## Moodle Q&A (renewed 2021 April)

## 【1. Moodle in general, login and password】

### Q1-1. I don't know my user number/password to log in.

A1-1. If you forget your user number, you can check it on "Account Lookup" (On-campus only). If you forget your password, you can reset it on "Password reset" (On-campus only). The user number and password are issued and managed by the Institute of Management and Information Technologies (IMIT). Please make inquiries to IMIT about details on the user number.

### Q1-2. What should I set during the first-time login process user registration?

A1-2. Please input the required fields (First Name, Last Name, Affiliation) shown in red. Please enter your first name and last name as they are reported to the academic office.

**Q1-3. Can I change my email address receiving notifications in Moodle?**

A1-3. Notifications in Moodle (receiving a message, notification about submitting a report, etc.) are sent to your email address at Chiba University. You cannot receive another email address directly but receive another email address by forwarding it from the email system in Chiba University. Please set "Forward" on the "Tools'' tab on the Chiba University Webmail system (https://cuacmsrv.chiba-u.jp/).

For the undergraduate students who entered in 2020 and 2021, notifications in Moodle are sent to the Google Workspace (Chiba university's Gmail) account. If you forward notifications, please set up on the Gmail settings.

**Q1-4. Can part-time lecturers, research students, and non-degree students use Moodle?**

A1-4. Anyone who has a user number issued by the Institute of Management and Information Technologies (IMIT) can use it. If you do not have your user number issued, please contact IMIT and apply for the use of the Unified Authentication System.

**Q1-5. Can I use Moodle outside the university?**

A1-5. You can use it from anywhere you can connect to the Internet, both inside and outside the university.

## 【2. General operation】

**Q2-1. When I start a new line, there is too much space between lines.**

A2-1. Please use "Shift + Enter" to start a new line instead of using Enter.

Example of a new line (No.1)

When you make a new line with "Enter," a new paragraph is created, and the gap between lines is wide.

Line 1

Line 2

Example of a new line (No.2)

When you make a new line with "Shift + Enter," a new line is created in the same paragraph; the gap between lines is not extended.

Line 1
Line 2

**Q2-2. Can I enter mathematical expressions using LaTeX in Moodle?**

A2-2.    LaTeX commands are available to enter mathematical expressions in Moodle.

Inline mode

¥( ¥sin(x) ¥)

When the mathematical expression typed in LaTeX command is enclosed by round brackets as above, it is displayed as inline mode such as sin(x).

Display mode

¥[ ¥sin(x) ¥]

When the mathematical expression typed in LaTeX command is enclosed by square brackets as above, it is displayed as display mode such as below.

$$\sin(x)$$

If you are using a JIS keyboard on a Mac, please distinguish between ¥ (yuan-sign) and ¥ (backslash). You can enter backslash by "Option + ¥."

## 【3. For faculty and staff (course administrators)】

### 1 Creating and setting up a course

**Q3-1-1. How do I create a course?**
A3-1-1. There are two main ways to apply for a course in Chiba University Moodle.

1.To apply for a class course: Check the "Moodle course creation flag" on the Student's Portal System.
2.To apply other than Class Course and other usage requests: Send an email to Moodle support.

(Note that a "class course" is defined as a course that is registered in the syllabus in the Student's Portal System.)

For more information, please see the Course Application and Course Usage Guide (for faculty and staff) (in Japanese).

**Q3-1-2. Is it possible for part-time lecturers to create a course?**
A3-1-2. Part-time lecturers can also create courses. If you do not have a user number to use Moodle, please apply to the Institute of Management and Information Technologies (IMIT) to use the information infrastructure system.

**Q3-1-3. I want to add or remove a faculty member because the faculty member in charge of a course has been changed.**
A3-1-3. Please follow the steps below.

<Addition>
Please send an email to Moodle Support (moodle-support◆chiba-u.jp) with the course name, class code, name of staff or teacher, and user number.
(Please replace "◆" to "@" when sending an email.)

<Removing>
1. Click "Course administration" > User > "Register user" in the "Administration" block

on the right of the course screen.

2. Look up a user you want to remove from the list.

3. Click the "trash" icon in the registration method column on the right.

4. The message confirming the removal of a user "Do you really want to unenroll "*user name*" from "*course name*"?" will appear. Click "Continue".

### Q3-1-4. How do I edit the name of a course?

A3-1-4. You can edit the course settings from " Course administration" > "Edit Settings" on "Administration" block on the right side of the course screen.

### Q3-1-5. How can I copy the contents of a previous year's course to a new year's course?

A3-1-5. By using "Import," you can easily copy the contents of the course you used in the previous year to a brand-new course in the new year. For specific instructions, please refer to the document linked below.

"Import" Faculty/Staff Manual (in Japanese)

### Q3-1-6. How can I merge multiple courses into one?

A3-1-6. Please refer to the following information in the course.

For faculty and staff: Course application and course use guide. (in Japanese)

### Q3-1-7. I want to divide a single class into multiple courses (e.g., omnibus type).

A3-1-7. Please refer to the following information in the course.

For faculty and staff: Course application and course use guide. (in Japanese)

### Q3-1-8. I can't find a course on the dashboard that I should be enrolled in.

A3-1-8. There are several possible cases.

1. When a course is visible to the teacher but not to the students.
See "Q3-1-9. What should I do if the course is not visible to the students?"

2. If none of the above applies to you, please contact Moodle support.

**Q3-1-9. What should I do if the course is not visible to the students?**

A3-1-9. There are several possible reasons why a course may not be visible to the students.

1. If the name of the course in question is grayed out to the teacher, the course is "hidden" to the students. Go to "Course administration" > "Edit Settings" on the left side of the course screen, change "Course Visibility" from "Hidden" to "Visible", and save.

2. If the course start dates are set incorrectly, the course will not be categorized correctly on the dashboard and the students will face difficulties finding it. In the "Course administration" > "Edit Settings" screen, check the "Start Date" and "End Date" dates. For more information about this, please refer to "Q3-1-8. I can't find a course on the dashboard that I should be enrolled in."

If none of the above applies to you, please contact Moodle support.

**Q3-1-10. I am in charge of a course, but the course has been de-enrolled.**

A3-1-10. It has been confirmed that if you set the student role to confirm a course as a student and then leave the course the next day, you will be unregistered from the course due to the linkage with course registration. If you have set the student role for confirmation, please cancel the student role after confirmation. If you have been de-registered from the course, please contact us so that we can re-register you with Moodle Support.

**Q3-1-11. Posts to announcements are not sent to the students by email.**

A3-1-11. If a course is hidden to the students (course visibility is hidden: you can check this from the "Manage Courses > Edit Settings" in the administration block), posts to announcements will not be emailed to the students. Please make sure that the course visibility is set to "visible."

**2 Student Course Registration**

**Q3-2-1. How do I set the registration key?**

A3-2-1. In the "Settings" block on the right side of the course screen, go to "Course administration"> "Users"> "Registration Method"> "Self-Registration (Student)" to

display the registration key setting screen. Confirm that both "Enable existing registration" and "Allow new registration" are set to "Yes" on the setting screen, and set the registration key (password) in the "Registration key" field.

If you disable "Enable existing registration," the registration method (self-registration in this case) will be invalidated, and users who registered using self-registration will not be able to use the course. Also, if "Allow new registration" is disabled, users who registered using self-registration before changing the settings can use the course; however, new course registration using self-registration will not be possible.

**Q3-2-2. When I opened the "Registration Key" setting screen, it showed my user number and password.**

A3-2-2. If you have enabled the automatic password entry and management (save) functions in your browser settings, your user number and the password may be displayed in the "Custom instance name" and "Registration key" fields.

In that case, please disable the password auto-entry function (auto-complete function in Internet Explorer) and then change the registration key again. Depending on your browser type, you may need to delete the saved password.

**Q3-2-3. I received an inquiry from a student who could not register for a course because the message "You cannot register for this course" was displayed during course registration. What was the cause?**

A3-2-3. Students may not be able to use self-registration, so please check the self-registration settings by the following method.

1. Go to "Administration" block> "Users"> "Registration method"> "Self-registration (student)" on the right side of the course screen.

2. Check that "Enable existing registration" and "Allow new registration" are set to "Yes," and "Registration period," "Start date," and "End date" are set appropriately　(If you do not set it, there is no setting).

3. If you have any questions about the settings, please contact Moodle 　Support (moodle-support ◆ chiba-u.jp) (Please change ◆ to @ when sending an  email).

**Q3-2-4. How do I edit a user display name (teacher and student)?**

A3-2-4. Go to "Course administration"> "Edit Settings" in the "administration" block on

the right side of the course screen, and set the name you want to display in the "Rename Role" item at the bottom of the displayed page.

For example, it is used when you want to change the name of "Teacher" to "Coordinator" in an omnibus class. By setting, the name "Teacher" displayed in the course list will be changed to "Coordinator."

## Q3-2-5. I want to unregister a student user who is registered in a course.

A3-2-5. As a teacher, the procedure for canceling the registration of a student user enrolled in the course is as follows.

  1. Click "Course administration"> "Users"> "Registered Users" from "administration on the right side of the course screen.

  2. Since the users registered in the course are displayed, click the "x" which is the cancellation icon in the "Self-registration" field on the far right of the line where the student who wants to cancel the registration is displayed.

  3. A confirmation screen will be displayed. Click "Continue" to cancel the registration.

## Q3-2-6. What is collaborative registration?

A3-2-6. With the new method of enrolling students in the course introduced from Moodle2019, students who enrolled in the Student's Portal System will be automatically enrolled in the Moodle2019 course. However, collaborative registration works when the following two points are met.

  1. Only for universal education subjects and undergraduate courses (currently not for graduate schools).

  2. When the instructor in charge of the class checks the "Moodle course creation flag" on the "Syllabus registration/Timetable list" page of the Student's Portal System.

## Q3-2-7. I have set up a collaborative registration, but I also let students know the self-registration key. Will this cause a glitch?

A3-2-7. Self-registration and collaborative registration can coexist. Even if you register by both self-registration and collaborative registration, the same student will not be registered twice, so you can use it without limiting to either registration method.

**3 How to use the Assignment Module**

**Q3-3-1. How do I provide comments and feedback on assignment files submitted by the students?**
A3-3-1. When setting up an assignment, the teacher can send a file to the students by setting the feedback file to "Yes" in the feedback settings section. After  commenting on the files submitted by the students, present them to the students as feedback files.

**Q3-3-2. What is the difference between the end date and cutoff date in the Assignment Module?**
A3-3-2. Students can still submit the assignment after the end date, but they will be clearly marked as late. On the other hand, students cannot submit the assignment after the cutoff date. However, if the cutoff date is extended by the teacher, the student can submit the assignment again.

**Q3-3-3. There is a setting in the Assignment module that says, "Ask students to click the submit button." What is this?**
A3-3-3. When a student submits an assignment, they upload a draft file to Moodle and then decide whether or not to submit it again. If you set "Require students to click the submit button" to Yes, then when students submit their assignment, the screen will show a button that says "Submit Assignment" in addition to a button that says "Change Submission." You may think that this feature is provided for the purpose of students replacing their own submissions. However, Students can revise the assignment during the term, regardless of whether the "Require students to click the submit button" feature is enabled or not. Therefore, it is not useful for students to replace their own submissions.

So when is it useful? There are two main cases. One is when you have not yet reached the due date, but you want to check the reports that have already been submitted by the student. The other is when you want to send back a report for resubmission because the student needs to refine the content a little more before the deadline. In other words, once a student clicks the submit button, even before the due date, the student cannot replace the submission, and the teacher can start grading without worrying about changing the content due to replacement. However, if the student forgets to press the

button, it may remain as a draft until the deadline, so please be careful when using it.

### Q3-3-4. I use the "Assignments" feature. How do I send automatic or manual emails to all students who have submitted an assignment?

A3-3-4.

An email delivery receipt will be sent to the student's integrated email address by default after the successful submission of an assignment, so the student will receive messages from Moodle even without doing any special setting.

Meanwhile, the teacher will also receive messages about the student's assignment submission, which will cause the teacher to receive a bunch of emails. To avoid this, set "Notify graders of submissions: Yes" to "No."

### Q3-3-5. When grading the submitted assignments, is there any way to return only the feedback without notifying the student of the grade?

A3-3-5. Since the grades and feedback comments are published at the same time, it is not possible to return only the feedback without notifying the students of their grades. Therefore, many teachers do not enter the grades into Moodle but keep them in a separate Excel file and only use Moodle to enter feedback and upload files.

### Q3-3-6. How do I publish the grade of the assignments to all students at the same time when the grades are finalized?

A3-3-6. Assignment grades and feedback are made available to students as soon as they are entered or uploaded by the teacher. However, if the "Grading Workflow" feature is enabled, grades can be kept secret from students, and they can be notified all at once when the grades are set.

1.      From the "Edit Settings" screen of the assignment, set "Use Grading Workflow" under "Grading" to "Yes" and save.

2.      When you look at the "Grades" or "View All Submissions" screen for an assignment, you will see a display that allows you to set the "Status" of the grading workflow for each student. The statuses are "Not Graded", "Grading", "Grading Complete", "Reviewing", "Ready for Release'' and "Released." If the status is anything other than "Released," then students will not see the grade or feedback in Moodle, only the status "Grading" or similar.

3.       When the status is set to "Released," the grades and feedback will be displayed to the students. By changing the status to "Released" for all students at once, the grades can be released all at once.

However, since grades and feedback comments are published at the same time, it is not possible to return only the feedback without making the grades public. In this case, please refer to "Q3-3-5. When grading assignment submissions, is there any way to return only the feedback without notifying the student of the grade?"

### Q3-3-7. How do I publish the assignment at a set date and time?
A3-3-7. You can set the start date, end date, and cutoff date in the "Use" section of the assignment settings. Make sure that the "Always show description" checkbox is unchecked. If this checkbox is checked, the contents of the assignment will be shown even before the start date.

You can also use the "Restricted Use" option. This can be found at the bottom of the assignment setting page. You can set other conditions than the date and time. This option is not limited to assignments but can be used for other functions in Moodle as well.

### Q3-3-8. File names of batch downloaded submissions are garbled. (2020.02.10)
A3-3-8. When you download all the submissions at once, you can download them as a compressed file (Zip file). However, if you use the decompression function provided with Windows or decompression software that does not support UTF-8 character encoding when decompressing the compressed file, the file names of the submissions may be garbled. In this case, using UTF-8 compatible decompression software (e.g., "7-Zip"), you can decompress the submitted file without garbling the characters.

## 4 How to use quiz, Wiki, and other modules

### Q3-4-1. How do I sort the quiz results?
A3-4-1. You can sort your quiz results in descending/ascending order by clicking the "Student number" and "Score" in the quiz result list display screen.

**Q3-4-2. Can I use questions created with "Hot Potatoes" in Moodle?**

A3-4-2. Yes, you can. If you have some questions created with Hot Potatoes so far, you can upload them to Moodle and make students use them. However, grades will not be aggregated.

With Hot Potatoes, you can create problems such as:

1.JQuiz
2.The Masher (Combine problems from JQuiz to JMix)
3.JMix
4.JCloze
5.JMatch
6.JCross

Please see the（http://skomatsu.free.fr/HotPotguide/）site for details.

In order to use the problem created by Hot Potatoes in Moodle, it is necessary to output the problem as an HTML file (here, hp_sample.html) from Hot Potatoes and upload hp_sample.html to the Moodle course. Upload hp_sample.html to your course in the same way you would upload a regular file. Hot Potatoes issues work when I open the uploaded file.

**Q3-4-3. How do I post a picture on the Wiki?**

A3-4-3. You can post a photo on the Wiki page by selecting the photo you want to post from "Insert / Edit Image" on the toolbar.

**Q3-4-4. How do I allow students to upload files in the "Files" section to share files on the Wiki?**

A3-4-4. By default, students are not allowed to upload to the "Files" area of the Wiki.
Change the permissions to allow students to upload files as well. The procedure is as follows:

1. After setting up the Wiki, click the Wiki icon.
2. Select "Permissions" in "Administration" Wiki management on the right side of the screen.
3. In Manage Wiki files (mod/Wiki: manage files), click "+" under teachers, teachers, and managers who do not have editing privileges.

4. Click Select "Student" in "Select Role" and click "Allow."
5. Make sure "Student" is added to Manage Wiki Files (mod/Wiki: manage files).
With the above, students can also upload files from the "File" column of the Wiki, and you can create a file-sharing environment.

**Q3-4-5. When creating a quiz with the feedback module, I cannot answer properly since I have created a question branch depending on the answer to the question, which results in "There are unanswered items" error appearing at the time of answering.**

A3-4-5. Do not include the required fields in the branch destination question. For example, when branching into two ways for a question, let each question be A and B (required items, respectively). At this time, if you answer A, you cannot answer B, and if you answer B, you cannot answer A, so you will not be able to answer the required items. At present, please create a questionnaire so that the required items are not included in the branch destination.

**Q3-4-6. How much data can I upload to Moodle?**

A3-4-6. By default, files up to 100MB are possible. Files from 10KB to 256MB can be uploaded by changing the settings (please note that the limit was 100MB in 2021). Please note that all published files will be available for download.
If you want to change the settings, go to "Course administration"> "Edit Settings" in the "administration" block on the left side of the course screen, and change it in "Maximum Upload Size" in the "Files and Uploads" column at the bottom of the screen. The changes will take effect by clicking "Save Changes" at the bottom of the screen.

**Q3-4-7. When answering a question in the feedback module, the string may be deleted (2020.10.16)**

A3-4-7. We have confirmed that the subsequent character strings including "<" may be deleted in the feedback response. To give an example,

Input：1<x<2　→ Display of answer： 1

Input：1< x<2　→ Display of answer： 1< x

Input：1< x< 2　→ Display of answer： 1< x< 2

Input：1 < x < 2　→ Display of answer： 1 < x < 2

Input：1<x>2 → Display of answer：12

In this way, if you continue the character without a half-width space after the "<", it seems that the character string after that including <is deleted.

At the moment, please avoid deleting the character string by "reply with a half-width space after <."

## 【4.For students】

### Q4-1. The teacher told me to check Moodle for course materials, but I don't know the registration key for the course.

A4-1. The registration key is basically set by the teacher in charge of the course, so please check with your teacher.

### Q4-2. My teacher told me to submit my report through Moodle, but I don't know how to do it.

A4-2. For details, please see the User's Guide (student version in Japanese).

### Q4-3. I submitted the wrong file when I submitted my report, and I want to delete it.

A4-3. On the "Submit File" screen, click on the icon of the currently uploaded file to display the "Delete" button, and then click on the "Delete" button to delete the file.

If you are unable to view the file submission screen, or if you receive a message that the assignment has already been submitted and cannot be changed, file modification is prohibited by your teachers. Please consult with your teacher.

### Q4-4. My teacher told me to take a quiz in Moodle, but I don't know how to do it.

A4-4. For details, please see the User's Guide (student version in Japanese).

### Q4-5. I want to send an email to my teacher via Moodle. How can I do this?

A4-5. You can send a message by following the steps below.

1. On the left side of the course screen, click "Participants."

2. A list of course participants will be displayed, and please select the teacher from the list.

3. After clicking "Message," write your message on the screen that appears, and send it.

**Q4-6. When I try to register for a course, I get a message saying, "You cannot register for this course.**

A4-6. Your teacher may have set restrictions on the registration, so please consult with your teacher.

**Q4-7. I have entered graduate school after my undergraduate program here, but my Moodle account has been registered twice.**

A4-7. If you apply for the continuation of your user number ("account continuation") at IMIT (Institute of Management and Information Technologies) when you enter a graduate school, please continue to use the same user number you send as an undergraduate student (if you apply for the continuation of your previous user number, the user number you obtained after entering a graduate school will not be available after a certain period of time).

**Q4-8. I have used Moodle after entering graduate school, but suddenly I can't log in anymore.**

A4-8. Have you applied for the continuation of your user number to IMIT? If you have applied for continuation, you will not be able to use the user number obtained after entering graduate school for a certain period of time. Therefore, please use the same user number you used as an undergraduate student after applying for continuation. If you have not applied to continue and are still unable to log in, please contact Moodle support at "moodle-support◆chiba-u.jp" (please change ◆ to @ when sending an email).

**Q4-9. How do I delete my registration from a course?**

A4-9. The method depends on how you registered.

1. In the case of Self-registration using the registration key during the registration period for the first and fourth terms, you can unregister yourself from the "Unregister myself" menu in the "Administration" section on the left of the course screen.

Outside of these registration periods, students will not be able to unregister themselves, so please contact Moodle support.

2. In the case of automatic registration (Collaborative registration)
When you register for a class in the Student's Portal System, you will automatically be registered for the course if it has a course on Moodle. When you unregister for a class in the Student's Portal System, the course on Moodle will also be automatically suspended (after about a day). If this does not work, please contact Moodle support.

**Q4-10. What will I see in the dashboard?**
A4-10. The dashboard has two items, "Recently accessed courses" and "Course overviews" with default setting. If you want to change the order of items, please click "Customise this page" button.

**Q4-11. When I listen to or watch an audio or video file in a media class, sometimes the viewing information is not recorded properly.**
A4-11. A new button, "Save viewing status" has been added to the screen when viewing audio and video on Chiba University Moodle. To record the viewing information, click the "Save viewing status" button and then move to another screen from "Exit activity." Please note that depending on the browser, viewing information may not be recorded correctly if you move to another screen without "save viewing status."

If the video does not have the "Save viewing status" button, watch it on Google Chrome on your computer and use the "Get out of activity" button to move to another screen. If you move to another screen by any other method, the viewing status may not be recorded correctly.

**Q4-12. It's been more than two days since I canceled my registration in the Student's Portal System, but the course is still registered.**
A4-12. We will check with Moodle Support, so please inform Moodle Support of your name, student number, class name, and class code.

**Q4-13. In some cases, text strings are deleted from responses in the feedback module.**

A4-13. We have confirmed that the subsequent character strings including "<" may be deleted in the feedback response. To give an example,

Input：1<x<2 → Display of answer： 1

Input：1< x<2 → Display of answer： 1< x

Input：1< x< 2 → Display of answer： 1< x< 2

Input：1 < x < 2 → Display of answer： 1 < x < 2

Input：1<x>2 → Display of answer： 12

In this way, if you continue the character without a half-width space after the "<", it seems that the character string after that including <is deleted.
At the moment, please avoid deleting the character string by "reply with a half-width space after <."

## 【5. Other】

**Q5-1. I don't know how to do ○○.**
A5-1. First, please refer to the User's Guide (PDF file).

・The User's Guide (student version)

   In Japanese for Moodle2021   In English for Moodle 2020

・The User's Guide (faculty & staff version)

   In Japanese for Moodle2021   In English for Moodle 2020

If you have any questions or problems, please contact Moodle support at "moodle-support◆chiba-u.jp"(please change ◆ to @ when sending an email).