



Coronavirus (COVID-19) Employee Guide

Frequently Asked Questions

Utah Valley University

Online Transition Q&A – Students

How do I know if my classes are going to be online?

Please go to the Canvas site for your course. Your instructor will communicate via Canvas.

Will I keep my same teacher?

Yes, unless there are extenuating circumstances.

What if my teacher cancels my class for the rest of the semester? Am I stuck with the grade that I have right now?

Your teacher should not be cancelling your class. Please contact the department chair or email academiccontinuity@uvu.edu.

My class is a lab and/or applied hands-on class. Will my class be placed online?

Please check Canvas to determine the updated status of your class.

I'm in a group project in my class. How will this work online?

Your teacher will communicate how group projects will function going forward.

Will I need to use Canvas or another program to access my online class?

All courses will be delivered via Canvas.

Who should I contact on campus if I'm having problems accessing my online class?

Please contact Canvas Tier One support at support@instructure.com. You may also call 385-204-4930.

I don't have access to a computer. Will computer labs on campus be open?

Yes.

How will I prove my attendance and participation?

You should plan to log in frequently to your Canvas courses (at least three times a week) and engage with your instructor. It would be best to [turn on Canvas notifications](#) for alerts related to activity in your class.

Will the lectures be live?

This will depend on individual instructors.

Can I access archived lectures?

This will depend on individual instructors.

What if I don't understand what I'm doing?

Please contact your instructor. If you need basic information on how to use Canvas, a [Canvas Tour for Students](#) is online.

Do I need a different login?

No. You will log in to [myUVU](#) with your UV ID and password, then click on the Canvas link.

Do I need specialized equipment to access my classes?

Please see [basic computer requirements for Canvas](#). We also recommend that you download the Canvas app from the [UVU Canvas website](#).

How will testing work? Will the tests be proctored somehow?

Your instructor will notify you about testing procedures.

When will my final exams be held?

Your instructor will provide information on final exams.

If my class started as face-to-face, how will my earlier grades appear in Canvas?

Please discuss grades with your instructor, including how they will be integrated into your final grade.

What campus services will be open?

Until further notice, all campus services remain open except the Testing Center. Academic tutoring is available online only. Students should use the following links to access online tutoring:

[Academic Tutoring & the Math Lab](#)
[Writing Center](#)

Will the Wee Care Center be open so I can drop off my child?

Please check with the [Wee Care Center](#) for up-to-date information.

Will the Student Life and Wellness Center be open?

Yes, until further notice.