



# Frequently Asked Questions: Moodle

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## 1) What are Coursepacks?

**SAGE Coursepacks** provide easy to import, highly customizable, and high-quality instructor and student content for your school's learning management system (LMS). Intuitive and simple to use, **SAGE Coursepacks** are collections of book-specific instructor/student resources, as well as assessments, that allow you to focus on what really matters: customizing course content to meet your students' needs.

**Key Features:**

- ✓ Delivers SAGE content **directly into your LMS**.
- ✓ **The intuitive and simple-to-use format** allows for easy course integration with minimal effort.
- ✓ **Pedagogically robust assessment tools** foster review, practice, and critical thinking, and offer a better, more complete way to measure student engagement. Tools include but are not limited to:
  - Diagnostic chapter Pre-Tests and Post-Tests
  - Test banks built on Bloom's Taxonomy

**2) Which systems support Coursepacks?**

The following table summarizes compatibility\* of Coursepacks with various systems and browsers.

System	Yes	No
Operating System		
Windows	✓	
Macintosh	✓	
Browser <i>We support current versions of browsers and one version back unless otherwise noted.</i>		
Chrome	✓	
Firefox	✓	
Internet Explorer	✓	
Safari	✓	

**\* If you have questions regarding mobile compatibility or other LMS features, please contact your school's LMS administrator.**

**3) Are Coursepacks compatible with my LMS?**

Coursepacks work with the most recent versions of popular learning management systems including Blackboard, Moodle, D2L (Desire2Learn), and Canvas. The learning management administrator/instructional technologist at your school can confirm the version of the LMS you're using.

LMS	Compatible
Blackboard Learn 9.1	✓
Canvas	✓
D2L 9.2 and above	✓
Moodle 2.8 and above	✓

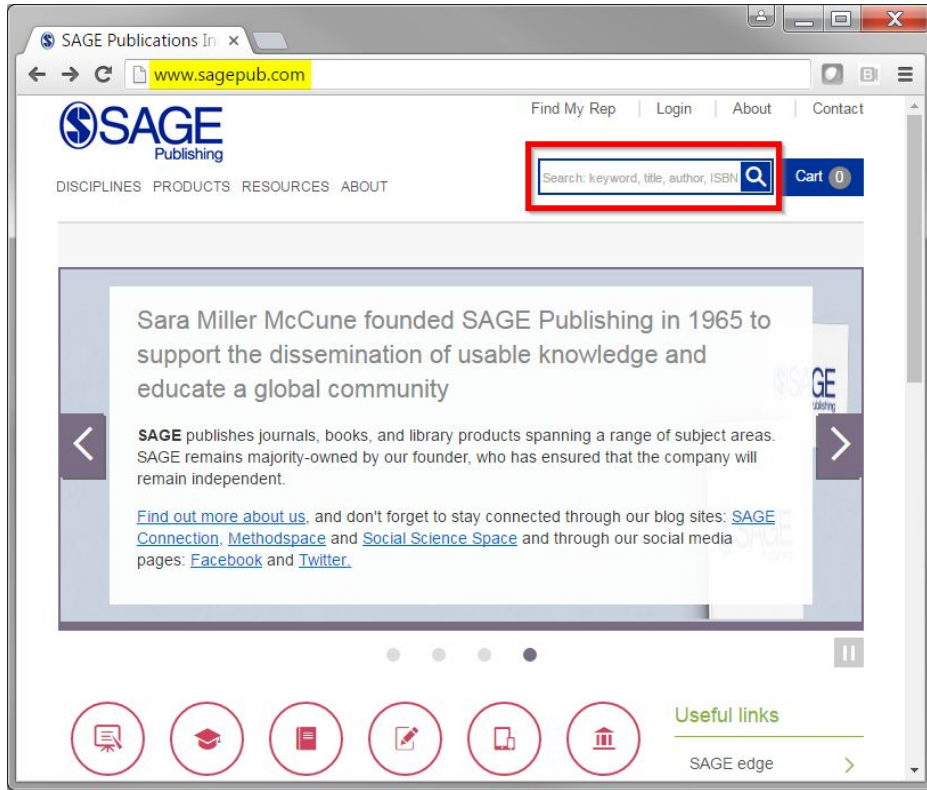
#### 4) What is available in the Coursepacks?

The answer to this question depends on the SAGE title being utilized. For example, one title may include SAGE Data Maps with assessments attached to them, while another title may include educational videos provided by the author of the text. The core materials within Coursepacks are:

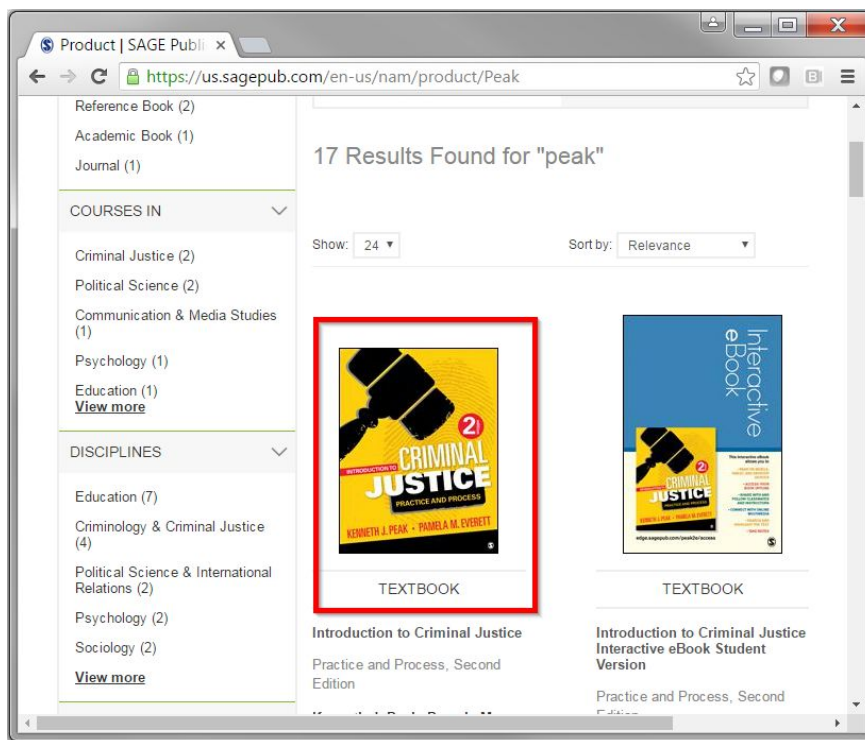
- Textbook Information: This page provides basic information including a description of the book, a link to purchase the eBook, and SAGE technical support information.
- Student Resources: These materials are provided for the student to enrich their learning of the subject being taught.
- Instructor Resources: These materials are only visible to the instructor and are provided to help with the teaching of the class.
- Assessments: The assessments are available for instructors and students and can only be deployed/published by the instructor.

#### 5) How do I access my Coursepacks file?

Navigate to <https://www.sagepub.com> and search for the title of your textbook.



Click on the title of your textbook.



Click the **Resources** tab.

Introduction to Criminal Justice

Practice and Process

SECOND EDITION

[Kenneth J. Peak](#) - University of Nevada, Reno  
[Pamela M. Everett](#) - University of Nevada, Reno

FOR INSTRUCTORS

Please select a format:  
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ISBN: 9781506305929  
 \$113.00

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DESCRIPTION CONTENTS **RESOURCES** REVIEWS FEATURES PREVIEW

"This text provides a clear and interesting format through which

Next, scroll down and click **Instructor Resource site**.

text highlight common student misconceptions in criminal justice. The authors address the student responses and provide explanations to these important topics.

- **Video and multimedia content** includes original SAGE videos that appeal to students with different learning styles

[Instructor Resource site](#)

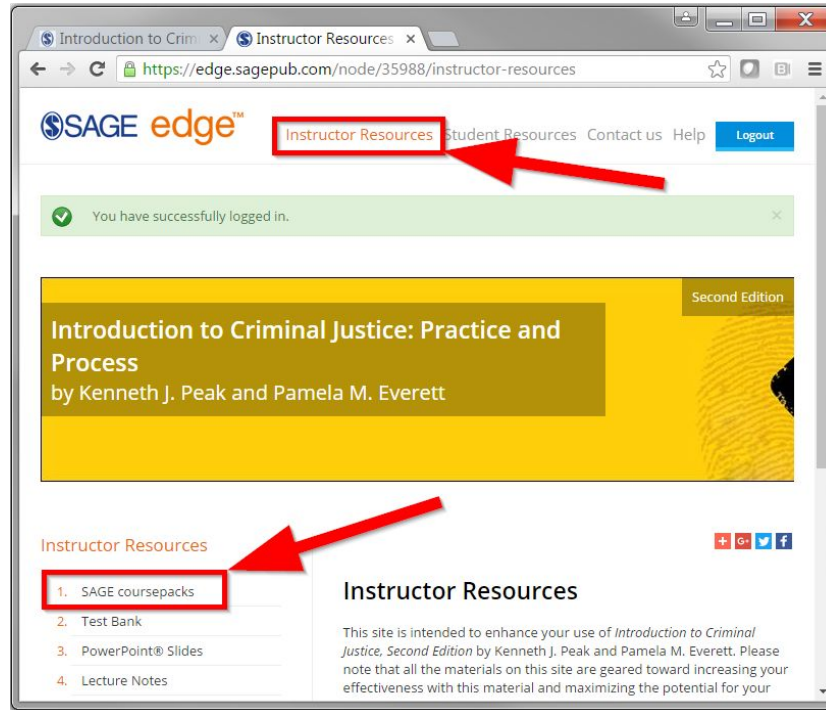
**SAGE edge** offers a robust online environment featuring an impressive array of tools and resources for review, study, and further exploration, keeping both instructors and students on the cutting edge of teaching and learning. **SAGE edge** content is open access and available on demand. Learning and teaching has never been easier!

**SAGE edge for Instructors** supports your teaching by making it easy to integrate quality content and create a rich learning environment for students.

Log in with your SAGE credentials. If you have not signed up yet, you can do so by clicking the **New User?** button.

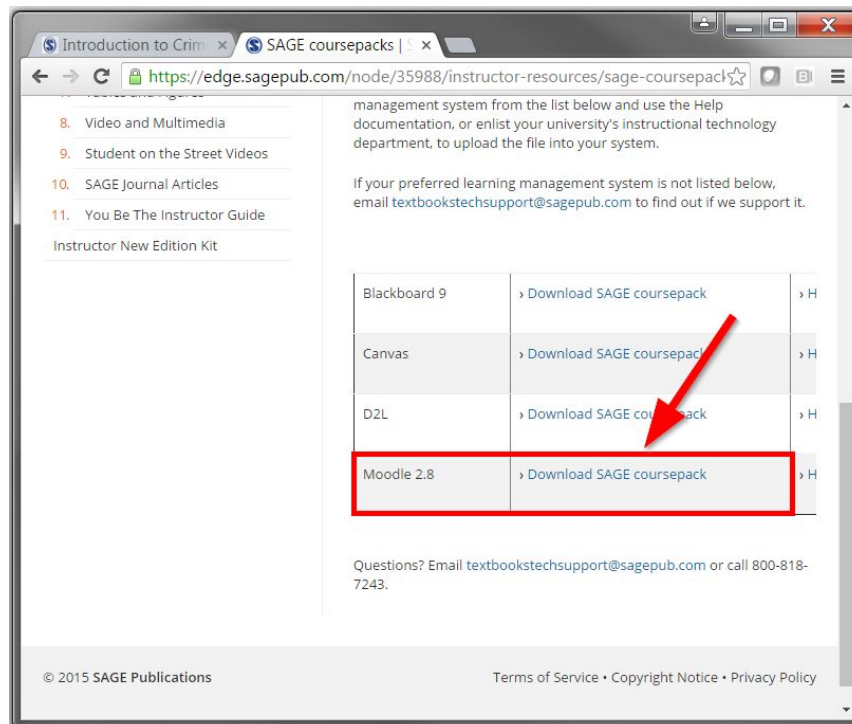
The screenshot shows a web browser window with two tabs titled "Introduction to Crim...". The address bar displays "https://edge.sagepub.com/peak2e". The page header includes the "SAGE edge" logo and navigation links for "Instructor Resources", "Student Resources", "Contact us", and "Help". A blue "Login" button is highlighted with a red box, and a red arrow points to it from the top right. Below the header, a yellow banner features the text "Introduction to Criminal Justice: Practice and Process" by Kenneth J. Peak and Pamela M. Everett. An "Access" form is overlaid on the right side, containing a text input field with "sageinstrdemo@sagepub.com", a password field with masked characters, and "Login" and "New User?" buttons. Below the form are links for "Request new password" and "Create a new account". The main content area is divided into "Student Resources" with a list of topics and a "Welcome to the Companion Website" section with a welcome message and a description of the site's features.

Click **Instructor Resources** and then the **SAGE coursepacks** link on the left.



The screenshot shows a web browser window with the URL <https://edge.sagepub.com/node/35988/instructor-resources>. The page features the SAGE edge logo and navigation links for Instructor Resources, Student Resources, Contact us, Help, and Logout. A green notification bar indicates successful login. The main content area displays the book cover for "Introduction to Criminal Justice: Practice and Process" by Kenneth J. Peak and Pamela M. Everett, Second Edition. Below this, the "Instructor Resources" section is visible, with a list of links: 1. SAGE coursepacks, 2. Test Bank, 3. PowerPoint® Slides, and 4. Lecture Notes. The "SAGE coursepacks" link is highlighted with a red box and a red arrow.

Next, at the bottom of the page, click the **Download SAGE coursepack** link to begin downloading the file for Moodle.



The screenshot shows a web browser window with the URL <https://edge.sagepub.com/node/35988/instructor-resources/sage-coursepack>. The page contains a list of learning management systems (LMS) and their corresponding "Download SAGE coursepack" links. The "Moodle 2.8" row is highlighted with a red box, and a red arrow points to the "Download SAGE coursepack" link. The page also includes instructions on how to use the LMS and contact information for technical support.

Blackboard 9	› Download SAGE coursepack	› H
Canvas	› Download SAGE coursepack	› H
D2L	› Download SAGE coursepack	› H
Moodle 2.8	› Download SAGE coursepack	› H

Questions? Email [textbooktechsupport@sagepub.com](mailto:textbooktechsupport@sagepub.com) or call 800-818-7243.

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## 6) How do I import Coursepacks into the Moodle LMS?

For a detailed step-by-step guide, click on the following link:

<https://edge.sagepub.com/system/files/How%20to%20Import%20a%20SAGE%20Coursepack%20into%20Moodle.pdf>

**Note:** Coursepacks for Moodle are in Zip format. After downloading the file, **be sure to un-Zip the file.** The file that you need to import into Moodle is the .mbz file that is contained within the Zip file.

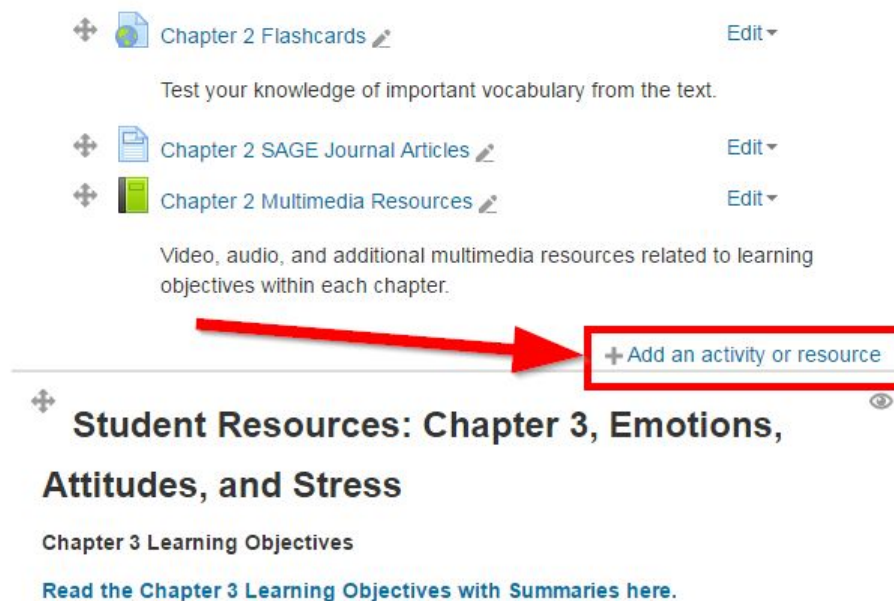
## 7) How do my students access the interactive eBook?

Students can navigate to the Textbook Information section where they will find a link and instructions for how to access the eBook through the VitalSource website. Students may either purchase access to the book, or, if already purchased, redeem an access code. Each chapter of Student Resources also has a corresponding link to that chapter in the eBook. Once students have purchased the eBook and/or redeemed their access code, they are able to access the eBook through your LMS.

## 8) How do I make a quiz available to my students?

Question banks are provided that you can use to add questions to your quizzes. To create a quiz, go to any section within your course and follow these steps:

Click “Add an activity or resource”.



The screenshot shows a Moodle course interface. At the top, there are three resource items for Chapter 2:

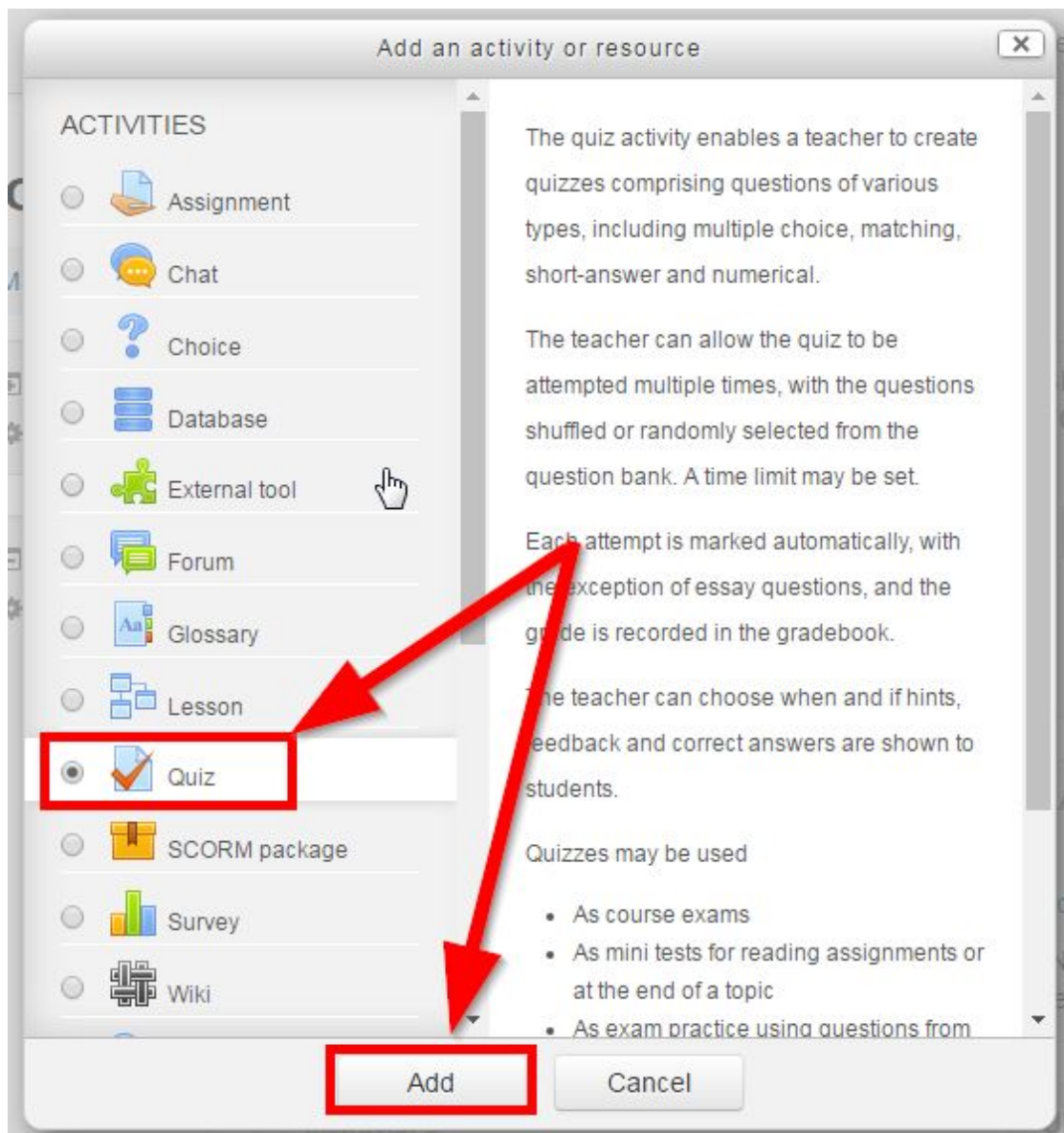
- Chapter 2 Flashcards** (with a globe icon) and an **Edit** dropdown menu. Description: "Test your knowledge of important vocabulary from the text."
- Chapter 2 SAGE Journal Articles** (with a document icon) and an **Edit** dropdown menu.
- Chapter 2 Multimedia Resources** (with a book icon) and an **Edit** dropdown menu. Description: "Video, audio, and additional multimedia resources related to learning objectives within each chapter."

Below these items is a red arrow pointing to a button labeled **+ Add an activity or resource**, which is highlighted with a red rectangular box.


Below the button, the page title is **Student Resources: Chapter 3, Emotions, Attitudes, and Stress**. Underneath, it says **Chapter 3 Learning Objectives** and provides a link: **Read the Chapter 3 Learning Objectives with Summaries here.**



Select "Quiz", then click "Add".




You'll then have many display options from which to choose. Once finished, click "Save and display".

▸ Review options 

▸ Appearance

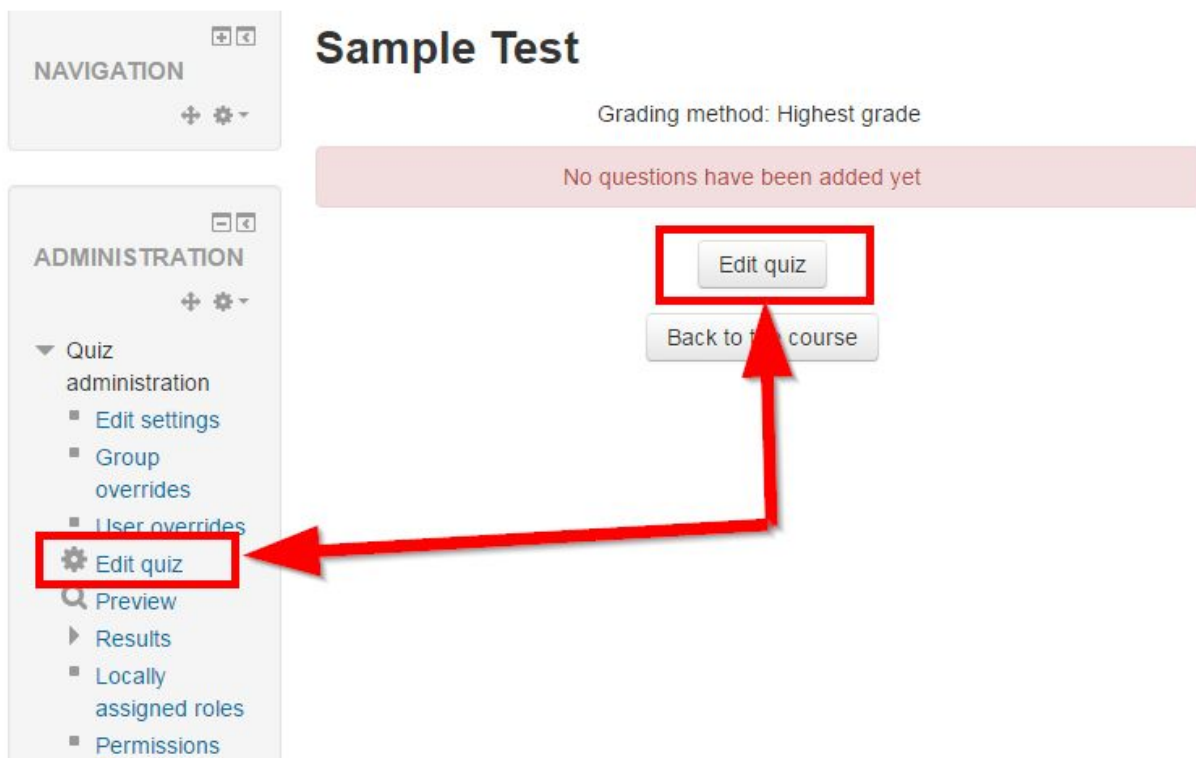
▸ Extra restrictions on attempts

▸ Overall feedback 

▸ Common module settings



On the next screen, you can click either of the two "Edit quiz" links.



**NAVIGATION**

**ADMINISTRATION**

- Quiz administration
  - Edit settings
  - Group overrides
  - User overrides
  - Edit quiz**
  - Preview
  - Results
  - Locally assigned roles
  - Permissions

## Sample Test

Grading method: Highest grade

No questions have been added yet

Edit quiz

Back to the course

The screenshot shows the 'Sample Test' quiz administration page. On the left, there is a navigation menu with 'ADMINISTRATION' expanded to show 'Quiz administration' options. The 'Edit quiz' option is highlighted with a red box. In the main content area, the 'Edit quiz' button is also highlighted with a red box. A red arrow points from the 'Edit quiz' button in the main content area to the 'Edit quiz' option in the navigation menu. Below the 'Edit quiz' button is a 'Back to the course' button. A red arrow points from the 'Back to the course' button to the 'Edit quiz' button in the main content area.

Finally, to add questions from any of the question banks that are available to you, see the following images.

## Editing quiz: Sample Test <sup>?</sup>

Questions: 0 | This quiz is open

Maximum grade:

10.00

Save

Repaginate

Total of marks: 0.00

Add ▾



## Editing quiz: Sample Test <sup>?</sup>

Questions: 0 | This quiz is open

Maximum grade:

Repaginate

+ a new question

+ from question bank

+ a random question



Add from the question bank at the end

Select a category:

- Chapter 11 Test Bank (112)
- Chapter 01 Journal Article Quiz (18)
- Chapter 01 Multimedia Quiz (12)
- Chapter 01 Post-Test (40)
- Chapter 01 Pre-Test (25)**
- Chapter 01 Test Bank (107)
- Chapter 02 Journal Article Open-Ended Questions (2)
- Chapter 02 Journal Article Quiz (6)
- Chapter 02 Multimedia Quiz (11)
- Chapter 02 Post-Test (40)
- Chapter 02 Pre-Test (25)
- Chapter 02 Test Bank (99)
- Chapter 03 Journal Article Open-Ended Questions (2)
- Chapter 03 Journal Article Quiz (6)
- Chapter 03 Multimedia Quiz (8)
- Chapter 03 Post-Test (40)
- Chapter 03 Pre-Test (25)
- Chapter 03 Test Bank (102)
- Chapter 04 Journal Article Open-Ended Questions (2)
- Chapter 04 Journal Article Quiz (6)
- Chapter 04 Multimedia Quiz (10)

Alex has decided to lead his followers by sharing responsibility with the ... Alex has decided Q  
 •• Most CEOs in the United States are men. Most CEOs in the United States ar Q  
 •• You could argue that Steve Jobs was a visionary type of leader. One coul Q  
 •• Project GLOBE is closely related to implicit leadership theory. Project GLC Q  
 •• Spiritual leadership motivates through faith, hope, and vision. It is closely Q  
 •• The United States shares the same maternity leave policies as Papua New Q  
 •• Trait leadership perspective theory assumes effective leaders are born, n Q  
 •• With enough online resources to access most corners of the world, almos Q  
 •• You could say that Empowering Leadership is the ultimate example of tea Q

Show 20 per page

Add selected questions to the quiz

If you are unfamiliar with working with quizzes in Moodle, please contact **your school's LMS support team**.

## 9) How long do I have access to this content?

Access to SAGE digital content embedded in or linked to from Coursepacks will be available for the life of the edition of the textbook. All other information will remain available inside the course in which Coursepacks are imported.

Please be aware that SAGE does not have control over third-party multimedia links. Over time, links may become inactive, so it is recommended that before you begin teaching your course you review media links to ensure they are working.

## **10) My web browser prevents me from viewing a video or other content. What do I do?**

Although unlikely, it is possible that web browsers may block media that they interpret are coming from an unverified source. Links that go to external content have been verified by SAGE, so in most cases it is fine to allow your web browser to load the content by selecting the appropriate option when prompted. Also, links to some external sites or media may open in a pop-up window, so any pop-up blockers should be disabled. For help with managing your browser's pop-up blocker or other features, contact your university's IT department. If you encounter problems accessing external links or media, contact the SAGE support team.

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at [textbookstechsupport@sagepub.com](mailto:textbookstechsupport@sagepub.com)

## **11) Whom do I contact if I have trouble using my LMS?**

For help using, navigating within, or managing your Moodle courses, contact your institution's instructional technology department or LMS administrator.

For additional support with Moodle, you may consult the following resources:

- MoodleDocs main page: [https://docs.moodle.org/31/en/Main\\_page](https://docs.moodle.org/31/en/Main_page)
- Support manuals for Moodle 2+: [https://docs.moodle.org/31/en/Moodle\\_manuals](https://docs.moodle.org/31/en/Moodle_manuals)

## **12) Whom do I contact for support with content in Coursepacks?**

For support questions about the materials in Coursepacks or other SAGE digital products, visit [www.sagepub.com/support](http://www.sagepub.com/support).

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at [textbookstechsupport@sagepub.com](mailto:textbookstechsupport@sagepub.com)

## **13) Where are the SAGE premium videos located?**

For many titles that have an interactive eBook, all SAGE premium videos are available exclusively within that eBook. Your students will need to purchase access (and/or redeem their access code) for the eBook in order to view the videos.

## 14) Where are the quizzes that go with the SAGE premium videos, and how do they work?

If your Coursepack has SAGE premium videos, then any quizzes that align with those videos are located in your Coursepack. They may be found in the “Question Bank” section of your course after you’ve imported the Coursepack into Moodle. For some Coursepacks, videos are located directly within the quizzes. However, for many Coursepacks, the videos are located separately, within the interactive eBook.

If, for your Coursepack, the SAGE premium videos are located in the interactive eBook, here is how the quizzes work:

- Within each quiz, each question contains a link that takes the student to the video in the interactive eBook. Clicking the link will open up VitalSource Bookshelf in a new browser tab. The student will need to log in to Bookshelf if that hasn’t yet been done.
- Once logged in, the student will be brought directly to the eBook page in which the video is located. Students should follow the directions contained in the quiz question: click the link to access the video in the eBook, watch the video, then return to the test and answer the question.

[News Clip 2.1: Kagan's Supreme Court Hearing Opening Statement](#)

[Link to video in interactive eBook](#)

*Click on the above link to access the Interactive eBook. Once you've signed in, scroll to page 60 and watch the video. When you've finished watching the video, come back to the test and answer the following question:*

In “rendering impartial justice,” Kagan is referring to the Supreme Court’s:

- a. Authority to hear and decide cases
- b. Ability to pass laws
- c. Regulations of legislation
- d. Requirement to execute laws

## 15) What is the Media Guide (also known as Video Guide) and how do I use it?

The Media Guide (or Video Guide) provides an overview of every media asset offered to complement the textbook. The Guide organizes all media by chapter and learning objective, and also lists all quiz questions that align with the media (e.g., SAGE premium video quizzes). Once you’ve imported your Coursepack, quiz questions can be found in “Question Bank” for testing purposes.

In some Coursepacks, the Media Guide is in two different file formats rather than one (or more) Word document:

1. A customizable/filterable Excel spreadsheet that organizes all media by chapter and learning objective
2. A Word document that lists the questions for the SAGE premium videos



You may use the Media Guide as a quick reference to help you review and select media assets and assessments for use in your course.

## 16) How do I access the question banks?

Coursepacks for Moodle come with question banks for instructors to use. Question banks are organized by quiz type, so you may use any or all available questions for a specific quiz type to build your quiz, and you may also combine questions from multiple question banks. An example for a Test Bank is shown as follows.

Home > Courses > Full Coursepack Courses > Neck\_1e\_Coursepack > Question bank > Questions

**ADMINISTRATION**

- Course administration
  - Turn editing on
  - Edit settings
  - Users
  - Filters
  - Reports
  - Grades
  - Badges
  - Backup
  - Restore
  - Import
  - Publish
  - Reset
  - Question bank**
    - Questions
    - Categories
    - Import
    - Export

**Question bank**

Select a category:  
Chapter 11 Test Bank (112)

Show question text in the question list

Search options ▾

Also show questions from subcategories

Also show old questions

Create a new question ...

T ↑ Question

- Explain Self-Leadership. ⚙️ 🔍 ✕
- How is visionary leadership often related to tr ⚙️ 🔍 ✕
- What are the four basic types of leaders? ⚙️ 🔍 ✕
- What are two of the five behaviors, given in tl ⚙️ 🔍 ✕
- What does the Substitutes for Leadership Mc ⚙️ 🔍 ✕



## 17) Why am I not seeing all of my Student Resources chapters?

Coursepacks have a different number of sections depending on the number of chapters in its corresponding book. Your course will have been created with a specific number of sections that may differ from the number of sections in the Coursepacks. Make sure to turn your Edit Mode on to see if there were any “Orphaned activities” (see first image below). If you see sections listed as “Orphaned activities”, you can add them to your course for students to see by clicking on the small plus (+) button (see the red arrow in the second image below). By clicking that button, each section will be added to your course.

