Frequently Asked Questions

Here is a list of FAQs for teachers, divided into the following categories:

- A) Moodle Platforms & Courses
- B) About Enrollment of Students & Teachers
- C) Managing Course & Students
- D) My Profile & Roles
- E) Moodle Course Settings & Working Environment
- F) About Assignments
- G) About Course Tools

A) Moodle Platforms & Courses

Q: Which is the Central Moodle Platform for the AY2015/16?

A: If you are teaching AY programmes, please go to https://moodle.vtc.edu.hk.

Q: I am a new VTC staff. I cannot login to my Moodle account. What should I do?

A: If you are a new VTC staff, you need to activate your Computer Network Account (CNA) at https://cnatools.vtc.edu.hk/CNAPortal/Activate.aspx.

Q: I cannot find my Moodle course which was created in AY21014/15. Does it exist anymore?

A: The course can be found in AY2014/15 production site, please go to https://moodle1415.vtc.edu.hk. It is set to **read only** mode and is restricted to **staff only**. It will be archived till **March 2016**. Student data are no longer available.

You can migrate the courses which are owned by you at AY2014/15 production site to the new platform at "https://moodle.vtc.edu.hk" or download a backup for restore.

Q: I found another Moodle platform. See the image below. What is it for?

A: This is the Development Platform at https://elearndev.vtc.edu.hk. There are no student data. Only VTC staff can access it for testing purpose.

Q: Is there a Moodle platform for non-AY programmes?

A: Yes, please go to https://moodlesp.vtc.edu.hk. For further information, please contact ITSD Help Desk (itsd-helpdesk@vtc.edu.hk).

Q: When I first login Moodle, I found that there are many unknown courses in my Course page. Why?

A: Since no course is created and owned by you, by default, Moodle system shows all available courses in your first page. Once you create a Moodle course, the first page will only show the list of courses owned by you.

Q: How many personal Moodle course can I have?

A: Each staff can create one "personal" Moodle course by default. Teachers can use it for non-teaching purposes, such as

- managing extracurricular activities
- preparing your course materials for restore
- testing the Moodle functions, etc.

Teachers may use "**Request a course**" function in Moodle to apply for an additional course if necessary.

Q: Can I request for an additional personal Moodle course?

A: Yes, you can. Click on the "**Request a course**" function in Moodle to apply for it.

Q: I have some queries/comment/feedback/suggestions on Moodle. Who should I contact?

A: You can contact the Campus/Discipline/Department e-Learning Coordinator. The list of e-Learning Coordinators can be found in "**News for Staff**" at Moodle Resources Website (http://elsupport.vtc.edu.hk). Also please feel free to send an email to ITSD Help desk at itsd-helpdesk@vtc.edu.hk.

Q: I cannot login to my Moodle account. What should I do?

A: May be you have entered the wrong CNA and/or password too many times, and your account is locked, you need to reset the password at https://cnatools.vtc.edu.hk/cnaportal/

Q: I want to create a VTC Moodle course, but I can't find the course title. What should I do?

A: The VTC course may be categorized in another Programme Board. Please check with your Module leader.

Q: I can see a short name in the navigation menu. What does it mean? Can I change it?

A: This short name is the course ID. You cannot change it and the codes have special meaning. For example:
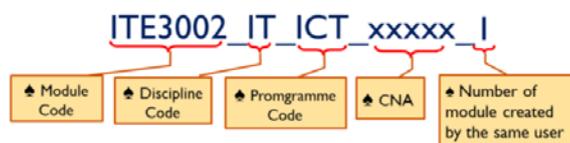
B) About Enrollment of Students & Teachers

Q: How can I enroll a batch of students into my course?

A: In the "**Administration**" block, you can find two different methods for use.
- Batch enroll student
- CSV enroll user

Q: I want to enroll one student in my course. What should I do?

A: There are two methods to enroll single student.
- use the function "**CSV enroll user**" in the "**Administration**" block.
- search the "**Student ID**" number in the "**Batch enroll student**" function.

Q: When I perform batch enroll, no students can be found. What should I do?

A: Probably it is due to some missing data in the Online Module System (OMS) and/or Time Tabling System (TTS). Please contact the OMS and/or TTS Coordinator of your department and ask them to fill in data.

Q: When I perform batch enroll, there are over hundreds of students. How can I shortlist the students?

A: You can apply some filters provided, such as academic year, semester, room number, Class/Module Study Group, activity, etc.

Q: Can I enroll my colleague into my Moodle course for co-teaching?

A: Yes, you can enroll him/her as a Teacher or Non-editing teacher.   In the "**Administration**" block, expand "**Users**" and click "**Enrolled users**".
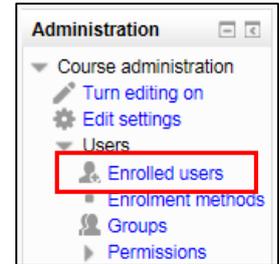
Q: Can I batch enroll my colleagues as teachers?

A: Yes, you can use the new function "**CSV enroll user**" in the "**Administration**" block.
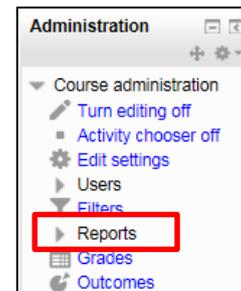
Q: I have some queries/comment/feedback/suggestions on student enrollment. Who should I contact?

A: You can send an email to the ITSD Help desk at itsd-helpdesk@vtc.edu.hk.

C) Managing Course & Students

Q: Where can I view my course report?

A: In the "**Administration**" block, click to expand "**Reports**" under your course short name. Then select which type of report you want to view.
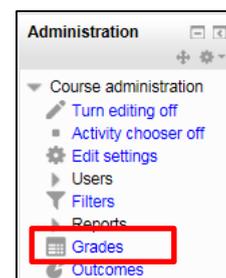
Q: How many types of reports are available in Moodle?

A: There are five, namely "**Logs**", "**Live logs**", "**Activity report**", "**Course participation**" and "**Statistics**".

Q: Where can I view student grades?

A: In the "**Administration**" block, under "**Course administration**", click "**Grades**".

Q: Can I download the Grades report?

A: Yes, you can export students' grades in "**Excel spreadsheet**" format and download the file.

Q: Can I keep my course backup in the Moodle platform?

A: You are advised to download the course backup. The course backups will be automatically deleted at the end of month.

D) My Profile & Roles

Q: I would like to upload my real photo to my profile. What is the file format?

A: Your photo format must be in JPG or PNG format. The image will be cropped to a square and resized to 100x100 pixels automatically. Go to "**User picture**" section to upload your photo.

Q: Can I change my name in my profile?

A: Yes, you can. In the "**Administration**" block, click the "**Edit profile**" link. Update the corresponding fields and click on the "**Update profile**" button.
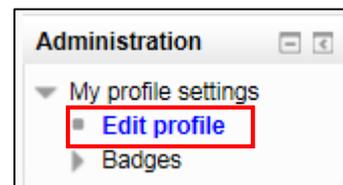
Q: As a teacher, how can I view my course as a student?

A: Under "**Switch role to**..." and click "**Student**". You can view the resources and participate in the activities but the student data (e.g. quiz scores) will not be stored. You may switch back to the Teacher role by clicking "**Return to my normal role**".
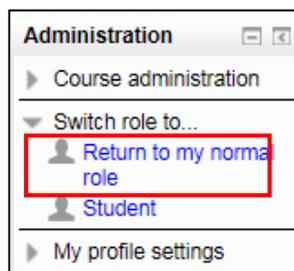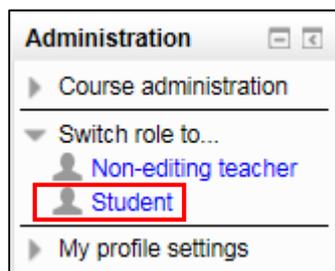
Q: What are the differences between the role of a Teaching Assistant and Teacher in Moodle?

A: Staff with a teacher role can add resources and activities, change course settings, grade student activity while staff with a TA role can only view course content, review and grade student submissions but cannot add/change the resources and activities.

Q: Can I un-enroll the supervisors of my VTC course (e.g. Discipline Academic Director, Program Board Chairperson, Programme Board Leader, etc.)?

A: You are advised not to un-enroll them.

E) Moodle Course Settings & Working Environment

Q: What are the functions of "**Moodle Management Utilities System**"?

A: The Management Utilities System is a customized application that allows VTC staff to create/delete courses, generate VTC reports, transfer course ownership and update template list.
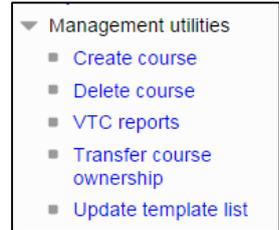
Q: What is the difference between topics, weekly, social format and single activity format?

A: **"Topics format"** is organised resources by topic/units, regardless of how long they take. It is good for courses which are chronologically dynamic.

"**Weekly format**" is organised your Moodle Courses into weeks. All resources are resided in week-by-week blocks. It is good for courses which are structured in regular format.

"Social format" is built around forums rather than by topics or in weeks. It is good for announcements and discussions.

"**Single activity format**" only has 1 section and allows the teacher to add one activity only to the course. When the single activity format is selected, a drop down menu appears for the teacher to choose the activity they wish to use.
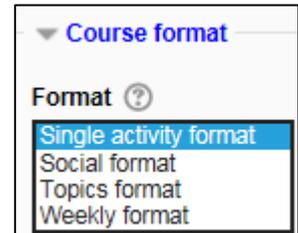
Q: I want to edit the settings of a resource/activity. Where are the editing tools?

A: With editing turned on, click "**Edit**" to expand the sub-menu. You can find some editing tools for use.
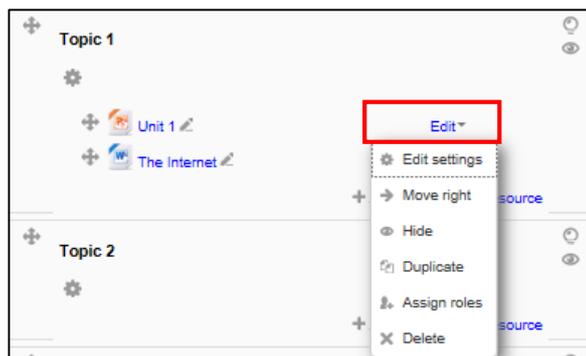
Q: Can I hide a topic of a Moodle course from students and reveal them one at a time?

A: Yes, you can. With editing turned on, click the eye icon 👁 to hide it.

Q: Can teacher change course name or course short name?

A: No, teachers are not allowed to do so.

Q: Why can't I see the "**Activity completion**" square boxes next to my content resources/activities?

A: You need to edit course settings and enable the "**Completion tracking**" function.

Q: What is the maximum storage capacity for each Moodle course?

A: The maximum storage size for each Moodle course and file are **1GB**. **ALL** videos must be uploaded to the VTC Video Portal (http://video.vtc.edu.hk).
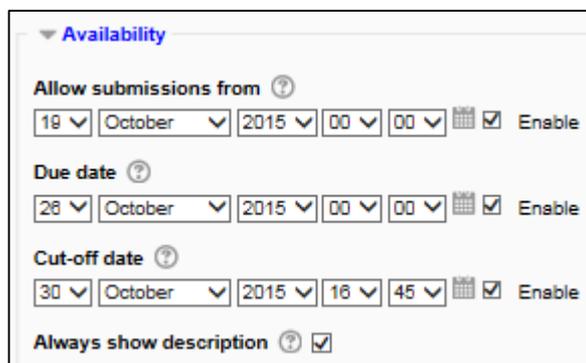
Q: What is the maximum storage capacity of "**My private files**"?

A: "**My private files**" is a private file storage area. Both teachers and students have 1GB of storage space.

F) About Assignments

Q: Is it possible to set a cut-off date?

A: Yes, it is. In the Assignment Settings, in the "**Availability**" section, you can specify submission period and a cut-off date.

Q: Which types of files can be uploaded for assignment submission? Is there a limit of file upload size?

A: Moodle accepts all files types. The 1GB maximum submission size is set up in the course settings and you can reduce it in the Assignment settings.

Q: Is there any anti-plagiarism application installed in VTC Moodle platform?

A: Yes, it is called "VeriGuide". You can enable this function in Assgnment Settings.

Q: Do I need to login "VeriGuide" website to check the originally report?

A: No. When you check the origianlly report, it will go to the "VeriGuide" website directly.

G) About Course Tools

Q: Does Moodle have drag and drop file function?

A: Yes, you can drag multiple files into your Moodle course. **Firefox, Google Chrome** or **Internet Explorer** (version 10 or above) is recommended so that the **drag and drop upload function** can be used.

Q: Does Moodle have a file manager to manage the file?

A: Moodle does not provide a tool for file management. When you upload a file to your course, it goes into the System Files. If you delete the link to a file from your Moodle course, the file is then deleted from Moodle.

Q: After I edit a resource/activity, there is no response when I click the "**Save and return**" or "**Save and display**" button.   Did I miss out anything?

A: Please make sure you have filled in all the required fields labeled with ***** (e.g. name, description), otherwise you cannot save the page.

Q: When I import the course contents/activities from another course, I find that it is not fully restored. Why?

A: You must edit the course settings again to make sure that your new course matches the old one.
1. Click the "**Edit settings**" link in the "**Administration**" block.
2. Make sure the format matches the module you're copying content from.
3. Click on the "**Save Changes**" button at the bottom.

Q: I have already put the video embedded code in the "**Page content**". Why doesn't the video show in the course?

A: You have probably pasted the embedded code into the page content area.   Please click the <> icon and paste the code into the HTML Source Editor textbox.
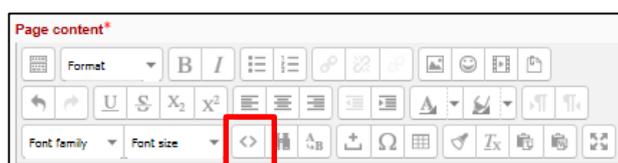
Q: What tools does Moodle offer for collaborative learning?

A: There are a range of activities in Moodle which support collaborative learning, e.g. forum, wiki, glossary and database.

Q: I want to set a simple voting activity. Which Moodle tool should I use?

A: You can use the "**Choice**" tool. With the editing turned on, go to a section and click the "**Add an activity or resource**" link. Under the "**ACTIVITIES**" category, select "**Choice**" and click on the "**Add**" button.