



## **Frequently Asked Questions**

### **Can I change the look and feel of my Moodle course?**

Yes. Moodle courses, when created, have several blocks by default as well as a news forum. When you turn the editing on for your course(only for Faculty), you will see arrows that allow you to move each individual block or delete individual blocks that you feel are unnecessary for your purposes. There are also additional blocks from a drop down menu that may be better suited to your course. (Any deleted blocks can be re-added at any time from the block drop down menu which never disappears). You may also move the blocks around the page so that you have two columns instead of three. You can choose to present your course in weekly, topic or social format. Finally, you can add images and a variety of other tools to shape your Moodle course the way you want to.

The Helpdesk and the CLIQ staff can offer further specific advice regarding course design upon request.

### **Can I change the look and feel of my Moodle site?**

Moodle sites have a little less flexibility than courses, but there are still quite a few changes that can be made to customize your site. Your Moodle administrator will be able to discuss these with you. One of the more important features is Categories and Subcategories, which will layer your site instead of simply displaying every single course on the site off the first page.

You can also display arbitrary blocks of text, HTML, images, audio or web links.

### **Can I edit things in Moodle easily?**

You can always go back and edit a resource or an activity that you have created in Moodle by choosing the 'update' option (once your editing is turned on). If you have uploaded a document to the Moodle files section and wish to make a change, you will need to make the change locally and then re-upload the file. If you don't immediately see the changes, you may need to empty your cache/history in your web browser.

### **Can I hide sections of a course from students and reveal them one at a time?**

Yes. Beside each Topic Block in a Moodle course (and each individual resource or activity) you will see an eye icon (when your editing is turned on). If you click the eye so that it is closed, this entire block will be hidden from students on a course. Clicking the eye again will open it. This can not be done automatically, however.

### **Can I let colleagues from outside AIT look at and participate in my Moodle course?**

Yes. Increasingly, lecturers and course teams are interested in inviting expert guest lectures to participate in a Moodle course for a given period of time, or to invite colleagues from other institutions to collaborate in a Moodle environment. Additionally, AIT is planning to share courses with other



partner institutions in the future and therefore students from those institutions need access to Moodle. The Helpdesk and CLIQ staff can assist you with these needs. Contact the Help Desk or CLIQ to lodge a request

**Can I look at the content of a course in Moodle without enrolling in the course?**

Generally, no you can't. It is possible to set up a Moodle course to allow guest access, but this is rare and guests cannot participate in activities. External users to the University of AIT Moodle courses and programs can be given a manual ID account that authenticates their user information and details appropriately.

**Can I move things in Moodle easily?**

It is generally the case that there is nothing in Moodle that becomes set in stone. You can always go back and change things later. Resources and Activities in courses can be moved about at will. With editing on, look for the double arrow icon to the right of each resource/activity/block. Once you've clicked the double arrow icon your screen will change and you will see several blank boxes. Click on the blank box where you wish to move your resource/activity/block.

**Can I put audio/video files into Moodle?**

Yes, you can upload audio/video files into Moodle like any other file resource up to the maximum file size allowed for your Moodle site. You should ensure that the audio files have been recorded or re-encoded as MP3 files. Moodle contains a built-in player for MP3 files. If you need any help with this contact the Helpdesk or CLIQ staff ([helpdesk@ait.asia](mailto:helpdesk@ait.asia) or [cliq@ait.asia](mailto:cliq@ait.asia)).

**Can I put video into Moodle?**

Yes, you can upload video files like any other file resource up to the maximum size allowed by your Moodle site. As video files can be large this probably means that they will need to be small, short and of low resolution. You are strongly recommended to encode video files in Flash Video format (see [http://en.wikipedia.org/wiki/Flash\\_Video](http://en.wikipedia.org/wiki/Flash_Video)). You are strongly advised to seek advice from the helpdesk or CLIQ staff if considering using video in your course.

**Can I put my Power Point files into Moodle?**

Yes. Note, however, that there are issues with the size of PowerPoint files. They tend to contain additional information that is not required for display only and embedded graphics are often much larger than they need to be. In extreme cases your PowerPoint may be too large to upload to Moodle. Microsoft has some advice on reducing file sizes here: <http://office.microsoft.com/en-us/powerpoint/HA011168821033.aspx>



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**Can I put plain text or formatted text into my Moodle course without having to use a resource?**

It is not possible to put text into Moodle without using a resource or activity. You can, however, use labels from the "Add an activity or resource" to add text to the front page of your Moodle. Each topic box in a course also has an area for adding header text.

**Can I share my Quizzes with other courses?**

Yes. Quizzes in Moodle are made from banks of questions that you create. You can then sort them into categories which can be 'published'.

By default all questions that you create will go into the "Default" category, but you can (and probably should) create new categories to organize your questions. A questionbank can be shared with other courses - this must be done by your Moodle administrator. If you wish to share questions with another Moodle site, a category can be exported. There are a number of formats but the Moodle XML format is the most comprehensive. These can then be imported at the other site.

**Can I upload multiple files to Moodle at the same time?**

Uploading files in Moodle is, unfortunately, not as easy as we would like (However, feature requests for drag and drop in future have been made). You can upload several files to Moodle at once if you use zip. Zip the files on your PC and upload the zip file to your Moodle course. In your course site's files in Moodle, you will see an "unzip" option next to the file. This can be used to transfer (for example) whole websites into Moodle.

**Can Moodle handle diagrams, mathematical symbols and foreign character sets?**

Yes. Moodle has the ability to display complex mathematical formula, diagrams etc. using TeX. This uses the Moodle "filter" feature, so the TeX filter must be enabled for you by your Moodle Administrator. The TeX filter generates graphical representations so no additional software or fonts is required on viewing computers. Moodle is fully Unicode and can handle a huge range of international characters. Note, however, that you still need to ensure that the required fonts are available on the client computers.

**Can students download and print Power Points, Word Documents, etc in Moodle?**

Yes. However, lab set-ups and individual PC settings can create minor difficulties with this. If you have experienced a problem with this, please contact the IT Services Help Desk.

**Can Students upload documents in Moodle?**

Yes. Students can upload documents in the assignment, database and the forum activity, as long as you (as tutor) have set the activities to allow for this.



### **Can you be anonymous in Moodle?**

Generally, no you can't. However, some areas are more private than others and certain information will be kept from other Moodle users (for example, fellow students). An exception to this is the Feedback activity which can be set to be anonymous.

### **Can you have a live conversation in Moodle?**

Live conversation (also called synchronous communication) is possible with the Moodle Chat Activity

### **Can you have separate groups of students in a Moodle course?**

Yes, a feature called 'groups' allows you put students into different groups which can either be 'visible' or 'separate'. In the former other course members can read, but not interact or respond to the contributions of other groups, in the latter case the other groups are effectively invisible to non-members. Students can be in multiple groups in a course. Look for the Groups option in the course Administration block.

### **Do I have to be on campus to login to Moodle?**

No. Moodle is web-based which means that you can login from anywhere in the world as long as you have an internet connection and the appropriate Login User Name and Password and enrolment key (if required). Moodle courses can be set up to be inaccessible off campus for security, but this is rare.

### **Does Moodle have a questionnaire function for online feedback?**

Yes. Moodle has an optional activity module called Feedback which can be used to create online questionnaires or feedback surveys for your courses.

### **How do students enroll in a Moodle course?**

An "Enrolment Key" can be used. This is a "secret" pass-phrase that is inserted into the Course Settings page (and the course set to "Enrollable"). The key is given only to users requiring access. They will be asked for it the first time they attempt to access the course.

Students can be enrolled and unenrolled completely manually via the "Assign Roles" option in the Course Administration block.

### **Is my Moodle course backed up automatically?**

Moodle has a built in backup facility that enables any course to be downloaded in a proprietary backup format. You are encouraged to do this before making drastic changes to a course.

To backup a course

1. Go to your course and go to *Settings > Course administration > Backup*

For further information see <http://docs.moodle.org/en/Backup>

### **What do I do with my Moodle course when it is finished and I want to run it again in the next academic session?**

The first thing you must decide is whether or not the user information that is stored in your old course is worth keeping (for your department, for your students, for the sake of records, etc.) Often when a Moodle course has had interactive components such as quizzes, forums, etc., then it is a good idea to allow students to have continued access to this information after the course ends. If this is the case for you, then there is a backup and restore feature in Moodle that will allow you to make a copy of your course that is clean (ie. without user data, but keeping all the content you have created). Typically, Moodle Administrators will create a category called Archive on your Moodle site and you can request that they move your older copy of the course into that category, leaving your newly restored course where it was.

If, however, you do not wish to keep an archive of the course, there is also a course reset feature that removes users and user content from your course (NOTE: UNTICK TEACHERS IN THE RESET OPTIONS displayed after you select the option in the Course Administration block, or you will remove yourself).

You are welcome to contact the CLIQ office for your particular needs.

What is a VLE?

VLE stands for Virtual Learning Environment, and refers to an online, web-based tool that allows faculty and students to communicate, collaborate and build communities around learning. Other terms used interchangeably are LMS (Learning Management System), OLE (Online Learning Environment) and CMS (Course Management System).

### **What support and training in Moodle is available to me or my department?**

CLIQ offers a range of Moodle workshops that are open to all AIT community and run once a month. In addition, departments can request a Moodle workshop that is tailored to their specific needs on a date and time that is best suited for them.

### **Who has the ability to alter the content in my Moodle course?**

Anyone who has editing rights can alter the content. Moodle Administrators or Course Creators typically set up courses and add teachers as requested.