



EGERTON UNIVERSITY

College of Open and Distance Learning

E-Learning

Tutor Support Handbook

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Message from the Coordinator

Acknowledgement

Many thanks goes to the persons that formulated this document for the sole purpose of making E-Learning smooth in regard to interacting with the Moodle platform. With this document, the huddle of knowing how to navigate into the platform is much taken care of. Gratitude goes to the team led by Kimani Njoroge from Computer Science department and the rest of the ICT team that participated to formulate it.



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Introduction

This document is meant to help you navigate through the Moodle platform. It is structured in a form that guides your progress into the platform from the moment you log in to the possible areas you might want to access. The diagram below illustrates the same.

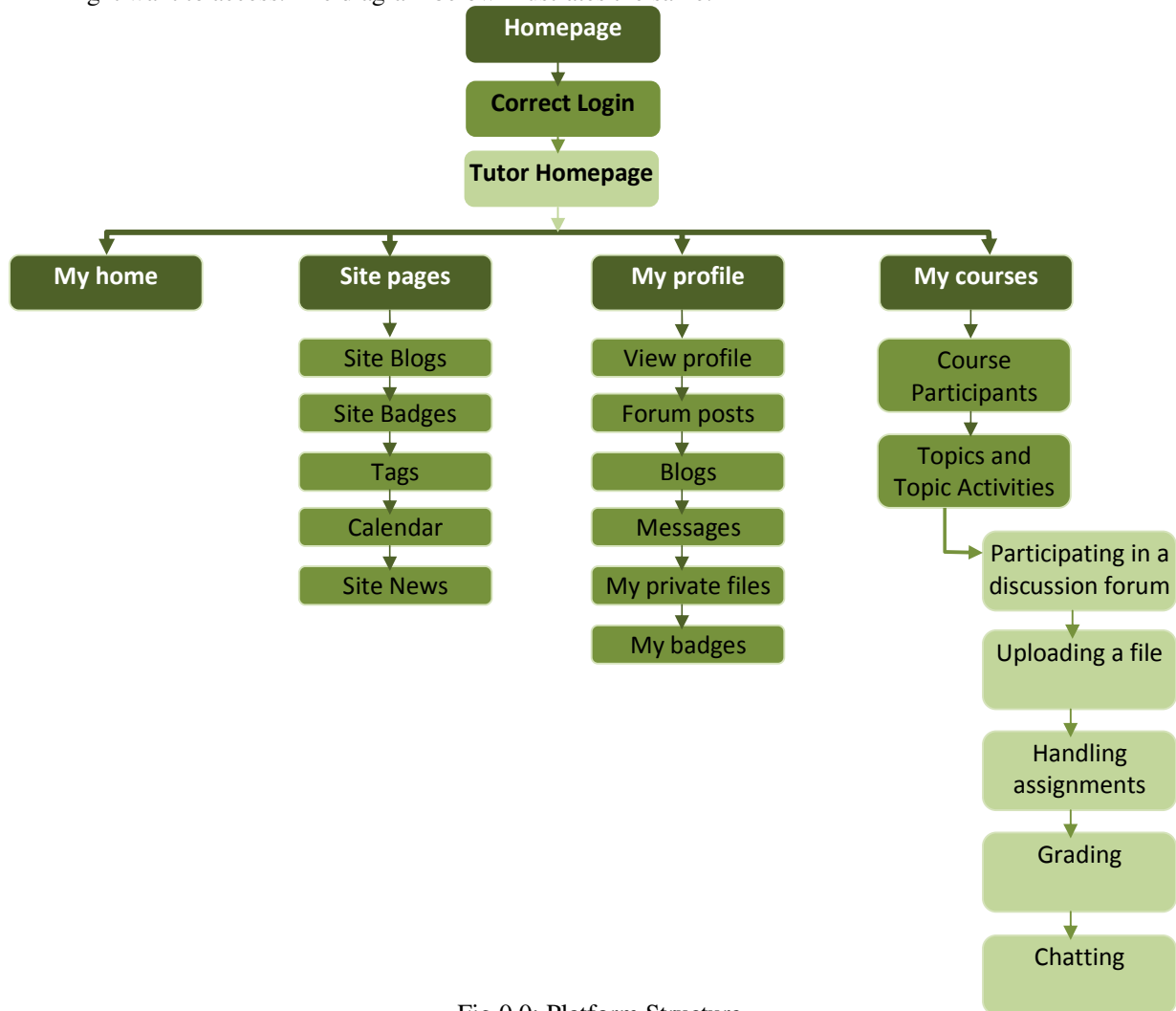


Fig 0.0: Platform Structure

Screen shots that have sample content have been used to help you clearly understand what you expect to view on either of the pages you might be accessing.

NB

For you to gain access onto the platform, you need to have a username and a password. If you don't have get in touch with the coordinator of the program.



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1.0 Login

The homepage

On the address box, type the following address: <http://elearning.egerton.ac.ke> and you will get a page that looks as follows:

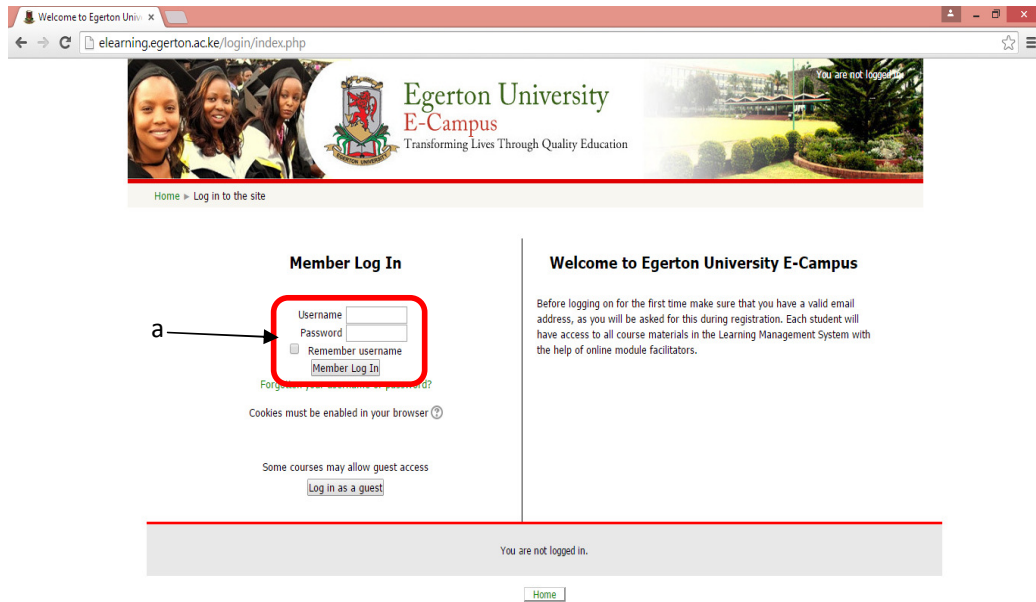


Fig 1.0: Login page

Note the following:

- You must be having a *username* and a *password*. Type them in the spaces provided and click “*Member Log In*”

2.0 Tutor Homepage

If you are a TUTOR, when you log in, you will be directed to the following page:

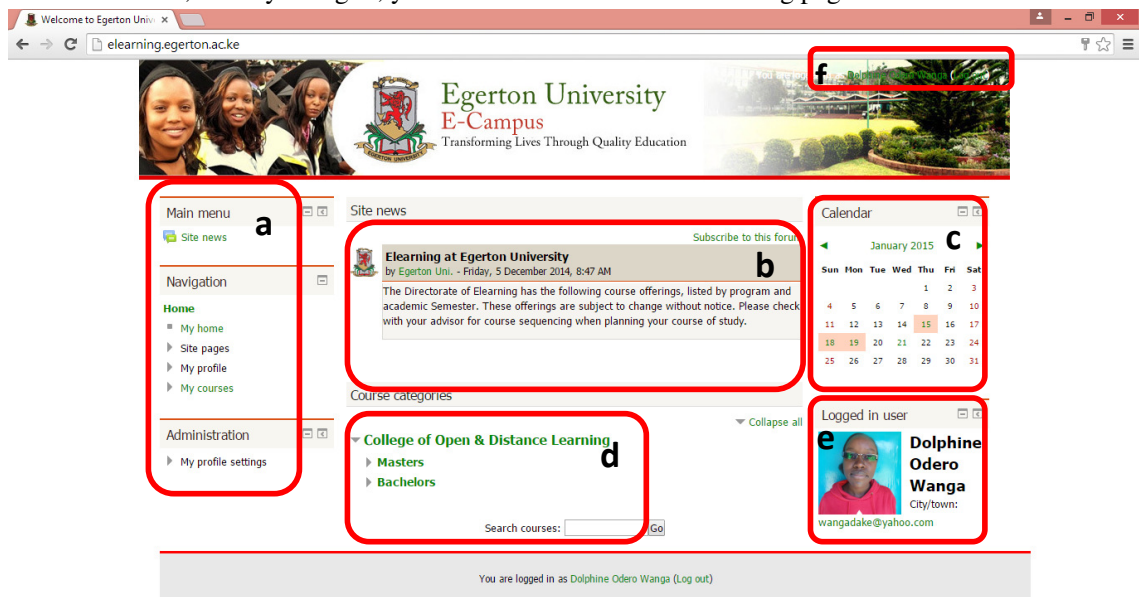


Fig 2.0: Tutor Homepage



Note the following:

- a) **Menu** – This is the main navigation area. It has three sub sections:
 - i) *Main Menu* – Contains general content that is viewed by everybody that gains access to the platform.
 - ii) *Navigation* – Contains menu to content that you can access within the platform. It is here where you access the courses you have registered for. If you click either of the links “*My Home*” or “*My Courses*”, a list of the courses you have registered for displays
NOTE: For each of the submenu you click on, its configuration settings are displayed at the administration sub section below.
 - iii) *Administration* – gives you access to your login details as well as profile information. You can modify them to your liking.
- b) **Site News** – This is mainly a general notice board from which general notices will be posted.
- c) **Calendar** – The calendar reminds you important dates that you set for various activities, for example, dates when you want assignment to be handed in. The various dates are highlighted. If you hover your mouse on such a date, the respective activity that is due on this date will pop up.
- d) **Course Categories** – displays a list of all the courses offered in various programs. But you can only gain access to them that you have been enrolled as a teacher.
- e) **Logged in User** – Shows your photo and a brief of your profile
- f) **Logout panel** – provides a location to logout from your page. Click on the words “*log out*” to exit your account.

NB

There are two menus almost similar; *Home* and *My home*.

- i) *Home* menu (figure 2.0) displays the public notice board as well as list of all the programs and course units thereof. However, you can only access the courses you have enrolled in.
- ii) *My home* (figure 2.1) displays your local homepage. That is the content that you have enrolled onto the platform for as well as your private files.

2.1 My home Menu

Once you login, “*My home*” menu provides access to the features that are local to you. It is your homepage. That is, you are able to access messages sent to you, the courses you are enrolled into as a tutor, your private files as well as the ability to view how many others are online at any given time.

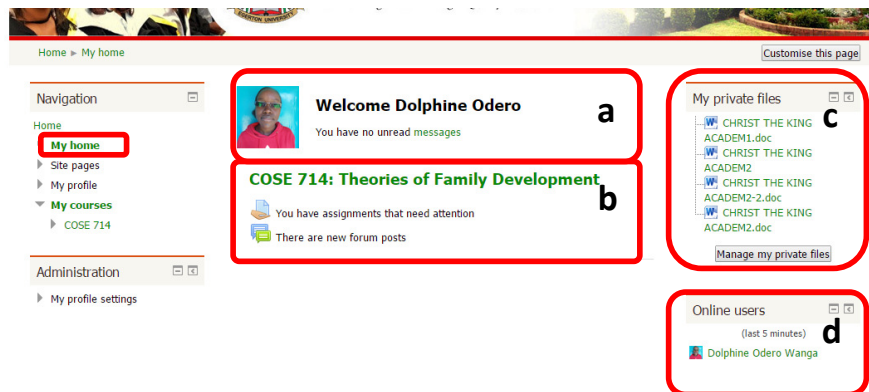


Fig 2.1: Tutor Local Homepage

Note the following:



- Messages** – Besides your profile picture, below the words “Welcome [*your name*], there is another line reading “You have no unread messages”. If you had a message/email from another person (a learner or another tutor) on the platform, a notification would indicate here.
- Enrolled course(s)** – The Course(s) you have been enrolled to tutor will appear here. Note, if there are assignments and/or forum posts from learners, they also indicate here.
- Private files** – Documents that you do not want to be viewed by anyone else could be stored here. For example, a draft assignment or additional notes that you are still working on before posting to learners.
- Online Users** – At any particular time you are online, you can tell how many others are online.

2.2 Site pages Menu

On the navigation panel on the left, if you click *Site pages*, a drop down appears that has submenu as shown below:

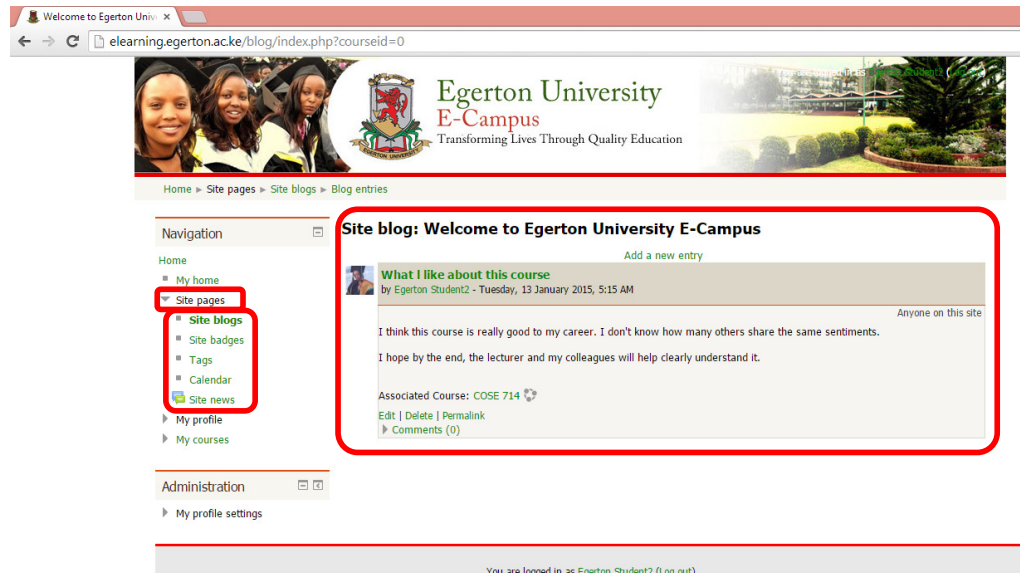


Fig 2.2:Site pages - blog

The content of each sub menu is what you, other tutors or the learner may have created:

- Site blogs** – A site blog is a page you can create to express your sentiments regarding a respective course unit or topic. For example, figure 2.2 shows a blog created by the learner called “*Egerton Student2*”.
NOTE the date the blog was created, it was created while she was studying “*COSE 714*”. The blog is public. Anyone who is within the whole platform as long as s/he has logged in will be able to read it.
- Site badges** – Site badges are assigned by the tutor to the learners upon achieving a preset target defined by the tutor.
- Tags** – Just as they are used in social media, tags are used to identify keywords or popular words. This greatly helps in searching. Often you will use them in blogging or when searching about anything within the platform or in the *interest* section of your personal profile.
- Calendar** – Displays your calendar with important dates highlighted. If any of the dates is highlighted, if you hover your mouse over it, a pop up will appear that will show what important item that has that date as a deadline or otherwise. When you create an assignment or set a date



when you expect a particular discussion forum topic should close, the date you set, on the calendar, will appear highlighted, on the calendar

2.3 My profile Menu

On the navigation menu on the left, if you click on *My profile*, a drop down list appears that allows you to further specify what you would want to do regarding your profile. In addition, a summary of your current profile displays. That is your photo, courses you are enrolled in and any other details about you that you have added and is public.

The submenus are meant to help you add more content about you.

- a) **View Profile** – If you click on *View profile* it will display your current profile. As shown in figure 2.3, a brief profile view of the tutor by the name *Dolphine Odero Wanga*, the course she is enrolled in, the last time she logged into the platform as well as the first time she did so.

NOTE: when *View profile* is clicked, on the *Administration* menu, “*My profile settings*” and its submenus display. You can be able to change the features showing on your profile including your password, picture, contact details, etc

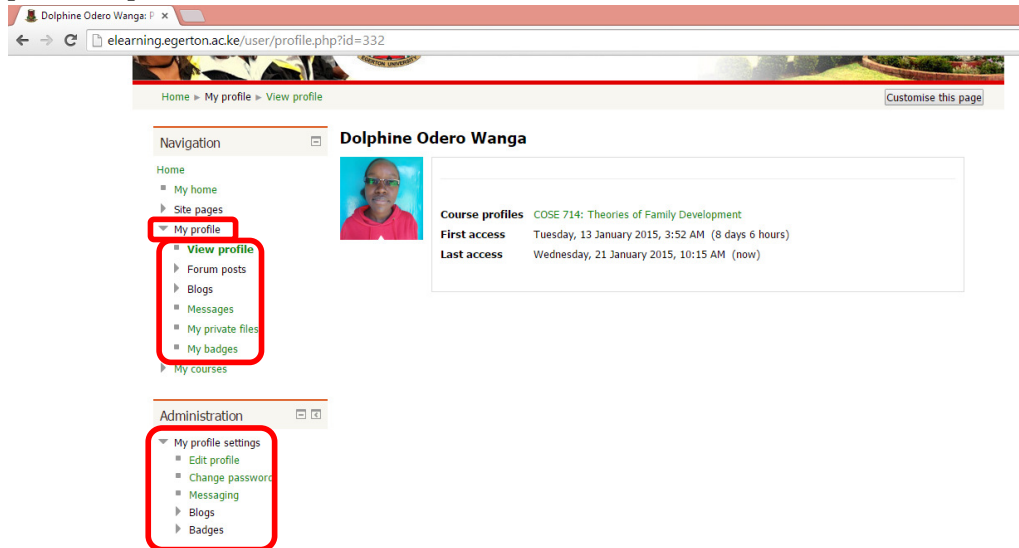


Fig 2.3:My profile

- b) **Forum posts** – All the posts you have made as well as the ones you have replied to display here.
- c) **Blogs** – All your blog entries will be displayed here. You can also add more from the same location.
- d) **Messages** – Mails/Messages that you have written or written to within the platform are accessed from this location
- e) **My Private files** – If you have some documents that you are working on relating to a particular course, you can store them here for later use.
- f) **My badges** – Unless enabled, the platform does not allow you to create badges. However if the feature is enabled, the badges you would create would be accessed from this location.

To edit your profile, under the *Administration* menu, click *Edit profile*. The window below displays:

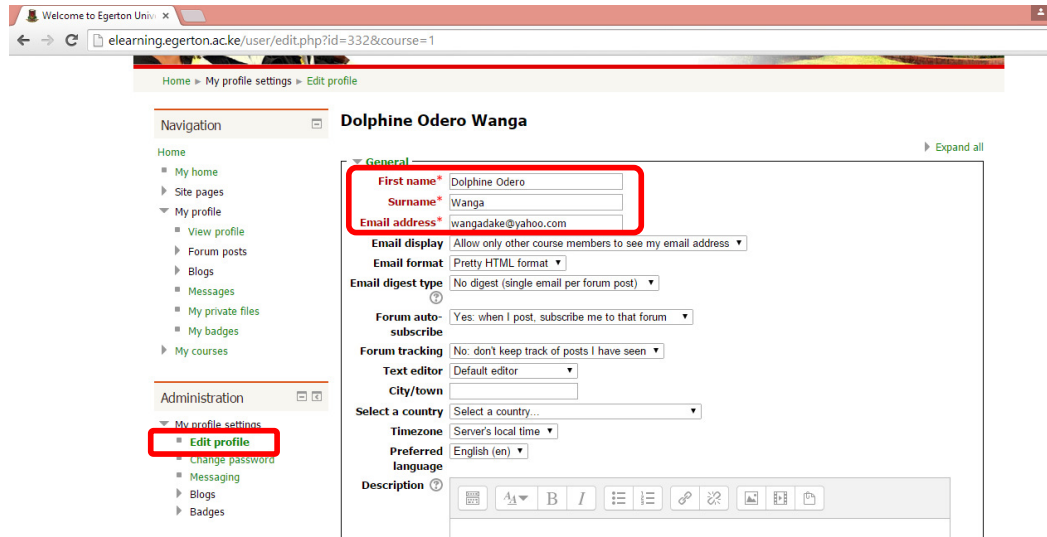


Fig 2.3.1: Editing Profile

NOTE: *Your names and email address are critical. Make sure they are the same ones you used to register.*

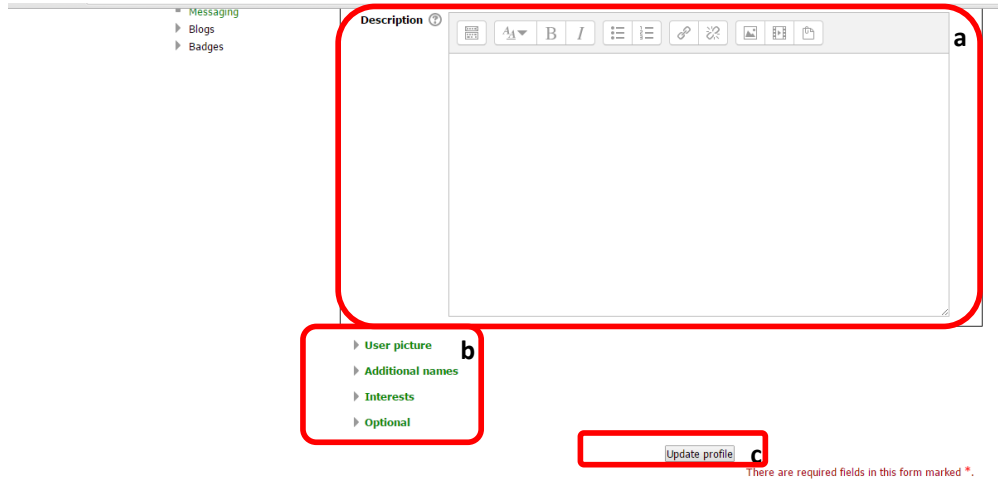


Fig 2.3.2: Additional Profile data

You can add more details on your profile:

- You can type a brief description of what you want the rest of your colleagues and/or learners to know about you.
- You can upload a different profile photo, edit your names, add interests and other optional details here.
- Once you have fully updated your profile, click *Update profile* so that your details can be saved.

To change your profile picture, click *User picture* in figure 2.3.2 (b) above.

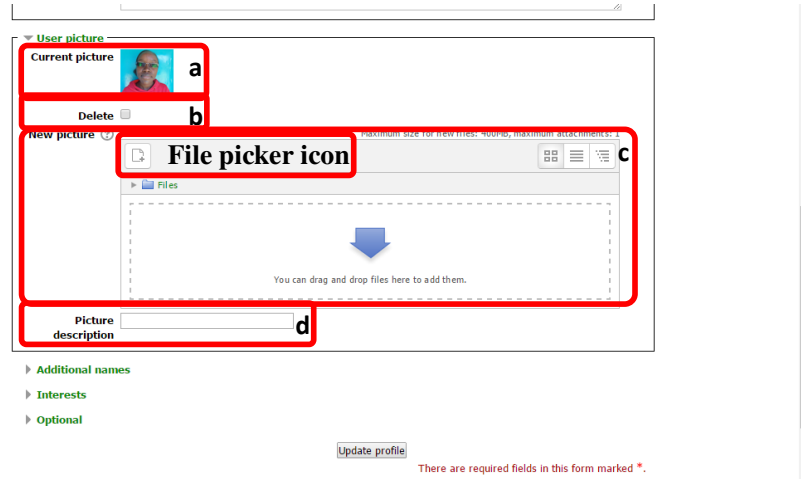


Fig 2.3.3: Updating your profile picture

From figure 2.3.3, observe the following:

- The current active profile picture
- You can delete it by checking the box next to the *Delete* word
- You can upload a different one by dragging and dropping it within the area indicated with the arrow or click on the *file picker icon* and locate the picture. See figure 3.1.1 on how to upload a file.
- You can give the uploaded image a description. For example, type your name

If you wish, you can update the rest of the details, that is, *Additional names*, *Interests* and *Optional details*, then click *Update profile* to save your new details.

2.4 My courses

On the navigation panel on the left, if you click on *My courses*, a list of the courses you have been enrolled as a tutor appear as a drop down. If you select either, it appears under a submenu indicated as *Current course*. The subsections of the course appear as sub – menus to the current course such that you can access the various topics and activities within the course with ease.

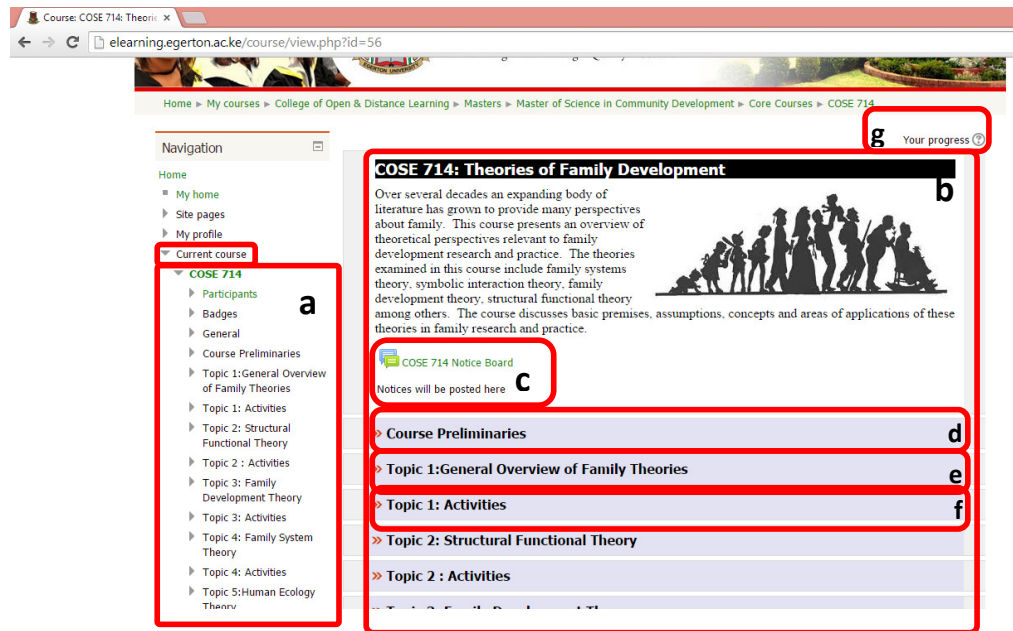


Fig 2.4: Current course

Note the following:

- a) **Course Details** – When you select a course, its details display such that you can jump to a specific part within the accessible areas of the course.
- b) **Course Content** – The content of the course loads here. It begins with an introduction then the course notice board and course preliminaries.

NOTE: Each course is organised in topic format. That is, one topic after another.

- c) **Course Notice Board** – Every course has a notice board that you may use to communicate matters regarding that specific course unit to the learners.
- d) **Course Preliminaries** – Under each of the course units there are guidelines that are meant to help the learner understand how to navigate through the course with ease. Read through it and ensure the content is correct. Within it, there is information that learners can use to reach you.
- e) **Topic details** – The content for the course unit are found here. The title indicates the respective title, for example, “*Topic 1:General overview of Family Theories*”
- f) **Topic Activities** – Each topic could have an activity, self review questions, assignment, forum topic among other activities. You will find them here.
- g) **Progress tracking** – Each course unit is tracked. This is meant to help you track progress of the learners. It helps you know how far a learner has progressed. This will help you proactively engage the learner where difficulties arise especially whenever they lag behind.

2.4.1 Topic Activities

Some topics shall have assignment meant for submission by the learner. In such a case, the assignment will be found at the “*Topic [x]:Activities*” section. A sample is shown below:

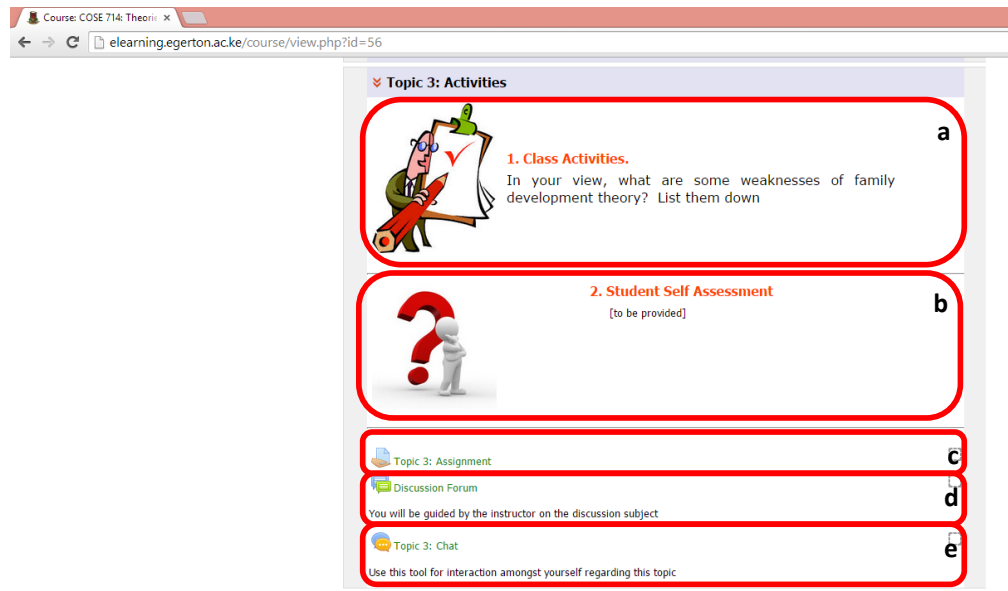


Fig 2.4.1:Topic Activities page

Note the following:

- a) **Class Activities** – In each topic there should be an activity that the learners are meant to attempt before completing the respective topic. It is displayed at this location. The content of the activity may often constitute what is discussed in a forum or depending on you the tutor, it may be submitted for marking.
- b) **Self Evaluation** – At the end of each topic, there are review questions that are meant to test the learner’s understanding of the concepts in the topic. They are displayed here. They are not meant for submission.
- c) **Assignment** – Some topics have assignments. As a tutor, you need to set a date that you expect the learners to have submitted the assignment. Upon setting the date, automatically it reflects on your calendar and that of the learners too. To receive assignments submitted by students, check section (4.0) below.
- d) **Discussion Forum** – It is here where many discussions will take place. You may pose a question relating to the respective topic and post it to the learners. It is expected that you will regularly initiate such forums. After a discussion, you will summarise it and post it to the learners for purposes of enriching their understanding of the contents of discussion.

NB

By the nature of this mode of knowledge dissemination, it is expected that as a tutor, you devise mechanism that ensure the learner understands just like in a face-to-face class. A suggestion to ensure this happens is by awarding marks for the quality and quantity of a learner’s participation in forums.

- e) **Chat** – Whereas discussion forum is considered an asynchronous mode of communication, chat tool is considered to be a synchronous mode of communication between the tutor and the learners or among the learners themselves. Here, both communicating parties have to be present during synchronous communication.

You are advised to have atleast a single session on weekly basis where you will have informed the learners previously for purposes of discussing matters related to the course unit. After a successful chat session that you will have moderated, you may choose to summarise it and mail it to the learners. To learn more on how to get to a chat room, check section (5.0) below.



2.4.2 Course Participants

To know the participants for the course you are tutoring, once you have clicked on a course as shown in figure 2.4, select *Participants*

The screenshot shows the 'Participants' page for course COSE 714. The breadcrumb trail is: Home > My courses > College of Open & Distance Learning > Masters > Master of Science in Community Development > Core Courses > COSE 714 > Participants. The page has a navigation menu on the left and a main content area. The main content area includes a 'My courses' dropdown (a) set to 'COSE 714', an 'Inactive for more than' dropdown (c), and a 'User list' dropdown (d) set to 'Brief'. Below these is a 'Current role' dropdown (b) set to 'All participants'. The main content area displays 'All participants: 5' and a table of participants (e). The table has columns: Select, User picture, First name / Surname, Email address, City/town, Country, and Last access. The participants listed are Dolphine Odero Wanga, Egerton Student2, Egerton Student3, University Management, and Egerton Student1. At the bottom of the table is a 'With selected users...' dropdown (f) set to 'Choose...'. The table data is as follows:

Select	User picture	First name / Surname	Email address	City/town	Country	Last access
<input type="checkbox"/>		Dolphine Odero Wanga	wangadake@yahoo.com			13 secs
<input type="checkbox"/>		Egerton Student2	student2@egerton.ac.ke			6 hours 16 mins
<input type="checkbox"/>		Egerton Student3	student3@egerton.ac.ke			6 days 5 hours
<input type="checkbox"/>		University Management	umb@egerton.ac.ke			Never
<input type="checkbox"/>		Egerton Student1	student1@egerton.ac.ke			Never

Fig 2.4.2: Course Unit Participants

From figure 2.4.2 observe the following:

- You can specify the course for which you want to identify the participants. In this case, COSE 714. If its different, select it from the drop down list provided. However, it has to be a course you are enrolled in.
- You can choose to view only the learners or together with the tutor(s). You would do this by selecting among the various roles displayed at the *Current role* drop down list. From the selection, the choice selected displays as shown in (e)
- In the case you want to track the learners that have not been accessing the platform for the last few days or weeks, you can specify that here on the drop down list. Once you have selected, the specific learners are filtered and displayed location (e)
- You may also want to view additional details about the participants besides what is displayed in (e). Under *User list* the current view is *brief*. The other option would be *User details*. This would display additional details about the participants.
- The participants enrolled for this course are displayed here. As you can see, details of when a learner or tutor last accessed the platform are shown.
- You can send one or more participants a message by first selecting them on the checkbox next to the user picture. Upon selection of the persons you want to communicate to, on the drop down next to “*With selected users...*”, select *Send a message*. A window will display that will allow you to draft a message and send. Upon clicking send, the respective message will go the selected learners. That means you can send a message to all the learners as well as to a selected few.

3.0 Participating in a Discussion Forum

You can either post a question in a discussion forum or a student can do so. To access the discussion forum, under the activity section of each topic, there is a link labelled, “*Topic[x]:Discussion Forum*”. NOTE: [The learners have been given the following notification regarding discussion forum]

- It is mandatory for you to participate atleast once to the tutor-initiated discussion forum.
- Your participation will contribute to your final mark. That means you should critically evaluate your contribution to any discussion forum.

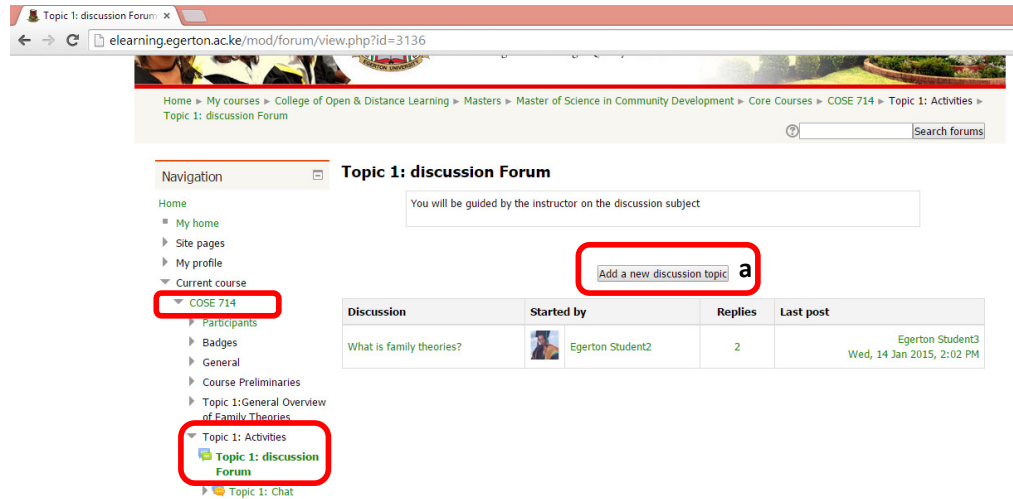


Fig 3.0: Adding a new discussion topic

From figure 3.0, note the following;

- a) The discussion forum is found under a *Current course*>[a course unit]>*Topic [x]:Discussion Forum*. Click at the button reading *Add a new discussion topic* to add a new discussion topic. The window below loads:

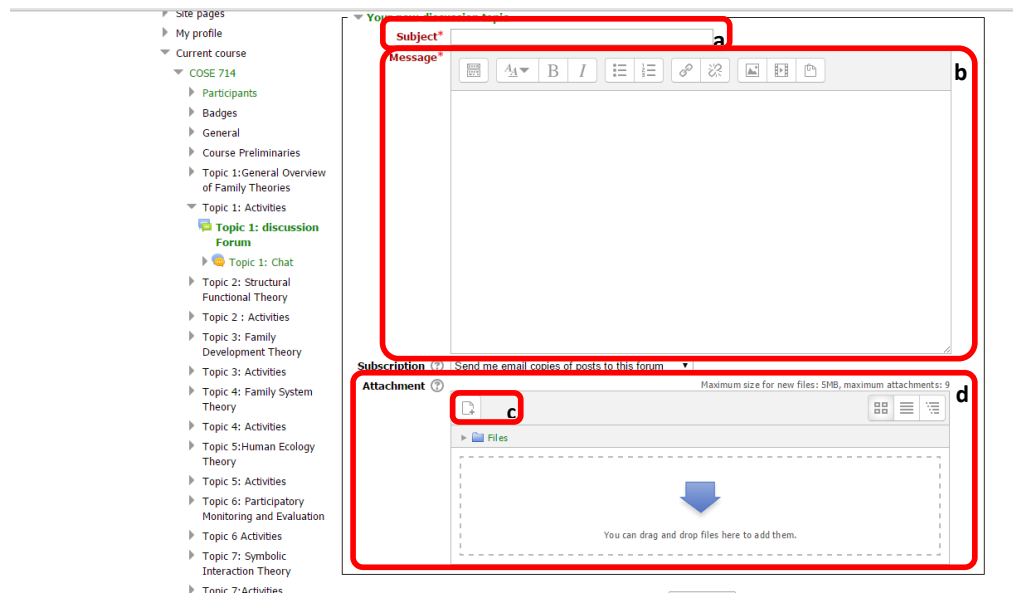


Fig 3.1: Posting a discussion topic

From figure 3.1, note the following:

- a) Subject - You MUST type in a subject. This could be the discussion question
- b) Message – You MUST type in a message. This could be a further description of the question you have indicated in the subject area. You could use the area to express your expectation of the question
- c) If there is a file you would want to attach, check section 3.1 on how to upload a file.
- d) Finally click *Post to forum* to have the discussion question posted to the learners.



3.1 Uploading a file

From the discussion forum above, if you wanted to attach a file that would go along with the discussion question, on figure 3.1, click on the *file picker* (c) and the following window will display:

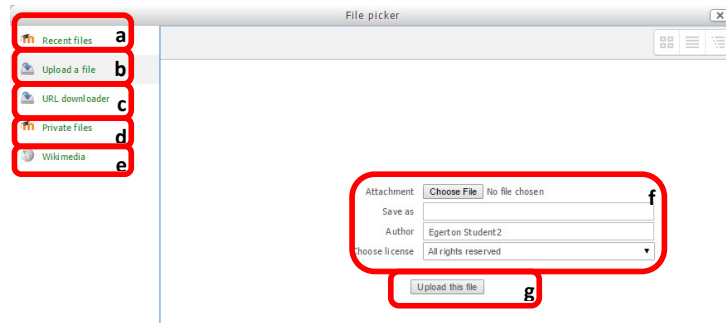


Fig 3.1.1: Attaching a file

Locate the file by selecting either of a,b,c,d or e. You would select;

- If you had uploaded the file already onto the server recently
 - If the file is within your computer and/or other offline location
 - If you want to download a whole webpage and submit it
 - If the file is within your *Private files* that you have previously uploaded.
 - If the document is a Wikimedia
 - After selecting the respective file, next to the button *Choose file* the name of the document you just selected will appear. When it is uploaded, it may be saved on the server by the name it previously had or you can give it a different name by typing a different one in the *Save as* box. Your names will be appearing as the author.
 - Click the button *Upload this file* to upload the file.
- Upon uploading the respective file, you will be taken back to the window in figure 3.1 with the file appearing in location shown in figure 3.1(d)
- Click *Post to Forum* to post your discussion topic. It will appear as shown below:

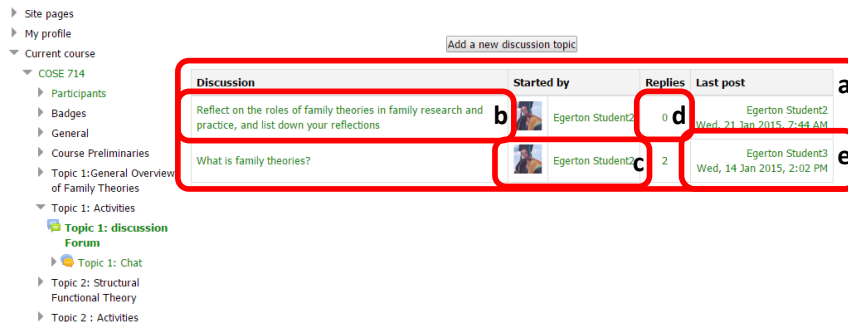


Fig 3.1.2: Posted Discussion topic

Note the following:

- All discussion topics are enlisted in prose as shown. In the above example, there are two topics. As you can see, the window has four columns
- Column 1 is labelled *Discussion*. The discussion subject is indicated here
- Column 2 is labelled *Started by*. The person who initiated discussion is indicated here alongside his/her photo.
- Column 3 is labelled *Replies*. It indicates the number of persons who have responded to the respective discussion topic.
- Column 4 is labelled *Last post*. It indicates the last person who replied to the discussion topic as well as the date and time when s/he did that.



3.2 Participating/Replying to a discussion topic

To view or reply a discussion topic, click on it in column 1:

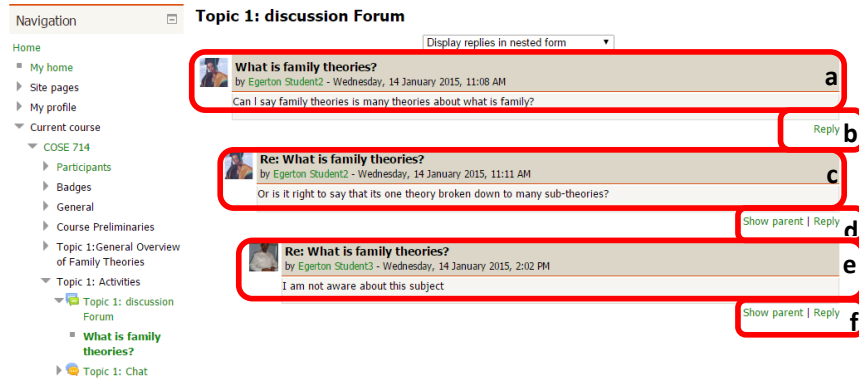


Fig 3.1.3: Content of a discussion Forum

A sample discussion forum is displayed on figure 3.1.3. Observe the following:

- The *subject* of the discussion topic and the *message* or *description* of the question
- To respond or reply to the question, click on the *Reply* link
- The reply window will show your image and names as well as indicate the *subject* of the topic you are replying to. Note, the indentation to indicate the discussion topic you are replying to.
- If you want to further reply to the post in c, then you will click the *Reply* link in (d). If you want to reply to the question in a's description, click on the *Reply* link in (b)
- With the indentation of the post by *Egerton Student3*, it means he is replying to the reply by *Egerton Student2* (c)

4.0 Handling assignments from learners

Whenever students attempt assignment and post to you, when you log in to your account and go to your home page, (*My home*), a window like the one below displays.

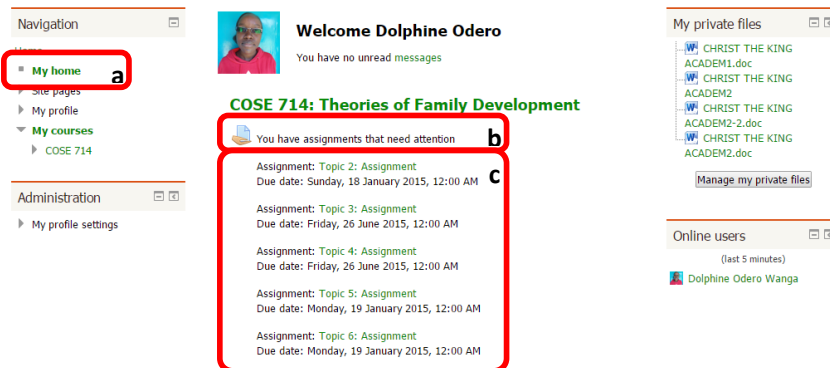


Fig 4.0: Accessing Assignments

To receive an assignment from the learner, once you have logged in,

- Click *My home* link on the *Navigation menu*. Figure 4.0 displays
- Below the course title is a notification of assignments that have been submitted by learners.
- If you click on the assignment icon, a list of assignments found within the course display. Each assignment has a name its due date.

NOTE: *These are not the submitted assignments yet. In each of the assignments is an indication of the number of students that have submitted so far.*



If you click on either of the assignments, the details of the assignment loads a page like the one shown below:

Note the following regarding figure 4.0.1 below:

- a) Assignment 3 has been selected from the previous list of assignments. The assignment question is displayed.

Topic 3: Assignment a

According to family development theory, failure to accomplish a task does not stop the family from moving to the next stage but may limit the ability to function in the next stage. Discuss consequences of failing to perform developmental tasks to the family and communities.

Grading summary b

Participants	4
Submitted	1
Needs grading	1
Due date	Friday, 26 June 2015, 12:00 AM
Time remaining	155 days 5 hours

[View/grade all submissions](#) c

Submission status

Submission status	No attempt
Grading status	Not graded
Due date	Friday, 26 June 2015, 12:00 AM
Time remaining	155 days 5 hours

Fig 4.0.1: Assignment details

- b) Since the assignment is meant to be submitted by each of the learner, marked and graded, *Grading summary* shows:
- The number of learners (*Participants*) in the class,
 - How many have *submitted*. Upon submission it implies after marking they need to be graded. Therefore, as figure 4.0.1 shows,
 - Only one assignment has been submitted therefore only one *Needs grading*.
 - The due date for the assignment is indicated.
 - The *time remaining* is computed using the system calendar and counted as from today to the due date.
- c) To view the students that have submitted assignment and hence download the assignment, click on *View/grade all submissions*. Figure 4.1 loads.

4.1. Grading an assignment received after marking

As figure 4.1 shows, the details of the details of the students that have submitted assignment 3 is displayed below. Note the following:

- a) Each row indicates details of the participants in the course. On the *status* column (b), you are able to tell whether the learner has submitted the assignment or not.



Select	User picture	First name / Surname	Email address	Status	Grade	Edit	Last modified (submission)	File submissions	Submi comm
<input type="checkbox"/>		Egerton Student1	student1@egerton.ac.ke	No submission	-	Edit	-		
<input type="checkbox"/>		Egerton Student2	student2@egerton.ac.ke	No submission	-	Edit	-		
<input type="checkbox"/>		Egerton Student3	student3@egerton.ac.ke	Submitted for grading	-	Edit	Thursday, 15 January 2015, 9:05 AM	Topic 3.docx	Comm (0)
<input type="checkbox"/>		University Management	umb@egerton.ac.ke	No submission	-	Edit	-		

Options

Assignments per page: 10

Filter: No filter

Quick grading:

Show only active enrolments:

Fig 4.1: Grading received assignment

- b) Column labelled (b) indicates who has submitted and who has not. TO be able to view the assignment so that you can mark it, click on it in column (e).
- c) Once you have marked, to assign grade, click on the highlighted icon. For example, after marking the *Egerton Student3*'s work, you will click on the icon in the highlighted location within grade column and a window like Figure 4.1.1 displays

Submission status

Submission status: Submitted for grading

Grading status: Not graded

Due date: Friday, 26 June 2015, 12:00 AM

Time remaining: 155 days 4 hours

Editing status: Student can edit this submission

Last modified: Thursday, 15 January 2015, 9:05 AM

File submissions: Topic 3.docx

Submission comments: Comments (0)

Grade

Grade out of 100

Current grade in gradebook

Grading student: 3 out of 4

Feedback comments

Notify students: Yes

Save changes Save and show next Cancel

Previous Next

Fig 4.1.1: Assigning Grades

- d) This shows the date the assignment was submitted.
- e) This column captures the actual assignment. To download it, just click on it and it will initiate the download process.



- f) Suppose the due date of submission is passed, using this location you can lock the submission button as well as extend the date of submission.
- g) Upon clicking the *grading* icon, figure 4.1.1 loads. This section displays the *Submission summary* for the respective assignment by the student
- h) Allocate marks in the space provided
- i) You can type some feedback comment
- j) Once you are done, you could *save the changes* so that the learner can also get to see his/her marks regarding the assignment.

The learner can now be able to view grade for the assignment that you have marked.

5.0 Chatting

Whereas you can post a question on a discussion forum and the learners spend some time researching on the same so that they are able to give a concrete feedback for an answer, a chat session is meant for the tutor to increase interaction between him/her and the learners. It is here where as a tutor you are meant to engage the students in what you expect them to understand in the current or previous topic. It is a good moment for question and answer initiated by you or them. Observe the following regarding chatting:

- a) There is a document prepared and given to learners regarding netiquette
- b) Notify the learners well in advance (atleast more than 2 days) about an upcoming chat session so that they can prepare.
- c) Notify the learners the time you anticipate to have the chat session and for how long it will last.
- d) After the chat session, summarise it and post it to them for purposes of those who might not have managed to attend the chat session as well as for revision purposes.
- e) The learners can have many other sessions among them. The most important sessions are the ones moderated by you.

NOTE: [The learners have been given the following notification]

It is mandatory for you to participate atleast once to the tutor-moderated chat session per week.

To access the chat room,

- a) Just like in discussion forum, at the activity section of each topic, click on the item labelled, “Topic[x]:Chat”.
- b) A new window displays that has the chat room. See the figure below;

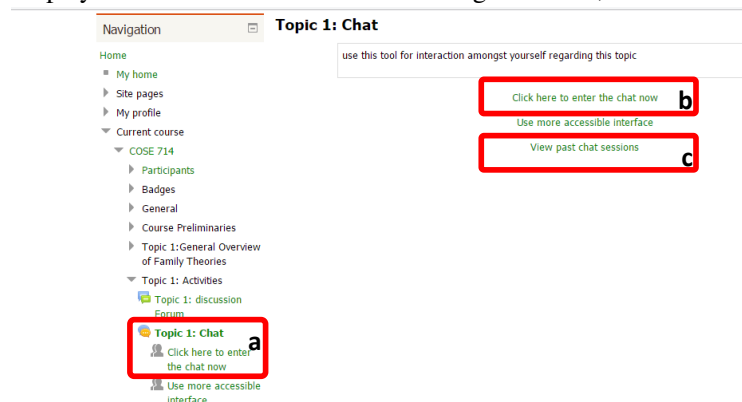


Fig 5.0: Accessing Chat page



- c) From figure 5.0, we can note the following:
 - a) To access the page displaying, click on this link
 - b) To enter the chat room, click on this link and figure 5.1 loads.
 - c) To view previous chat sessions click on this link



Fig 5.1: Chat room

- d) Note the following features in reference to figure 5.1:
 - i) Your photo and name shows on the left column
 - ii) Anyone who is online will also appear on the same column
 - iii) Whatever you write, your name precedes it. That way, everybody gets to know who has said what.

5.1 Accessing Previous Chat Sessions

To access previous chat sessions for a particular topic, in figure 5.0, click on (c). The figure below displays;

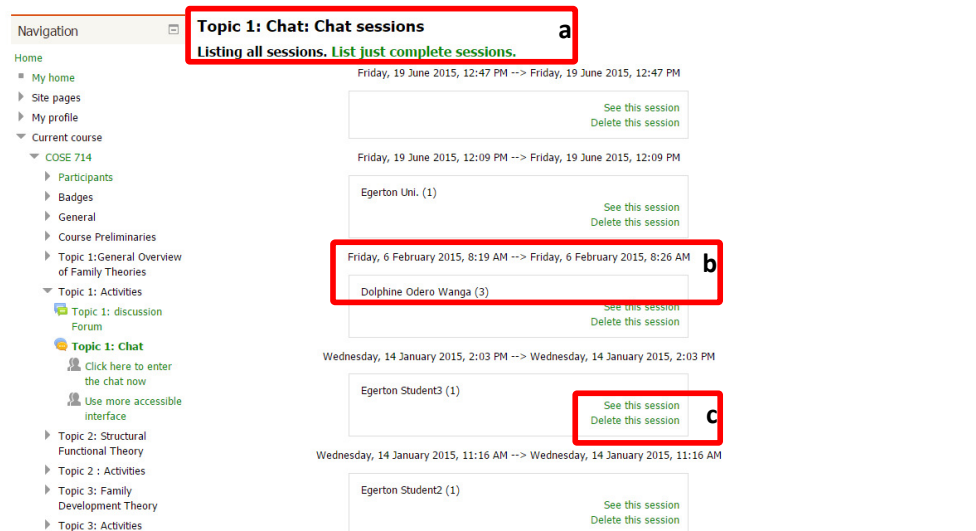


Fig 5.2: List of Chat Sessions

Note the following:

- a) A list of all the sessions displays regarding the respective topic.
- b) Names of the person who initiated the session, the date and time the session took place.
- c) If you want to view the contents of the session, click on “*See this session*” link. If you want to delete it, click on “*Delete this session*” link.