



## Frequently asked questions

It is always a little confusing finding your way round when you come to a new place. The 24 questions below were asked by previous Teaching Culture participants. We hope that they are helpful and if you have a question which is not covered here then please ask either Marcus or Theo in a mail at any time. These frequently asked questions can be found on the CD Rom, the [Teaching Culture! website](#) and the [Moodle](#).

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### 1. What does Moodle mean?

The word Moodle was originally an acronym for Modular Object-Oriented Dynamic Learning Environment, which is mostly useful to programmers and education theorists.

It's also a verb that describes the process of lazily meandering through something, doing things as it occurs to you to do them, an enjoyable tinkering that often leads to insight and creativity. As such it applies both to the way Moodle was developed, and to the way a student or teacher might approach studying or teaching an online course.

Anyone who uses Moodle is a Moodler.

### 2. What is my user name? What is my password?

You will find your username and your password in a welcoming mail that will be sent to you after we have received your registration form. Your personal tutor may also be able to help you with this problem at your first introductory meeting before the start of the course.

### 3. What should I do if my username or password does not work? Or if I need help with the Moodle?

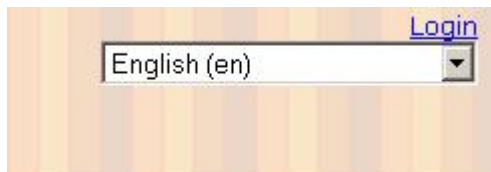
If you have any technical problems, please contact Marcus Fessler or whoever is named in the portfolio as responsible for technical problems.

### 4. What should I do if I have got a question concerning a unit or the whole course?

If you have got a question concerning a unit, please contact the moderator who is responsible for the unit. If you have got a general question concerning the course, e.g. work on the Portfolio etc., please contact your personal tutor, the project organizer (Alexandra Haas) or the course director (Anne Fox).

### 5. Can I change the language Moodle is presented in?

Yes, you can change the interface language although the content will always be in English. You can do this on the very first page you see at <http://www.laurent-borgmann/tc> in the top right-hand corner.



Clicking on the arrow to the right of the dialogue box gives you many language options. Below you can see the list you can choose from.



## 6. How do I know what the tasks are? Will they all be send to me by email?

Normally you will be notified of the next task by a discussion post which will come by email. But often you will need additional information which will be posted in the relevant week/unit on the Moodle. You may then decide to unsubscribe yourself from the forum if you prefer to keep informed through regular visits to the Moodle website.

## 7. How do I unsubscribe from a forum?

If you prefer to keep up to date by visiting the Moodle web site regularly instead of receiving emails you can unsubscribe from all forums except the Campus Announcements forum. You do this by clicking on 'edit profile' in the left hand margin.



About half way down your profile page you will find the following option where you should choose 'No, don't automatically subscribe me to forums.'.

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Forum auto-subscribe:

Yes: when I post, subscribe me to that forum

When editing text:

Yes: when I post, subscribe me to that forum

No: don't automatically subscribe me to forums

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## 8. When I post something in a forum, will all the other participants get my message by mail?

When you write something in a forum, all subscribed participants will receive your postings by mail. Participants who have chosen not to subscribe (see FAQ7) will only see your post when they click on the forum.

## 9. Why don't my postings to the forum get sent out straight away?

To give you time to think about what you have written and give you the chance to edit your text a posting won't be sent out for an hour.

After an hour you can no longer edit your posting or delete it. If you pay your online time by the minute it might be a good idea to prepare your post in a Word document offline and then use copy and paste to place it in the forum. But notice, you can edit the posting only once, after editing it will be published.

## 10. Can I delete a posting?

You should plan your postings so that you never want to delete them. It is a good idea to prepare your post in a text document and when you are satisfied with it, copy and paste into a forum.

(If you use other browsers than Internet Explorer there could be problems to paste into the Moodle)

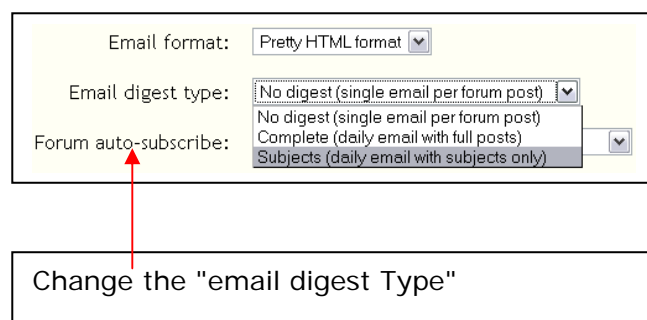
When you click on submit in the forum you have one hour in which you can change your mind and either delete or edit the posting.

After one hour the 'delete' button at the bottom of your post disappears.

## 11. How will I receive the course emails? Individually or in a digest?

By default you will receive the course emails individually but you can activate a daily e-mail digest instead.

When you are logged in, click your name at the top right hand corner and then 'Subjects' in the email digest type dialogue box. Moodle will send you a daily e-mail only with the subjects of the forum entries.



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## 12. How do I send an email to everybody?

The best way is to use a forum where "everyone is subscribed" (this is visible at the top of that page as you can see below), and then post a message there.



## 13. Is it possible to send a personal mail through the Moodle?

If you want to send a personal mail, click on the photo of the person who wrote the posting you want to refer to. Then the personal email-address of this person appears and you can send him or her a personal email.

## 14. Do I have to answer all emails which are sent out through the Moodle?

When "Intercultural Journey" is written in the reference line of a mail, this is a posting to a forum which is sent out to all subscribed persons. Usually, it is up to you if you want to comment. If the message is a task from a moderator and you have to answer, the message will explicitly say so. It is up to you to answer or not except if it is a task.

## 15. How correct should my postings be? My English is far from perfect.

We are not testing your English. We just want to hear what you have to say. If you think of the lines of a conversation rather than a speech then you will be going in the right direction.

## 16. Can I include pictures in the Moodle?

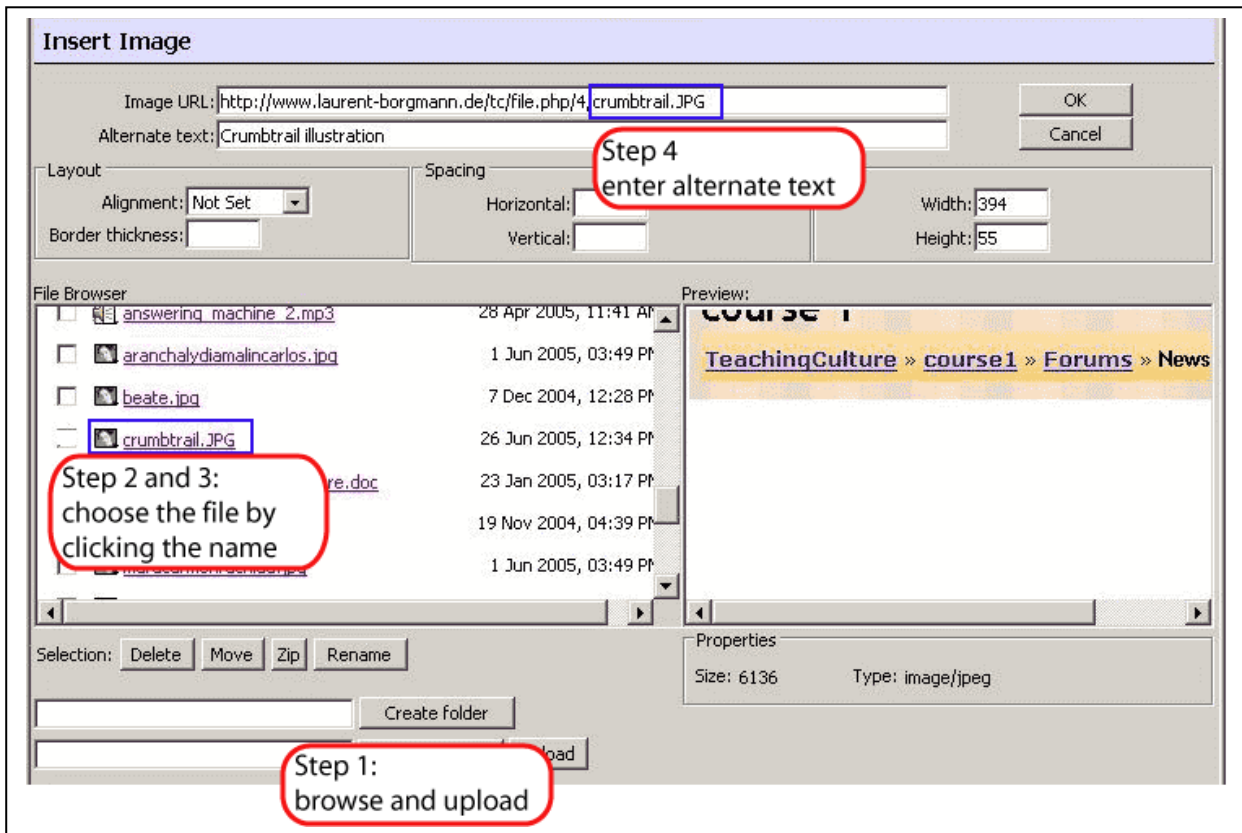
Yes. A picture, graphic or cartoon can often be worth a thousand words. So please feel free to add images to your posts.

## 17. How can I upload a picture , e.g. in a forum entry?

The screenshot shows a forum post editor interface. At the top, the subject is "Re: How to post photos". The message content is: "There are three ways of adding a photo. 1. You could add a [link to a photo](#) or | 2. you could use the 'insert photo' icon up in the tool bar of this dialogue box or finally 3. You could ad the photo as an attachment by using the attachment dialogues box underneath this text box." The toolbar contains various icons, including an "insert photo" icon (a framed mountain) which is highlighted with a red box and a red arrow. Below the text box, there is a "Path: body > p" indicator. At the bottom, there is a red-bordered box containing the following fields: "Formatting: HTML format", "Subscription: Everyone is subscribed to this forum", "Attachment: (optional)" with a text input field, a "Gennemse..." button, and a "Max size: 50Kb" label. A "Post to forum" button is located at the bottom of this box.

For option 2 (**insert photo**) you will generate a dialogue box as shown below when you click on the insert image (framed mountain) icon in the tool bar.

The following dialog box appears:



Note: You must make sure you only send .jpg or .gif files.  
 You need to go through the following steps working from the bottom of the dialogue box up to the top.

1. Find the picture on your computer, select it and click upload.
2. Your file will then appear in the file browser list.
3. To add the image to your post click on the file name in the file browser.
4. It will then appear at the top of the dialogue box. Write a title in the 'alternate text' box and click OK.



**18. The course start page is very long (takes a long time to download), is there something I can do to shorten it?**

If you click with the left mouse button on the small square in the top right corner in a specific week, you will only see one week.

To choose between the different weeks there is a "week selector" in the top-left corner of the page and one on the button of the page. This preadjustment is saved by the system, after a new login you will get the same view.

To get back to the "all" weeks view click on the double square symbol in in the right top corner of the week

For every week/unit, you can see a small rectangle in the week's (or unit's) right upper corner. By clicking this rectangle on the requested week, you will see only this week on the course start-page.

The image shows a Moodle course start page with several annotations:

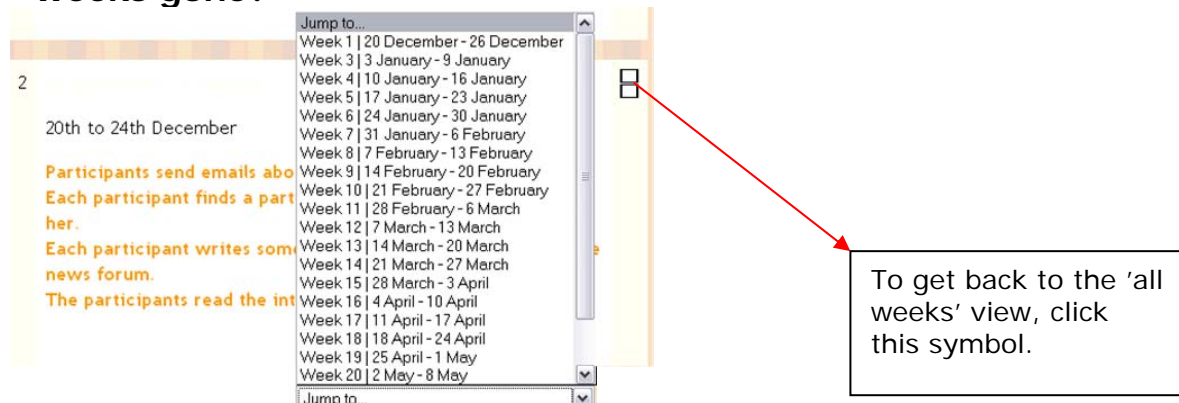
- Click to reduce the viewable weeks on page:** Points to a small square icon in the top right corner of a week's content area.
- To choose between the weeks use "Jump To", or use the "week chooser" in the top-left corner of the page:** Points to a "Jump to..." dropdown menu and a "Weeks" selector box.
- To get back to the "all" weeks view click this symbol:** Points to a double square icon in the top right corner of the week list.

The "Weeks" selector box contains the following text:

Weeks  
2 4 6 8 10 12 14 16 18 20  
22  
[Jump to current week](#)

This setting is saved by Moodle. When you visit the course next time, you will get the same view.

## 19. I can only see one week of the course, where have the other weeks gone?

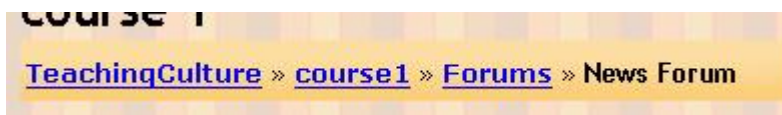


The screenshot shows a Moodle course interface. A dropdown menu titled 'Jump to...' is open, displaying a list of weeks from Week 1 to Week 20. A small square icon is visible in the dropdown menu. A red arrow points from this icon to a text box on the right.

To get back to the 'all weeks' view, click this symbol.

## 20. After a few clicks I have lost track of where I am. Help!

You can always see where you are in the Moodle site by looking at the top of the page where you will see the path you have taken underneath the course name. This is called a crumb trail (after Hansel and Gretel). For example Teaching Culture, Course1, Forums, news forum.



All the locations are hot linked and you can jump back to any one of them by clicking on it. For example clicking on 'Forums' takes you to the list of all forums in the course.

## 21. Would it be possible for two or more people to work on the same document in the Moodle?

Yes, the Moodle allows you to work in a document called a WIKI which can be edited by anyone with access to the course. It is also possible to restrict access to the WIKI to a smaller group.

## 22. What is a WIKI?

WIKI is a Hawaiian term, *wiki wiki*, meaning "quick" or "informal". It is used here to refer to a web page which can be edited online by all who have access to it. It is useful for collaborative work at a distance.

You can find more about WIKIs at: <http://en.wikipedia.org/wiki/Wiki>

## 23. How do I use a WIKI?

Click on the edit tab to add or amend the page through the familiar editing box you have already used in forums. And don't forget to click save when you have finished.

## 24. How can I create a new WIKI page?

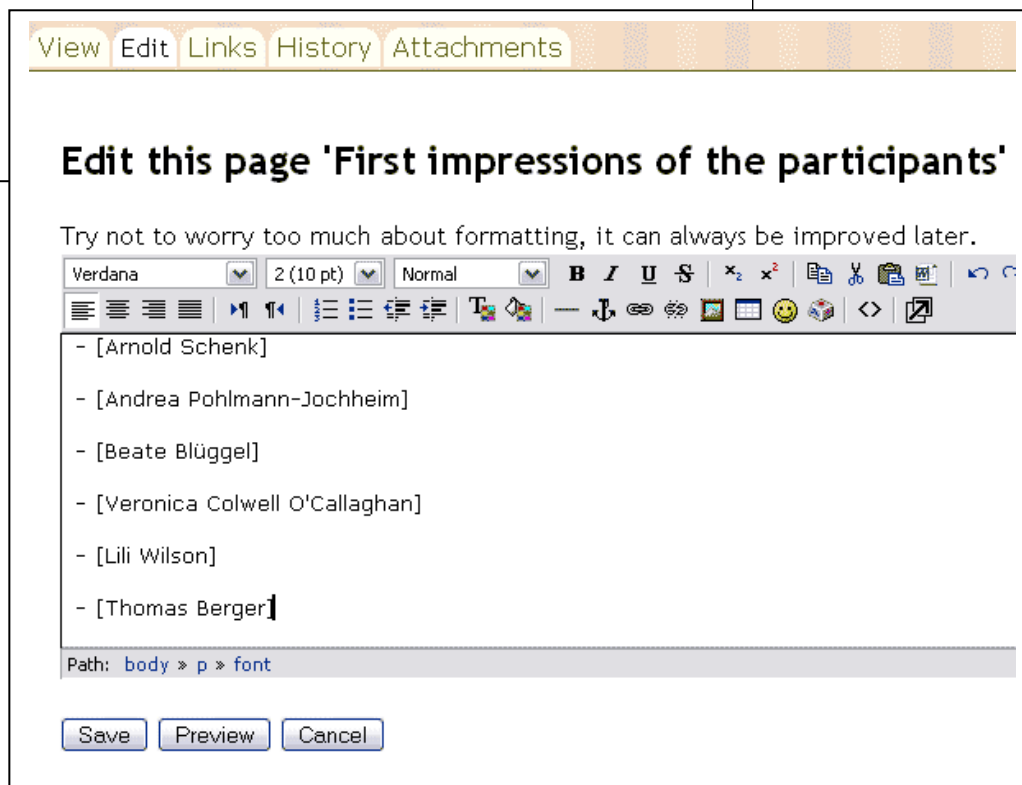
If you already have experience making webpages you will know that usually you make the page first and add the link to it from another page later. With WIKIS this process is reversed. You must make the link first and create the new page afterwards.



The screenshot shows a Moodle Wiki page titled "course 1" with the breadcrumb "TeachingCulture » m1c1 » Wikis » First impressions of the participant". A search bar is visible. Below the search bar, there are tabs for "View", "Edit", "Links", "History", and "Attachments". The "Edit" tab is circled in red. The main content area is titled "First impressions of the participants" and contains a section "Profiles of the Participants:" with the instruction "(please click the name to get the profile)". Below this, there is a list of names: "- Marcus Fessler (testentry)", "- Arnold Schenk", and "- Andrea Pohlmann-Jochheim".

When you create a WIKI the first WIKI page will be provided automatically. You should take care that a WIKI page does not get too long. You should better create new Wiki pages through links on the front page. A new wiki page must be linked with at least one other page, probably the front page in the first instance.

1. Open the page where this link should be and click on the "Edit" tab at the top.



The screenshot shows the "Edit this page 'First impressions of the participants'" interface. It features a rich text editor with a toolbar containing various formatting options like bold, italic, underline, and list creation. The main text area contains a list of names: "- [Arnold Schenk]", "- [Andrea Pohlmann-Jochheim]", "- [Beate Blüggel]", "- [Veronica Colwell O'Callaghan]", "- [Lili Wilson]", and "- [Thomas Berger]". Below the text area, there is a "Path" field showing "body » p » font" and three buttons: "Save", "Preview", and "Cancel".

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You make a link to another page by putting the name of the new page in squared brackets. In the example above there will be links to all the people whose names appear in square brackets. Now, press "Save"

You will see the link to the new page printed in bold and ending with a question mark.

The new, empty page has been created and the question mark means - "please add something to the page".

To add text, pictures ... you only need click the question mark. In the example here the new pages have all been created with the exception of Thomas Berger's whose name is not highlighted and still ends with a question mark.

Clicking on the question mark opens the familiar edit box. After adding information to the page, please press "Save" and you will get a view of the added page.

