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 *We support current versions of browsers and one version back unless otherwise noted.*		
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.

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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.

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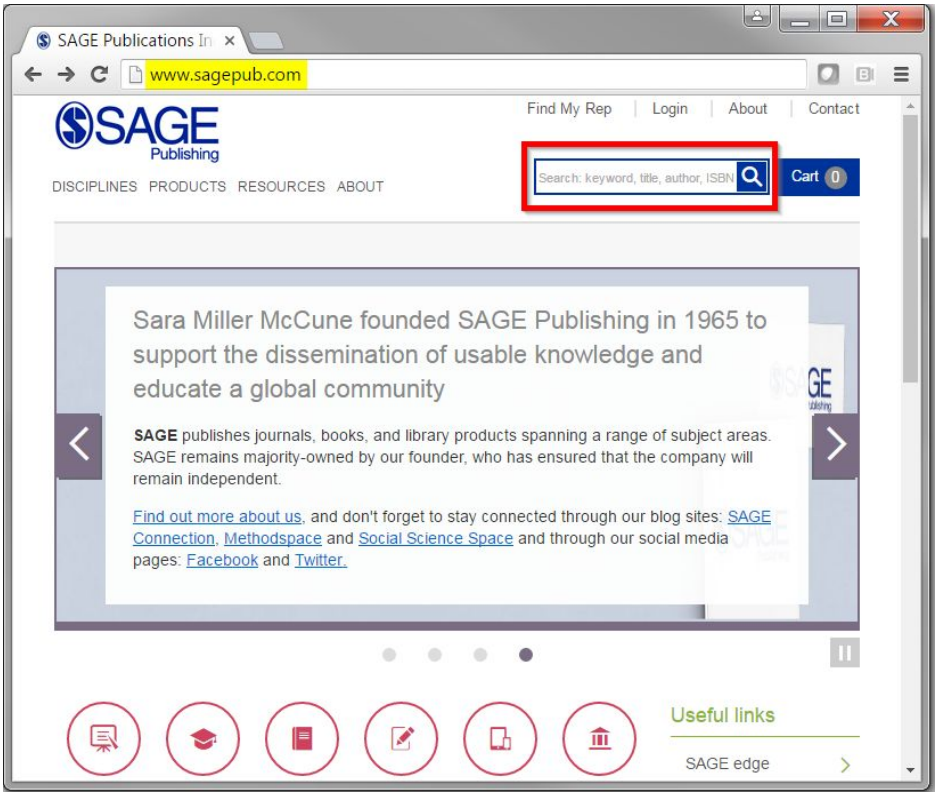
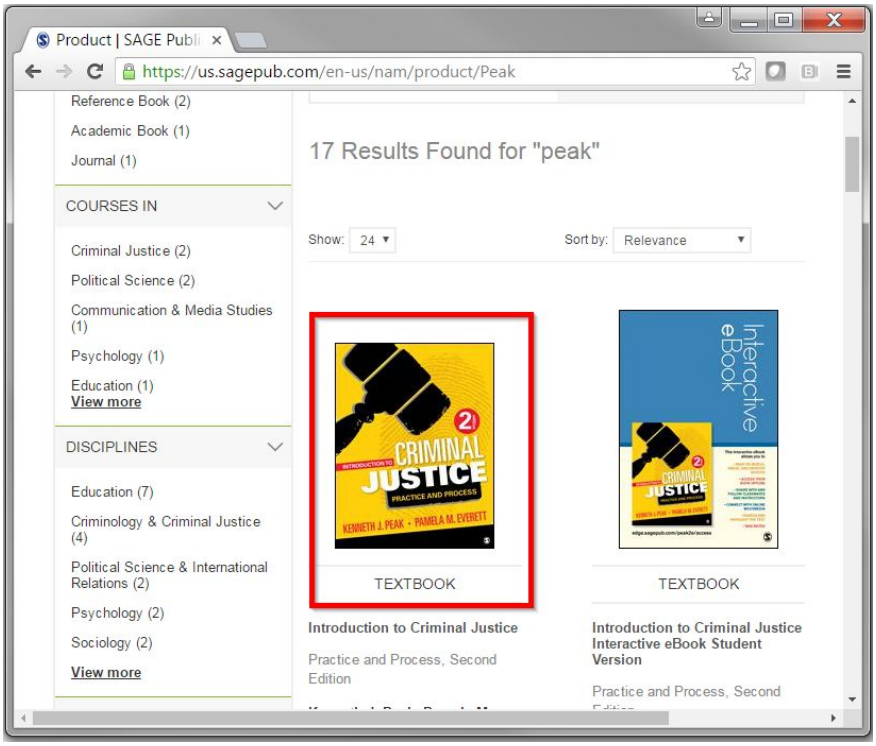


Click on the title of your textbook.



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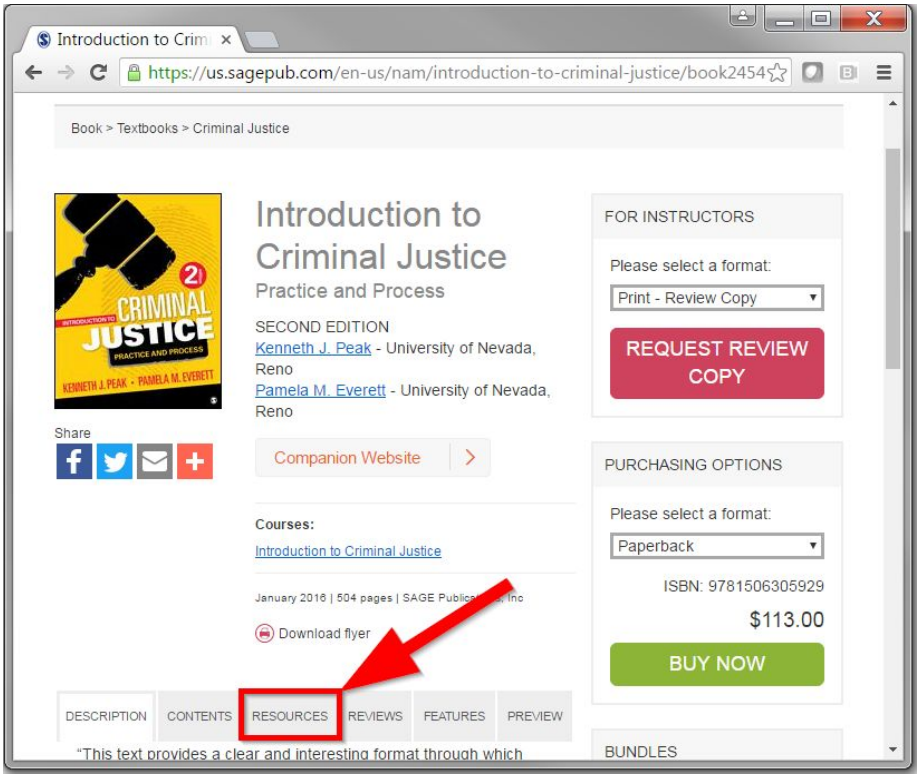
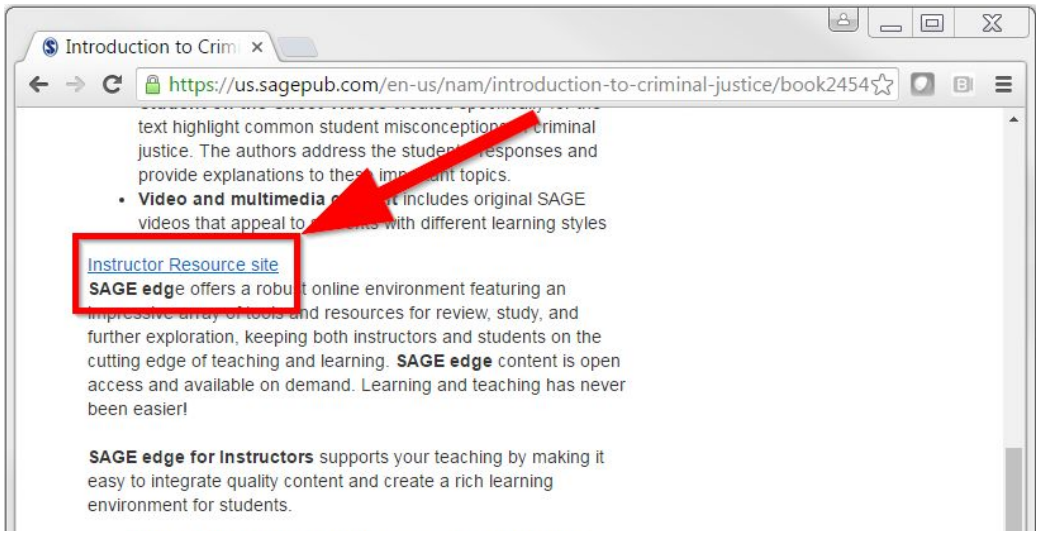
Click the **Resources** tab.



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



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

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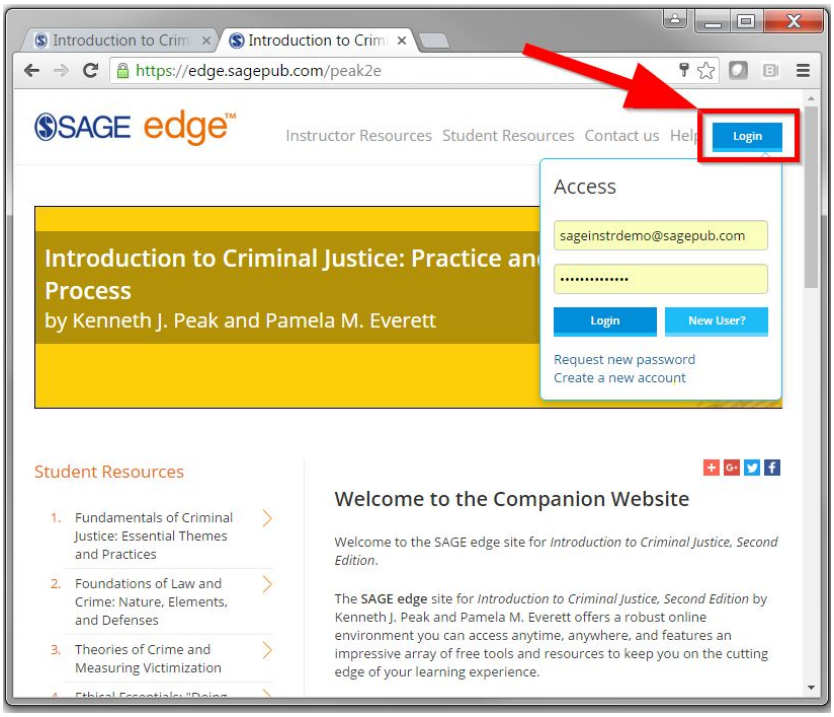

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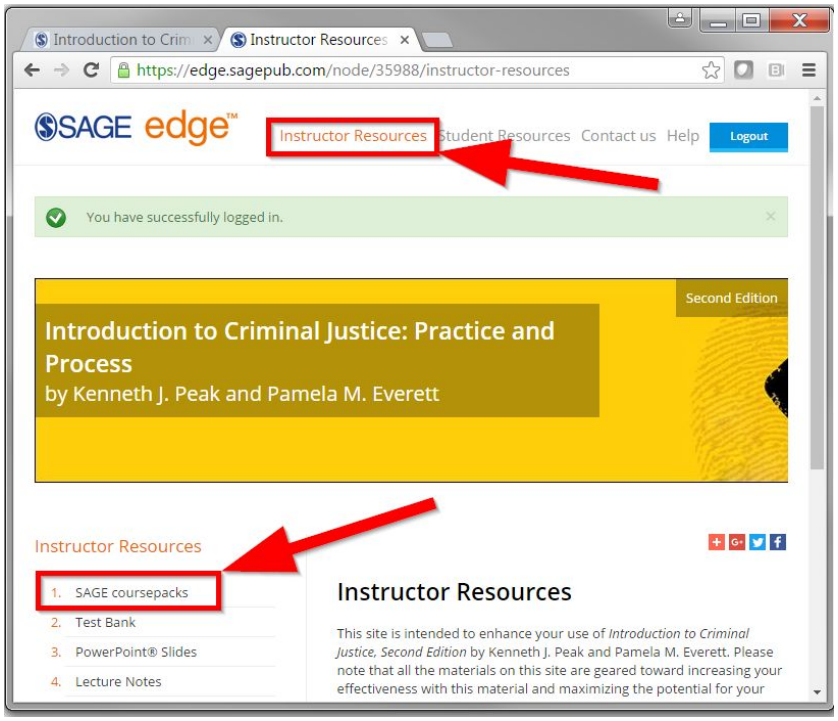
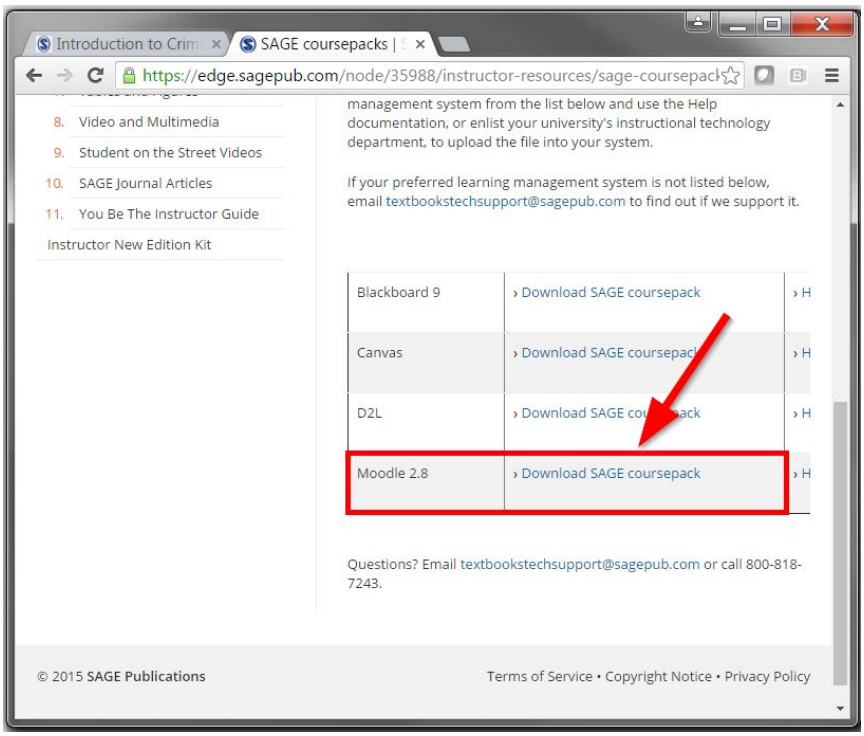
Click **Instructor Resources** and then the **SAGE coursepacks** link on the left.



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



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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.

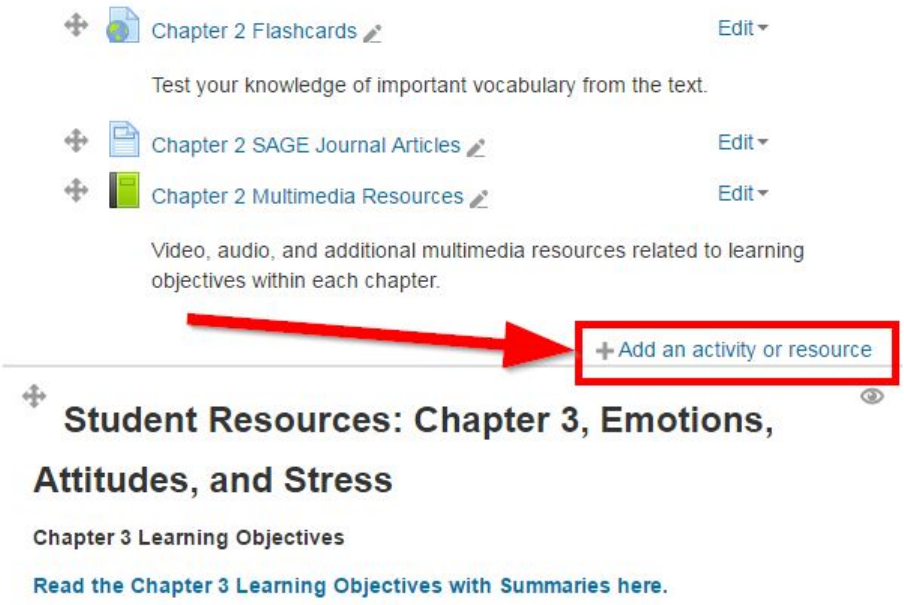
7) How do my students access the interactive eBook?

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”.



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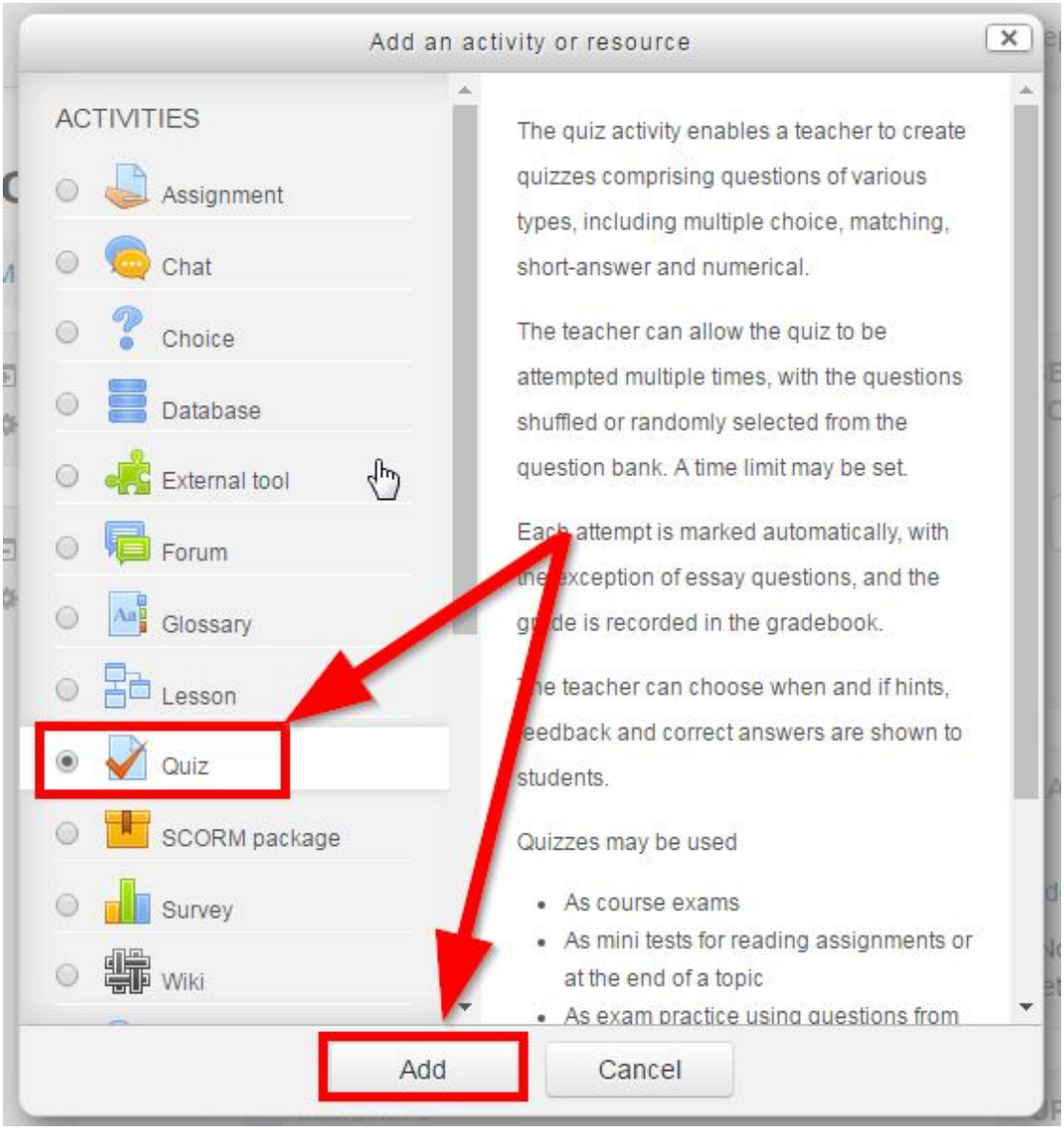
Select “Quiz”, then click “Add”.



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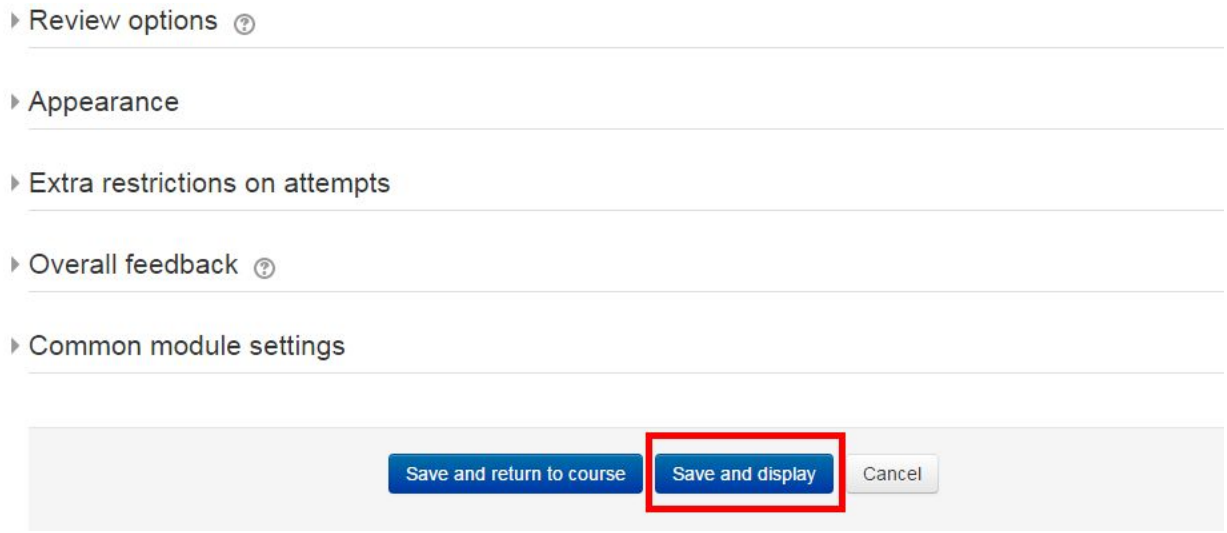
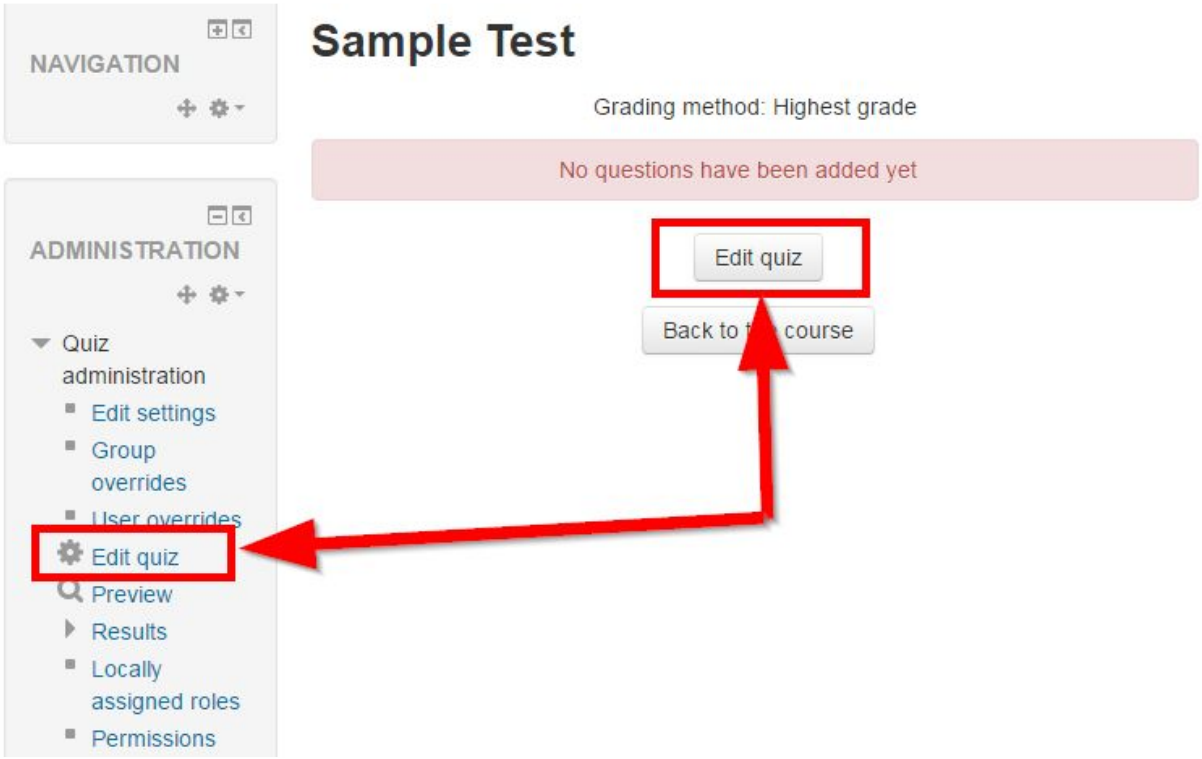
You'll then have many display options from which to choose. Once finished, click "Save and display".



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



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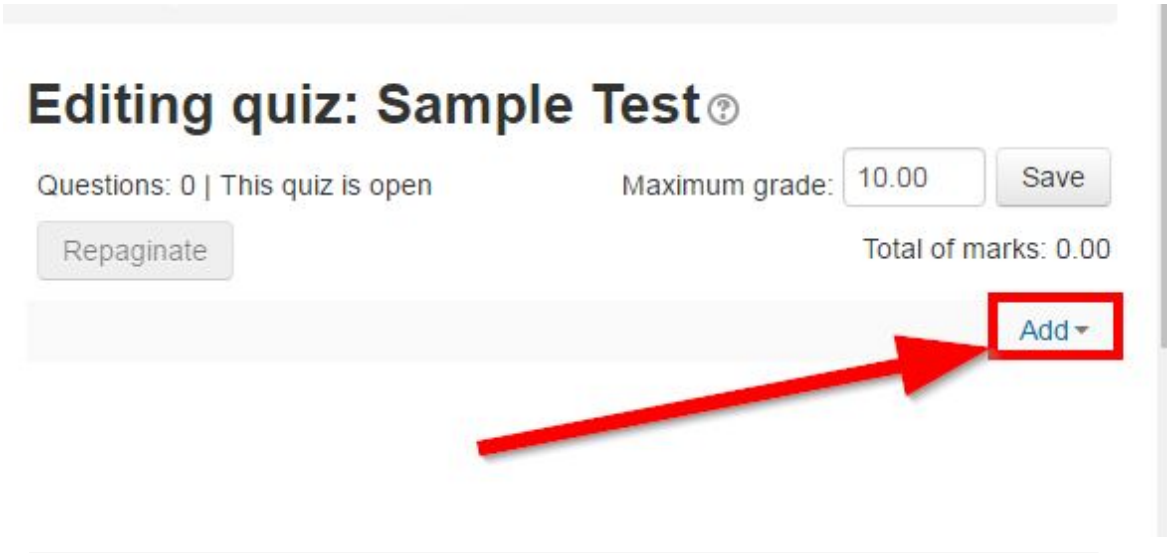
Finally, to add questions from any of the question banks that are available to you, see the following images.



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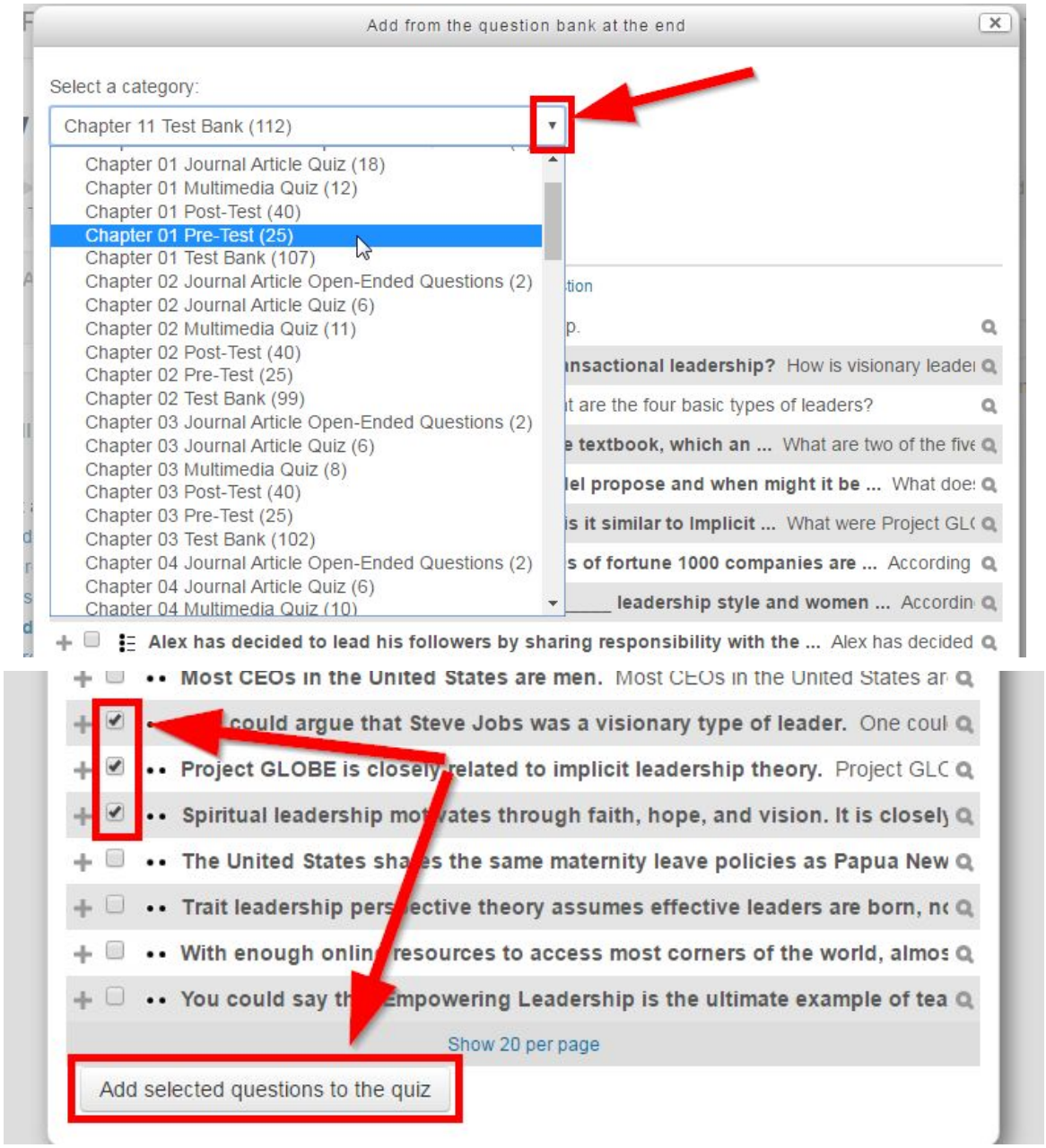

If you are unfamiliar with working with quizzes in Moodle, please contact **your school's LMS support team**.

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.

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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

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
- Support manuals for Moodle 2+: 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.

- Call us at 1 (800) 818-7243 ext. 7080 [toll free] / 1 (805) 410-7080 [direct]
- Email us at 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.

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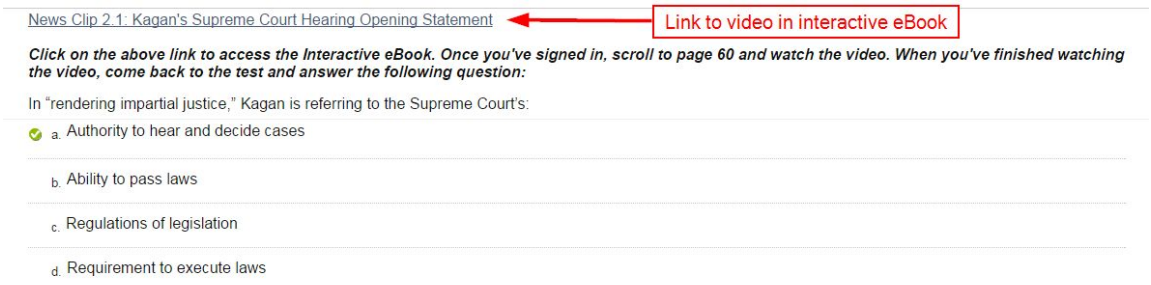
14) Where are the quizzes that go with the SAGE premium videos, and how do they work?

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.



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

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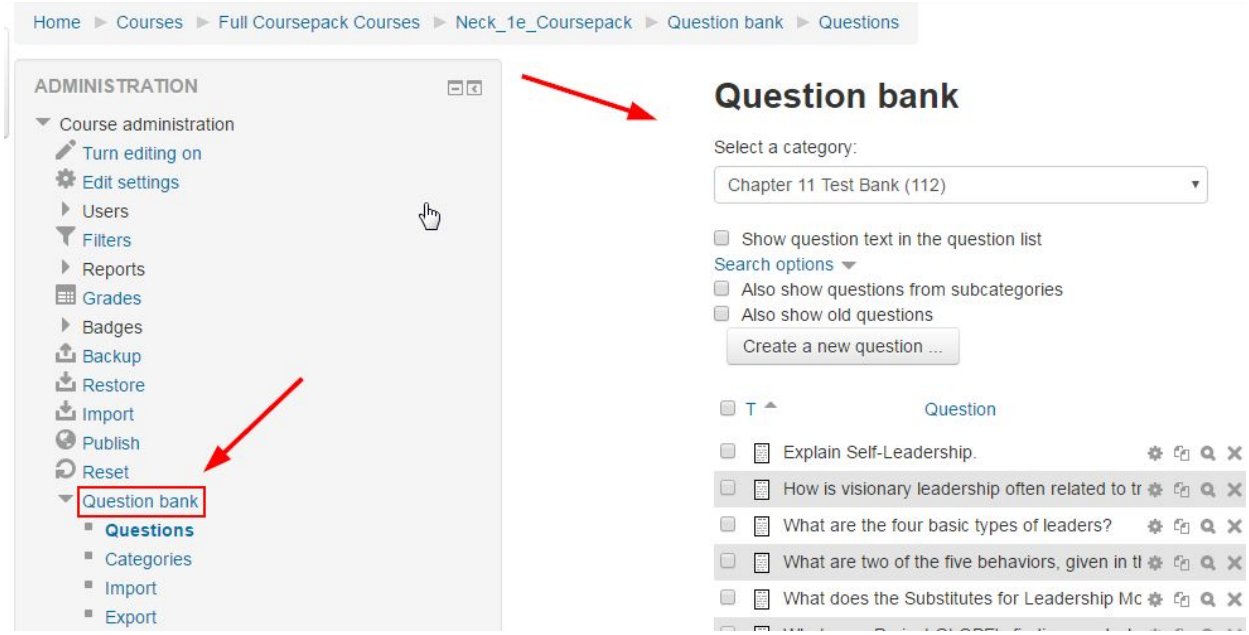
You may use the Media Guide as a quick reference to help you review and select media assets and assessments for use in your course.

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.



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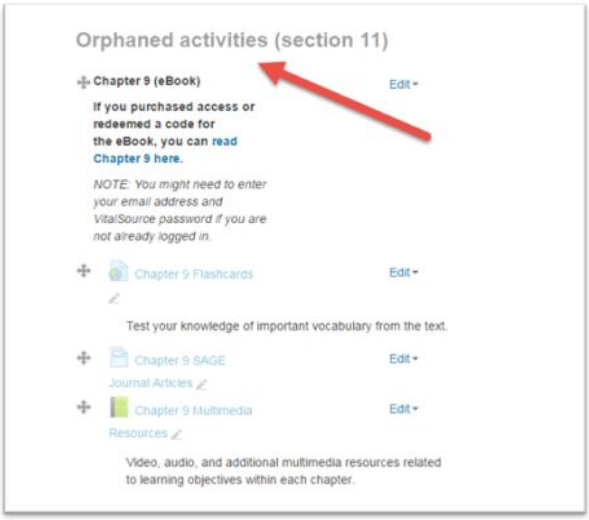
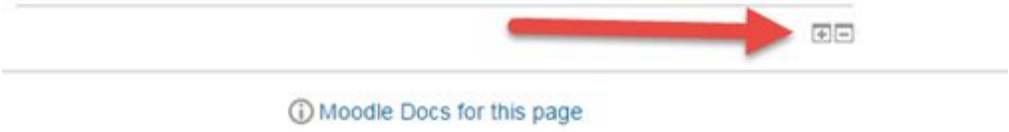
17) Why am I not seeing all of my Student Resources chapters?

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.





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