

## CANVAS: Why can't I enroll my students?

Enrolling students means creating a connection between one or more Registrar class lists, “sections”, and a Canvas course account by using the ISU created “Prepare to Teach” tool. There are several reasons why a person may not be able to do so.

1. Only the person listed as the official “Instructor of Record” (IOR) with the Registrar can enroll the registrar section list, or lists, into a Canvas course.
  - The academic department offering the course informs the Registrar who the Instructor of Record is for each course sections.
  - You can check whether you are the official IOR by looking for the course in your AccessPlus > Faculty/Adviser tab.
2. Canvas and the Registrar exchange information once every 24 hours, early in the morning. If you are listed as the official IOR today, you will not be able to import the class list(s) until tomorrow.
3. If your hiring process is not yet complete, you may have a netID – and so can enter Canvas - but you will not yet be listed as the official IOR in the Registrar system.
  - It may be necessary for your department to assign a co-instructors with the Registrar who can then enroll the students into Canvas.
4. Only Canvas accounts created as “Credit-earning course” accounts can be connected to Registrar class lists. You cannot connect a Registrar class list to a Canvas “Organization” account.
5. If the Registrar section number or designation is changed, e.g. Section 1 is renamed Section 2, **after** you enrolled the original Registrar classlist to your Canvas account, you will need to reconnect to the new section lists.
6. ISU does not make the classlists available to Canvas until approximately 6-8 weeks before the start of a semester. While you can order a credit-earning course shell up to 3 semesters in advance, you cannot enroll the registrar class list(s) until a few weeks before the semester begins.
7. A Registrar classlist can only be connected to one Canvas course at a time.
  - If you need to enroll the same group of students into a second account, you must manually enroll each student using the ISU AdminTools > Manage Additional People tool found inside your course.
  - If you connected your classlist to the wrong Canvas course, return to Prepare to Teach, click the “Show # linked section...” link, then drag&drop the list on to the correct Canvas account.