

Instructional Media Services

FREQUENTLY ASKED QUESTIONS

Subscriptions

How many students may be enrolled in the site?

Enrollment is unlimited from one school per subscription period.

When can a subscription begin?

Subscriptions generally run from July 1 to June 30 each year to accommodate school fiscal years. Exceptions are allowed as needed.

What are the subscription time limits?

Collision Repair and Refinish Competency Profile is a multi-year subscription ending June 30, 2026. This end date coincides with the next expected update in the ASE CRR task list.

The **new Automotive Technology Online Competency Profiles** for MLR, AST, or MAST are a multi-year subscription ending June 30, 2026. This end date coincides with the next expected update in the ASE Automotive task list.

Automotive Technology Online Curriculum and the **Unlicensed Assistive Personnel Online Curriculum** have one-year renewable subscriptions.

Can I try out the online curriculum?

Yes, there is a demo site available for instructors to access. There is a **Request a demo** form on the Contact Us page of the IMS website.

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 to 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. Also, the lesson content may be downloaded as a PDF or PowerPoint Presentation. Unit Tests, Assignment Sheets, and Job Sheets are available as

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Word documents and may be downloaded.

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.

IMS has created help documents, online and within the online site, 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. Double check the information is correct and then 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 the Edit profile link in the User details block. Enter a new password and check the **Force password change** box. Be sure and click the **Update profile** button at the bottom of the page. Share the new password with the student and warn them they will be asked to create a new password and give them the criteria: **The new password must be 8 characters long and include one upper and one lower case letter, one number, and one special character.**

Tests

If I use printed tests, may I still use the online gradebook?

Yes, you will manually enter the grades into the online gradebook.

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.

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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, click on the test. The Quiz administration dropdown will display. Select the Edit quiz option. The questions will display. On the right side of the screen there is a box titled Shuffle. If you check the box, then every time the quiz is attempted, the order of the questions in this section will be shuffled into a different random order.

This can make it harder for students to share answers, but it also makes it harder for students to discuss a particular question with you.

Can I change the order of the answers in the Unit Test, so each student has the answers displayed in a different order?

Yes, click on the test. The Quiz administration dropdown will display. Select the Edit settings options. Select the Question behavior option. 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. The default is No.

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 available for students.

Groups

Can multiple instructors use the same site?

Yes

Can I assign students to specific instructors?

Yes, the Groups functionality allows students to be assigned to a specific instructor.

I teach several different classes. Can I track them separately?

Yes, the Groups functionality allows students to be assigned to specific classes.

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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 the course button. The option to choose a group should display for the activity.

Site Customization

What does customization of the site mean?

Auto Course Admins have the ability to add pages of new content to the site. They may add a list of additional resources including URLs for websites, they may also add photos, videos directly to the site or add links to them. Existing tests may be revised. New tests may be created. Take a look at all the possible choices by clicking on the (Turn editing on button) and then click the (Add an activity or resource) link in any topic.

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 an Advanced class would like to create a Module Test, they have the ability to do that. Only the students in the Advanced class 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 students 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?

Student tracking reports include:

Today's logs – is a list of all activities the student has accessed on that day.

All logs – is a list of all the activities the student has accessed since the account was created.

The list is sorted by the most current day and time.

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Outline report – is a module specific list of all the activities. The activities are listed by unit with notations if the student has accessed that activity. If an Assignment Sheet or Test was been completed, the grade and date competed will display.

Complete report – is a module specific list of all activities like the outline report. This report lists detailed information on how many times an activity was viewed with the most recent date indicated. Submission status for Assignment Sheets and Tests is detailed including grade information.

Using Moodle

What does it mean in the Automotive Technology Online Curriculum overview that each module is like a separate Moodle course?

Each module in this Moodle site contains specific content related to the ASE emphasis areas. Students create an account for the entire site. However, they need to be enrolled in each of the modules to have access to that specific content. 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 a whole but the modules are separate entities and do not always share information. There is functionality, called Cohort Sync, which helps to alleviate some of the redundant processes.

Why are some activities grayed out?

An activity that is gray indicates that in the student's view these items are not visible.