

Moodle needs to Google how to be reliable

Students and instructors weigh in on online malfunctions frustrating campus

by Megan McCoy



screenshot: clackamas.edu

Although Moodle is supposed to be an online resource for students and staff, the bugs and glitches it gets at times can make it more of a hassle than help for many people at Clackamas Community College.

With midterms underway, many students and staff members rely on using Moodle for their classes. However, Moodle was down all day on Sunday, the day before midterms, so if students wanted to submit assignments or if teachers wanted to grade, they were unable to access it.

CCC student Ezra Molina is currently using Moodle for his math class. Molina said the outage that happened on Sunday wouldn't necessarily affect him, but it has in the past.

"A while ago I was in writing 122, I was writing an essay ... I needed [to answer] a last second question. I could find the question on the Moodle page but it wasn't working and I had to email my teacher," Molina said. He also explained that due to the inconvenience, his essay ended up being a day late.

Instructors are impacted when Moodle goes down as well. It can make grading and communicating with students more of a challenge.

"Fortunately for me, my classes will be minimally impacted as I have prepared my students by communicating this down-time and my curriculum is not heavily dependent on Moodle access." Explained science instructor, Jennifer Bown in an email. I think the timing of a Moodle outage right in the midst of midterm week is least desirable and many other classes will be much more impacted."

These glitches and outages can be frustrating, but according to Jill Freeman, the Distance Learning Department Chair, there is nothing they can do when Moodle goes down.

"We don't host it here, it's hosted off site with a group called Moodle Rooms," said Freeman.

"We've had conversations with Moodle Rooms about how we need them to time things and be different about it and we've advocated really strongly

for that, but because we aren't their only client, we don't have a lot of pull," Freeman said.

There is nothing they can do when Moodle goes down.

Freeman suggested that if students are ever in a position where they can't login to Moodle, they can use the "backdoor," which is online.clackamas.edu and see if they can login that way.

"I think the other thing is to be in communication with your faculty about due dates and making sure that they have understanding," Freeman mentioned.

Another thing students can do if they are having problems with Moodle, is talk to someone at the Student Moodle Help Desk in the Dye Learning Center.



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