

### **Magic with Moodle**

10 Using forums to answer student questions (rather than email)



Forensic and Mental Health (C83FMH UK) (AUT 14-15)

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School of Psychology

Module: Forensic and Mental Health (C83FMH) (FYR 12-13)



# Background



Forensic and Mental Health (C83FMH UK) (AUT 14-15)

- A popular 3<sup>rd</sup> year module: 120-130 students each year
- Examined at the end of summer term
- Lots of students want to ask questions
- Students emailed one of us individually or came to our offices
- Found ourselves repeating the same information often important enough for all students (not just the questioner)
- Email often unclear, not thought through and asking questions already answered online



#### What we did

Answer questions only on Moodle!

- Emailed all students to tell them
- Every time we received a question, we would post it on the module's News Forum in Moodle and answer it there
- Everyone could benefit from the response

How many answers should I prepare?

Ellen Townsend

0

0

Ellen Townsend

Mon, 22 Apr 2013, 01:02 PM



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When to write the seen question	(2)	Ellen Townsend	0	0	Ellen Townsend Thu, 2 May 2013, 12:34 PM
Reminder revision session		Claire Lawrence	0	0	Claire Lawrence Mon, 29 Apr 2013, 11:28 AM
Interventions for victims of homicide risk	J.	Claire Lawrence	0	0	Claire Lawrence Mon, 29 Apr 2013, 11:26 AM
Additional reading		Claire Lawrence	0	0	Claire Lawrence Mon, 29 Apr 2013, 11:24 AM
Weighting of seen question		Ellen Townsend	0	0	Ellen Townsend Thu, 25 Apr 2013, 12:50 PM
How many answers should I prepare?		Ellen Townsend	0	0	Ellen Townsend Mon, 22 Apr 2013, 01:02 PM
Sections in the FMH exam	July 1	Claire Lawrence	0	0	Claire Lawrence Mon, 22 Apr 2013, 11:37 AM
Sexual violence and sexual assault questions		Claire Lawrence	0	0	Claire Lawrence Mon, 22 Apr 2013, 09:51 AM
Interviewing witnesses - effective methods		Claire Lawrence	0	0	Claire Lawrence Tue, 16 Apr 2013, 10:56 AM
	N. Section 1				



### How it worked with students

- The forum has been useful a good way to communicate
- We received far fewer questions in general
  - students took more time to consider whether the question was already answered, either on the News Forum or elsewhere online.
- Students like the fact that they are notified by email each time a question or answer is posted.
- Students like seeing answers to questions that they hadn't thought of themselves
- Everyone gains



# Tips and recommendations

- State at the start of the module that this is the way to communicate with lecturers on the module
- Stick to the policy of posting questions to the forum and not answering individually (unless it is personal or confidential, of course); otherwise, you'll end up having two competing systems in place

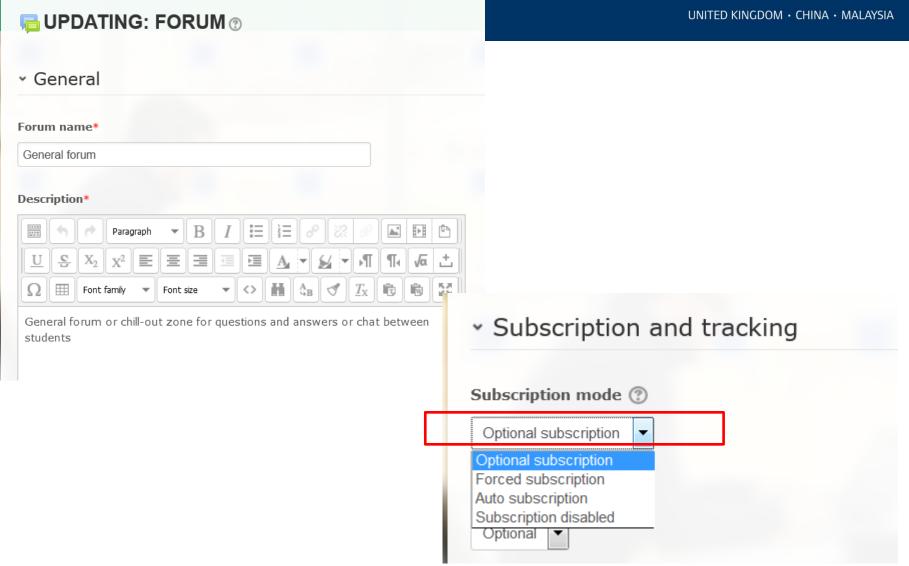


# Next steps

- Use a forum that allows students themselves to post the questions on Moodle
- Remember to check for and answer questions quickly
- Can set up the forum to have students opt into subscriptions (receiving emails) or set to forced subscription so they will always receive email alerts.

				PM
Exam Question (Possibly for Revision Lecture)	N 1 MT	1	0	Claire Lawrence Thu, 27 Nov 2014, 1:35 PM
Canter Review	r v in	1	0	Claire Lawrence Wed, 19 Nov 2014, 2:12 PM
Are treatments and interventions virtually the same?	Trees for the Management	1	0	Ellen Townsend Tue, 18 Nov 2014, 1:43 PM
Hollin Booding	Claire Alexandra	1	0	Claire Lawrence





#### Learning Team Support

<u>learning-team-support@nottingham.ac.uk</u>

Blog: bit.ly/ltnottingham

Moodle Help: bit.ly/uonmoodlehelp

(or search Workspace for "Moodle help")