

Who do I contact if I have difficulty with Moodle?

If you are experiencing technical difficulties with Moodle, you will need to contact the Pearson help desk. They can be accessed 24/7/365 at 1.877.830.7473.

Who do I contact if I have trouble with Zoom?

If you are experiencing technical difficulties with Zoom, you will need to contact the CWRU help desk. They can be accessed 24/7/365 at 216.368.4357 (HELP).

When can I access Moodle?

The Moodle site can be accessed as soon as you receive your teaching contract and have a CWRU affiliate ID. Access to Moodle should be arranged by the lead instructors for the course. Initial access will allow you to view the Master course. The Master course is the template used for all sections of the course being taught. You will gain access to your specific course one week prior to the start of class.

Can I change the due date to accommodate students in different time zones?

Quite often your class will consist of students from different time zones. Given that assignments are based upon Eastern time, some students may have difficulty submitting them based on your requirement. As the instructor, you may certainly give permission for students to hand in assignments at varying times.

Can I have a support person available when I am using Zoom?

Zoom sessions are held when there is a live session for the course or during office hours. Prior to the start of the course, provisions are made to provide IT support for your scheduled live session. If live support is not scheduled then, you may request to have a support person on during your entire session. You will need to request this support at least a week before the session by contacting Rachel Anderson at: rea54@case.edu / 216.368.8671.

Is there training to use the technology?

Yes. There is training for Moodle and Zoom offered before the start of every eight week session. An email invitation is sent out to all faculty and adjuncts with the specific date and time. The sessions are also recorded and subsequently sent out to all faculty for review. If you are not scheduled to teach but would like to participate in the training, please contact Rachel Anderson at rea54@case.edu / 216.368.8671.

When are grades due?

For the online program, all grades are to be recorded in the Student Information System (SIS) six days after the completion of the semester.

Do I enter the student's grade in Moodle?

Yes. You will need grade the student's weekly assignments in discussion posts and participation in Moodle. This is done by assigning a participation or actual percentage grade. Grades are automatically calculated in Moodle and can be viewed in the gradebook. Keep in mind that this is not the official record for grades and final grades must be recorded in SIS at the end of the semester.

What is the Student Information System?

The Student Information System, (SIS) is the system of record for student information and the university course catalog. Students use the SIS to register for classes, view grades, view their progress towards graduation, and for other important business. Faculty use SIS to see their teaching schedules and class rosters, submit final grades, access important academic information on advisees, and to perform other essential functions of course administration.

If I enter grades in Moodle, do they automatically get recorded in SIS?

No. Grades are automatically calculated in Moodle as the semester progresses. However, at the end of the semester, all grades must be recorded in SIS. SIS is the official University record for all student information.

How do I know who is in my class?

Faculty can officially view their class roster in SIS. This will provide you with an accurate up to date listing of students in your class. The SIS roster should be compared with your Moodle roster to ensure they are comparable.

What is the role of the Lead Instructor?

For multiple section of a course taught, The Mandel School will assign a Lead Instructor. The Lead Instructor is usually the faculty member who developed the course, or has taught it numerous times. They are experts on the course content and serve as a resource to faculty and adjuncts regarding questions about the course content.

Do I need to create my own syllabus?

No, you do not need to create a syllabus. The Master syllabus has already been developed for every course and includes all of the information necessary for students. Once a course has been assigned, you only need to amend their name and office hours and have the syllabus uploaded to Moodle.

Can I change the syllabus to add additional readings or assignments?

No. Master syllabus has already been developed for every course and includes all of the information necessary for students. The readings and assignments have been predetermined and are the same for every section of the course.

How do I know what section of the course I teach in Moodle?

Prior to the start of your course, you will be notified by Pearson of the exact section number you will be utilizing in Moodle (should there be multiple sections). You may also verify the student roster in the course with that course roster listed on your SIS page.

How do I order the textbook for the course?

The ordering of textbooks is the primary responsibility of the Course Instructor. The first step should be to consult with the lead Instructor of the course. He/she may have extra copies of the text. You may also request a desk copy from the publisher, although be prepared to wait at least 7 to 10 days. You may also decide to purchase the text outright. The library may also be a source for obtaining the text.

What do I do if I see a mistake (typo or error) in Moodle?

Occasionally there may be a typo or some other error in Moodle. Correcting such errors depends on whether the course has been duplicated. If the error is discovered during the teaching of the class, simply record the module and type of error on the “*CWRU Instructor Suggestions Page*”. This section can be found in Moodle at the top of each course. If the error is of such a magnitude to interfere with the course instruction, please bring it to the attention of the Lead Instructor.

What is Moodle?

Moodle is the Learning Management System (LMS) for all online courses. Comparable to Canvas, it is the platform for which you will communicate with your students, provide instruction, grade assignments and conduct all other course related activities. To login to Moodle, click on the following link: [Moodle](#), and use your CWRU affiliate ID and Password.

Is Moodle the same as Canvas?

Moodle is not synonymous to Canvas. Both are considered Learning Management Systems (LMS) but are used by the Mandel School for totally different formats. Canvas is now the LMS for the On-Campus and Intensive Weekend formats. Moodle is the LMS for exclusively the Online format.

How do I get training on Moodle?

Training for use of Moodle and Zoom is held prior to each eight week session. All adjuncts and faculty will receive notice of when the trainings are scheduled. The trainings are also recorded and can be accessed anytime. The links to the recorded trainings are emailed to all adjuncts and each semester. Should you need additional assistance, please contact Rachel Anderson at: rea54@case.edu / 216.368.8671.

When do I call the CWRU help desk?

You will need to call the CWRU help desk regarding all issues related to SIS, Canvas, Zoom, VPN and any other computer software issue specifically managed by CWRU. The CWRU help desk number is: (216)368-4357 (HELP)

When do I call the Pearson help desk?

You will need to call the Pearson help desk regarding all issues related to Moodle. All other technical issues should be directed first through the CWRU help desk. The Pearson Helpdesk number is: 1.877.830.7473.

When will I receive payment for my class?

The terms of payment (amount and payment dates) for each class is specified in your contract.

Is there training for SIS?

Yes. There is training available for SIS. You will first be introduced to SIS during the faculty orientation. Additionally, there is written materials that can be accessed on the CWRU web page at: [University Registrar](#) (scroll down to the “faculty” section). Finally, for additional training needs and support, please contact Debra Fields at: daf@case.edu / 216.368.2101.

Where do I find the Mandel School Student and Faculty Manual?

The Mandel School Student and Faculty Manual contains all pertinent policies and procedures of the Mandel School. It can be found online at the following link at: [Mandel School Student and Faculty Manual](#). Faculty may also access the manual from the password protected faculty page link on the Mandel School webpage.

Where do I find the Mandel School Instructor’s Manual?

Faculty may access the Mandel School Instructor’s Manual from the password protected faculty page link on the Mandel School webpage. Go to the Mandel School webpage at: [Instructor's Manual](#), scroll to the bottom of the page to locate the link for “Faculty Resources”.

How do I review the evaluations from my course?

Student’s online course evaluations are available to faculty a few weeks after the completion of the semester. You can gain access to your course evaluations by going to: [Course Evaluations](#).

Is there a midterm course evaluation for students?

There is no format midterm course evaluation although we encourage you to poll your students' mid-way through the semester. There is no formal evaluation tool but you can access samples by visiting the [Faculty Resources](#) link on the Mandel School website.

What do I do when a student stops doing the assignments?

Should a student fail to complete assignments or login to Moodle, we encourage you to complete the SPOT check form, located in Moodle. You may also follow-up with Jahlisa Glenn in Student Support at: jsg125@case.edu / 877.830.7473. You should also feel free to reach out to the student to discuss their academic progress within the course. All other personal matters will be handled by Student Support Services.

What is SPOT Check?

The SPOT Check Form allows Instructors and Student Services to take a proactive, informed approach to supporting our students and ensuring their success at the Mandel School. This form has been established to help instructors/advisors communicate and document concerns or successes regarding students, in order to reach out to those who need additional supports, including students who:

1. may not be meeting expectations of the course,
2. have disclosed life stressors that would be better supported by the student services team outside of the classroom,
3. have presented behaviors, concerns, or comments that should be escalated for further investigation by student services; or
4. exhibit other factors that may be beyond your role.

SPOT Check can be located at the following link: [SPOT Check](#)

What do I do if I don't have a contract?

If you have not received a teaching contract from the Mandel School, you should contact Melissa Van, the Assistant Director of Human Resources at: mxv128@case.edu / 216.368.6827.

What criteria do I use for the participation grade?

Weekly participation on class assignments and discussions is essential to the student's success in the online program. Instructors will provide a weekly participation grade to inform students of their progress in the course. There are no specific guidelines for grading participation. Each Instructor should develop their own standard based upon the course content, their own expectations for the course, the quality and frequency of participation and relative degree of participation, vis-à-vis other students in the course.

Can I grade papers in the Moodle?

Papers will be submitted in Moodle as Word or PDF downloads. In order to grade the papers, it is best to download the file into the appropriate program, grade the paper electronically and upload the paper back to the student with written feedback and the grade.

Do I need to login to Zoom for my office hours?

We encourage all Instructors to post the day of the week and time you will be available for office hours. The purpose of the office hour is to provide an opportunity for students to meet with you regarding their progress and status in the course or any other concern they may have regarding the content. The office hour should not be used specifically for instruction. Best practice dictates that you be available by Zoom during the posted times. You may also conduct office hours by appointment. Ideally, Zoom or some other face-to-face technology is used for the office hour.

Who determines whether there are live sessions for my course?

The use and frequency of live sessions (synchronous sessions) for each course is predetermined by the Lead Instructor and Instructional Designer before the course is completed. You should be notified by the Lead Instructor whether there are live sessions. If so, you will be responsible for communicating the days and times of the live sessions to Rachel Anderson prior to the start of the semester. Live sessions are used to teach content to the entire class and usually facilitated by Zoom.

Must I hold live sessions for the course?

If live sessions have been designated for your course, you must hold live sessions. It is advisable to discuss the purpose, goal and structure of live sessions with the Lead Instructor for the course.

Can I use a conference line with students?

Yes. You may use a conference line to converse with a group of students or as a supplement to a Zoom session. In order to obtain a conference line, please contact Rachel Anderson at: rea54@case.edu / 216.368.8671.

What do I do if a student discloses personal information to me?

We encourage all Instructors to develop appropriate relationships with your students. However, those relationships are not without clear established boundaries. If a student should disclose personal information regarding their inability to complete an assignment or task, we suggest you only discuss the issue as it specifically relates to the student's performance in the course. We also recommend you record your concerns in SPOT Check located in Moodle. You may also contact Jahlisa Glenn in Student Support at: jsg125@case.edu / 877.830.7473 or Asst. Dean Andrea Porter at agp8@case.edu / 216.368.8529.

What is a refresh or revision of the course?

At the end of each semester every course undergoes a refresh. This allows the Lead Instructor and Instructor teach the course to make minor revisions to the course. Each year, the course will undergo a revision which allow for more substantive changes to the course content and structure. Suggestions for the refresh and/or revisions are recorded in the "*CWRU Instructor Suggestions Page*".

Can I determine the number of students in my class?

No. The size and composition of your class is determined by the Registrar. You may view your class roster through SIS or Moodle.

How long do I have to grade an assignment?

Since the course is only eight weeks long, it is important for students to have up-to-date information regarding their progress in the course. We recommend you grade and return papers and other major assignment within 72 hours. Of course, the sooner, the better. All other assignment (discussion posts, blogs, etc.) should be graded and responded to within 24 hours.

Will I also need to use Canvas for my online course?

No. Faculty teaching in the online format will not use Canvas. Moodle is the exclusive Learning Management System (LMS) for the online program.

What equipment will I need to teach online?

Instructors will need to following equipment to teach online: A computer, webcam, headset and microphone. While a webcam and microphone often come imbedded in your laptop or desktop computer, we do recommend that you purchase a separate headset with headphones and a microphone. To confirm that your Browser is compatible with Moodle and up to date with the latest plugin, go to: [Online Support Center](#) and select the link to "Check My Browser".

Software requirements include:

Minimum requirements for PC users:

Browser: preferred Mozilla Firefox 0+, or Internet Explorer 8+, Google Chrome

Operating system: Windows XP/Vista/7

Modem: High-speed Broadband Connection

Audio: Sound card and speakers

Adobe Flash 10+ required for some courses

Minimum requirements for MAC users:

Browser: preferred Mozilla Firefox 0+, or Safari 5.0+

Operating System: MAC OS x 4+

Modem: High-speed Broadband Connection

Audio: Sound card and speakers

Adobe Flash 10+ required for some courses

What is the maximum number of students for a course?

As with all of our programs, The Mandel School strives to keep class sizes small to maximize the learning experience of our students. In the online format the targeted maximum number of students is 15. However, this may vary depending upon the type of course and enrollment projections.

How often should I communicate to students in the course?

A high level of student engagement is essential to the teaching experience of students in the Online format. We recommend that instructors formally communicate with their students daily. It is recommended that you post a weekly announcement and respond to questions within 24 hours. The more you engage and communicate with your students, the better their overall experience.

Do I need to respond to every discussion post?

You may certainly respond to every student's discussion post, but it is not necessary. The frequency of your posts should be guided by your teaching philosophy, nature of the assignment and pedagogical model. It is suggested that you respond to each discussion, but this may be done with a summary post at the end of the discussion, periodic posts to select students or a response to each student. This is left to your discretion or you may discuss it with your Lead Instructor.

Can I grant a student an incomplete?

An incomplete should only be granted due to extenuating circumstances. Please read the [Online Faculty Manual](#) for further direction on the granting of incompletes. Should a student qualify for an incomplete, it is advisable that you consult with Assistant Dean, Andrea Porter at: agp8@case.edu / 216.368.8529 or Jahlisa Glenn in Student Support at: jsg125@case.edu / 877.830.7473 before doing so.

Can I upload video messages to my students?

Yes, this is a good strategy to supplement the lectures in Moodle and to address unanticipated issues and concerns that impact the entire class. You may record a Zoom session and upload it as a link in the Instructor Announcements.

Is the content in the online format the same as the campus based program?

Yes. The course content across all three MSSA formats is equivalent in order to meet the CSWE accreditation standards. There may be slight variance in the selection of readings, assignments and order of lectures. But this is not atypical of the variance that may exist within formats between course sections. The course work must be comparable in the level, intensity and amount of work necessary for the degree requirement.

How often should I post announcements?

It is recommended that you post an “Instructor’s Announcement” at least once a week. It is encouraged that you post as often as necessary to fully engage your students and be responsive to their educational needs.

How do I know what students I have in the class?

When assigned a class in Moodle, you should cross check the roster with the roster on your SIS page. The SIS page is the official notification of all students in your class.

Will all of the students in my class know each other?

Not necessarily. Students are admitted into the program each semester and the semesters are designed using a carousel format. This means that students may rotate in to the program at any stage. Therefore, your class may be comprised of students who have been in the program for one or more semesters and know other members of the cohort. Or they may be entering the program for their first class. This is why the introduction in week one is so important to develop a learning community.

Should you have any questions regarding this information, please feel free to contact Lashon Sawyer, Director of Online Education at: Ins5@case.edu or Scott A. Wilkes, Assistant Dean, Academic Affairs at: saw31@case.edu.