Pricing and Payments

- **What is the cost for a department to offer a course or a program through Canvas Catalog?**
  - Effective January 1, 2022, a department is charged a $6.00 cost-recovery fee per external (non-UTK) user per course. There is no fee for users with an active UTK NetID (students, faculty, and staff). OIT bills departments for this cost recovery fee twice a year: June and December.

- **What is the cost for a learner to take a course/program in Canvas Catalog?**
  - It's up to the department to decide whether to charge a fee. Courses/programs can be free or fee-based using a special payment gateway. A course/program can also be offered at discounts based on promotional codes.

- **Is it possible to differentiate the course fee based on the type of learners? For example, the course would be free for UTK community members with an active UT NetID, fee-based for the external users, and at a discount to UTK alumni?**
  - Yes. Canvas Catalog has a customizable fee discount system based on promotional codes.

- **Can a course be offered completely free for learners?**
  - Yes. However, a department would have to cover the Canvas Catalog fee for external (non-UTK) users, which is $6.00 per external user per course. The department does not need to pay this fee for the UTK users with active NetID.

- **Is it possible to hide the course fee in the public description of the course?**
  - No. If the course is fee-based, the public page displays the dollar amount. You may choose to hide the course from the public page of Canvas Catalog and share the course directly with the targeted audience by email.

- **Who gets the course fees collected in Canvas Catalog?**
  - The fees paid by the learners go directly to the departments through TouchNet, an integrated payment gateway. Please inquire with your department about the person responsible for managing TouchNet payments.

Canvas Catalog General

- **I want to have a course in Canvas Catalog. What are the steps?**
  - [Submit a ticket for our *Teaching, Learning, & Research* service online](#) or contact us via phone at 865-974-9900.
  - Set up a consult with a Teaching & Learning Technologies team member.

- How can users find a course or a program in Canvas Catalog?
  - The course/program can be listed on the public [Canvas Catalog home](#) page.
  - The course/program can be accessible through a link shared by email with specific users.

- What type of information can be posted on the course/program description page in Canvas Catalog?
  - The description page has two required elements: a teaser and course/program description. Additional elements, such as links and images, may be included using the rich content editor.

- Is it possible to batch enroll course participants?
  - Yes. However, manual batch enrollment process won't trigger the certificate award system.

- Is it possible to customize a completion certificate?
  - Yes. Certificates can be customized based on layout, text, and images.

- Is it possible to get specific information about participants at the time they enroll in a course?
  - Yes. The course developer can specify questions that participants must answer while enrolling in a course. A report can be generated for the course instructor.

- Can I copy a course from Online@UT (Canvas) to Canvas Catalog?
  - Yes. You can export course content from Online@UT (Canvas) and import into Canvas Catalog.

- Is it possible to offer an instructor-facilitated Canvas Catalog course, just like in an Online@UT (Canvas) course?
  - Yes, Canvas Catalog has all Online@UT (Canvas) tools, available to an instructor in an academic course, that allow rich and meaningful interaction between the instructor and the learners.

- Does OIT help in developing a Canvas Catalog course?
  - Yes, OIT will help you get started to create, design, and develop your [Canvas Catalog](#) course, consulting with you throughout the process. Whether the course/program is at no additional cost or fee-based depends on the scope of work.

- Does OIT offer technology support to the learners enrolled in Canvas Catalog courses?
  - Both UTK and external users can contact the OIT HelpDesk for technology assistance.

- Can learners get a badge for completing the course and attach it to their LinkedIn account?
    - Yes. Badgr, a digital credential platform, is installed in Canvas Catalog and can be used for assigning badges.

- Can I include interactive multimedia content in my Canvas Catalog course (e.g., content created with Articulate Storyline/Rise, Adobe Captivate, Camtasia with quizzes, etc.)?
    - Yes! The key for tracking student completion of this content is to publish it in SCORM 1.2 format and set the LMS reporting status to "passed/incomplete." There are other considerations and OIT can help you determine the best settings and configurations based on your content, student needs, and desired learning outcomes.