version if needed

How to View Page History

- Open your course and select Pages in the course navigation [1]
- If needed, select View All Pages to find the one you want.
- Select the title of the page you want to review.
- Select the Options (:) icon in the top-right corner [2]
- Select View Page History [3]



You will now see a list of all previous versions of the page, including who made each change and when.



How to Restore a Previous Version

- In the Page History view, select the date of the version you want to restore.
- Select Restore this revision.

Canvas will replace the current version with the one you selected. Your name will be recorded as the person who restored the page.

What the BMH eLearning Team Can Do for You (... Beyond Canvas)

We're very proud to share the success of our eLearning Team at this year's FBMH Heroes Awards on 2nd July. The event was a brilliant celebration of the shared achievements of our faculty, and a great reminder of the ground breaking work being done in our own halls.

Special congratulations go to Kate Hilton, Lisa Donlan and Connor Allen for their individual nominations, each referencing their unwavering dedication to their work, which has been widely appreciated throughout both academic and professional services colleagues. They, along with the nominated eLearning Training Team, have been instrumental in the deployment of our new Central Learning Environment, Canvas so their recognition in the faculty is very well deserved.

Learning Technologist, Chris Sutton, also received a personal nomination and was further shortlisted for the 'Special Recognition for Courage' award. The nomination detailed Chris's "courage in his willingness to challenge assumptions and advocate for change... [while] his boldness helps shape a more supportive and innovative environment". Chris has done excellent work in our team harnessing his passion to represent and support others, particularly in his recent international collaboration: 'A systemic approach to inclusive education: the Learning for Every Body project'.

Finally, our brilliant colleague Rachel Heyes, was successfully awarded the FBMH Hero for Inspirational Leadership award. Rachel is a pivotal member of our team and has worked tirelessly over the years to design, create and educate others on accessible digital learning materials and technologies. Her nominator, Dr Jackie Carter, described her as "a phenomenal, powerhouse of strength and support, [whose] dedication and commitment to disability inclusion through her roles and practice make her stand out from the crowd". She is a very worthy winner of this award.

Thank you to all those who nominated individual members of our brilliant team and for the collective nomination of FBMH eLearning for Team of the Year, and congratulations again to our Heroes!



Rachel Heyes:
Learning
Technologist



Katie Newton:
eLearning support assistant

What the BMH eLearning Team is doing (... Beyond Canvas)

MBChB Medicine Programme to Pilot Osmosis by Elsevier

In a significant step toward enhancing educational equity and resources, the MBChB Medicine programme will pilot the Osmosis video learning platform for Year 1-2 and Graduate Entry Medicine students during the 2025/6 academic year.

The pilot will provide students with equitable access to Osmosis, a professionally produced video series developed by medical and educational experts for Elsevier. The platform offers textbook-level academic depth in a format that aligns with modern learning preferences. Osmosis also offers interactive quizzes, flashcards, and high-yield notes, all designed to support diverse learning styles and improve knowledge retention.

“With video now a core part of how many students learn, this pilot is a great opportunity to work closely with staff and students to see how Osmosis can enhance learning in ways that are engaging, accessible, and equitable.” - Paul Shore, Associate Dean for Flexible and Digital Education

Fourteen UK medical schools have already adopted institutional subscriptions to Osmosis, and UoM students have expressed strong interest in Osmosis, with many informally using the free samples available.

Year leads will curate relevant Osmosis videos by theme to enhance existing teaching and learning materials, ensuring consistency, accuracy, and alignment across the curriculum. Evaluation of the pilot will focus on student engagement, learning outcomes, and the student’s views on the platform, drawing on a range of feedback and assessment measures to inform future decisions. This pilot represents a forward-thinking approach to medical education, ensuring that all students benefit from expert-led, curriculum-aligned resources that support their academic success.

Silke Conen, Academic Lead for MBChB Year 1

Rachel Heyes, Learning Technologist

Elizabeth Sheader, Academic Lead for MBChB Year 1

MEET OUR TEAM



**LISA DONLAN:
LEARNING TECHNOLOGIST**



**ADRIAN EMERSON:
ASSISTANT ELEARNING
MANAGER**

Hello! I'm Lisa, and I'm an eLearning Technologist in the FBMH eLearning Team.

I've been at the University of Manchester on and off for around seven years. I started out in the Humanities as a PhD student and then Postdoctoral Researcher in Linguistics, before making the jump to FBMH. I originally joined the FBMH eLearning Team as an eLearning Support Officer before moving into my current role.

A big part of what I do now involves supporting academics who use Team-Based Learning (TBL) pedagogy and software in their teaching. I've seen TBL grow from around 800 users to over 3,000 across the faculty, and recently I've been involved in taking our support further afield, delivering workshops for national and international academic partners, including UCLan, Keele, and Mansura University in Egypt.

When I'm not TBL-ing, I support the Blackboard to Canvas migration process, active learning tools, and learning design methodologies, and I deliver training/workshops on these areas.

Outside of work, I enjoy cross-stitching, nice walks that end at pubs with delicious food, and I have recently found myself travelling around the North West to see Agatha Christie and dram productions... 🕵️♀️

I recently joined the University of Manchester as an assistant eLearning Manager for FBMH, in particular to help to facilitate the transition to Canvas. For 26 years I was a lecturer and manager in Computing, IT, Economics, and Maths in further and higher education.

I have 6 years' experience as a Quality Manager (FE and HE) and Head of Digital and Learning resources, managing and administering Canvas as the primary (blended) learning environment for over 10,000 users. From creating and running student surveys and focus groups to writing reports on learners' experience for Governors, my role enabled me fully understand teaching, learning and assessment requirements and standards to ensure the best student experience.

Having the privilege of joining the FBMH eLearning in January 2025 has allowed me to become part of a very experienced and knowledgeable team in the process of designing and developing training, support, help guides, information and communications to enthuse and engage FBMH staff in the Canvas transition. I sincerely hope we succeed and help to facilitate a successful transition.

On a personal level, I have a keen interest in all types of sport, cyclist, musician (bass guitar and drums), nutritionist and wellbeing advocate, photographer of historical architecture and proud grandfather to 5 grandchildren.

Canvas Microsite

Canvas Central

Canvas Training



Contact FBMH eLearning



elearning.bmh.manchester.ac.uk/canvas



FBMH eLearning Community (Viva Engage)



[FBMH eLearning \(LinkedIn\)](#)



FBMH eLearning (YouTube)