



Moodle's Frequently Asked Questions: Instructors

I am unable to sign into Moodle. What can I do?

If you are unable to sign in, first confirm your username. Instructor usernames are typically formatted "FLastname." Do not use your email address as a username, they are not the same! If your name legally changes, the account does not automatically change even if you have filled out new paperwork. Contact ITS if your username does not reflect your current legal name. Passwords expire every six months; once a password has expired, you will be unable to sign into the account until you contact ITS.

When I sign into Moodle I am missing a course. What can I do?

First, confirm that you are officially listed to instruct the missing course(s). Check with the Office of the Registrar to confirm that you are listed as the instructor for the missing course(s). Once that has been confirmed, it can take up to 24 hours for the course to appear for you in Moodle. If the course is still missing, contact the ITS Help Desk.

When my students sign into Moodle they are missing my course. What can I do?

If students ever report that they do not see your Moodle course despite being enrolled, you will need to make sure to turn visibility for students "ON" in Moodle. To do so, navigate to the course, click "Edit settings" under the Administration block, and change the "Visible" setting to "Show." This will need to be done each term for each course you intend to use with your students.

I'd like to submit Mid-Term or Final grades through Moodle. What can I do?

To submit Mid-Term and Final grades from Moodle, first confirm that your grade book is set up correctly to reflect your syllabus. Once this is done, log into Moodle and navigate to the course. Scroll down to the Administration block on the left and located "Grades." Click on "Grades," and you will be taken to the Grader Report. Once here, scroll back down to the Administration block and click, "Mid-Term/Final Grade Entry." Confirm the grades next to each student, and when you are ready click either "Save Mid-Term Grades" or "Save Final Grades." This will send the grade information to Self-Service.

What are course evaluations, and how do I use them?

Course evaluations are a major part of teaching at Saint Martin's University. Course evaluations are done both in hard copy and online through Moodle, and are kept anonymous to avoid grading and other conflicts. To remind your students submit their course evaluations electronically, please send an email directing them to the Course Evaluation block that will automatically appear at the bottom left corner of your course two weeks prior to official grades being due. If course evaluations are not available two weeks before grades are due, please contact the ITS Help Desk to ensure there isn't a larger issue.

I'm teaching four identical sections this term. What can I do to make this less complicated?

If you are teaching multiple, identical courses in the same term, there are options that can streamline things by “combining” the courses and student learning in Moodle. The first method, called a Metacourse, essentially enrolls the students in the other courses into your chosen primary course. This allows you to use one Moodle course to teach multiple courses worth of students. The downside is metacourses must wait until after the Add/Drop period to be configured by ITS. Another option is to have ITS set up a Self-Enroll option, which allows students to enroll themselves into the primary course you have chosen. This can be done at any time. For more information, please contact ITS.

IMPORTANT: Please note that if you are using Metacourses you will be required to submit grades either directly through the Self-Service portal, or from each section's individual Moodle course!

I need to enroll other participants in my course. How do I have these additional users added?

Instructors may not enroll users in Moodle. Please see below for how to address different situations:

If a student is enrolled formally in the course, but is not showing up in Moodle, please wait 24 hours before becoming concerned. Moodle syncs only once each day! If a student just got into a course, they will need to wait overnight for the systems to process and grant them their new course.

If a student is taking an incomplete or auditing a course, ensure you are going through proper channels. Auditing is not free, and users will not be added to Moodle without a valid, done-by-the-book reason.

If you have Teaching Assistants, Guest Speakers, or other non-student users who are in need of access to your course, please contact the ITS Help Desk. Note students cannot be Teaching Assistants for courses in which they are enrolled as students!

If you are forced for an unforeseen reason to pass your course to another instructor, please ensure that your department chair has filled out the appropriate paperwork with the Office of the Registrar. The new instructor should be added formally to the course once the paperwork is processed, and the new instructor should appear in the Moodle course as Teacher within 24 hours of the paperwork processing.

I've heard that Moodle courses get archived after the course is taught. Can you explain?

Courses are archived a full semester after their completion to ensure that instructors and students are finished using the course (Ex: Fall 2012 courses would be archived at the end of Spring 2013). This is to ensure that instructors and students alike have the cleanest and easiest Moodle environment to navigate without impacting teaching or learning. Should you need additional time with a course for an approved Incomplete extension, please contact the ITS Help Desk.

Need help? Contact the ITS Help Desk!

Monday - Friday, 8:00am to 5:00pm

Help@stmartin.edu

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