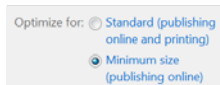


File Types

Although most types of files can be uploaded and accessed in **Moodle** it is important to recognize that many mobile devices do not have the proper viewing software to open the files. To provide students with the best user experiences, faculty can:

- Reduce file sizes (read the “files size” section for more details).
- Convert Word, Excel and PowerPoint files to PDFs using the minimum size optimization option.
- Avoid uploading video and audio files into Moodle, and link to them instead. Contact online@msvu.ca to get a private link for your video on VIMEO.



The **Collaborate** whiteboard feature allows faculty to upload and share PowerPoint and image files, but it is not optimized for other file types.

- Use the “Application Sharing” feature to share Word, Excel, PDF, Minitab and Webpages.
- Use the “Web Tour” feature to share video and audio files. Please note that the Web Tour feature may not be available on mobile devices.

Reminders

Device							
Desktop	✔	Laptop	✔	Tablet	⚠	Phone	⚠
Connectivity							
DSL	✔	Broadband	✔	Wireless	⚠	Dial-up	⚠
Browser							
Firefox	✔	IE	⚠	Chrome	⚠	Safari	⚠
File Size							
<5mb	✔	<25mb	⚠	25-50mb	⚠	>50mb	✘
File Type*							
PDF	✔	Excel	⚠	Word	⚠	PowerPoint	⚠
Video & Audio							
Link to VIMEO	✔	Link to an FTP server	⚠	Uploaded to Moodle	⚠	In PowerPoint	✘

✔ - Provides the most reliable experience

⚠ - May not provide all features reliably

✘ - Not recommended

* Users need to have the correct software in order to be able to open many files.

Training and Support

Staff in Distance Learning are available to provide coaching sessions for faculty intending to use Moodle and Collaborate. Documentation and video explanations of various key features are also available online at msvu.ca/moodle. Make an appointment for an orientation:

Hanaa Aboushahla
Courseware Administrator
902-457-6489

Susan Saulnier-Smith
Web Course Technician
902-457-6717

For Help

Submit a help ticket at msvu.ca/moodle.

Moodle and Collaborate help is also available from **Monday to Friday, 8:00 - 4:30 AST** by phone: 902-457-6511 or 1-800-665-3838.

For after-hours emergencies accessing Moodle or Collaborate, call the switchboard at **902-457-6788** and request DLCE support for Moodle and/or Collaborate.

Quick Guide -

Moodle & Collaborate



Moodle and Collaborate

Moodle is the Mount's Learning Management System (LMS) which serves as the primary "site" for distance courses. Moodle is available to **all** Mount faculty for posting course content and keeping in touch with their students.

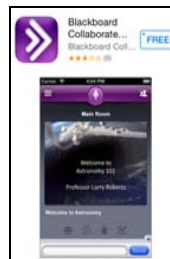
Blackboard Collaborate facilitates real-time communication and recording of online classes, seminars, and presentations. Collaborate is also handy for online office hours, engaging guest speakers in classes, holding meetings with colleagues in various locations, and more.

Your experience using Moodle and Collaborate can vary depending on the device you are using, how you are connecting and the type of content you are accessing. This pamphlet provides a quick overview to get you started, however, more detailed information can be found on the resource sites at msvu.ca/moodle.

Device Type

To experience the full functionality of both Moodle and Collaborate, use a reasonable internet connection and a MAC or a PC computer with the minimum specification as outlined at msvu.ca/moodle.

Mobile devices can be used to access both Moodle and Collaborate, but full functionality may not be available on all device types. The *Collaborate app* is downloadable for free from the Google Play Store and Apple app store and will be required for many mobile devices.



It is not recommended to rely solely on tablets or smart phones for Moodle and Collaborate access.

Connectivity

Internet connection speed can affect faculty and student experiences with Moodle and Collaborate:

- Using Mount classroom computers or plugging into a wired network connection on campus typically provides sufficient internet access speeds for a good user experience.
- Using free WIFI in public areas, dial up, or your smartphone 2G/3G/LTE connection may provide less than optimal connection speeds, resulting in laggy Moodle webpages and choppy Collaborate sessions. WIFI will typically provide a better experience than 2G/3G/LTE.
- Moving in a car/bus and using your smartphone for internet access typically reduces connection speed versus being stationary. Faculty should advise students to use the best available internet access for optimal experiences.

Note: Collaborate requires you to explicitly set the connectivity type you are using. If you do not do this, Collaborate will assume you are on the highest internet connection speed and may deliver more content than your connection can handle.

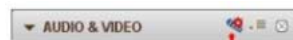
Set your connection speed

PC: Edit → Preferences → Session → Connection

MAC: Blackboard Collaborate → Preferences → Session → Connection

Configure your audio

From the Tools menu, click Audio → Audio Setup Wizard



Audio Setup Wizard

Browsers

Browser choice is personal and most of us will have a preferred browser. Not all software behaves the same across the different browsers or even within different versions of a browser. The recommended browsers for Moodle and Collaborate are shown in the reminders table on the next page.


File Size

The size of your files can determine whether they can be uploaded and whether they will be easily accessed by students using mobile devices. We suggest you stay within the recommended parameters.

- **Files for Moodle:** Please limit uploading resource files to under 5MB/upload.
Tip: Convert PowerPoint files to PDF format convert using the minimum size optimization option.
- **Files for Collaborate:** When uploading a presentation to the whiteboard area, the recommended maximum file size of a PowerPoint is 20MB.
Tip: Split the PowerPoint file into two or more files if the presentation contains more than 40 slides.
General Tip: To minimize the file size of a PowerPoint, change images to GIF or JPEG format.

Determine the size of your file:

PC: Right click on a file name → Properties → look for "size" label

MAC: Click on the "List View" button  at the top of the opened window → look for "size" column