Dear Students and UW-Superior Community:

We continue to carefully monitor and stay tuned to all the developments related to Lift-off Spring 2020 with our online courses.

Here is a brief Day Two Lift-off report!

**DAY 2 Class Launch Report:** More classes kicked into gear today. Thank you, fabulous instructors! You are doing great. Keep going!

We hope that ALL STUDENTS communicate with their instructors about how they are doing—respond to that email from your instructor, check in on the latest course design, be sure to submit the latest academic work! Re-engage with your courses and stay on track for academic success. Even if you missed class yesterday or today, PLEASE communicate with your instructors so they know what’s going on.

All instructors are asked to please send in a Navigate Alert on Friday around 4:00 p.m. if they have not heard from their students this week before Friday. Our Navigate case management team and advisors will be reaching out to see what we can do to aid this transition for our students. Students, your instructors care about how you are doing.

Also, instructors, please be patient with students who are adapting to and trying to figure out accessing Canvas and its many features. There were some glitches today so please inquire with students to find out why they may not have been able to effectively access the course yet.

**Canvas Challenges Today Were Overcome:** You might have noticed some challenges today when using Canvas. Michael Merline, UW-Superior Canvas administrator, reported that some users (meaning instructors and students) were encountering page errors when using Canvas earlier today. A fix was implemented shortly thereafter by Instructure (the parent company who manages Canvas) to resolve the issue.

Then, later this afternoon, Canvas users (instructors and students) started encountering slowness and long load times when creating new activities, followed by general slowness when accessing Canvas. Both of these additional issues were monitored through the
afternoon and resolved by end of business today by the company who manages Canvas. These updates and Instructure (Canvas) messages pertained to the entire system, including other global clients. The Canvas message feed that is monitored by the Michael Merline, UW-Superior Canvas Administrator, reports that the issue has been resolved.

Based on this Canvas Status feed, there is every reason to think today's intermittent issues have been noticed, patched, monitored, and then considered resolved.

We would encourage that any further reports of slowness be reported to Michael Merline at mmerline@uwsuper.edu. Please only file a report if the issue with Canvas occurred after 6:30 p.m. today. Any earlier reports have already been addressed.

While there are currently significant traffic demands impacting Canvas globally, it’s also clear that Instructure is staying on top of issues and addressing them promptly for their clients like UW System. Check for updates on your Canvas page.

It is important to recognize that the usage of learning management systems like Canvas (as well as others) is unprecedented and that the companies who manage these systems are moving rapidly to solve any issues that occur. We will continue to closely monitor any issues and advocate with System to remedy them as soon as possible. Please be patient.

In the macro picture, the challenges of Canvas today were significantly less than other learning management systems experienced and the company who manages Canvas (Instructure) was very responsive to fixing the issues. Tomorrow is a new day!

GOOD REPORTS FROM MANY COURSES TODAY: We heard many reports today from instructors that courses went well today overall! Good work! Keep going!

Keep us posted as Online Lift-off Week continues tomorrow!

Take care,

Maria and Nick

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