



# Moodle - Online Quizzes

## Frequently Asked Questions

---

*Moodle is an e-Service that allows the faculty of AU create personalized learning environments for their courses each semester, where they can upload lectures' materials, create different kinds of assignments, quizzes and other interactive features. This document is dedicated to answer the frequently asked questions regarding the Online Quizzes feature.*

---

### The Office of Information Technology

✉ [helpdesk@ajman.ac.ae](mailto:helpdesk@ajman.ac.ae)

☎ 06-7056500, or Ext.: 6500

2019-2020

This product or document is protected by copyright. No part of this product or document may be reproduced in any form by any means without prior written authorization of Ajman University (AU).

Copyright 2010-2011 Office of IT, AU.  
All rights reserved

Release Date: Wednesday, March 31, 2021

Version # 2.1

#### What's new?

Minor language changes were applied.

## Table of Contents

1. Creating the quiz.....	3
1.1 The quiz settings.....	3
1.2 Adding questions .....	6
2. Attempting the quiz .....	11
3. Grading the quiz .....	13
4. General questions.....	17

## 1. Creating the quiz

### 1.1 The quiz settings

**Q1: If the instructor prepared the quiz before the actual quiz day, will the student be able to preview/see the quiz, or it will be visible at the exact time of the quiz?**

The student will be able to see the quiz name in the course page; however, the quiz will not be accessible before the actual quiz date and time; it will be accessible on the exact date and time specified in the quiz settings.

**Q2: Can I change the quiz opening time?**

Yes, by following the below steps:

- 1- Once you turn editing on for the course in Moodle, click on the **Edit** button for the quiz and then on **Edit settings**.
- 2- Change the **Open the quiz** option in the **Timing** section as needed.
- 3- Click on the **Save** button.

**Q3: When do I need to set a password for the quiz?**

This is useful if you need to give a specific student/group of students access to the quiz. If you specify a password, then **participants must enter the same password (should be shared with them)** before they are allowed to attempt the quiz.

**Q4: Can I specify the quiz for a specific group (CRN)?**

Yes, by using restricted access. Learn more about this feature through its manual in the Collection section of Moodle.

**Q5: Can I copy the same quiz on the same course and make some changes to it?**

Yes, once you turn editing on for the course in Moodle, click on the **Edit** button for the quiz and then on **Duplicate**.

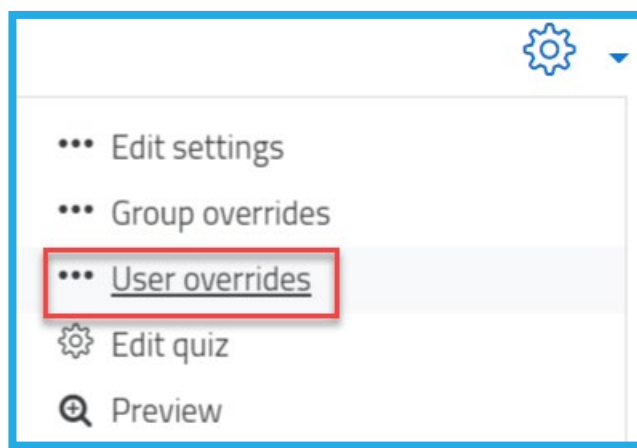
**Q6: In case a course is available in different study plans and appears multiple times in Moodle's Dashboard, how can the instructor allow all students to attempt the quiz?**

In case of different study plans (the course appears more than once in Moodle's dashboard), the instructor has to create the quiz in the first course, back up the

created quiz, and then restore it in the second course. For more details about the back-up and restore process, kindly check its manual in the Collection section of Moodle.

**Q7: How can I give a particular student/s an extra time/number of attempts?**

Inside the quiz, click on the **gear icon** and then click on **User overrides** to select one or more users and change quiz dates, times or number of attempts for the selected users.



**Q8: How can I give student/s a chance to second attempt?**

Inside the quiz, click on the **gear icon** and then click on **User overrides** to select one or more users and change quiz dates, times and number of attempts for the selected users. If the number of attempts for the quiz is one, then the number of attempts for the selected student/s should be two.

**Q9: Can the instructor make a make-up exam for a specific student, not whole CRN?**

Yes, the instructor can set exam for a specific student by using **Quiz Settings** → **Restrict Access** → **User Profile** → then choose the **ID number** and enter student ID.

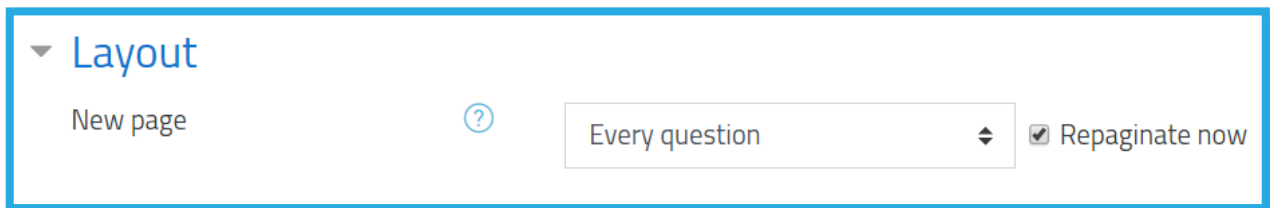
### Q10: How can I block the browser while attempting the quiz?

Browser security should be set through the **LockDown Browser Dashboard**. LockDown Browser is a customized web browser that must be downloaded and installed on the computer that the student is using to attempt the quiz. It restricts the student use of browser more effectively than a pop-up window option. This will disable the following during the exam: full screen, web navigation, shortcut keys, copy and paste, surfing the web, using any other application. There will be a separate manual specifically for LockDown Browser available on Moodle.

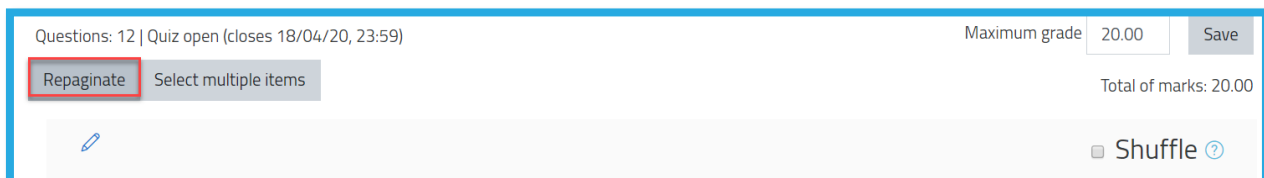
### Q11: How to limit number of questions per page?

You can do this in two different ways:

- a) Either use **Edit settings**, as follows:
  1. Click on **Layout**
  2. Choose the number of questions per page from **New page** drop-down menu.
  3. Check the **Repaginate now** box.



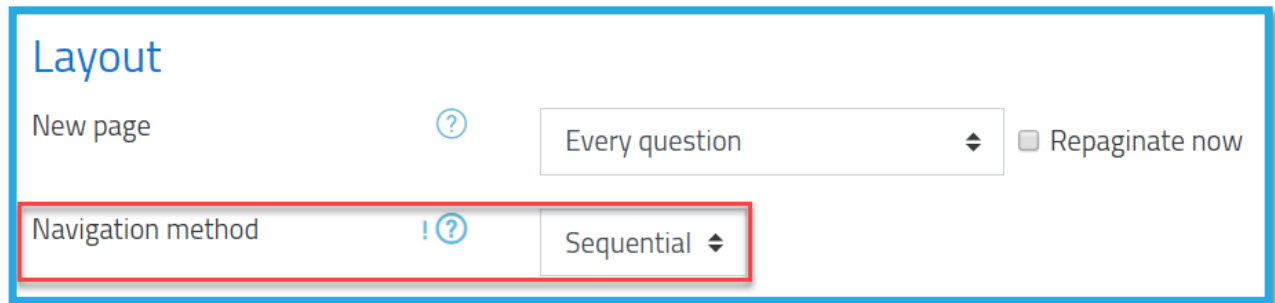
- b) Or use **Edit quiz**, as follows:
  1. Click on **Edit Quiz**
  2. Click on the **Repaginate** button.
  3. Use the pulldown menu to repaginate with number of questions per page.
  4. Click on **Go**.



If you set one (1) question at a time, then it will display only one question at a time as per the settings. Please click on preview to see how the students will see the quiz.

**Q12: How can I make the students answer questions in the same order, and not allow skipping questions for later or going back to the previous questions?**

Choose **Sequential** from the **Navigation method** in **layout**.



The screenshot shows the 'Layout' settings panel. At the top, there is a 'New page' label with a help icon, a dropdown menu set to 'Every question', and a 'Repaginate now' checkbox. Below this, the 'Navigation method' dropdown is highlighted with a red rectangular box and is set to 'Sequential'. A warning icon is visible next to the 'Navigation method' label.

**Q13: Is it recommended to use sequential question or random question settings?**

It is not recommended to use sequential. This is as per the senior administration recommendations. However, this is fully depending on the instructors and their judgment.

**Q14: What happens if the student keeps one question empty in case of sequential navigation method?**

The student will not be able to go back to the previous question (empty question) once moved into the next question.

**Q15: Can I set a time for each question?**

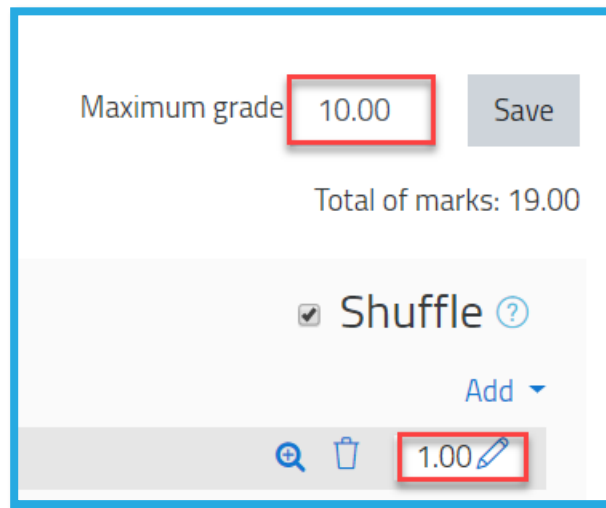
No, you can't.

**Q16: How to allow the all student to attempt the same quiz again?**

You can do this by changing the number of attempts and decide on the grading method.

### Q17: Can I change the max marks for the quiz?

Yes, you can set how many points each question is worth by changing the number in the box to the right of each question and click **Enter** and you can change the maximum grade by changing the number in the box top right at the top of the quiz and click **Enter**. Noting that the default is one point per question and 10.00 maximum grade.



The screenshot shows a Moodle quiz configuration interface. At the top, there is a 'Maximum grade' label followed by a text input field containing '10.00' and a 'Save' button. Below this, it says 'Total of marks: 19.00'. In the center, there is a 'Shuffle' option with a checked checkbox and a help icon. At the bottom, there is an 'Add' button with a dropdown arrow. At the very bottom, there is a row of icons: a magnifying glass, a trash can, and a text input field containing '1.00' with an edit icon. The '1.00' field and the '10.00' field are both highlighted with red rectangles.

## 1.2 Adding questions

### Q1: Can the instructor import questions from a file?

Yes. If the file supported file types by Moodle.

### Q2: Can I select any number of questions from the question bank in Moodle?

Yes, you can, as long as the number of questions selected does not exceed the number of questions in the question bank. Please note that the more questions you add to the question bank, the more randomized the questions would be for the students.



**Q3: Would the system select different questions for different students?**

Yes, if the instructor adds random questions and selects the **number of random questions** to be added in the quiz, as illustrated below:

Add a random question to page 1

Existing category | New category

1 Category: Default for COM111\_201910

☐ Include questions from subcategories too

Tags: Any tags

Search

Number of random questions: 2

Questions matching this filter: 0

3 Add random question Cancel

**Q4: Will the system shuffle and select the required number of questions automatically?**

Yes, in order to do that, check the **Shuffle** box at the top of the screen, while adding the questions, as illustrated below:

Maximum grade: 10.00 Save

Total of marks: 12.00

☐ Shuffle ?

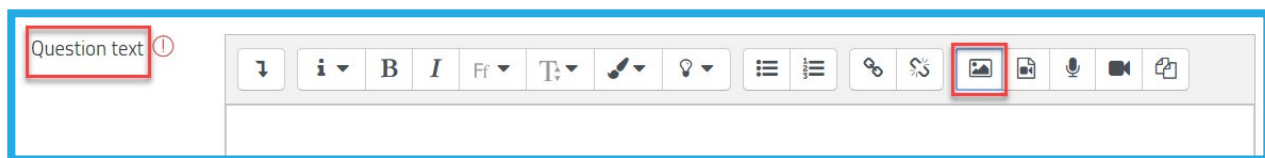
Add ▾

**Q5: Can the instructor upload a file in question test?**

No, the instructor can only upload a file (such as an image) or add audio/video in the question text.

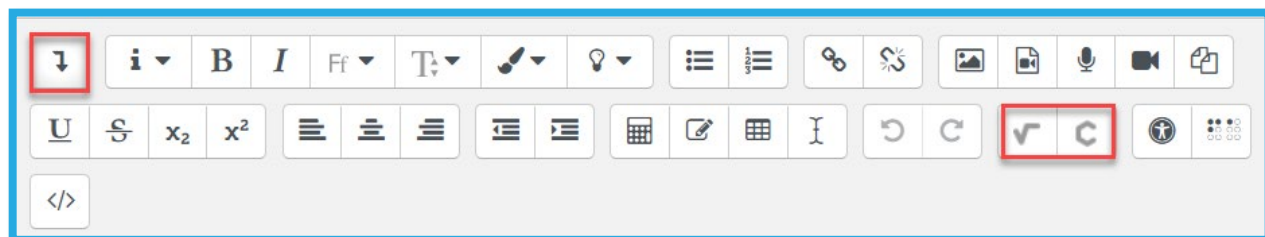
**Q6: How can the instructor include pictures or ChemDraw of molecules and reaction equations into questions?**

1. Save the ChemDraw of molecules and reaction equations as image in jpeg format.
2. Create the question text and select an image to display adding a picture to the question from "insert or edit image" icon as illustrated below:



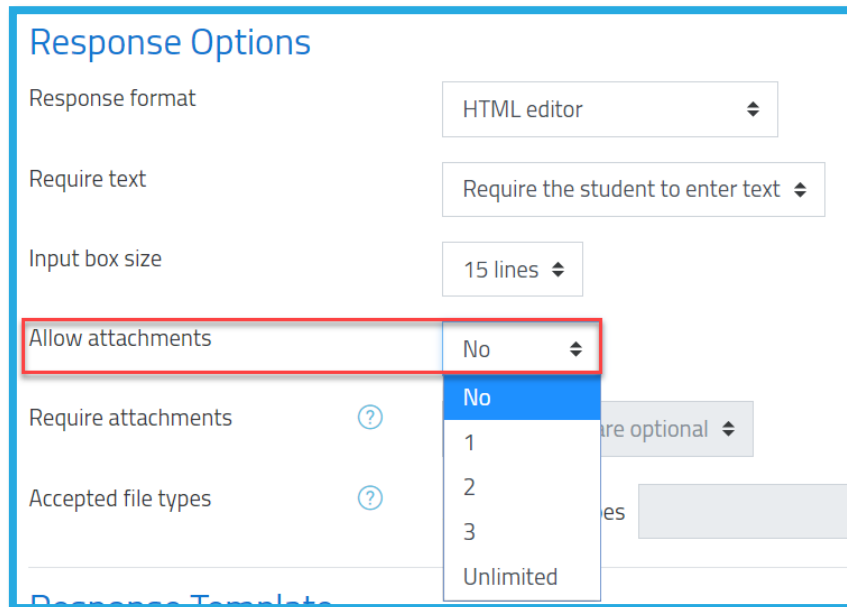
**Q7: How can the instructors, or students, write equations in questions and answers?**

By using the Equation Editor tool which have been added to the Moodle to ease the typing of Mathematical equations (**MathType**) and Chemical symbols (**ChemType**) as illustrated below:



**Q8: Can students answer essay questions by uploading files?**

Yes, they can, if the instructor specifies the number of attachments in the **Allow attachments** field in the **Response Options** section.



The screenshot shows the 'Response Options' section of a Moodle quiz question editor. The 'Allow attachments' dropdown menu is open, displaying the following options: 'No' (highlighted in blue), '1', '2', '3', and 'Unlimited'. Other visible options include 'Response format' set to 'HTML editor', 'Require text' set to 'Require the student to enter text', and 'Input box size' set to '15 lines'.

**Q9: Can students answer essay questions by uploading an image?**

Yes, by clicking on the **insert or edit image** button.

**Q10: Can the student record a short audio response to answer the question asked instead of writing a text?**

Yes, if the instructor uses the **Record Audio** question type. Learn more about this question type through the Online Quiz manual in the Collection section of Moodle.

**Q11: Is the feedback mandatory?**

No, it's optional.

**Q12: Will the “Preview” button make the quiz visible for the students?**

No, this button is for the instructor ONLY, and it is used to preview the quiz from the student's perspective.

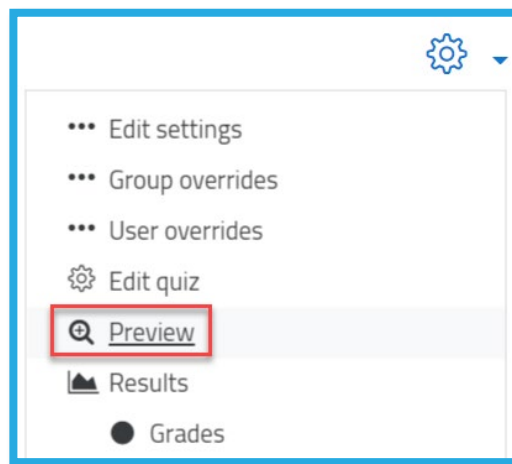
**Q13: Can I add new questions after a student attempted the original version of the exam?**

The instructor can add or remove questions as long as there's no student attempt the quiz. If one or more students have taken the quiz, you will see a list of all the questions in the quiz and a notice saying that you cannot add or remove questions.

## 2. Attempting the quiz

**Q1: How can I give the quiz a try before releasing it to students?**

From inside the quiz, use the **Preview** feature.



**Q2: Is there a way in the settings not allow late students to attempt the exam if they are late? i.e. preventing the student to attempt the exam if s/he did not attempt the exam within 10 minutes of the start time?**

No, there is no such an option.

**Q3: Can students attempt the quiz from mobile or tablet?**

Yes, they can but it depends on device settings and its recommended to attempt the quiz through PC or Laptop.

**Q4: Does the timer appear for students while attempting the quiz?**

Yes, If the instructor enables a **time limit** in the quiz settings, a countdown timer will appear in the quiz navigation block, as illustrated below:



**Q5: Why are some students unable to view the pictures in the quiz?**

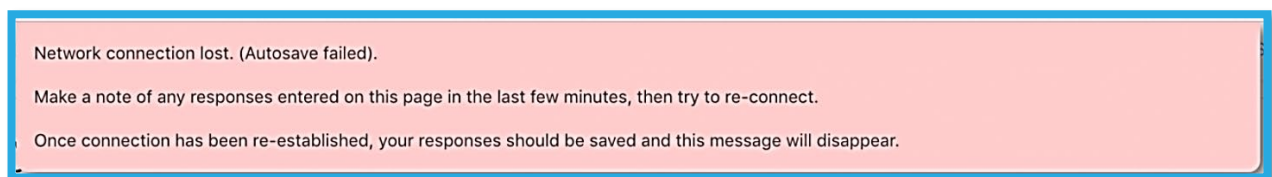
This is not a technical issue, as it is related to the settings of the internet browser.

**Q6: Can the student copy and paste a text to answer essay questions?**

Yes.

**Q7: What happens if the student had an internet connection issue during the quiz?**

If Moodle detects that the student's Internet connection has dropped, a warning message is displayed and it requests the student to make a note of recent responses.



The Student can continue the quiz depending on the below quiz setting which are set by the instructor:

- The time limit.
- Quiz closing time.
- When time expires (open attempts are submitted automatically).

**Q8: What does the below error mean?**

Network connection lost. (Autosave failed).

Make a note of any responses entered on this page in the last few minutes, then try to re-connect.

Once connection has been re-established, your responses should be saved and this message will disappear.

Student has an internet connection issue.

**Q9: If the student receives a message that his/her exam was not submitted, what does that mean?**

In such case, the instructor chose “**Attempts must be submitted before time expires, or they are not counted**”, in the timing settings of the quiz, which means students should click on the **Submit** button before the time expires.

### 3. Grading the quiz

**Q1: Why are some students able to see their grades directly after completing the Online Quiz, while other may not?**

This is due to one of the “Review options” settings under “Quiz Settings”.

The instructor can manage the information that students can view. The settings for grades can be set under one of the following “Review Options”:

- “During the attempt”: while the students are taking the quiz attempt.
- “Immediately after the attempt”: within two minutes after the attempt is submitted (when the student clicks the ‘Submit’ button).
- “Later, while the quiz is still open”: after the two minutes are up, and before the quiz close date.
- “After the quiz is closed”: after the quiz close date has passed. If the quiz does not have a close date, this state is never reached.

In this case, the instructor must choose “Marks” under “Immediately after the attempt”, as illustrated below:

The screenshot shows the 'Review options' settings for a quiz. It is divided into four main sections: 'During the attempt', 'Immediately after the attempt', 'Later, while the quiz is still open', and 'After the quiz is closed'. Each section contains a list of options with checkboxes. In the 'Immediately after the attempt' section, the 'Marks' option is checked and highlighted with a red box. The 'Immediately after the attempt' section header is also highlighted with a red box.

During the attempt	Immediately after the attempt	Later, while the quiz is still open	After the quiz is closed
<input checked="" type="checkbox"/> The attempt	<input type="checkbox"/> The attempt	<input type="checkbox"/> The attempt	<input type="checkbox"/> The attempt
<input type="checkbox"/> Whether correct	<input type="checkbox"/> Whether correct	<input type="checkbox"/> Whether correct	<input type="checkbox"/> Whether correct
<input type="checkbox"/> Marks	<input checked="" type="checkbox"/> Marks	<input type="checkbox"/> Marks	<input type="checkbox"/> Marks
<input type="checkbox"/> Specific feedback	<input type="checkbox"/> Specific feedback	<input type="checkbox"/> Specific feedback	<input type="checkbox"/> Specific feedback
<input type="checkbox"/> General feedback	<input type="checkbox"/> General feedback	<input type="checkbox"/> General feedback	<input type="checkbox"/> General feedback
<input type="checkbox"/> Right answer	<input type="checkbox"/> Right answer	<input type="checkbox"/> Right answer	<input type="checkbox"/> Right answer
<input type="checkbox"/> Overall feedback	<input type="checkbox"/> Overall feedback	<input type="checkbox"/> Overall feedback	<input type="checkbox"/> Overall feedback

**Q2: Why don't the marks show and the results appear as “not graded yet” after the quiz is submitted?**

In this case, there must be essay questions or audio recordings within the quiz. The instructor should grade these questions first manually and then the grades will be displayed.

**Q3: Can I grade some of the questions from the quiz manually instead of automatically grading and other parts automatically?**

Yes, you can, by using manual grading.

**Q4: How to enter grades for essay questions and appear in grades report?**

You can do this by using the manual grading.

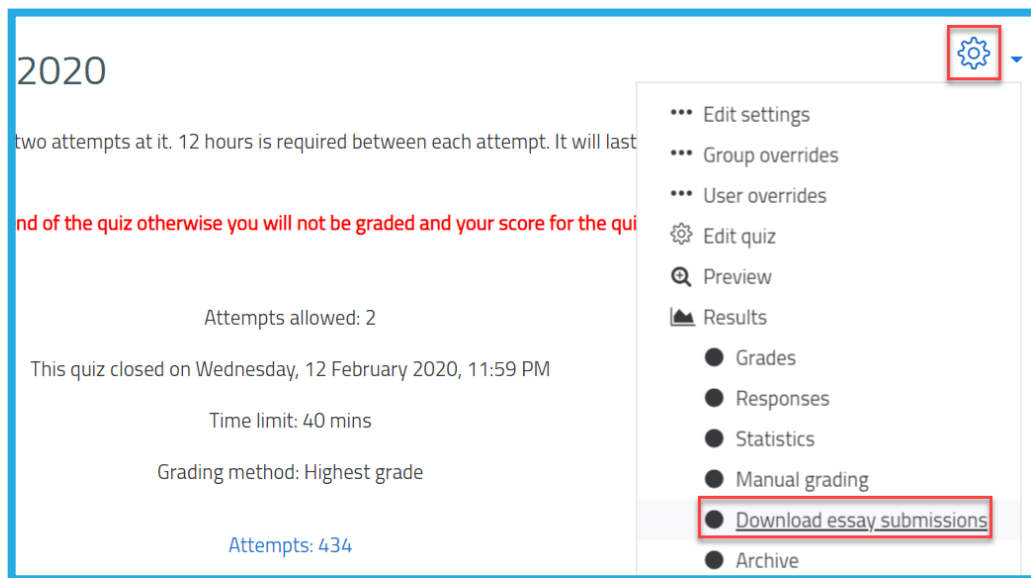
**Q5: How to set manual grading for the Online Quiz?**

1. Inside the course, click on the quiz.
2. Click on the **gear icon** and then on the **Manual grading** button.
3. Click on the **Also show questions that have been graded automatically** button.
4. Choose the question that you want to grade it manually, then Click on **Update grades** under **Automatically graded** column.
5. Click on the **Save and go to next page** button

**Q6: How to download the responses for the essay questions?**

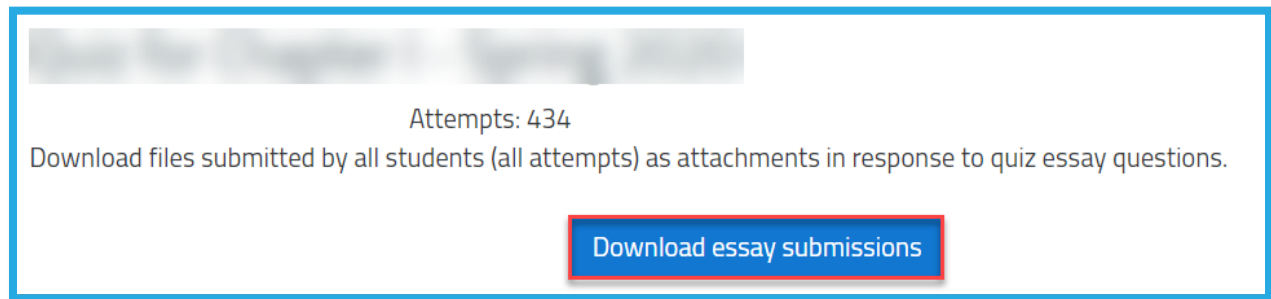
You can do this by following the steps below:

1- Inside the quiz, click on the **Gear icon** and then on **Download essay submissions**, as illustrated below:





2- Click on the **Download essay submissions** button, as illustrated below:

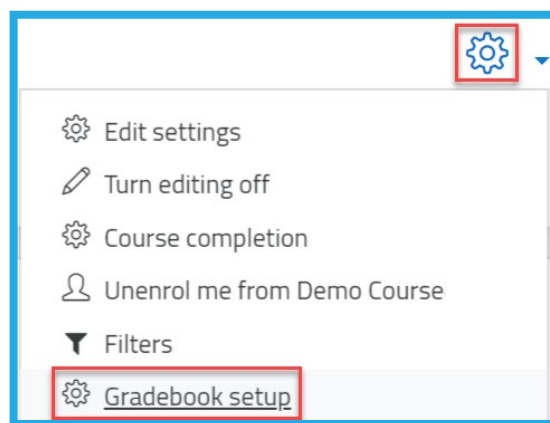


3- A zip file consisting the attachments/files submitted by students in response to the quiz essay questions will be downloaded for your review.

### Q7: How to hide online quiz results from the students?

To hide the quiz grade from the students, follow the below steps:

1- Inside the course, click on the **gear icon** select **Gradebook setup**, as illustrated below:



2- In the row for the quiz item you wish to hide its grade, under the **Actions** column, click on **Edit**, and then on **Edit settings**.

3- Tick the **Hidden** box.

### Q8: Can I reorder the students in grades' reports to list them alphabetically?

No, but you can reorder the students' list depending on Student ID by clicking on the "First Name and Surname" column and you can do the same in the banner system.

#### Q9: How to download the grades report?

The grades report can be downloaded by following the steps below:

1. Click on the quiz.
2. Click on the **gear icon** and choose **Grades** from the **Results** section.
3. Specify if you want to include the **Marks** for each question in the report.
4. Choose the grades report file format then click on the **Download** button.

This report shows all the students' quiz attempts, with the overall grade, and the grade for each question (if you select "Yes" in step 3 mentioned above).

#### Q10: Why do student ID and first name appear as one column in the Grades report?

The office of IT has updated the First Name field to include the Student ID so that the students' IDs appear in the Online Classes Attendance report. This action was taken to overcome the issue that the Online Classes attendance report did not include the Student ID. This update applies to all Moodle reports (including the grades report).

#### Q11: How I can post the students' online quiz grade separately?

The instructor doesn't need to post the online quizzes grades for the students, he may select the **Mark** option, which is located in the **After the Quiz is Closed** column under the **Review Option** settings, and then the student should click on the quiz to be able to see the results.

### 4. General questions

#### Q1: Does the Teaching Assistant in my course have access to see the Online Quiz in Moodle?

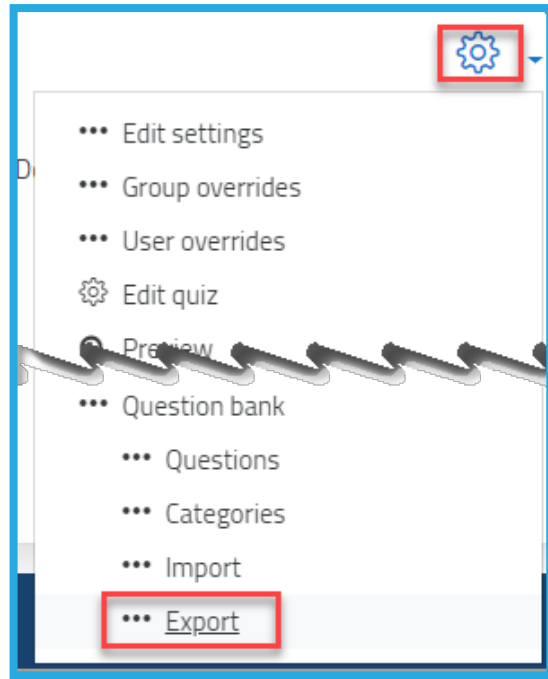
Teaching Assistants have same privilege as instructors, hence they have access to the Online Quiz same as the instructor. There is no separation between the instructors in same course in Moodle.

#### Q2: Can I download the quiz to attach it to the course file?

Yes, you can export the quiz by following the below steps:

- 1- Inside the course, click on the quiz.

2- Click on the **gear icon** and then choose the **Export** under the Question bank section, as illustrated below:



3- Select the output type required for the exported file.

- GIFT format
- Moodle XML format
- XHTML format

**Q3: What happens if the instructor deletes the quiz by mistake?**

The instructor will be able to restore any deleted activity or resource in Moodle within 60 days; **however, the restore will not include the submitted answers and grades** as it will be for the quiz questions ONLY.