

Canvas Implementation Packages

	ESSENTIAL	STANDARD	PREMIUM
Overview	We guide you through our proven cohort model and checklists. You manage and complete the majority of tasks.	We provide more resources, increase training, and take ownership of key project tasks.	We lead and take ownership of the project and come on-site to ensure successful project and rapid adoption.
Designed For	Institutions with limited budgets and/or that possess the necessary technical knowledge and skills.	Institutions that desire a more customized implementation approach/timeframe, need additional technical and training support, or have complex requirements.	Institutions that desire the fastest implementation, have very complex requirements and/or multiple Canvas services to implement, or want Instructure to drive and manage the project(s).
Project Management	Cohort-based shared project management. Optional (but recommended) weekly webinars. Regular contact with your cohort leader and CSM.	Assigned project manager. Standard project plan, weekly calls with your Canvas team, and project guidance.	Assigned project manager. Custom project plan based on services purchased and Canvas implementation needs. A 2-day remote or onsite ¹ visit with your project manager and CSM to meet your team, discover your needs, and complete a substantial number of implementation tasks. Weekly calls with your Canvas team.
Technical Consultation	Contact with a shared Technical Consultant via cohort webinars/calls or group inbox.	Assigned technical consultant taking an active part in weekly calls during technical activation (which lasts about 4-6 weeks).	
Strategic Services	Not included.	Strategic consulting (10 hours) to support your institution vision, garner leadership buy-in, and help with key planning.	Strategic consulting (50 hours OR 1 day onsite + 25 hours) to support your institution vision, garner leadership buy-in, create communication, training, and engagement plans or provide targeted coaching on key initiatives.
Training Resources	Unlimited training portal access to core on-demand training content.	Everything in Essential plus unlimited access to advanced on-demand training content.	Everything in Standard plus unlimited access to a schedule of instructor-led online training.
Training Sessions	Not included	6 customized training webinar sessions	Customized 3 day onsite (or equivalent) training ¹

Canvas Support Packages

	BASIC	24/7	24/7 + FACULTY TIER 1	24/7 + TIER 1
Tier 1	Institution provides Tier 1 help desk for all users	Institution provides Tier 1 help desk for all users	Institution provides Tier 1 helpdesk for students; Canvas provides Tier 1 for faculty and staff.	Canvas provides Tier 1 helpdesk for all users.
Contact	<ul style="list-style-type: none"> • Admins can call Canvas Support from 6 a.m. - 6 p.m. Local Time, Local Business Days. • Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system. 	<ul style="list-style-type: none"> • Admins can call Canvas Support 24/7/365. • Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system. • Admins can contact Canvas Support directly by phone, live chat, or email/webform. 	<ul style="list-style-type: none"> • Admins can call Canvas Support 24/7/365. • Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system. • Faculty / staff users can contact Canvas Support directly by phone, live chat, or email / webform. 	<ul style="list-style-type: none"> • Admins can call Canvas Support 24/7/365. • Admins can escalate tickets to Canvas Support in the Canvas Support ticketing system. • All users can contact Canvas Support directly by phone, live chat, or email / webform.
SLA	Two business days	8 hours	<ul style="list-style-type: none"> • One hour for webform / email tickets • 120 seconds for phone • 120 seconds for live chat 	<ul style="list-style-type: none"> • One hour for webform / email tickets • 120 seconds for phone calls • 120 seconds for live chat
Admins	One admin	Three admins	Three admins	Three admins