



Frequently Asked Questions re: Online Courses

This document is meant to be a resource for FAQs prior to obtaining access to Canvas. Once in Canvas, students should utilize the following, more detailed resources:

- [MLS Guidance](#)
- [JD Frequently Asked Questions](#)

Academic Questions

When do online courses begin and end?

All Trinity Law School (TLS) Online courses follow the academic calendar of our campus in Santa Ana, CA.

All assignment due dates and times listed in Canvas are in the Pacific Time zone.

We recommend setting your Canvas settings to Pacific Time, ensuring that your due dates and times align with the same time zone as your professors.

To change the time zone in Canvas, please follow the instructions at [this link](#).

To view the MLS Academic Calendar, [click here](#). Master of Legal Studies (MLS) courses are offered in 8-week sessions.

To view the JD Academic Calendar, [click here](#). Juris Doctor (JD) courses are offered in 15-week sessions during the fall and spring semesters and 12-week sessions during the summer session.

Students should register for courses and order any required materials in advance as they would for any on-campus course.

Can I audit a TLS Online course?

Yes, please submit an application as a visiting student at www.tls.edu/apply so that your request can be evaluated by our Registrar's Office. Note that audited courses are not eligible for scholarships or federal financial aid. The cost of auditing a course is \$450.

When is the deadline to add/drop a course?

Registration changes (dropping and adding courses) are made through the Student Portal (tls.edu/portal).

- MLS courses cannot be added after the first week of the term. Courses can be dropped after the first week of the term through the sixth week of the term. No course refunds are available after the first week.
- JD courses cannot be added after the third week of the fall and spring semesters or after the second week of the summer session. Courses can be dropped through the twelfth week of the fall and spring semesters and the tenth week of the summer session. No course refunds are available after the third week of the fall and spring semesters or after the second week of the summer session.

For more information, please review the Catalog at tls.edu/catalog.

How can I make changes to my Academic Plan?

Your Academic Plan determines your courses toward graduation.

If you need to modify your Academic Plan in any way:

- MLS Students: Contact TLS Advisor, Margaret Fitzsimmons, at mfitzsimmons@tiu.edu or book a time for an MLS Academic Plan Review at tiu.edu/screenshot
- JD Students: Contact Assistant Dean of Academic Support and Clinical Programs Joy Statler at jstatler@tiu.edu

Where can I find the syllabus for a course?

Electronic course syllabi for all TLS courses are available in the [Student Portal](#), in the syllabus library, as well as the [Canvas classroom](#) by clicking on 'Simple Syllabus.' Questions about syllabi should be directed to the course professor.

How can I get an assignment extension in my course?

During any given term, faculty may change due dates for the entire class for a given assignment or exceptionally grant individual emergencies. All coursework must be completed prior to the start of the scheduled time of the final examination for each course. All extensions beyond the posted submission date must be approved by the course professor.

Assignment and quiz extensions are granted only in the case of an unforeseen emergency such as severe illness/hospitalization, natural disaster, or the death of an immediate family member. The student must notify the professor as soon as the student is able. Documentation may be required depending on the type of extenuating circumstance. Requests based on being overcommitted, vacation or travel plans, work or ministry responsibilities, family visits, etc. will be denied.

I am not happy with a grade that I received. What can I do?

Students with academic-related concerns should first approach their course professor, then the Registrar's Office (tlsrecords@tiu.edu).

A technical issue is preventing me from completing my assignments. What should I do?

1. Make sure that you are using a laptop or desktop computer and not a smartphone or tablet.
2. Make sure you are using Google Chrome.
3. Clear Cache: [Google Instructions](#)
4. Use Incognito Window (Chrome): [Google Instructions](#)
5. Students are responsible for ensuring that their computers meet the computer requirements below and that they have a reliable and fast internet connection.
6. Students should not wait until the last minute to complete assignments. Students bear full responsibility for submitting their assignments in a timely manner. Computer or internet-related technical issues will not grant the student extra time to turn in an assignment.

If, after following the above steps, you are still having difficulty with completing the assignment, email tlssupport@tiu.edu.

Please note: When students allege that Canvas was unavailable and this is why they could not submit their assignments in a timely manner, students should be aware that the administration is able to see whether: (1) other students were submitting assignments to Canvas at the same time, and (2) the student in question was turning in assignments to Canvas for other courses at the same time.

Technology Questions

What kind of computer should I use to access my online courses?

Your computer should meet the following requirements:

- Windows 11 or higher, or Macintosh OS 13 or higher
- [Google Chrome](#) – [Review these requirements and ensure your browser is up-to-date](#)
- Reliable Internet access
- At least 20 GB of free hard drive space (more recommended)
- At least 4 GB of RAM (more recommended as it will improve performance of video playback)
- Intel i5 fifth generation or higher
- Pop-Up blocking disabled
- Microsoft Office version 2007 or higher, or Office for Mac 2011 or higher, or G Suite (included with your student email address), or compatible office program/suite
- Most recent version of Adobe Flash and Reader (available at adobe.com)
- Most recent version of Java or Java plugins
- Honorlock Exam Information can be found [here](#) and [here](#).

How do I access Canvas?

Our online classroom is located at canvas.tiu.edu. You have access to your course in Canvas after you have received and activated your TIU credentials.

What computer skills do I need to have to succeed?

You should be able to:

- Demonstrate a working knowledge of word processing
- Demonstrate fluency with your Windows or Mac operating system. This is demonstrated by the ability to file, save, retrieve, and manipulate documents within the system
- Access, file and respond to email
- Log onto the Internet with an Internet Service Provider (ISP)
- Navigate the Internet using Google Chrome
- Attach, receive, and send files/documents to others; download and open files sent to students
- Conduct an Internet search
- Record videos of yourself presenting assignments and sharing your video in Canvas using Panopto

Are there any suggested videos to help me improve my computer skills?

Yes, we have assembled a list of helpful videos:

- [Basic Computing Skills \(40 minutes\)](#)
- [Computer Basics \(playlist\)](#)
- [Gmail Tutorial: 12 Powerful Email Tips](#)

Need Further Help?

Course Questions: Ask your course professor

Financial Questions: Contact Financial Aid at tlsfinaid@tiu.edu

Technical Problems (including classroom how-to), Registration, and all other Requests: Contact Trinity Support at tlssupport@tiu.edu

Student ID Card: Visit the [Student Portal](#) and click on the image of a business card (red arrow)

