

As a department Program Assistant, your faculty may come to you for assistance with Moodle online courses. This document, which is updated by DL Support¹, pulls together some of the basic, but important things you should know.

ENROLLING STUDENTS (OR FACULTY)

There are multiple ways of enrolling students into courses. DL Support can help you decide which method is best for your situation. For future reference, use the checkboxes to the right of each method heading to identify the appropriate method or methods.

In general, there are three user roles for a course: Manager, Teacher, and Student. As a Program Assistant, you are assigned the Manager role.

MANUAL ENROLMENT (AND UNENROLMENT)

Anyone with a Teacher or Manager role for a course can register anyone else in a course with an equal or lesser role. For instructions on how to do this, see this knowledgebase article KB1070 : <http://tinyurl.com/manualenrolment>.

Instructions for removing (unenrolling) can be found here: <http://tinyurl.com/unenrol>.

SELF-ENROLMENT

Students can “self-enrol” themselves in a course using a unique one-time password called an enrolment key. This key is usually reset by the instructor before a course begins for a new term. For more information, see knowledgebase article KB1055: <http://tinyurl.com/selfenrolment>.

BANNER/MOODLE AUTO-ENROLMENT

Enrolling students using the Banner/Moodle auto-enrolment is the most efficient way of populating a course with active students. Currently, only those with a Manager role are permitted to set up a course for auto-enrolment. To use the auto-enrolment feature, you must know the BANNER Term code (e.g., 201440) and the CRN (e.g. 40123). The two, together, make up the Course ID for Banner/Moodle auto-enrollment: 20144040123. Contact DL Support for more information.

COHORT ENROLMENT

Some departments use cohort enrolment to enrol an entire intake of students into several courses within a program or program level, at one time. To add any student to all courses, simply add them to the appropriate cohort. To remove them, from the course, remove them from the cohort. This method is not appropriate for insert students or courses that are not part of a program. For more information on Cohort Enrolment, contact DL Support.


QUESTIONS TO ASK YOUR FACULTY MEMBER

There are a number of important questions to ask when an instructor is experiencing issues with Moodle.

- 1) **What browser are you using?** We recommend the latest version of Firefox (first choice) or Chrome (second choice). We highly discourage the use of Internet Explorer, as there are many incompatibility issues.
- 2) **Are you experiencing the problem in other browsers or at other computers?** This helps to narrow down the source of the problem. If it is experienced at different computers and/or different browsers, then the problem may lie with Moodle.
- 3) **What IS happening or what DO you see?** Oftentimes, when someone reports a problem, they simply say “it’s not working,” but that doesn’t help us troubleshoot the problem. In order to identify what’s wrong, we need to know what they ARE seeing or experiencing. Sometimes it’s an error message, sometimes it’s not. If may or may not be helpful if they can take a screenshot of what it is they are seeing. (see below)

TAKING A SCREENSHOT FOR DLSUPPORT

If you’re using Windows 7,

- 1) Click on the Start Button
- 2) In the Search Program and Files field, type “snipping.”
- 3) Wait for the snipping tool to show  Snipping Tool on the program list.
- 4) Right click on it, and select “Pin to start menu.” This way you will be able to skip steps 1-4, the next time you need it.
- 5) Click on the Start menu and select “Snipping Tool” Once the tool starts the background of your screen will fade out, slightly.
- 6) Use your mouse to select that area of your screen that shows the details of your issue.
- 7) Save the file, using the floppy disk icon.
- 8) Attach the file to your help ticket or email to DLSupport.

If you’re not using Windows 7, you can use the Print Screen key to take a shot of your whole screen.

If you’re using a Mac, you can use Command+Shift+4.

CONTINUED ON THE BACK.....

DL SUPPORT KAYAKO KNOWLEDGEBASE & HELP

Since early 2013, DL Support has been using the Kayako Help Centre software to track issues and build a searchable knowledgebase. Kayako is one of the world's most widely used web-based help desk software, live chat software, customer service software and support ticket software systems. DL Support continues to add articles to this knowledgebase on an ongoing basis. To use check it out, go to <http://dlsupport.kayako.com>, click on **Knowledgebase** to browse the categories, or simply enter your question into the "What can we help you with?" field and click [Search].

In addition to the Knowledgebase the DL Support Kayako Help Centre also provides a way to [submit a ticket to DL Support](#). The message goes to exactly the same place as if you were emailing dlsupport@vcc.ca. You will receive a confirmation email.

EMAIL

If you get stuck, DL Support is available to help you out! Email dlsupport@vcc.ca with a *detailed* description of the problem *and a link to your course* (copy and pasted from the address bar of your browser). Please try to use a descriptive subject in your email. Hint: "Help" or "Moodle Help" doesn't say much, when every email we get is about Moodle help. When your message is received by our Help Centre system (Kayako), you will receive an acknowledgement with a help ticket number

FAQS

WHY CAN'T THE STUDENTS SEE....

... **a particular course?** Has the course been made visible to students? See knowledgebase articleKB1097: <http://tinyurl.com/showhidecourse>

... **a particular assignment or activity?** Is the activity in a "hide" state? Unhide it using the show/hide icon or from within the settings.

... **a particular topic/week?** Is the topic in a hidden state? Look for the "eye-con" to the far right of the topic to see if it's in a hidden or visible state.

HOW DOES A SHELL GET CREATED?

Shells are created by DL Support, or by you, as a Program Assistant.

For instructions on creating a course shell, contact DL Support.

All course shell requests are to be submitted using the Online Moodle Course Shell Request form. See knowledgebase articleKB1003 : <http://tinyurl.com/newmoodleshell>

DIRECT FACULTY TO FURTHER ASSISTANCE

The following are just three of several possible ways of getting help with Moodle. For more suggestions and a downloadable document, see "Getting Help in Moodle (for Faculty)" found at <http://cid.vcc.ca/moodlehelp>.

MOODLE RESOURCES FOR FACULTY (MR4F)

The MR4F shell pools all of the Moodle resources in one place, for easy access. There are also forums for News, Moodle Tips, and faculty discussions. The MR4F page can be found at <http://tinyurl.com/vccmr4f> (Moodle login required) or you can find the link under your My Course drop-down menu.

HELP FOR INSTRUCTORS BLOCK

As a Teacher or Manager in a Moodle course, you are able to turn editing on to edit your course content. When you do so, you'll see a **HELP FOR INSTRUCTORS** block near the top-right of the page. The block contains quick access to many of the available methods of help.



MOODLE EXPLORATIONS

Moodle Explorations is a casual, one-hour session where faculty and support staff can get their Moodle questions answered. These sessions are scheduled every week, at alternating campuses, at varying times, on varying days of the week. *NOTE: There are currently no sessions being scheduled, as they were not well attended. If you would like to schedule a group session specifically for your department, please contact DL Support with details.*

1-ON-1 SESSIONS

DL Support staff is available to for scheduled 1-on-1 sessions to help with your Moodle training or help answer some of your questions, at your own desk or ours. To schedule a 1-on-1 session with us, click on the "Request a 1-on-1" link found near the bottom of the **HELP FOR INSTRUCTORS** block. Please tell us **WHAT** you want to cover, **WHERE** you want to meet and **WHEN** you are available. It would be helpful if you could provide more than one time option, in case we are not available at the one time you request.

¹ Distributed Learning Support

² Students must contact the course instructor for assistance.