

Hello,

In this second Moodle update, we would like to provide you with some ideas on how you can help students to have a positive experience using Moodle. If you integrate the answers to the following questions into your syllabus and first week of class, it will go a long way to your students' success.

#### WHEN WILL STUDENTS BE ENROLLED IN THE MOODLE COURSE SHELLS?

Students have been enrolled into the Moodle course sites. Therefore, your students now have access to your course. So, you will want to make sure your syllabus and other relevant information are added soon.

#### HOW DO STUDENTS ACCESS MOODLE?

Students can access Moodle via Cougar Connect (<http://cougarconnect.csu.edu>) under the Student Tab or <http://csumoodle.remote-learner.net>. They should use the same username and password to access Moodle as they use to access the network or their email account.

#### HOW CAN I HELP STUDENTS GET STARTED USING MOODLE?

You can help your students get started using Moodle by integrating graded activities during the first few days of the course that use the tools you will be using within the course. For example, if you are going to use quizzes – have a syllabus quiz. If you are going to hold discussions, have students introduce themselves using the discussion/forum tool. If you want students to submit assignments – have them submit a document containing their contact information or how they will handle a technical emergency.

For additional ideas on how to get students started in an online or web enhanced course, check out “89 Things Students Need to Know in the First Ten Days of an Online Class” at <http://www.ion.illinois.edu/institutes/fsi/2003/Breakouts/kingsingerhess/37things.html>

#### HOW SHOULD STUDENTS HANDLE TECHNICAL PROBLEMS?

If you are using Moodle to teach an online or hybrid course, please think through how you want your students to respond if they have technical issues. Be clear in the syllabus what you want them to do, including when and how they should contact you if a problem occurs.

For login, username, password and e-mail technical support direct students to the IT Help Desk at 773.995.3963 or [helpdesk@csu.edu](mailto:helpdesk@csu.edu). For other technology support, direct students eLearning/Instructional Services at 773.995.2960 or [elearning@csu.edu](mailto:elearning@csu.edu).

#### WHAT SHOULD MY SYLLABUS STATE ABOUT USING MOODLE?

If you are using Moodle to teach or enhance your course, your syllabus should provide information on the following aspects:

- how to access Moodle (i.e. via Cougar Connect <http://cougarconnect.csu.edu> & <http://csumoodle.remote-learner.net>)
- which tools you will be using in Moodle (e.g. Forums/discussion board, quizzes, etc.)
- how to submit assignments (e.g. in person or via Moodle)
- policy on late submissions
- technical support contact information

We are planning additional email broadcasts, so watch your email and share the information with you colleagues.

If you have any questions regarding the transition, please do not hesitate to email me.

Liz Osika  
Interim Associate Dean  
Library and Instructional Services  
[eosika@csu.edu](mailto:eosika@csu.edu)