Introduction
This document gives you an overview of the Online Learning Environment (OLE) for our distance courses.

Benefits
The OLE helps you study by letting you:

- Test your comprehension with online quizzes.
- View electronic readings (eReadings), for example from the New Bible Dictionary.
- Read a more interactive version of the content, including pop-up Bible references and interactive Google maps of biblical places.
- Read the reflections, questions and insights of students in a forum with a moderator.

Accessing the Online Learning Environment (OLE)
There are two ways to access the OLE:

- **Moore Access** is a yearly subscription that lets you view the online resources to help you start your study in a flexible way. You can read the notes, attempt the quizzes, and view the forum discussions. However, you cannot post in the subject forums; this is reserved for enrolled students. When you feel ready for the exam in a subject, you can enrol in the PTC or ITS award.
- **Enrol in the PTC or Introduction to Theological Studies (ITS) awards.** Each enrolment includes Moore Access from the time of enrolment and for a year from the start of your term. During your term of enrolment, you will have additional access to some OLE tools in your subject, such as posting on discussion forums.

To use the OLE, you will need:

- A recent web browser. JavaScript needs to be enabled and the pop-up blocking functionality turned off for this site at least.
- An email address.

You can find the OLE at:

[http://elearning.moore.edu.au](http://elearning.moore.edu.au) (there is no ‘www’ before ‘elearning’)

We suggest you bookmark this link.

You will receive an email with your **MooreID and password.** Your MooreID is your eight-digit student number, which should be used when contacting the office. Your initial password will be a randomly assigned string. You can change your password by going to the Helpdesk section and clicking the ‘Change your password’ link.

The OLE is unavailable for a period sometime between the end of each exam period and the start of the next term for maintenance and upgrades. At times we may need to close access mid-term for urgent maintenance. We will attempt to give you as much notice as possible via the OLE’s calendar.
Site overview
The following images show you the OLE and how to use it. There may be minor differences with the live site as it is constantly being updated. You can also see a video tour at the How to Study Online section.

When you go to the OLE homepage, you will see a Log in link at the top right. Click it, and you will see the log in form below:

Enter your MooreID into Username and your password (included in your OLE registration email which you would have received after enrolling) and click Login.
The first time you login, you will be asked to accept the OLE's Terms of Use. Click Yes to accept these and access the OLE.

Next you'll be shown My home, which lists the subjects you have access to and any relevant activity since your last login (e.g. forum posts). On the top left is a Calendar, showing important dates. Dates with events will be colour-coded, and you can click on individual days to display these events. You can also add your own events (visible only to you). Note the Help and Links block, shown on the top right of most pages, which includes helpful links.
Click on **How to Study Online [Start Here]**.

This section helps you get started on your online study and includes this Online Learning Guide for future reference, a **video tour** of the OLE, simple steps to get started, as well as examples of the online tools you will use. You can also **practice using the online tools**. You can return to this section later.

Return to **My Home**, and click on **Helpdesk**.
The **Helpdesk** is the place to get help using the OLE. We strongly recommend you change your initial password to one of your choice, by clicking ‘**Change your password**’ under **Resources**. This will take you to My Moore, where you can view and change your details. The form below will be shown (you might need to log in first):

![Change Password Form](image)

Enter your old and new password. We recommend you use a mix of letters, capitals, and numbers. Do **not** use common words (e.g. names of family members or birthday). To think of a strong password that is easy to remember, you can think of a **phrase** and make the password with the initials of the words in the phrase. For example, “the fox jumped 5 BIG fences” would become ‘tfj5Bf’.

**My Moore** is where you can nominate an exam supervisor, change terms, see your previous enrolments, update your contact details, and more.

Now you are ready to look at a subject. Return to **My home**, and click on a subject (we’ll use **Introduction to the Bible** as an example).
The subject page will be shown. You can bookmark this page in your browser, which will give you direct access (after login). On the right column is a set of blocks with helpful information. At the top, the Help and Links block contains links to helpful resources. Next is the Settings block which gives you access to your profile and quiz grades. The Upcoming Events block shows further information from the calendar.

Each study has its own section, with the notes, a quiz, and links to eReadings and extra resources such as study summaries and discussion questions for small groups.

Click your name at the top right of the page to access your profile, which lists the information that other students can see about you. Click on Edit profile in the Settings block, on the top right of the page.
Here you can enter a brief description and a list of interests. You might want to upload your photo or an image to identify yourself. If you live in a different time zone to Australia’s Eastern coast, you might also want to select a time zone. You might like to read the section on privacy below. Lastly, you can set a range of useful options.

**Resources and Activities**
The OLE provides you with the following resources and activities (these may vary across subjects):

- **How to Study Online**: An area where you can practice using the various tools in the OLE.
- **Helpdesk**: An area with information about using the OLE and a forum where you can ask technical questions, suggest improvements, and report problems. You can also view video tutorials on common tasks.
- **Forums**: You can read the discussion of enrolled students. If you are enrolled in the current term (in the PTC or ITS awards) you can post in your subject’s discussion forum. See ‘Using the online forums’ below for more details.
- **Moderators**: Each subject has one or two moderators who lead the discussion and answer questions. These are typically students in a theology degree who have completed at least one year of study.
- **eReadings**: Digital versions of the readings suggested in your notes, provided by the Moore College library. They are copyrighted material for which we need to pay for a license. You should not distribute these to others.
- **Learning quizzes**: A set of questions to help you check your understanding of each study. You can do them as often as you like (they may be good revision before the exam). These do not count towards your final mark. We can also monitor the results, which will indicate areas that students as a whole are having problems with.
- **Tests (ITS students only):** These test your knowledge of a specific study and count towards your final mark. You can attempt these only once, and they have a time limit of ten minutes.
- **Interactive maps:** Online maps (using Google Maps) where we have added notes and place-markers relevant to the subject.
- **Passage lookups:** Display the Bible passage referred to in the study notes when your mouse pointer is over the reference. You can also click the reference and this will display the passage in context in a new window.
- **Frequently Asked Questions (FAQs):** An indexed and searchable set of questions that students have previously asked, with responses.
- **Calendar:** Displays important dates in the course, such as exam periods, enrolment deadlines, and maintenance outages for the OLE. We may also include significant events in the college (e.g. conferences). You can add your own events (visible only to yourself). You can also import individual calendar events into your diary by clicking iCal and even subscribe to the entire OLE calendar by clicking Export calendar.

- **Summaries:** Brief summaries of each study.
- **Discussion questions:** A set of questions to help you discuss the subject with others, such as a small study group. They include the questions from the notes as well as others that may be helpful in a group setting.
- **Profile:** You can access your profile by clicking on your name at the top right once you log in. From your profile you can edit some of your details as well as viewing your notes, forum posts, and blog.
- **The Vine:** A less structured space where students from all subjects can discuss how we integrate and apply our learning in life.

**Using the online forums**

In the subject forum, enrolled students can raise questions, share your reflections, and encourage others with what they have learnt and how they are applying it. Moore Access subscribers can read the forums across subjects.
The forum page will show you the forum’s description and a table listing the discussions in the forum, including the discussion name, the person who started the discussion, the number of replies, and details of the last post. You can search the forum for keywords using the **Search forums** button. Discussions are usually listed in reverse chronological order with the most recent at the top. You will receive an email with new posts, but you can unsubscribe by clicking **Unsubscribe from this forum** from the forum page. You cannot unsubscribe from News and Announcements forums.

To view a discussion, you click on the discussion title.

Posts can contain hyperlinks and images. You can display posts in either flat, threaded, or nested formats by using the dropdown list at the top.

You can **rate** a post at the end of its text with the following scale:

- **Helpful**: This will let other students know you found this post helpful.
- **Excellent**: This will notify the college staff and other students of a post that deserves closer attention because of its helpfulness or insight.
- **Respond!**: This will alert us you’d like us to respond to this post. For example, someone may have raised a very good question that you’ve also struggled with.
- **Inappropriate?**: This will prompt us to check this post for its appropriateness. For example, it may be in the wrong forum or it may be against the terms of use. It doesn't necessarily mean there is something wrong with the post – it’s simply a request to check it.

Everyone can see the number of ratings and the highest rating each post has received, but not who made each rating. College staff may also rate posts.

To reply to a post, click on the **Reply** link on the bottom right corner of the post.
You can edit the post’s subject (although usually it’s best not to). Click **Post to forum** once your post is ready.

Each subject has one or two moderators, who are typically students in Moore College’s degree courses and will have done some in-depth theological study. They lead the discussion each week and are available to respond to questions. They have their first name followed by ‘(Moderator)’ and they will introduce themselves during the first week in the subject forum. Their role is not one of a ‘tutor’.

Only your first name will be visible to other students in your posts (and everywhere else in the OLE). College staff, however, can see your full name. You can upload a photo or image onto your profile to avoid being confused with others with the same first name.

Below are some tips for participating:

- Do participate if you can, as your contribution helps create a lively learning community.
- Be mindful that you can easily be misunderstood, given the large number of students and the challenges involved in written communication, without the many other cues we use in conversation such as tone and body language. Speak the truth in love with the aim of building others up. As a minimum, it's important you read and follow the terms of use referred in this document.
- Likewise, beware you might misunderstand others. Ask for clarifications and probe before jumping to conclusions.
- Use the appropriate forum for your question. Questions and comments on the subject go in the subject’s forum, whereas posts about the site (including problems, bugs and errors) should go in the **Helpdesk** forum.
- Don’t get discouraged if there is little response to your posts. There is often a wide range in the frequency and length of posts from different students.
Although many students won’t post a reply, most students read the forums and your contribution will be helpful and appreciated.

- Ask questions! You don’t need to have the final, perfect answer in order to post, and sharing the questions you’re thinking through may be very helpful.
- It’s often helpful to simply post a brief reply expressing your agreement and appreciation, especially if no one else has replied to someone’s post.
- You can post links and references to other material that is relevant and helpful, such as sermon recordings, books, blog posts, etc.
- You can ‘rate’ someone’s post as helpful. This is a very quick way of showing appreciation without having to type out a post.
- Share how you are applying what you’re learning in your life. We’re not just about ‘head knowledge’ at Moore College. We want to apply what we learn so we can become more like Jesus.
- Post your answer to exercises, and ask for feedback.

At the end of term
Revise your knowledge by re-attempting the online quizzes as many times as you like. You will hopefully notice an improvement in your scores. The revision quiz lets you attempt questions selected at random from across the lessons.

If you have enrolled in the PTC award, view the sample exam posted at the end of the study section, to make sure you understand the format and the type of responses expected.

Please complete the online feedback survey emailed to you at the end of term. This provides very helpful feedback on your learning experience and will help us improve our service. Your response is anonymous and does not affect your marks in any way.

Using technology to learn
We believe the OLE can be a great help in your learning. However, it’s important you use it wisely, so we’d like to note the following:

- Have a go! If you don’t feel confident with technology and the web, practice your skills in the How to Study Online section. We have tried to keep the site very user-friendly so that everyone can benefit from it.
- Remember that you are still relating to real people in the OLE (although mediated by technology). Specifically, please read the ‘Using the online forums’ section in this document.
- The forums, quizzes, and interactive maps are meant to be supportive and secondary activities. Be careful that you don’t spend too much time on these and away from the Bible texts and study notes, as the exam is based on the study notes.
- Be discerning when you read forum posts. Please note that content in the forums reflects the personal opinions of the author and is not necessarily endorsed by Moore Theological College.
- Likewise, be discerning with resources on the web. We include links to some resources that we believe you might find helpful. However, some of these will themselves have links to other resources, which Moore Theological College may not necessarily endorse.
The **passage lookups** are designed to give you quick access to the passage being discussed. They assume that you have read the full text carefully and thoughtfully. Relying only on the lookups might lead to a shallow and fragmented reading of the Bible.

The **interactive maps** are meant to allow you to explore the relevant areas. However, they may give you a false sense of precision if you zoom in too much, in particular with sites where there is some uncertainty about their exact location.

**Privacy and Security**

The OLE is not a public website - only registered and logged-in users can view discussion forums and student profiles. At the same time, it is also a very open forum given the number of students and the nature of the course. There are many people who login from all over the world, and your posts are viewable to many more people than just those posting in the forum.

Please note:

- Be mindful that forums are not the same as a Bible study small group. In particular, you should respect the *privacy of others*, including those who are not involved in the OLE. For example, do not share personal details, address or contact information of others. When sharing experiences, please do so in a way that doesn’t identify, embarrass, or offend those involved. Be careful you don’t do this accidentally (e.g. mentioning someone’s surname and suburb can make their address identifiable).
- Do *not* post your MooreID or supervisor number on OLE forums.
- Consider how much **contact and personal information** you include in your profile and posts, which other students can see. Only your first name, city/town, country, subjects enrolled in, and first/last access times are visible to other students via your profile. If you prefer, you can enter ‘Not Entered’ as the city in your profile and set the country as ‘Australia’. By default, your email address is only visible to staff and moderators. However, you can make it visible to students in your subject or everyone in the site via your profile. Please note your email address may contain your surname.
- **Forum emails** do not include anyone’s email address or full name. You can unsubscribe from these by clicking ‘Unsubscribe from this forum’ or ‘Unsubscribe from all forums’ at the bottom.
- Your MooreID and password are **encrypted** when you login to the OLE.
- We recommend you **change your password** from the one sent to you via email. Choose a strong password, and don’t share it with others.
- You can **request a pseudonym** to be shown instead of your first name by emailing distance@moore.edu.au.
- Further, you can nominate a **preferred email address** to receive emails by notifying distance@moore.edu.au.
- Authorised college staff and moderators can view all profile details, activity reports, and quiz results.
- You can find Moore Theological College’s privacy policy at the college’s website.
- If you have **specific questions or concerns**, you can contact the OLE administrator and/or your subject moderator via distance.help@moore.edu.au.

**Support**

We’ve selected a user-friendly system. All you will need is an internet connection and a web browser. Unfortunately, we can't provide extensive personal support to our hundreds of students with our very limited resources. Specifically, we can't provide help with your computer or internet connection. However, below you can find a range of helpful resources.

Start with the **OLE Tour**. We have included **example activities** in the **How to Study Online** section, a safe place where you can try out and practice using quizzes and forums.

**Video tutorials** in the **Helpdesk** show you how to do common tasks such as completing a quiz, posting to the forums, or downloading eReadings.

You can ask technical questions at the **Helpdesk forum**. It's helpful to post your questions here so that other students can see both the question and the answer. This is a place where students can help each other, so please respond to other students' questions if you can help. We also welcome your suggestions on the site and course.

The Helpdesk area includes a **Frequently Asked Questions** (FAQ) resource, with helpful tips on the OLE. You can search or browse by categories.

You can find help tips throughout the OLE by clicking the yellow question mark icons: 🤔.

If you’re having problems, please check the ‘**Common problems and troubleshooting**’ section at the end of this document.

If the FAQs and Helpdesk forum are not helpful, you can email questions about the OLE to our technical staff at distance.help@moore.edu.au (monitored during Australian Eastern Standard business hours). Please **do not phone the office with technical questions**, as the staff will be unable to assist you with these issues.

Please give a **detailed description** of the problem when posting or emailing. For example, let us know your operating system (e.g. Windows, Mac OS X), web browser and version, and the wording of any error messages shown. Screenshots are especially helpful.

**My Moore** ([http://my.moore.edu.au](http://my.moore.edu.au)) is where you can nominate an exam supervisor, change terms, see your previous enrolments, update your contact details, and more. For other queries, please contact our student administrator on distance@moore.edu.au or phone +61 2 9577 9911. More information is available at our website, mooreonlinestudy.com.
**Common problems and troubleshooting**

Below are suggestions for some common problems. You can find a fuller and regularly updated list of suggestions in the Frequently Asked Questions resource within the Helpdesk section.

**Can’t access the Online Learning Environment**

- Check that your internet connection is working (e.g. check if you can see another site).
- Check that the URL in your browser is correct: [http://elearning.moore.edu.au](http://elearning.moore.edu.au) (without ‘www.’ At the start). It’s a good idea to create a bookmark of the correct URL instead of typing it each time.
- Check your Moore Access subscription hasn’t expired.
- We may have some problems with the server. Please check Moore’s Twitter or Facebook feeds for a notice about the site, and try again later.

**My login is incorrect**

- Check that both your MooreID and your password are entered correctly.
- Check whether CAPS LOCK is pressed on your computer (passwords are case-sensitive).
- Click the Help logging in link for more tips.
- Click ‘Forgotten your MooreID or password?’ to request an email with your MooreID or a new password.

**A link to a resource doesn’t work**

- Check for a new window or tab. Some of the resources open in a new window so you don’t lose your view of the OLE.
- Please post a note in the Helpdesk forum noting the location of the faulty link, and we will fix it. This will also alert other students about the problem and will notify them that it’s being looked at.

**I can’t access the eReadings**

- eReadings are PDF documents and, depending on your web browser settings, may not open within your browser. They may be downloaded to your computer (check your Desktop, Downloads, or Documents folders) or opened in a separate application such as Adobe Acrobat Reader. You might also try a different browser. If you see a blank page, scroll down and check for a link labelled ‘Direct link to this file’.
- You can download free PDF reader applications. Check the links in the Helpdesk section.

**I can’t access the OLE because the home page says it’s in ‘maintenance mode’**

Unfortunately, we need to bar access from time to time to do maintenance work on the site.

Specifically, every Wednesday between 3:30pm and 4pm AEST is reserved for urgent upgrades and fixes. If you are having problems accessing the OLE
between these times, please try again after 4pm. Major upgrades will typically be performed in the week before the start of each term. Check the OLE calendar.

We will endeavour to inform students of significant planned outages of the OLE and estimated return to availability when feasible. Please try accessing the OLE again after any announced outage periods before contacting college.

**My browser says it has blocked a pop-up window from the OLE**

The OLE occasionally displays some content in a new window in your browser. Browsers sometimes block these on the assumption that it’s advertising. You need to disable this feature in your browser for the OLE.