



User Guide for Students

2018 - 2019



About this Guide

This guide was prepared by the Department of Distance Education & Instructional Technology at Black River Technical College in order to provide students with an overview of Moodle. This guide assumes students have basic familiarity with a computer, such as using a mouse, navigating operating systems, and using a web browser. This guide is designed for using Moodle (Version 3.4) on a desktop or laptop, but you can also use the Moodle mobile app. For more information, see the *Moodle Mobile App* section (page 14).

Distance Education & Instructional Technology

Online Support

Help Line

870-248-4120

Email

online@blackrivertech.edu

24/7 Online Ticket System

ticket.blackrivertech.org

Regina Moore

Director

regina.moore@blackrivertech.edu

870-248-4049

Administration Building | Room 133

Matthew Wilson

Instructional Technologist

matthew.wilson@blackrivertech.edu

870-248-4058

Paragould - Math Building (Mon-Tues)

Pocahontas - Administration Building | Room 133 (W-F)



BLACK RIVER
TECHNICAL COLLEGE

Table of Contents

Page	Topic
1	<u>System Requirements</u>
2	<u>Logging In</u>
2	<u>Dashboard</u>
4	<u>Editing Your Profile</u>
5	<u>Accessing and Navigating a Course</u>
6	<u>Common Course Activity Icons</u>
7	<u>Forums</u>
8	<u>Submitting an Assignment</u>
10	<u>Quizzes and Exams</u>
11	<u>Grades</u>
12	<u>VoiceThread</u>
13	<u>LockDown Browser / Respondus Monitor</u>
14	<u>Moodle Mobile App</u>

System Requirements

Generally, the only requirement is a computer with Internet access and a web browser. However, not all features are supported in older web browsers, so we suggest using the latest Firefox, Chrome, or Safari or Internet Explorer 10+. We highly recommend Firefox or Chrome as the BRTC Moodle site has been optimized for use with it. Some courses may require additional plugins and software such as Flash, QuickTime, or Acrobat Reader. Most classes require word processing software such as Microsoft Word. Each course syllabus should list specific software requirements.

For more information, please visit

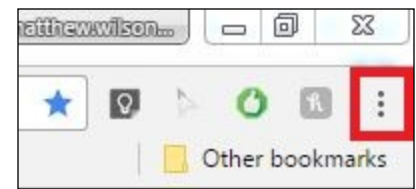
<http://www.blackrivertech.org/distance-education/technical-requirements>

Pop-up Blockers

Pop-up blockers should be disabled in order to display Moodle content correctly.

Chrome

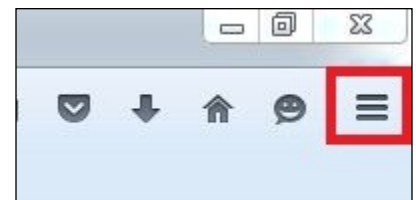
In the top right of your screen, click the Customize icon and then *Settings*. Scroll to the bottom and click the “*Show advanced settings...*” link. Under the *Privacy* heading, click *Content settings*. Scroll down to the *Pop-ups* heading and click *Manage exceptions*. In the box that says “[*.]example.com”, type [*.]moodle.blackrivertech.org. Then click *Done* twice. Close the tab.



Chrome Customize Icon

Firefox

In the top right of your screen, click the Firefox menu, then *Options*. Click the *Content* on the menu on the left. Under *Pop-ups*, click *Exceptions*. In the address bar, type https://moodle.blackrivertech.org, then click *Allow* and then *Save Changes*. Close the tab.



Firefox Menu Button

Internet Explorer (IE)

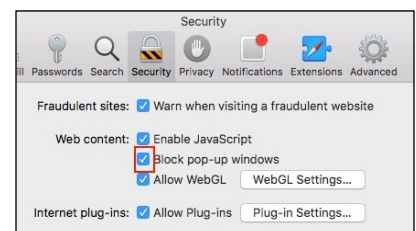
In the top right of your screen, click the *Tools* menu and then *Internet options*. Now, click the *Privacy* tab. Next, under the *Pop-up* blocker heading, click *Settings*. In the address bar, type https://moodle.blackrivertech.org and click *Add*. Click *Close* and then *OK*.



IE Tools

Safari (Apple Computers)

Open Safari, and hit the command key and , simultaneously. This brings up Safari's menu. Click *Security*. Untick the box that says *Block pop-up* windows.

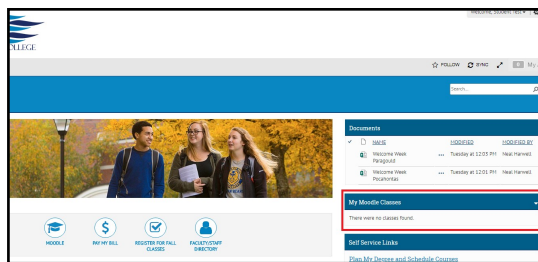


Safari Security Tab

Logging In

To log in to Moodle, open a web browser and go to mybrtc.blackrivertech.org in the address bar. You are now at the myBRTC Portal page.

Your username is your first name.middle initial.last name. Your password is your birthday in MMDDYY format. If your name is John Alan Doe, then your username would be john.a.doe. If your birthday is January 1, 1985, then your password would be 010185.



Accessing Moodle via myBRTC

To access your Moodle courses, find the box that says **My Moodle Classes** on the right side of the page. Click on the course you would like to access.

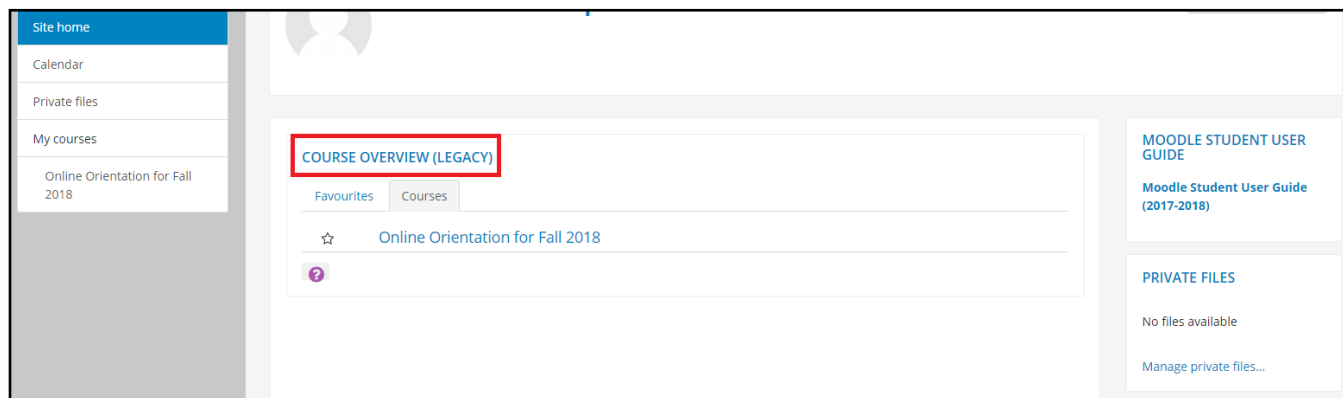
You can also log in to Moodle on your mobile device. See the *Moodle Mobile App* section (page 12) for more information.

Dashboard

Once you log in, you will see the Moodle dashboard. The Moodle dashboard consists of three columns - left, middle, and right. The middle column contains the **Course Overview (LEGACY) Block**. The left column is the **Navigation Drawer** (see next page). The right column contains various other blocks (see next page).

Course Overview (LEGACY) Block

To access a course, click on its name. To learn more about navigating your course, see page 5. Various blocks can be added above or below the **Course Overview Block**. See more about adding blocks on page 4 under *Customizing Your Dashboard*.



This entire page is your Moodle dashboard. The red box highlights the **Course Overview (LEGACY) Block**.

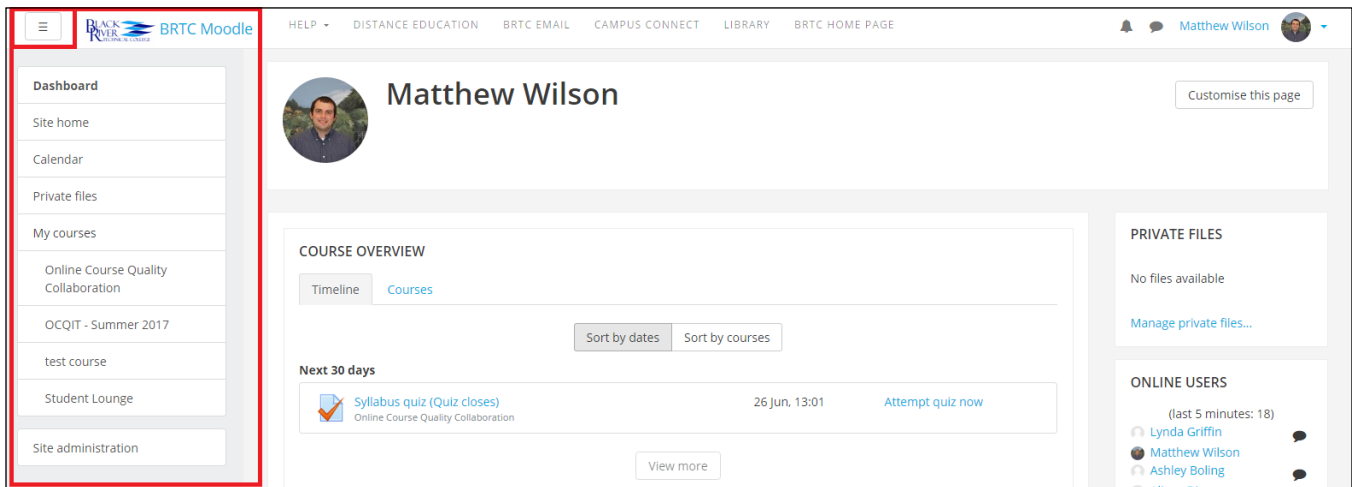
To return to the dashboard from within a course, simply click the BRTC logo or the text *BRTC Moodle* at the top left of your screen. You can also click the **Dashboard** link in the **Navigation Drawer**.



Dashboard (continued)

Navigation Drawer

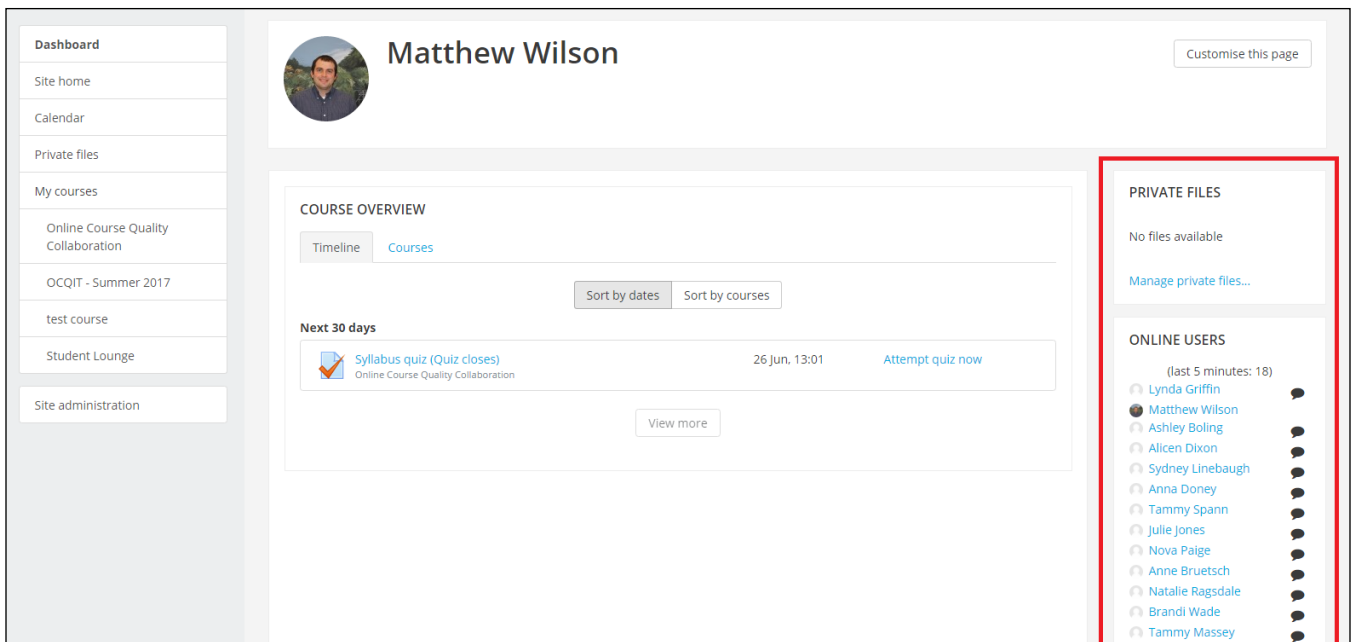
This drawer can be visible or collapsed, depending on the user's preference. When visible, it provides quick links to all courses (see listings under *My courses*). When you are inside a course, this drawer provides quick links to all topic/week sections within the course. The user can show or hide this drawer by clicking the button with three lines in the upper left corner of the page.



Dashboard - Navigational Drawer

Right Column

This column can be customized with various blocks. Default blocks are **Moodle Student User Guide**, **Private Files**, **Online Users**, and **Latest Badges**. You will have to scroll down to see all of the blocks.



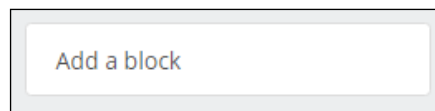
Dashboard - Right Column

Dashboard (continued)

Customizing Your Dashboard

Your dashboard can be customized by clicking *Customise this page* in the top right corner. This will allow you to add or edit blocks or delete some of the blocks you do not want displayed. In addition, you can re-arrange blocks by dragging the crosshair icon.

If you wish to add a block, show the **Navigation Drawer** (see page 2). At the bottom of the **Navigation Drawer**, click *Add a block*. Here, a selection of blocks can be added to your dashboard page. Once a block has been added, it can be configured using the gear icon.



Once you are done, click *Stop customizing this page* in the top right corner.

Editing Your Profile

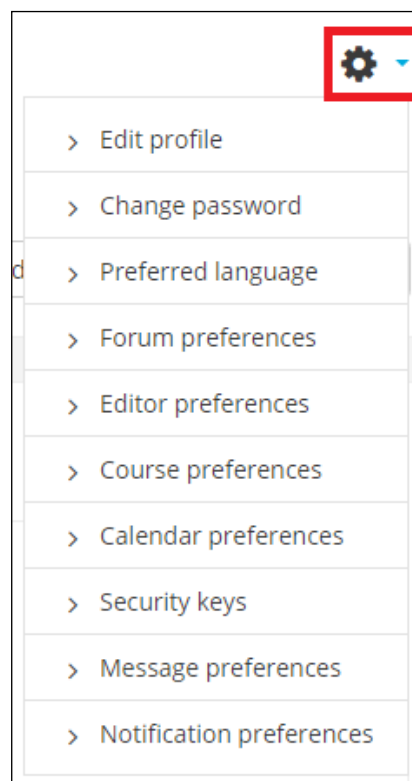
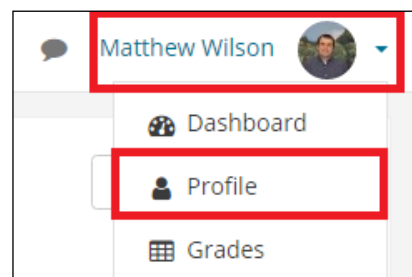
Your profile is your identity on Moodle. All BRTC Moodle users can see it, including your instructors. Your profile also contains email information. To view your profile, click your name in the top right corner, then click *Profile*.

On the next page, click the *gear* in the top right corner. This brings up a menu with several preference options. It is recommended that you explore the preferences below.

Edit Profile - Among other settings, you can add/change your picture. Find the *User Picture* heading. As you upload a picture, please keep the picture small, about 100x100 pixels and 500kb or less in size. Moodle accepts either PNG or JPG format. Again, remember that this profile is accessible to all members of the Black River Technical College Moodle community, and your teachers will see this picture. Please keep your image tasteful and only use an image of yourself. The same caution is applicable to your description.

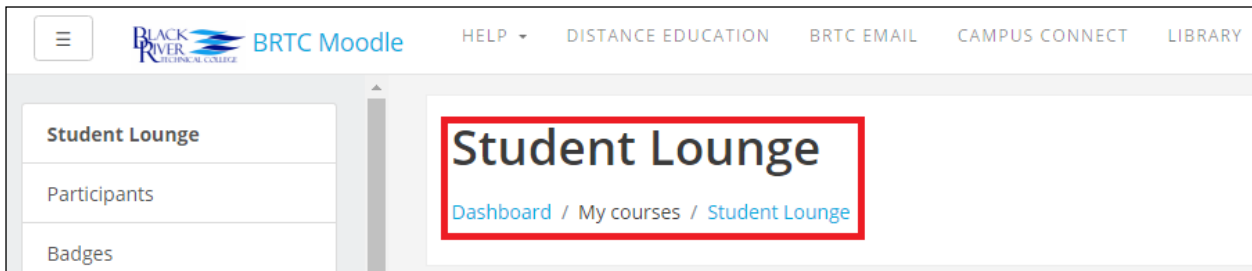
Forum preferences

- *Email digest type*: Limit your emails by selecting *Subjects*.
- *Forum auto-subscribe*: If you select *Yes*, you will be automatically subscribed to forums you post on and will receive email copies of all messages from that forum. Selecting *No* will limit the number of emails you receive.
- If you enable *Forum tracking*, new forum posts will be highlighted for you.



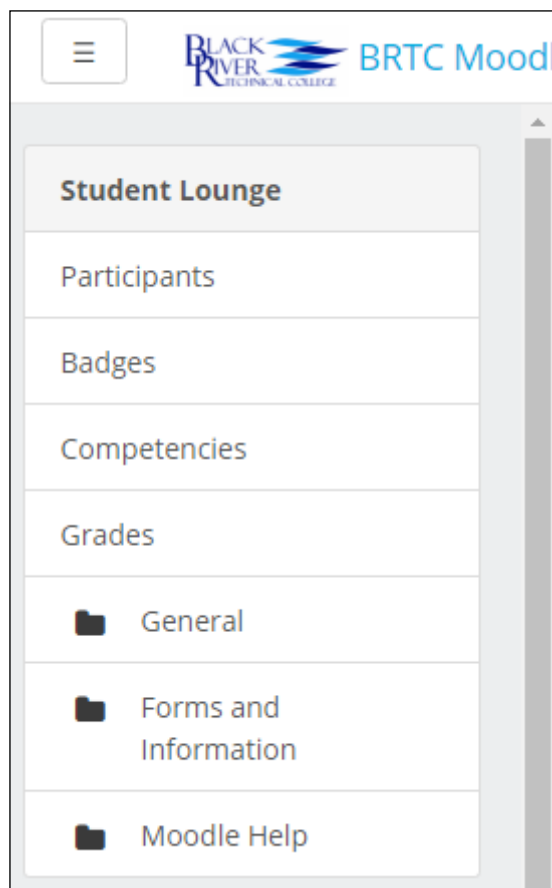
Accessing and Navigating a Course

To access your course, navigate to your dashboard. Once on the dashboard, under the **Course Overview (LEGACY) Block** (see page 2), click on the course you would like to access.



Course Name and Breadcrumbs

Once you are in the course, the course name appears in bold. Breadcrumb links appear just under the course name (see figure above). Breadcrumbs display the pages you have passed through to get to your current location. More breadcrumb links are added as you navigate farther into the course.



Navigation Drawer When Inside a Course

After you enter your course, the **Navigation Drawer** now displays the hierarchical navigation for the course.

- The course name is in bold.
- *Participants* displays the course roster.
- By clicking *Grades*, your course grades are displayed.
- The *folder icons* represent topics/weeks in the course. This can save you scrolling time by jumping straight to a topic/week.

While the Distance Education department has set some guidelines for course layout, instructors are free to design their courses as they please. Therefore, your courses will not look the same. Typically, however, each course is divided into either weeks or topics, with a general heading section at the top. The general heading section contains the name of the course and will typically contain important documents such as the course syllabus, tentative schedule, and an announcements forum.

Common Course Activity Icons

Each topic or week of the course will be made up of activities and instructions. These activities and instructions will vary within each course. It is important to read all instructions and click all links for the current section in the course. Each link is accompanied by an icon. Common course activity icons are listed in the box below.



This is the icon for **forums**. The link next to a forum icon will take you to a forum where you can communicate with your instructor and/or other students. See more about forums in the *Forums* section (pages 7-8).



This is the icon for **assignments**. The link next to an assignment icon will take you to a page where you will submit your work. See more about assignments in the *Assignments* section (pages 8-9).



This is the icon for a **quiz or an exam**. The link next to this icon will take you to a quiz or an exam within your course. See more about quizzes in the *Quizzes and Exams* section (pages 10-11).



This icon represents a **link**. The link next to this icon will take you to an external link.



This icon represents a **folder**. The link next to this icon will take you to a page with additional files.



This icon represents a **page**. The link next to this icon will take you to a page with additional text and resources.



This icon represents a **book**. The link next to this icon will take you to a page displaying a collection of text or resources that is organized by chapters.



This icon represents a **Word document**. Moodle is able to recognize some file types and display their appropriate icons. These are resources (such as Word documents and PDFs) that your instructor has posted and intends for you to view and/or download.



This icon represents a **VoiceThread**. The link next to this icon will take you to a VoiceThread, which can be an instructor lecture, a voice-based discussion, etc. See more about VoiceThread in the *VoiceThread* section (page 12).

Forums (continued)

Replying to a Thread

1. Click the name of the thread in the forum.
2. Reply to a post by clicking the *Reply* link at the bottom right of the post.
3. Give your post a title in *Subject* heading.
4. Type (or paste from a word processor) your post in the *Message* section.
5. When finished, check your post for errors, and click the *Post to forum* button at the bottom of the page.

Some instructors use groups within forums. If you want to see the forum posts for a particular group, select the group name from the drop-down menu that will appear on the forum's page. Depending on the course's setting, set by the instructor, you may only be able to see posts made by members of your own group.

Assignments

The assignment feature in Moodle allows instructors to easily collect external documents from students. Instead of physically printing out a document and handing it to your instructor, you upload a file into Moodle for your instructor to view and grade. To submit an assignment, click the name of the assignment in your class. A description of the assignment and a box showing the submission status, date and time due, and time remaining for the assignment will appear. Assignments links will be similar to this:



Once you click on the assignment link, you will see a screen that looks similar to this:

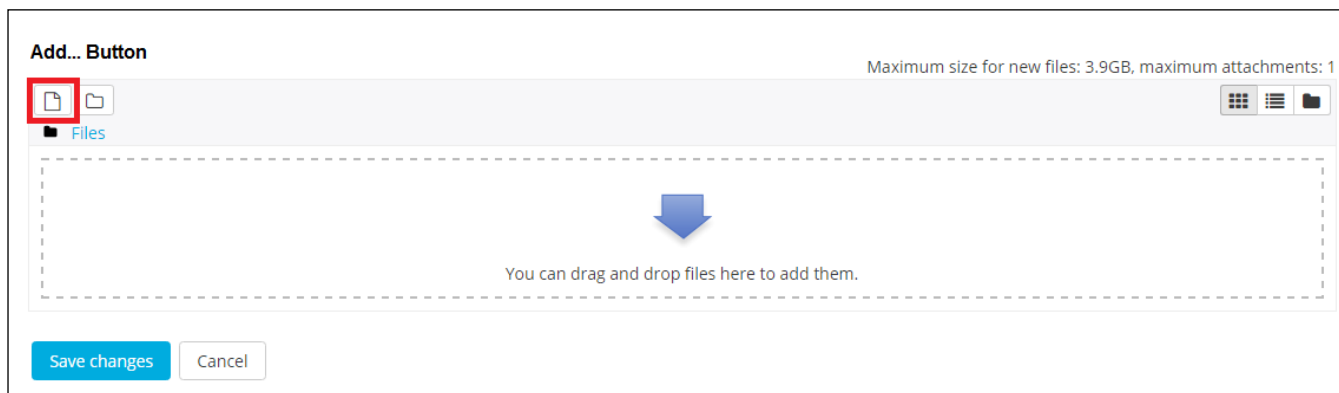
Reaction Paper	
Submission status	
Submission status	No attempt
Grading status	Not graded
Due date	Thursday, 29 June 2017, 12:00 AM
Time remaining	6 days 15 hours
Last modified	-
Submission comments	+ Comments (0)
<div>Add submission</div> <div>Make changes to your submission</div>	

Assignment Submission Status Screen

Assignments (continued)

Uploading Files

Click *Add submission* at the bottom of the screen (see previous page). The maximum upload size for files and number of attachments are listed above the submissions box under the *File submissions* heading.

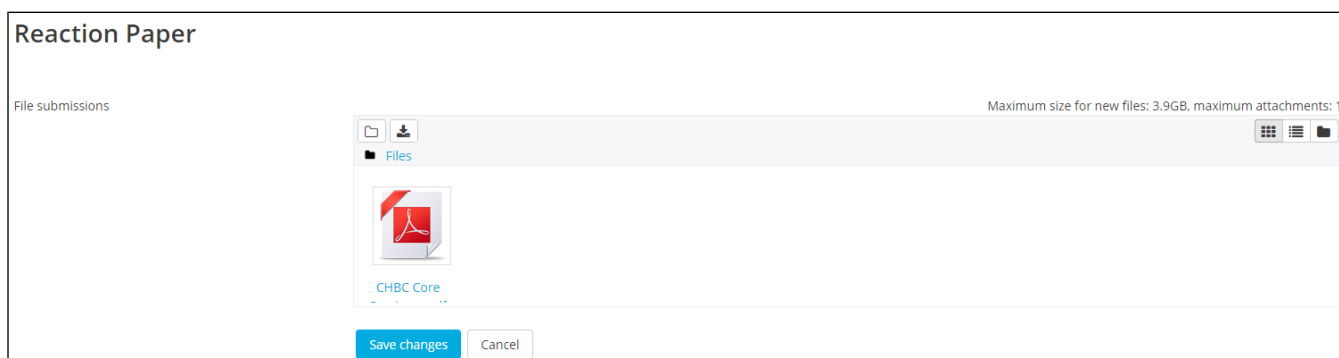
The screenshot shows the 'Add... Button' interface for file uploads. At the top, it says 'Maximum size for new files: 3.9GB, maximum attachments: 1'. Below this is a toolbar with a red box highlighting the 'Add' icon (a document with a plus sign). To the right of the toolbar is a 'Files' section with a dashed border and a blue arrow pointing down, with the text 'You can drag and drop files here to add them.' Below the dashed box are two buttons: 'Save changes' and 'Cancel'.

Assignment Submission Screen

There are two ways to upload files:

1. The easiest method is to locate the file within your computer's file system, click and hold down on the file, and drag it into the box that says *You can drag and drop files here to add them* (see figure above). Note: This is not available with Internet Explorer 9 and below.
2. Click the *Add...* button (see red box in figure above) . Next, choose *Upload a file* in the left sidebar. Click the *Choose File* button under *Attachment* field. Locate your file within your computer's file system. Click open. Lastly, click *Upload this file* .

You should now see the uploaded file (see figure below). If you accidentally uploaded the wrong file, simply click the file you uploaded and click *Delete* in the pop up window. If there are additional files your instructor requires you to submit, repeat the submission process. Once you have uploaded the correct file(s), click *Save changes* .

The screenshot shows the 'Reaction Paper' submission screen. At the top, it says 'File submissions' and 'Maximum size for new files: 3.9GB, maximum attachments: 1'. Below this is a toolbar with a red box highlighting the 'Add' icon. To the right of the toolbar is a 'Files' section with a dashed border. Inside the dashed box, there is a file icon for 'CHBC Core' with a red arrow pointing to it. Below the dashed box are two buttons: 'Save changes' and 'Cancel'.

The file has been uploaded. Once you hit *Save changes*, the file will be submitted for grading.

Quizzes and Exams

Many instructors require students to take quizzes and exams within Moodle. To take a quiz or exam, click the name of the quiz next to the quiz icon. Your quiz link will look similar to this:



When you click your quiz or exam link, you will see this page:

Chapter 3 Quiz

Attempts allowed: 1

This quiz will close at Sunday, 18 June 2017, 11:59 PM

Time limit: 30 mins

Attempt quiz now

Initial Quiz Screen

This page should provide you with information about the quiz. This includes the date and time the quiz is due as well as its time limit (if applicable).

Note: The time and due date set is when the quiz must be submitted, not attempted. If you are in the middle of the quiz when time expires, you will not be allowed to finish. Make sure to give yourself ample time to complete the quiz before the close time.

Once you are ready to begin the quiz, click *Attempt quiz now*. After you begin the test, you will see the question page. There are several different question types, including multiple choice, essay, true/false, short answer, or matching questions. On the right of your screen, a block titled **Quiz Navigation** appears (see figure). This block shows the question(s) you are attempting and how many questions are left on the quiz. The question(s) you are currently on will have a bold border around it.

Some instructors allow you to navigate through the questions by clicking the question number. However, some may not allow you to do this. If clicking the question number does not allow you to navigate, then the instructor only allows you to move sequentially through the quiz. Therefore, you will not be able to go back and answer skipped questions or change an answer. If the quiz is timed, the timer will be located at the bottom of the block.

QUIZ NAVIGATION

 Matthew Wilson

1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20

Finish attempt ...

Time left **0:29:55**

Quiz Navigation Block

Quizzes and Exams






When all questions are answered on a page, click *Next*. Once you have answered all the questions and are ready to submit your quiz or exam, click *Next* on the last page or click *Finish attempt...* in the **Quiz Navigation Block** (see previous page). You will then be directed to the *Summary of Attempt* page, which displays whether or not you have answered each question. If you are ready to submit your quiz, click *Submit all and finish* at the bottom of the page.

Grades

If you have completed assignments in Moodle and your instructor has posted grades, you can view them by clicking on the *Grades* link in the **Navigation Drawer** (see page 5).

Once you have clicked on Grades, a table (see below) will appear with the column headings:


- *Grade item* - the name of the assignment, quiz, forum, etc.
- *Calculated weight* - the number of points available for the grade item divided by the total number of points available in the course (this will vary according to course grade aggregations).
- *Grade* - the number of points you received for this grade item.
- *Range* - the range of points (minimum and maximum points) available for this grade item.
- *Percentage* - this is the number of points you earned divided by the number of points available.
- *Feedback* - what the instructor wants you to know about this grade item.
- *Contribution to course total* - the total points earned for the grade item divided by the total number of points available in the course (this will vary according to course grade aggregations).

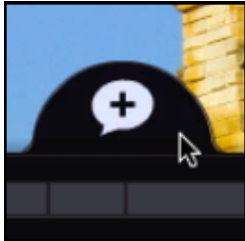
Grade item	Calculated weight	Grade	Range	Percentage	Feedback	Contribution to course total
 Test Course						
 quiz 1 in-class	28.57 %	42.00	0-40	105.00 %		30.00 %
 test	71.43 %	75.00	0-100	75.00 %	test	53.57 %
 Test Lesson	0.00 % (Empty)	-	0-100	-		0.00 %
 Course total	-	117.00	0-140	83.57 %		-

Course Grade Screen

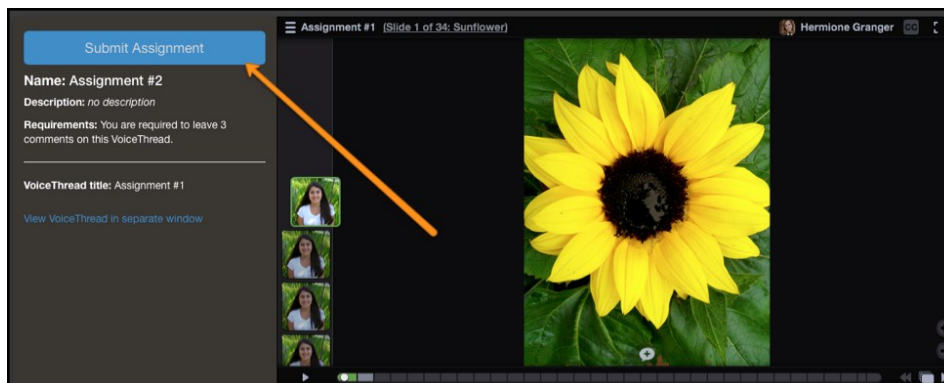
VoiceThread

VoiceThread is typically used to have video discussions in online courses. Instructors and students can record a video responding to each post instead of typing. In many classes, students will have to comment on one or multiple VoiceThreads. To comment on a VoiceThread, see the steps below. When using VoiceThread, make sure you are using the latest version of Chrome or Firefox (Internet Explorer and Safari may not work).

1. Click on the VoiceThread link in the course. The VoiceThread icon looks like this: 
2. The VoiceThread opens in a new tab.
3. View or listen to the instructions given by your instructor.
4. Click the comment button in the middle of the screen.



5. Select the appropriate type of comment. Typically, instructors will have students leave a video comment. Note: A webcam is necessary in order to record a video comment.
6. VoiceThread displays a countdown. After the countdown is complete, begin recording the comment. Click the red flashing light at the bottom of the screen to stop recording.
7. The comment will begin playing. Click *Save* to save it or *Cancel* to cancel and try again.
8. Finally, once the comment is saved, click *Submit Assignment* in the upper left corner.



9. The comment has been submitted.

For a video demonstration of VoiceThread commenting, click [here](#).

LockDown Browser / Respondus Monitor

LockDown Browser

LockDown Browser is a custom browser that increases the security of online testing in Moodle. When students use LockDown Browser to access a quiz, they are unable to print, copy, go to another URL, access other applications, or close a quiz until it is submitted for grading. Tests created for use with LockDown Browser cannot be accessed with standard browsers.

A quiz that requires LockDown Browser will prompt students to download the program. Students should download and install the program as they would any other Windows or Mac program. **Once installed, students should access Moodle through LockDown Browser in order to take the quiz or exam requiring LockDown Browser.**

Respondus Monitor

Respondus Monitor is a webcam feature for LockDown Browser that records students during online, non-proctored exams. When this feature is enabled for a test, students are required to use a webcam and microphone with LockDown Browser. After the exam is complete, an instructor can review details of the assessment, even the recorded video.

Respondus Monitor requires the use of a webcam, which is reflected in the quiz title:



[Emotional and Social Development in Middle Adulthood Quiz- Requires Respondus LockDown Browser + Webcam](#)

Example of a Quiz Requiring LockDown Browser and Respondus Monitor

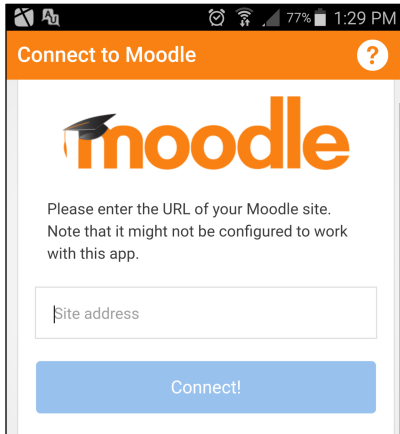
Troubleshooting Tips

Students having issues with LockDown Browser and Respondus Monitor should follow these steps:

1. Let the course page fully load before clicking on the quiz or exam. Verify the course page fully loads by observing the little circle at the top left of the screen. Once the circle stops turning, click on the quiz or exam.
2. Access the quiz from inside the course. Do not access the quiz from the Calendar block or Upcoming Events block.
3. Review the technical requirements, making sure the computer meets them (see [this link](#)).
4. Read the quick start guide for students (see [this link](#)).
5. See [this document](#) for additional troubleshooting tips.
6. Call Matt Wilson at 870-248-4058.

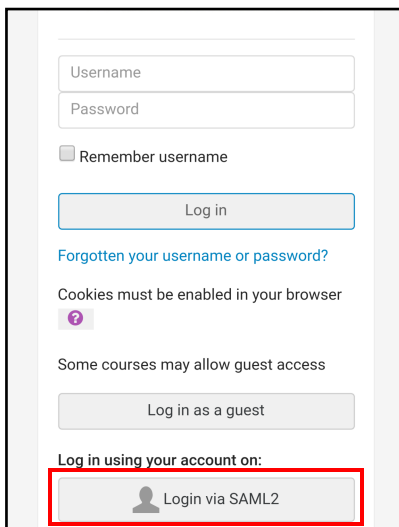
Moodle Mobile App

Moodle is also available for your smart device. The app is called **Moodle Mobile** and is available for Android and iOS devices. Once you have installed and opened the app, you will see this screen:



Step 1:

In *Site address*, enter: **blackrivertech.ethinksites.com**. Then hit *Connect!*

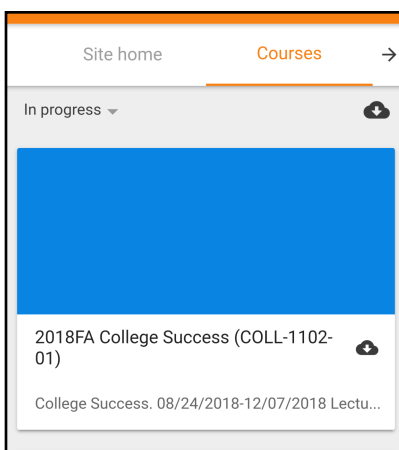


Step 2:

Tap **Login via SAML2**.

Step 3:

You are now taken to the myBRTC screen. Log in using your myBRTC credentials - see the *Logging In* section of this manual (page 2). Click **Sign in**.



Once you are logged in, your list of courses appears.

