

Course Guidelines and Common Issues When Managing Courses

Guidelines

Before submitting a request to create a course, please see below the difference between classroom, e-Learning, and curriculum course shells.

[Classroom Courses](#)

Classroom courses are face to face in person sessions that could be instructor led sessions, facilitated workshops or even forums. Use the tabs below for support items related to Classroom courses.

These include webinars and virtual classroom sessions.

[e-Learning Courses](#)

Online courses are course that host online content, such as online modules and quizzes that are available for users 24/7. Online courses should not be used as a resource page. All courses should require completion and learning evaluation.

[Curriculum](#)

Curriculum Courses allow you to house multiple e-Learning and Classroom courses in one place for easier navigation for education curriculums and pathways.



FAQs

Issue: Learner cannot register for the course due to account type restrictions.

Solution:

1. Check the course registration rule to make sure all appropriate account types are selected.

Course settings -> Registration Rules -> Open to Access

Course Settings -  Registration Rules  Open To Access

2. If the learner's account is incorrect, please ask the learner to submit a [learner support ticket](#) for account changes.
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Issue: Learner cannot search for the course.

Solution: Check Registration Rules under Course settings to make sure Course Visibility is set to Allowing for Self Registration.

Course Visibility

Allow self-registration via search

This course can be found in course search and is opened to those who are eligible.

Issue: Unable to update course title, status, and ownership.

Solution: Submit a [course management ticket](#) as only LearningHub Admins are able to make these changes.

Classroom

Issue: How to administrate a webinar/virtual course using Classroom course shell.

Solution: Refer to [Administering a Classroom Course Virtually](#).

Issue: Learner's status in the classroom course is showing as **Grading Pending** instead of completed under their Learning History.

Solution: Mark the learner's status as completed in the session. To update learners' grades for previous classroom sessions, please locate the sessions under Manage Learners -> click on the **Pending** tab -> select the session.

Please refer to [Classroom Attendance and Grades](#) on the help site for more instructions on how to grade learners.

Issue: Unable to register learner into a session

Solution: Learners cannot be registered into multiple sessions in a course. If you cannot register learners in a session, please see if they are already registered in existing sessions. You will need to either cancel or grade the learners from those sessions before attempting to register them into another session.

Issue: Unable to cancel/delete an upcoming session with registrants.

Solution: Before cancelling/deleting a session, all registrants must be cancelled out of the session. Please email the registrants prior to cancellation to let them know about the changes.

Issue: Wanting to add documents to a classroom course.

Solution: The documents need to be uploaded elsewhere (i.e., team site) and then provided as a document link in the course description. Or you can email the documents to learners prior to the session.

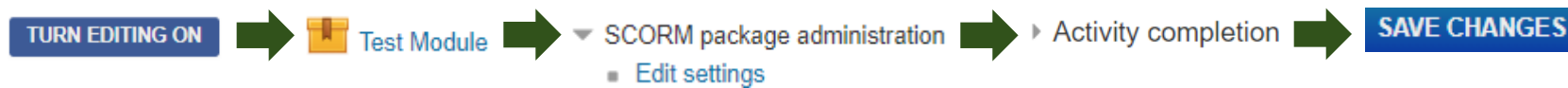
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Online

Issue: The online course module is not checking off and completing for learners.

Solution: Check the Module's Activity Completion setting in Moodle.

Turn editing on -> Click into the Module -> Click Edit settings -> Go down to Activity completion -> Save Changes



Generally for modules with a passing/completion tracking embedded, the settings should be set as per below:

Require grade Student must receive a grade to complete this activity

Require minimum score Disable

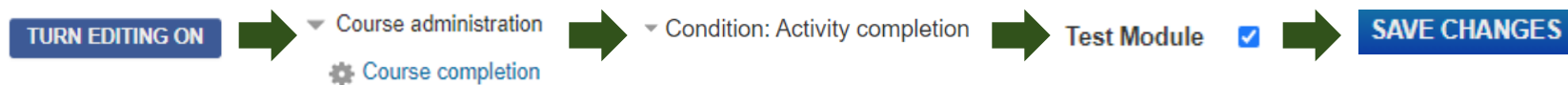
Require status Passed

Completed

Issue: The online course is not completing for learners after all course activities have been completed.

Solution: Check the Moodle Course Completion settings to make sure the **current/required** course activities are tracked.

Turn editing on -> Click Course completion -> Go down to Conditions: Activity completion -> Check off all required modules -> Save Changes



If Conditions: Activity completion is greyed out, please unlock the Course Completion first, and then proceed with updating the settings.

UNLOCK COMPLETION OPTIONS AND DELETE USER COMPLETION DATA

Note: the system will take a few minutes to update after changes to the Course Completion settings have been made.

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Issue: Learner cannot access the course when using the provided course link. Learners see the “you cannot enroll yourself in this course” message.

Solution: Please make sure you are providing the LearningHub course link (Learner View) instead of the Moodle link. Learner must be registered into the course on LearningHub in order to access the course content in Moodle. Do not distribute the Moodle link.

Issue: Unable to upload modules due to file size.

Solution: Module file sizes should not exceed 300mb due to limited amount of space within our system. Please modify your file (i.e., split up the module or reduce the videos within the module) if it is larger than 300mb.

Issue: Unable to update an existing module.

Solution: Please make sure the file names of the existing module file and the new module file are identical. Drag and drop the new module file in the Package file section to override the existing module file. For further instructions, please refer to [Updating Course Content](#).

Issue: Course Manager does not have editing access.

Solution: Submit a [course management ticket](#) as only LearningHub Admins are able to add these roles.