

<b>FAU</b> <b>FLORIDA ATLANTIC UNIVERSITY</b>	<b>NEW COURSE PROPOSAL</b> <b>Graduate Programs</b>		UGPC Approval _____ UFS Approval _____ SCNS Submittal _____ Confirmed _____ Banner _____ Catalog _____	
	<b>Department</b> Urban and Regional Planning <b>College</b> Science (To obtain a course number, contact <a href="mailto:erudolph@fau.edu">erudolph@fau.edu</a> )			
<b>Prefix</b> URP <b>Number</b> 6345	(L = Lab Course; C = Combined Lecture/Lab; add if appropriate) <b>Lab Code</b>	<b>Type of Course</b> Lecture	<b>Course Title</b> Advanced Plan Making and Zoning	
<b>Credits</b> (See <i>Definition of a Credit Hour</i> ) 3	<b>Grading</b> (Select One Option) <b>Regular</b> <input checked="" type="radio"/> <b>Sat/UnSat</b> <input type="radio"/>	<b>Course Description</b> (Syllabus must be attached; see <i>Template and Guidelines</i> ) Advanced Plan Making and Zoning enables students to understand why and how plans are made, the different scales and types of plans, and how zoning regulations work, and planning and zoning consistency. The course has four parts: (1) provide an overview of plans and plan making followed by adopting zoning regulations to implement those plans; (2) focus on the natural environment when making plans and zoning regulations; (3) focus on the built environment when making plans and zoning regulations; and (4) provide an overview of how planning and zoning works in practice.		
<b>Effective Date</b> (TERM & YEAR) Fall 2023				
<b>Prerequisites</b> None  <i>Prerequisites, Corequisites and Registration Controls are enforced for all sections of course.</i>		<b>Academic Service Learning (ASL) course</b> <input type="checkbox"/> Academic Service Learning statement must be indicated in syllabus and approval attached to this form.		
		<b>Corequisites</b>	<b>Registration Controls</b> (For example, Major, College, Level) MURP coordinator	
<b>Minimum qualifications needed to teach course:</b> Member of the FAU graduate faculty and has a terminal degree in the subject area (or a closely related field).		<b>List textbook information in syllabus or here</b> Missing Middle Housing: Thinking Big and Building Small to Respond to Today's Housing Crisis by Daniel Parolek, Island Press (2020).		
<b>Faculty Contact/Email/Phone</b> Peter Henn, <a href="mailto:phenn@fau.edu">phenn@fau.edu</a> , (561) 297-4279		<b>List/Attach comments from departments affected by new course</b>		

<b>Approved by</b> Department Chair <u>Jesse Symon</u> College Curriculum Chair <u>Louis Merlin</u> College Dean _____ UGPC Chair _____ UGC Chair _____ Graduate College Dean _____ UFS President _____ Provost _____	<b>Date</b> <u>11/28/22</u> <u>11/29/2022</u> _____ _____ _____ _____ _____
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Email this form and syllabus to [UGPC@fau.edu](mailto:UGPC@fau.edu) 10 days before the UGPC meeting.

**Florida Atlantic University**  
**College of Science**  
**Department of Urban and Regional Planning**  
**URP 6345**  
**Advanced Plan Making and Zoning**  
**Fall 20\_\_\_\_**

**Instructor:** Peter J. Henn, J.D., AICP (*I am a lawyer and urban planner*)  
**Email:** [PHenn@FAU.edu](mailto:PHenn@FAU.edu)  
**Office Hours:** t/b/d  
**Course Location:** Boca Raton Campus, t/b/d  
**Course Time:** t/b/d (see Course Schedule attached)  
**Prerequisites:** None. New students in the MURP Program with no prior undergraduate planning experience should enroll in this course.  
**Credits:** 3

## **COURSE DESCRIPTION (THE COURSE CURRICULUM)**

Advanced Plan Making and Zoning enables students to understand why and how plans are made, the different scales and types of plans, and how zoning regulations work, and planning and zoning consistency. The course has four parts: (1) provide an overview of plans and plan making followed by adopting zoning regulations to implement those plans; (2) focus on the *natural* environment when making plans and zoning regulations; (3) focus on the *built* environment when making plans and zoning regulations; and (4) provide an overview of how planning and zoning works in practice.

## **INSTRUCTIONAL METHOD**

Primarily Classroom (with Some Web Learning).

MANDATORY IN-PERSON on *classroom days* and via Zoom on Canvas on *non-classroom days*- see Course Schedule attached for dates/times of live in-person meetings in the classroom and live lectures via Zoom not held in the classroom. Proviso: The live in-person meetings in the classroom and the live lectures via Zoom not held in the classroom WILL NOT be recorded on Zoom so you MUST attend all lectures during the actual time the class is scheduled. This is important!

This course is part in the classroom and part online course accessible only through FAU's learning management system, Canvas. You must log into Canvas with your FAU ID and Password to access the materials and assignments in this course. If you do not know your FAU ID or Password, [contact OIT for help](#).

## COURSE OBJECTIVES

Course objectives can be grouped into two categories: (1) to expose you to *content* – knowledge about plans, plan making and zoning regulations; and (2) to introduce you to the *critical thinking* skills needed to analyze planning, zoning and design issues and solve related problems.

Upon completing this course, you should be able to:

- Identify different types of plans
- Understand how to prepare different types of plans
- Identify different types of zoning regulations
- Understand how to prepare different types of zoning plans
- Understand how to prepare a staff report
- Recognize the economic, legal and political context in which plans and zoning regulations are made

## REQUIRED TEXTS/READINGS

There is ONE REQUIRED textbook for the course. **ORDER IT NOW!** All other assigned readings will be available on-line and/or posted on Canvas.

*Missing Middle Housing: Thinking Big and Building Small to Respond to Today's Housing Crisis* by Daniel Parolek, Island Press (2020).

## COURSE EVALUATION METHOD:

The course includes a combination of assigned reading materials, lectures by the primary instructor and class discussions both in the classroom and on Zoom, and a group project. The course is an exercise in reading, thinking, and sharing ideas rather than passive listening. Students **must** read the required readings **before** the scheduled class and participate in the discussions.

### ***Mid-term and Final Exams:***

The exams will have both short answer and essay questions. The exams will include materials covered during the class lectures and in the assigned reading materials. These will be take-home exams completed on an individual basis.

### ***Form-Based Zoning Code (Missing Middle Housing) Project:***

You need to prepare a Form-Based Zoning Code for a proposed redevelopment area and make a PowerPoint Presentation to the class. You need to provide “*Missing Middle Housing*” to your Form-Based Code Study Area. This will be completed in small groups (groups of 1 or 2 students only).

The following grading system will be used to determine the final grade:

### **Final Grade Break-down:**

Mid-term Exam	33.3%
Form-Based Code	33.3%
Final Exam	33.4%
<b>Total</b>	<b>100</b>

## **COURSE GRADING SCALE**

If you are in the Master of Urban and Regional Planning Program, you need to get a minimum grade of C+ to pass this course. Final grades will be assigned as follows:

A	94 and higher
A-	90 - 93
B+	87 - 89
B	84 - 86
B-	80 - 83
C+	77 - 79
C	74 - 76
C-	70 - 73
D	60 - 69
Fail	less than 60

Grades that fall in between letter grade assignments WILL NOT be rounded up.

## **COURSE POLICIES**

### **CODE OF ACADEMIC INTEGRITY POLICY STATEMENT**

Students at Florida Atlantic University should endeavor to maintain the highest ethical standards. Academic dishonesty is a serious breach of these ethical standards because it interferes with the University mission to provide a high-quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive to the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see [University Regulation 4.001](#).

### **PLAGIARISM**

[Plagiarism](#) is unacceptable in the University community. Academic work must be an original work of your own thought, research, or self-expression. When students borrow

ideas, wording, or organization from another source, they must acknowledge that fact in an appropriate manner. Plagiarism is the deliberate use and appropriation of another's work without identifying the source and trying to pass off such work as one's own. Any student who fails to give full credit for ideas or materials taken from another has plagiarized. This includes all discussion board posts, journal entries, wikis, and other written and oral presentation assignments. If in doubt, cite your source.

### **ATTENDANCE POLICY**

Students are expected to attend all of their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such absence.

### **POLICY ON MAKEUP TESTS, LATE WORK, AND INCOMPLETES**

All work must be submitted by the due date. Anything handed in late will result in an F for that part of the course. Late works will be accepted as normal only if you are experiencing a major emergency (medical, death in the immediate family, etc.) as determined in the sole discretion of the Instructor. In this case, you have to notify the instructor **before** the exam/paper due date and receive written approval from the Instructor.

As a student, it is your responsibility to be familiar with and follow the academic policies and honor code. Please review the recommended student guidelines on ethics and academic integrity, available at:

[http://www.fau.edu/caupa/pdf/ethics\\_student\\_guidelines.pdf](http://www.fau.edu/caupa/pdf/ethics_student_guidelines.pdf)

### **NETIQUETTE**

Due to the casual communication common in the online environment, students are sometimes tempted to relax their grammar, spelling, and/or professionalism. Please remember that you are adult students and professionals—your communication should be appropriate. For more in-depth information, please see the [FAU statement on netiquette](#).

### **CLASSROOM ETIQUETTE/DISRUPTIVE BEHAVIOR POLICY STATEMENT**

Disruptive behavior is defined in the FAU Student Code of Conduct as "... activities which interfere with the educational mission within classroom." Students who disrupt the educational experiences of other students and/or the instructor's course objectives in a face-to-face or online course are subject to disciplinary action. Such behavior impedes students' ability to learn or an instructor's ability to teach. Disruptive behavior may

include but is not limited to non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or, other violations of an instructor's expectations for classroom conduct.

For more information, please see the [FAU Office of Student Conduct](#).

## TIME COMMITMENT PER CREDIT HOUR

This course has three (3) credit hours. For traditionally delivered courses, not less than one (1) hour of classroom or direct faculty instruction for each credit hour for each week for fifteen (15) weeks per Fall or Spring semester, and a minimum of two (2) hours of out-of-class student work for each credit hour. Equivalent time and effort are required for Summer Semesters, which usually have a shortened timeframe. **Fully Online courses, hybrid, shortened, intensive format courses, and other non-traditional modes of delivery will demonstrate equivalent time and effort.**

## COMMUNICATION POLICY

### EXPECTATIONS FOR STUDENTS

#### Announcements/Discussions

You are responsible for reading all announcements and discussions posted by the instructor. Check the course announcements and discussions each time you log in.

#### Email/Video Conferencing

You are responsible for reading all your course email and responding in a timely manner.

#### Course-Related Questions

Post course-related questions to the FAQ discussion board. This allows other participants with the same question to benefit from the responses. Also, make sure you review this forum prior to posting a question. Someone may have already asked and answered the question in previous posts.

### INSTRUCTOR'S PLAN FOR CLASSROOM RESPONSE TIME & FEEDBACK

#### Email/Video Conferencing Policy

Except for weekends and holidays, the instructor will typically respond to email (Canvas inbox or FAU email) within 48 hours. You should ask course-related questions in the FAQ discussion board. If you have questions of a personal nature, you should email the instructor.

#### Assignment Feedback Policy

The instructor will provide feedback on submitted assignments within one week of the submission date. Some assignments may require a longer review period, which the instructor will communicate to you.



### **Course-Related Questions Policy**

Except weekends and holidays, the instructor will generally answer questions within 48 hours.

### **ELECTRONIC COMMUNICATION POLICY**

In addition to the University's policy, please consider the following:

- Privacy, confidentiality, and security in all electronic communications.
- All electronic communication resources must be used for the course and in alignment with to the University mission.
- Prohibited use of false identity, false identity pseudonyms, or anonymous (sender's name or electronic identification is hidden).
- Access without consent.
- Disruption of services including introducing computer contaminants (viruses).
- Harassment of any kind.

Please see the Office of Information Technology's policies on [Cyber Security Awareness](#).

## **SUPPORT SERVICES & ONLINE RESOURCES**

### **COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS) CENTER**

*Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to achieve academic or personal goals may wish to consider utilizing FAU's Counseling and Psychological Services (CAPS) Center. CAPS provides FAU students a range of services – individual counseling, support meetings, and psychiatric services, to name a few – offered to help improve and maintain emotional well-being. For more information, go to <http://www.fau.edu/counseling/>*

- [Center for eLearning and Student Success](#)
- [Counseling and Psychological Services](#)
- [FAU Libraries](#)
- [Freshmen Academic Advising Services](#)
- [Math Learning Center](#)
- [Office of Information Technology Helpdesk](#)
- [Office of International Programs and Study Abroad](#)
- [Office of Undergraduate Research and Inquiry](#)
- [Student Accessibility Services](#)
- [University Center for Excellence in Writing](#)

## **FACULTY RIGHTS & RESPONSIBILITIES**

Florida Atlantic University respects the rights of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede their exercise.

**To ensure these rights, faculty members have the prerogative to:**

- Establish and implement academic standards.
- Establish and enforce reasonable behavior standards in each class.
- Recommend disciplinary action for students whose behavior may be judged as disruptive under the *Student Code of Conduct*.

## SELECTED UNIVERSITY & COLLEGE POLICIES

### DISABILITY POLICY

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS) and follow all SAS procedures. SAS has offices across three of FAU's campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at [www.fau.edu/sas/](http://www.fau.edu/sas/).

### GRADE APPEAL PROCESS

You may request a review of the final course grade when you believe that one of the following conditions apply:

- There was a computational or recording error in the grading.
- The grading process used non-academic criteria.
- There was a gross violation of the instructor's own grading system.

[Chapter 4 of the University Regulations](#) contains information on the grade appeals process.

### RELIGIOUS ACCOMMODATION POLICY STATEMENT

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs regarding admissions, registration, class attendance, and the scheduling of examinations and work assignments. For further information, please see [Academic Policies and Regulations](#).

### UNIVERSITY APPROVED ABSENCE POLICY STATEMENT

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in University approved activities, including athletic or scholastics teams, musical and theatrical performances and debate activities. It is your responsibility to notify the instructor at least one week prior to missing any course assignment.

### DROPS/WITHDRAWALS



You are responsible for completing the process of dropping or withdrawing from a course. Please click on the following link for more information on dropping and/or withdrawing from a course. Please consult the [FAU Registrar Office](#) for more information.

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**The instructor reserves the right to adjust this syllabus as necessary.**

## COURSE TOPICAL OUTLINE

**(Sample Course Schedule: Dates to be adjusted accordingly for the actual semester)**

Week	Date	Topic	Readings/Assignments/Exams
1	Aug 24	<ul style="list-style-type: none"> <li>Introduction and Course Overview</li> <li>Lecture: What is a (1) Community Vision, (2) Comprehensive Plan, (3) Zoning Code, Subdivision Plat and (5) Site Plan?</li> </ul>	House Bill 7 (“Proper” Speech in the Classroom) Syllabus Land Use Law Overview Misc. provisions from Florida Statutes Section 163 Misc. materials on Comprehensive Plans <i>Palm Beach County Comprehensive Plan- Future Land Use Element</i> <i>Weaverville, NC Comprehensive Plan</i> <i>Weaverville, NC Zoning Map</i> <i>Weaverville, NC</i> <b>Attend Classroom Lecture at 6:35 PM</b>
2	Aug 31	<ul style="list-style-type: none"> <li>Lecture: How to Prepare a Comprehensive Plan and Other Plans</li> </ul>	<i>Fort Lauderdale Comprehensive Plan</i> <i>Asheville, North Carolina Comprehensive Plan</i> <i>Boise, Idaho Comprehensive Plan</i> <i>Delray Beach Comprehensive Plan- Neighborhoods, Districts &amp; Corridors Element</i> <i>Delray Beach Future Land Use Map</i> <i>Delray Beach Current Zoning Map</i> <b>Attend Classroom Lecture at 6:35 PM</b>
3	Sept 7	<ul style="list-style-type: none"> <li>Visit Delray Beach, Florida (downtown and western suburbs)</li> </ul>	<i>Practical Guide to Zoning Law</i> <b>NO CLASS</b> <b>Self-Guided Tour of Delray Beach at 6:35 PM</b>
4	Sept 14	<ul style="list-style-type: none"> <li>Lecture: How Zoning Regulations Implement the Comprehensive Plan.</li> </ul>	<i>Palm Beach County Unified Land Development Code (ULDC) Article 3: Overlay and Zoning Districts</i> <i>Delray Beach Land Development Regulations, Articles 4.1 thru 4.3 (pages 1-69)</i> <i>L.A. new Zoning Code (draft)</i> <i>PZR Report- Buttes Resort, Tempe, AZ</i> <i>Missing Middle Housing/Chapter 1</i> <b>Attend Classroom Lecture at 6:35 PM</b>
5	Sept 21	<ul style="list-style-type: none"> <li>Lecture: Process to Amend Comp Plans and Zoning Regulations and Process to Get Site Plans Approved.</li> </ul>	<i>Palm Beach County Unified Land Development Code (ULDC) Article 2: Application Processes and Procedures</i> <i>Delray Beach Land Development Regulations, Article 4.4 (pages 70-226)</i> <i>Missing Middle Housing, Chapter 2</i> <b>Attend Classroom Lecture at 6:35 PM</b>
6	Sept 28	<ul style="list-style-type: none"> <li>Lecture: How to Write a Project Narrative/Justification Statement and Staff Report.</li> </ul>	<i>Getting the Most Out of Staff Reports</i> <i>Better Staff Reports</i> <i>Wellington Staff Report</i> <i>Windsor Place Master Plan &amp; Site Plan</i> <i>Windsor Place Justification Statement</i> <i>Windsor Place Staff Report</i> <i>PBC Thomas Packing Land Use Amendment Application</i> <i>PBC AGR Land Use Amendment Staff Report</i> <i>Delray Beach Land Development Regulations, Articles 4.5 thru 4.7 (pages 226-385)</i> <i>Missing Middle Housing, Chapter 3</i> <b>Attend Classroom Lecture at 6:35 PM</b>

7	Oct 5	<ul style="list-style-type: none"> <li>Lecture: What is a Form-Based Code?</li> <li>Select Groups for the Form-Based Code/Missing Middle Housing Project</li> </ul>	<i>Misc. Form-based Code materials</i> <i>River Arts District Form-Based Code, Asheville, NC</i> <i>Uptown Fort Lauderdale Form-Based Code</i> <i>Missing Middle Housing, Chapter 4</i> <b>Attend Classroom Lecture at 6:35 PM</b>
8	Oct 12	<ul style="list-style-type: none"> <li>Work on Take Home Mid-Term Exam</li> </ul>	<b>Take-Home Mid-Term Exam Due, Sunday, October 16<sup>th</sup> at 11:59 PM</b> <b>NO CLASS</b>
9	Oct 19	<ul style="list-style-type: none"> <li>Lecture: More Missing Middle Housing</li> <li>Lecture: Legal Aspects of Planning</li> </ul>	<i>A to Z of Land Use Law PowerPoint</i> <i>NC Affordable Housing Option Bill</i> <i>Boca Raton Zoning Code Sample Amendment</i> <i>Missing Middle Housing, Chapter 5</i> <b>Join Zoom Lecture at 6:35 PM</b>
10	Oct 26	<ul style="list-style-type: none"> <li>Lecture: More Missing Middle Housing</li> <li>Lecture: Small Area Plans and Land Development Regulations Need to be Consistent with the Comprehensive Plan</li> </ul>	<i>Greenville, SC West End Small Area Plan</i> <i>Missing Middle Housing, Chapter 6</i> <b>Attend Classroom Lecture at 6:35 PM</b>
11	Nov 2	<ul style="list-style-type: none"> <li>Lecture: More Missing Middle Housing</li> <li>Lecture: How to Complete the Final Project</li> </ul>	<i>Missing Middle Housing, Chapter 7</i> <b>Attend Classroom Lecture at 6:35 PM</b>
12	Nov 9	<ul style="list-style-type: none"> <li>Work in Groups on Form-Based Code/Missing Middle Housing Project</li> </ul>	<b>NO CLASS</b>
13	Nov 16	<ul style="list-style-type: none"> <li>Work in Groups on Form-Based Code/Missing Middle Housing Project</li> </ul>	<b>NO CLASS</b>
14	Nov 23	<ul style="list-style-type: none"> <li>Work in Groups on Form-Based Code/Missing Middle Housing Project</li> </ul>	<b>NO CLASS</b>
15	Nov 30	<ul style="list-style-type: none"> <li>Form-Based Code/Missing Middle Housing Project Presentations</li> </ul>	<b>***Attend Classroom Presentations***</b> <b>FORM-BASED CODE/MISSING MIDDLE HOUSING PROJECT PRESENTATIONS DUE on November 30<sup>th</sup> at 6:30 PM (Late Night!!!)</b>
16	Dec 7	<ul style="list-style-type: none"> <li>Reading Period</li> </ul>	<b>NO CLASS</b>
17	Dec 14	<ul style="list-style-type: none"> <li>Final Exam</li> </ul>	<b>FINAL EXAM DUE on December 14<sup>th</sup> at 11:59 PM</b>

\*\*\* Subject to change by the Instructor based on actual performance of the class and other events and circumstances beyond control of the Instructor. Any and all changes will be posted on Canvas.

# MINIMUM TECHNOLOGY & COMPUTER REQUIREMENTS

## HARDWARE & SOFTWARE REQUIREMENTS

### Hardware

- Dependable computer
- Computer speakers
- Headset with microphone
- Webcam

### Software

- [Microsoft 365 Suite](#)
- Reliable web browser (recommended [Chrome](#) or [Firefox](#))
- Canvas mobile app: Download instructions for [iOS device](#) or [Android device](#)
- [Adobe Reader](#)
- [Adobe Flash Player](#)

### Internet Connection

- Recommended: Broadband Internet connection with a speed of 4 Mbps or higher.
- To function properly, Canvas requires a high-speed Internet connection (cable modem, DSL, satellite broadband, T1, etc.). The minimum Internet connection speed to access Canvas is a consistent 1.5 Mbps (megabits per second) or higher.
- [Check your Internet speed here.](#)

## COMPUTER REQUIREMENTS

### Basic Computer Specifications for Canvas

- Operating system: Windows 10 or macOS Sierra (or higher).
- [Specifications](#)

### Peripherals

- A backup option should be available to minimize the loss of work. This can be an external hard drive, a USB drive, cloud storage, or your folder on the FAU servers.

### Software

- Once logged in to Canvas make sure your Internet browser is compatible.
- Other software may be required for specific learning modules. If so, the necessary links to download and install will be provided within the applicable module.

## MINIMUM TECHNICAL SKILLS REQUIREMENTS

The general and course-specific technical skills you must have to succeed in the course include but are not limited to:

- Accessing Internet.
- Using Canvas (including taking tests, attaching documents, etc.).
- Using email with attachments.

- Creating and submitting files in commonly used word processing program formats such as Microsoft Office Tools.
- Copying and pasting functions.
- Downloading and installing software.
- Using presentation, graphics, and other programs.
- Posting and commenting in an online discussion.
- Searching the FAU library and websites.

## **TECHNICAL SUPPORT**

In the online environment, technical issues are always possible (e.g., lost connection, hardware or software failure). Many of these can be resolved relatively quickly, but if you wait until the last minute before due dates, the chances of these glitches affecting your success are greatly increased. Please plan appropriately. If a problem occurs, it is essential you take immediate action to document the issue so your instructor can verify and take appropriate action to resolve the problem. Most issues in Canvas can be resolved by clicking on the “Help” tab located on the menu bar.

When a problem occurs, click “Help” to:

- Report a Problem
- Live Chat with Canvas Support
- Search Canvas Guides

## **Additional Technical Support**

1. Contact the eLearning Success Advisor for assistance: (561) 297-3590
2. If you can, make a Print Screen of the monitor when the problem occurs. Save the Print Screen as a .jpg file. If you are unfamiliar with creating a Print Screen file, see [Print Screen instructions](#).
3. Complete a [Help Desk ticket](#). Make sure you complete the form entirely and give a full description of your problem so the Help Desk staff will have the pertinent information in order to assist you properly. This includes:
  - a. Select “Canvas (Student)” for the Ticket Type.
  - b. Input the Course ID.
  - c. In the Summary/Additional Details section, include your operating system, Internet browser, and Internet service provider (ISP).
  - d. Attach the Print Screen file, if available.
4. Send a message within Canvas to your instructor to notify him/her of the problem. Include all pertinent information of the incident (2b-d above).
5. If you do not have access to Canvas, send an email to your instructor with all pertinent information of the incident (2b-d above).
6. If you do not have access to a computer, call your instructor with all pertinent information of the incident. If he/she is not available, make sure you leave a detailed message.
7. If you do not hear back from the Help Desk or your instructor within a timely manner (48 hours), it is your responsibility to follow up with the appropriate person until you obtain a resolution.