FREQUENTLY ASKED QUESTIONS

Subscriptions

How many students can be enrolled in the site?
Enrollment is unlimited from one school per subscription period.

When can a subscription begin?
A subscription may begin at any time during the year.

What are the subscription time limits?
Collision Repair and Refinish ASE Job Sheet Skill Tracking – 5-year subscriptions
Automotive Technology – 1-year and 3-year subscriptions
Unlicensed Assistive Personnel – 1-year subscription

Can I try out the online curriculum?
Yes, there is a demo site available for instructors to access.
Request a demo

Computer Requirements

What are the technical requirements to use these products?
You must have internet access and digital devices — desktop or laptop computers, tablets, or cell phones (Android or IOS). There are no additional software or hardware costs. The sites are housed on an IMS server. Your school/facility must add the email address support@instructionalmediaservices.com to its "whitelist" to ensure the account confirmation process finishes correctly.

If you are using Google Drive, please contact your IT Department and ask that they evaluate the security settings to allow email communication from your site.

Can I still use the curriculum if I don't have enough computers for all students?
Yes, with a computer and projector, you may access the site and continue to work through the material with your students. Yes, with a computer and projector, you may access the site and continue to work through the material with your students. Also, the lesson content may be downloaded as PDF, PowerPoint or Word documents and printed.

Moodle Learning Management System

What is Moodle and how do I learn how to use it?
Moodle is a platform for online learning that enables you to create online courses, add assignments, and keep an eye on your students' progress. It also allows you to communicate with the students and encourage communication between them in forums and discussions.

IMS has created help documents and videos to help you learn the ins and outs of Moodle. In addition, you can contact IMS for assistance with using Moodle.

Student Accounts

How do my students enroll if they do not have an email address?
The email address is a required field. However, as long as the field is completed with the correct format, i.e., someone@internet.com, the account will be created and the instructor will need to manually confirm the student's account to complete the process.

How do I manually confirm a student's account?
The path is: Site administration > Users > Accounts > Browse list of users
A list of names will display. Review those students who have the word Confirm in the last column on the right side of the screen. Click the Confirm option.

How do I manually reset a student's password?
The path is: Site Administration > Users > Accounts > Browse list of users
A list of names will display. Find the student's name and click on it.
Select Edit profile. Enter a new password and click the Update profile button. Share the new password with the student.

Tests

If I use printed tests, can I still use the online gradebook?
Yes, you will manually enter the grades into the online gradebook.

Can multiple instructors use the same site?
Yes

Can I change the number of times a student can take a test?
Yes, there is an option in the Quiz Settings that may be changed. It is called Attempts allowed. If you want your students to have multiple chances to take the test you may adjust this option. To do this:

      Open the quiz (Unit Test, Assignment Sheet, or Job Sheet)
      Click on Edit settings > Grade > Attempts allowed (update the number) > Save the change

Can I allow a student to retake a test?
Yes. Select the test and the Quiz administration menu opens. Select Results and the list of students who have attempted the test will display. Select the student by placing a check mark in the box on the left and scroll to bottom of the list and select the Delete selected attempts button. The student will be able to retake the test.

Can I change the order of the questions in the Unit Test so each student has a different version of the test?
Yes, in the Quiz administration dropdown, in the Edit settings options, you may choose Layout. One of the fields is Question order. You may select Shuffled randomly. The software will randomly shuffle the questions for each student.

Can I change the order of the answers in the Unit Test so each student has the answers displayed in a different order?
Yes, in the Quiz administration dropdown, in the Edit settings options, you may choose Question behavior. One of the fields is Shuffle within questions. The options are Yes or No. If Yes is selected the software will randomly shuffle the answers for each question for each student.

How can I keep the students from accessing the Lesson content while they are taking a test?
The easiest way to handle this situation is to hide the lesson during the time the students are taking the test. To do this:
Turn editing on > Choose the lesson > Click the Edit option on the right > Click on the Hide option
The title of the lesson will become gray and will no longer be visible to the student.

Groups

Can I assign students to specific instructors?
Yes, Groups allow students to be assigned to a specific instructor.

I teach several different classes. Can I track them separately?
Yes, Groups allow students to be assigned to specific classes.

I am using Groups but the option to select a group isn't displaying?
From the activity, choose Edit settings>Common module settings>Group mode.
Visible groups or Separate groups must be selected. If it has not been selected, select one of the options, click Save, and return to course button. The option to choose a group should display for the activity.

Site Customization

What does customization of the site mean?
Course Administrators have the ability to add pages of new content to the site. They can add a list of additional resources including URLs for websites, they can add photos or videos or links to them. Existing tests may be revised. New tests may be created. Take a look at all the possible choices when you click on Add an activity or resource.

How does customization of the site work with multiple instructors?
Generally, changes to the site affect all instructors. It is important that all the instructors agree on changes. However, there is functionality that allows for instructor specific changes. This functionality is called Grouping. If an instructor who is teaching Advanced Auto Tech would like to create a Module Test, they have the ability to do that. Only the students in the Advanced Auto Tech group would see that module test or be able to access it.

Our school uses trimesters. Can the online grade book reflect that structure?
Yes, the grades for the activities within each module can be arranged to meet your teaching schedule.

Student Grades and Tracking

Can the gradebook calculate an average grade for each student for a specific set of activities?
Yes, Moodle has the functionality to allow for the creation of an average grade for a student for a specific set of activities within a module.

Can I download grade information?
Yes, you have the option to download grade information for each activity, for the module, and for individual students.

What are the student tracking options?
For each student, the online site will report what activities the student has accessed that day, Today's logs, or for the entire time they have been enrolled in the site, choose All logs. If you choose Outline Report or Complete Report a list of all the activities in the site will display with dates of when or if the activity has been accessed. The format is slightly different in each report.

Why are some activities grayed out?
An activity that is gray indicates that in the student's view these items are not visible.

Using Moodle

What does it mean when the overview mentioned that each module is like a separate Moodle course?
This structure makes for some redundant work for the instructor. What an instructor does in one module sometimes has to be done in all the modules, like creating groups. The site may look like one course, but the modules are separate entities and do not always share information. There is some functionality, called Cohort Sync, which helps to alleviate some of the redundant processes.

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