EARLY LITERACY COURSE – FAQS

I have missed the deadline for the assignment.
- You can still submit your assignment even if the deadlines have passed. Our preference is that you are able to complete the work and the deadlines are there to encourage you to do so in a specific amount of time. If you are unable to submit your work in that timeframe, please do so as soon as possible after the deadline has passed. While the Moodle might indicate that the deadline has passed, 'late' submissions are still available.

Can I submit my assignment over WhatsApp?
- No. Assignment submissions can only be made via Moodle. If you are having issues logging in, please do some trouble shooting to try and figure out what the issue is (incorrect username or password or connectivity), or email admin@aflia.net for assistance.

Can we submit one assignment as a group?
- No, although you are encouraged to work as a group, each individual must submit their own work. This might be a duplicate across the group for some activities, but for others, you will be submitting your own unique work.

How do the assignments work?
- The activities (assignments) for this course have a two-part process of completion. There is one deadline provided for the submission of materials, documents or text. Then, there is a second deadline (usually 24-hours later) provided for review (assessment) of your group work. You are required to submit your work on the first deadline, and then to review your peer's or group work by the second deadline. This second window allows time for the 'peer-to-peer' review, and for you to provide feedback on your colleagues' work.
- The details for each assignment are included in the Moodle 'Activity' heading, click through on the Activity link to read more. Sometimes there is more detail and context for the assignment included within the interactive lesson. Ensure you read each interactive lesson thoroughly before moving on to the Activities and Discussion Forums.

How do the discussion forum's work?
- The discussion forums are different to the activities / assignments in that you are not required to 'review' what other people are submitting. You should see these discussion forums as a guided conversation and contribute your thoughts and opinions in a sentence or two. Discussion prompts have been provided on the Moodle.
- If you come across an answer that interests you, or that you disagree with, this is an opportunity to reply to that person with your views and opinions.

I can't reply to the discussion topics

- Please check your internet connection and network connectivity. You will need to be online to use the Moodle.
- If you are unable to reply to the discussion topic, please mention this on the WhatsApp group, but take note of the specific discussion forum name when you do so. That way we can check why it's not available to you.

Are my activities graded?
- No. Your activities are not graded in the traditional sense with a point system. However, your work is peer reviewed by your colleagues and group members. This peer review process was deliberately selected for this course to allow us to share our expertise, to learn from each other, and to build a collaborative network.

How do I do a peer review / assessment?
- All that's required from you for a peer review is a well thought out comment on your colleague's work. Have a look at what they have produced and provide a respectful comment. Think about what you have produced and offer a comparison. Draw a conclusion as to how you think this work is beneficial. Read the activity / assignment instructions carefully, they will guide you towards the response required.

I don't understand the course content or what I should be doing?
- If you are having trouble understanding the course content, or the instructions for the activities or discussion forums. Please discuss this with your group and check what the other participants are doing. If this doesn't help, please reach out to the course facilitator, Dr Rachel Ojo on WhatsApp, describing your query in detail, or email kirstyvg@nba.co.za.

Do we contribute to assignments and forums as a group or as individuals?
- The course was designed so you could prepare your work on your own, or within a group by way of discussions and conversations on WhatsApp or other conversation platforms. However, you do need to submit all assignments and forum contributions as an individual.
- In some cases this might result in duplicates being uploaded to the Moodle, but in most cases you are doing your own submission and must upload this as an individual.

My group doesn't / is unable to work together due to network issues or time differences. How do we proceed?
- If you feel as though members of your group are inactive, you can proceed on your own, or find someone on the course that you are able to work with. Don't let them hold you back. The activities are designed so that you can benefit from consulting with members of a group, but also so they can be c as an individual.

I can't complete my assessments
- As part of the course completion requirements, you need to assess at least two contributions made by two different people on the course.

- The Moodle platform will randomly assign you the names of two people's work to assess.
- However, if people have not completed their assignments, you might only have one assessment, or in some cases no assessments assigned to you. Don't worry about this and proceed as normal.
- Please ensure you have completed your own assignments and that your work is up to date. If you have not made your own submission, this might prevent you from receiving work to assess.
- For your own benefit, try and find someone on the course who has completed the assignment and discuss your contributions with each other.

Technical FAQs

I don't have login details
- All the login details for the Moodle were sent via email. If you haven't managed to login please check the spam of junk mail folder in your email account to check if the email containing your login details is there.
- If you are unable to find an email containing your login credentials, please send an email to admin@aflia.net and ask to have your login credentials resent to the email address you are emailing from.

I haven't been assigned to a group yet?
- All participants have been assigned to a group based on the email address that was provided during registration. Check the Moodle for the group assignment tab to see which group you should be in.
- If you are still having trouble, please email admin@aflia.net

What is a breakout room? How do I get into one?
- The course live sessions are held on Zoom. The Zoom platforms offer breakout rooms which you can navigate to by following the instructions on your screen during a live session. These breakout rooms are smaller groupings of course participants.
- Breakout rooms are used for smaller more intimate discussions among participants, while the plenary session is typically used for presentations.

I can't login to the Moodle, please help.
- If you have never logged on to the Moodle, please look for the login credentials that were sent to you via email. Check your spam folder as they might be there.
- If you have logged into the Moodle but have been logged out again because your session has timed out, you can just log in again using the same credentials.
- If you are trying to use the credentials received via email and they are not working, or if you've reset your password and it's not working, please email [admin@aflia.net.](mailto:admin@aflia.net)
- Please note the login credentials required for Moodle are specific to Moodle, they are not the login details you use for the library, or for any other website platform.

Please check your email, as well as the spam folder in your email to find these login details as they were sent to you before the course launched.

I can't login to the Moodle because I don't have a stable internet connection.
- This course pilot is being conducted online, unfortunately if you don't have a stable internet connection, you will not be able to participate fully.

I can't access the videos to watch
- The videos are all embedded YouTube clips. If you can't watch the videos inside the Moodle, please click on the option that allows you to watch them via YouTube.
- Please check your internet connectivity as you will need to be online to watch the videos.
- If there is a specific video that won't play, or is serving an error, please report the name of this video to the WhatsApp group, or to kirstyvg@nba.co.za so we can follow up on the content query.

I can't submit my assignment.
- If you are having issues logging in to Moodle, please email admin@aflia.net and describe your problem. You will be assisted via email.
- If you think you are too late because the **deadline** has passed, please remember that on this course we have enabled late submissions and so you can submit your work at any time. However, if this is the case and you do submit late, you might miss out on the peer review process.
- If you are in Moodle but you're not sure how the activity / assignment submissions work, and you have read the instructions, please reach out to the facilitator, Dr Rachel Ojo, on the WhatsApp group. Please describe your problem in detail and we will try to assist. Alternatively ask a group member if they can help you with the instructions.
- If the submission button is not active, please mention this on the WhatsApp group, but take note of the specific assignment / activity name when you do so.

The assessment option is not available to me
- If people have not completed their assignments, you might only have one assessment, or in some cases no assessments assigned to you. Don't worry about this and proceed through the course as normal.
- Please ensure you have completed your own assignments and that your work is up to date. If you have not made your own submission, this might prevent you from receiving work to assess.
- If you think this is a technical issue, please try and log out and then log in again.
- If the page is blank, or showing a continuously loading symbol, this might be a connectivity issue. Please try and find a stronger network.
- If you have tried everything, you can email admin@aflia.net and check with the technical team.

I can't connect to the live sessions on Zoom
- Ensure you've downloaded the Zoom App

- Ensure you are using the correct link for the Zoom session; links expire after each session. You can find the link on the Moodle, alternatively it will be shared with you via WhatsApp.
- Ensure that you have a robust internet connection, streaming services like Zoom require good network connectivity.

The Moodle section I want to read, or work on is blank. What do I do?
- You might find that during the course you come across a section of the Moodle that is blank, or a page that looks as though it is continuously loading. If you are the only one experiencing this problem on this specific page or section of the Moodle, this means that this is typically a network issue that affects the way that you are able to interact with the platform and not a platform issue.
- The only way you can resolve this is to find a more robust internet connection.
- Course materials have been provided to you on PDF documents. Try to do the majority of your reading offline and log into the Moodle to complete your assignments, contribute to the discussion forums and complete the surveys.
- If you are able to, try to log out of the Moodle. Before you log in again, clear your browser history / cache. Once you have done this, then log in again.
- Ensure you are using the Google Chrome browser. This browser is the most compatible with the Moodle platform.