Hidden Pitfalls in Moodle Settings and How to Avoid Them — Insights from Student social media Posts and Help Desk Cases

「Moodle設定の『落とし穴』と対策
～学生のSNS投稿とヘルプデスク相談事例からの分析～」

Human Science Co., Ltd. (Official Moodle Partner)

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Session Overview

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📣 Do you know what students say about Moodle?

Social media is full of student complaints about Moodle…

Most of these issues can be avoided by understanding Moodle’s settings correctly.

What This Session Covers

Learn key Moodle settings to watch out for, based on common inquiries to our help desk.

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Who Is This Session For?

- If students pointed out issues in your Moodle settings
- If you want to make Moodle easier for students
- If you handle Moodle operations or documentation

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Agenda

01 | Student Voices about Moodle
— Social Media Analysis

02 | Common Questions to Our Help Desk

03 | Hidden Pitfalls in Moodle Settings

04 | Summary

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Student Voices about Moodle
— Social Media Analysis

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Student Voices about Moodle— Social Media Analysis

Student Voices about Moodle

We analyzed 487 posts on X containing “moodle” from Sep–Oct 2025.

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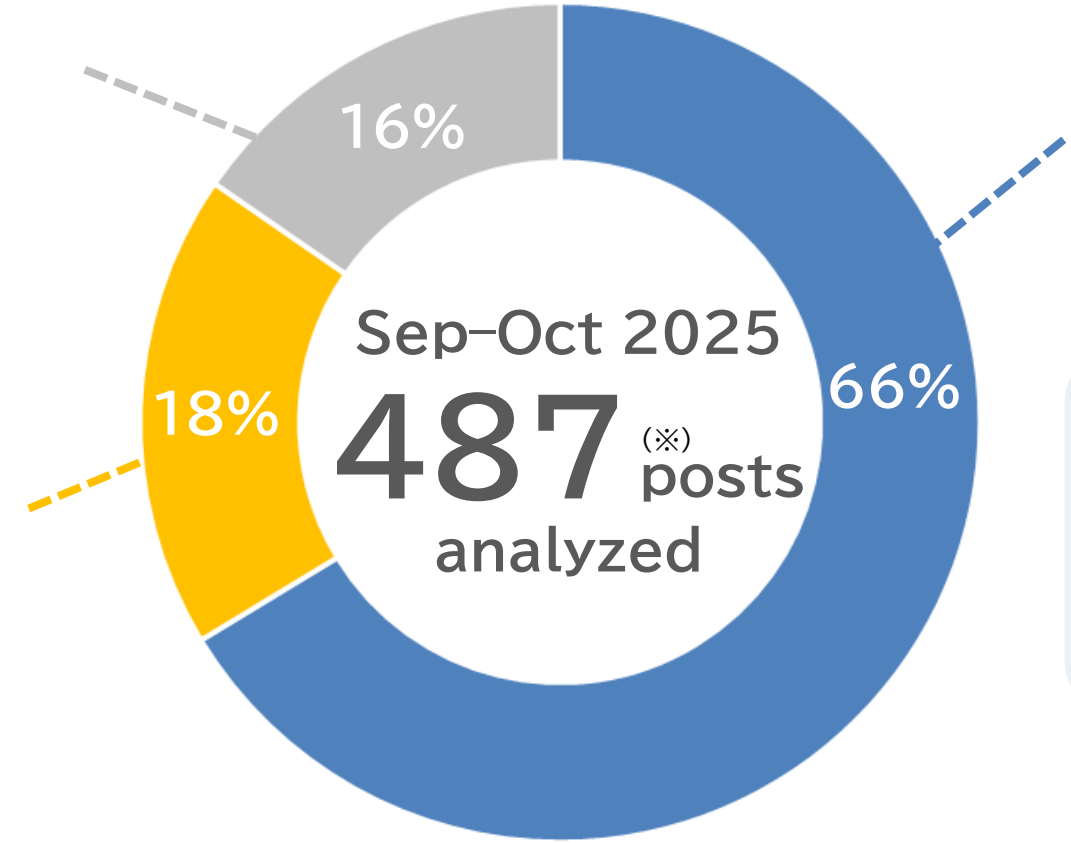
Student Voices about Moodle— Social Media Analysis

Sentiment Analysis of Student Posts about Moodle on X

Neutral
73posts

Positive
87posts



Negative
315posts

Over half were negative

※Ads and posts likely from universities or faculty were excluded.

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Student Voices about Moodle— Social Media Analysis

Negative Voices (Anxiety / Frustration)

Homework on a maintenance day? Seriously…?

Teams? Moodle? Folders… Where’s the handout?
Wish it were all in one place

Moodle was so slow I couldn’t finish the quiz at all…

※Some expressions have been modified for presentation purposes.

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Student Voices about Moodle— Social Media Analysis

Positive Voices (Encouragement / Appreciation)

You can see upcoming assignments on the Moodle dashboard.

I love professors who post classroom info
and first-day details on Moodle.

My trust in professors depends on how well they use Moodle.

※Some expressions have been modified for presentation purposes.

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Student Voices about Moodle— Social Media Analysis

Many student issues could have been avoided if instructors understood Moodle’s settings correctly and were aware of student difficulties.

Based on common help desk inquiries,
we will review key pitfalls in Moodle settings.

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Common Questions to Our Help Desk

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Introduction to Human Science

Company Name	Human Science Co., Ltd.
Establishment	March 1985
Number of Employees	137people
Representative Director	Tsuyoshi Kumazawa
Capital	30 million yen
Locations	2-7-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo, Japan
Business Activities	・Moodle/Totara implementation and operation ・e-Learning content development ・Translation ・Technical writing ・Various training seminars

moodle Partner CERTIFIED SERVICES PROVIDER

totara ALLIANCE PARTNER

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Moodle Help Desk Services

■ Dedicated Help Desk (for teacher)

Email/phone support for instructor questions about Moodle.

Cost:Quoted based on scope.

■Support for Site Administrators

Support for admin questions on Moodle settings and operation.

Cost:From 500,000 yen/year
※This is the fee for up to 20 incidents.

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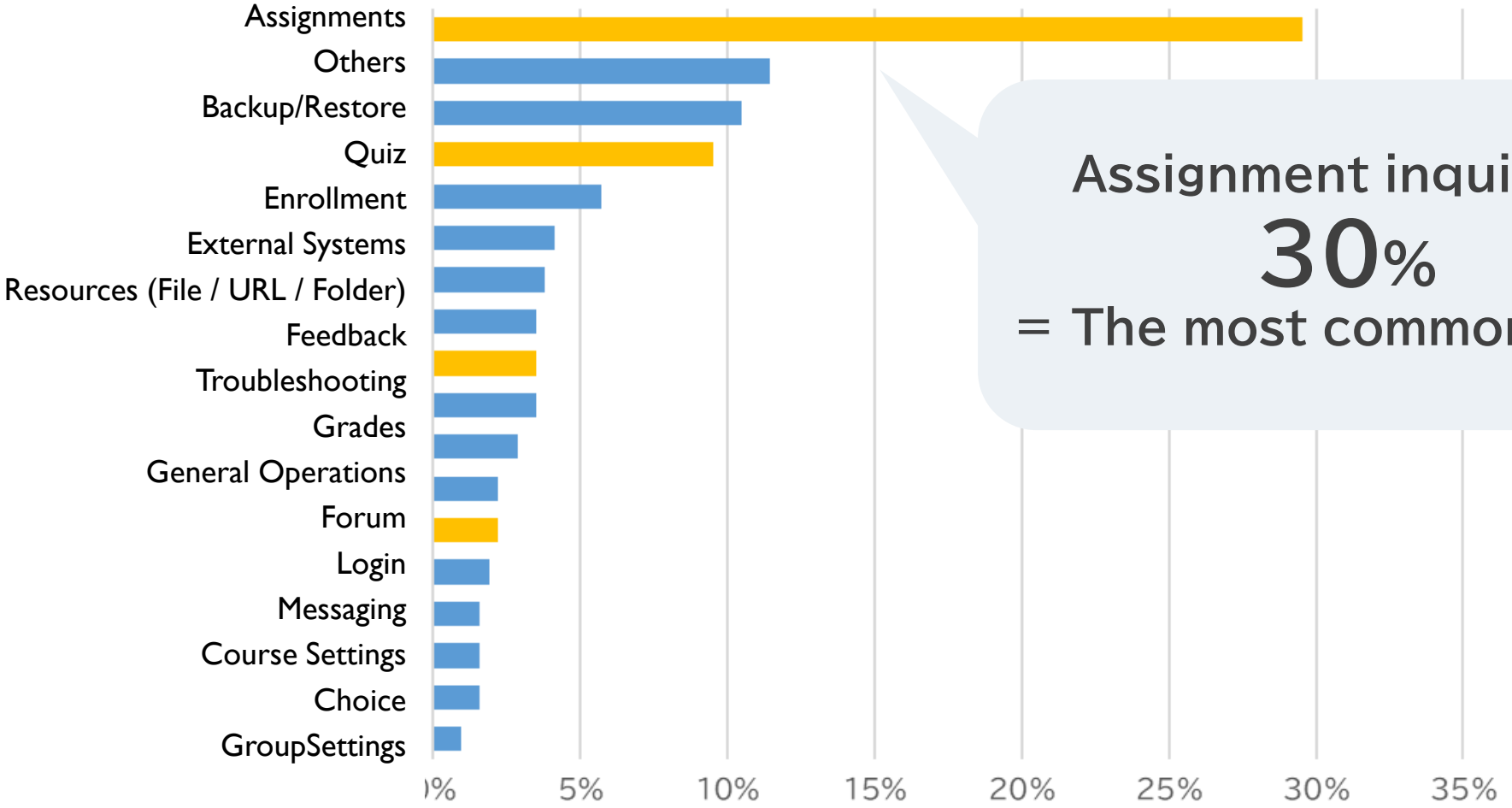
Common Questions to Our Help Desk

Inquiry Categories



Assignment inquiries:
30%
= The most common issue

※※Based on inquiries received by our help desk from April to December 2025.

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Hidden Pitfalls in Moodle Settings

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Assignment

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Assignment ① Deadline Settings

Avoid “00:00” deadlines. Check maintenance days.

Q Student complaint: “I couldn’t submit even within the allowed period.”

A Avoid setting deadlines to 00:00 — it often causes issues.

Student

00:00 and 23:59 are totally different…

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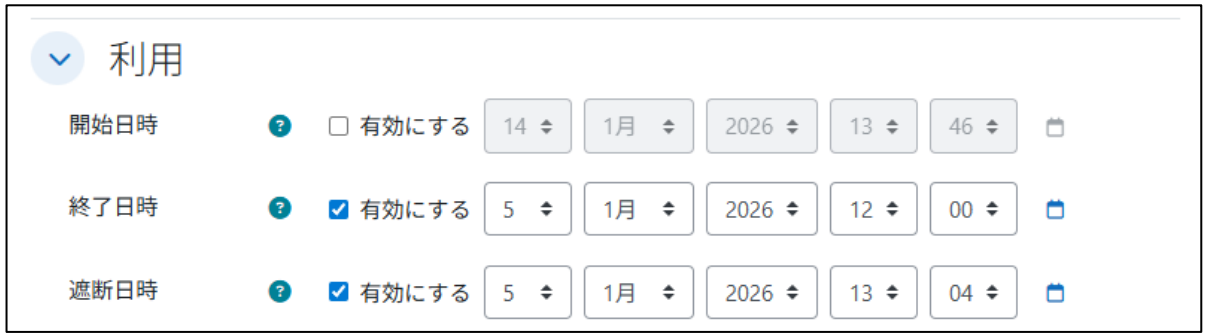
Assignment ① Deadline Settings

Explanation: Misunderstanding of “00:00”

・ Students often think a “00:00” deadline means they can submit anytime that day.

・ Deadlines may fall on maintenance days if they aren’t checked.



Tips

Use clear times like 23:59 and always check maintenance dates.

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Assignment ②: Word Count Limit

Word count ≠ Japanese character count

Q Some students fall short even when a character limit is set

A Moodle's word count is not the same as Japanese characters

Student

Thought I stayed within 500 characters…
but it was counting words, not characters!

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Assignment ②: Word Count Limit

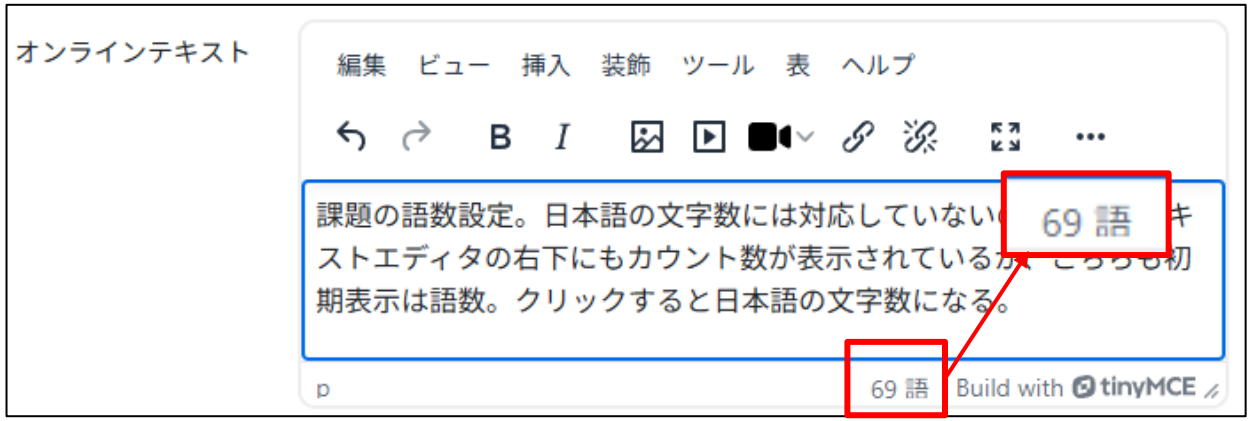
Explanation :Word Count vs Character Count

・ Word count is not the same as Japanese characters.

・ Moodle does not support character-count limits by default.

・ The text editor also displays the word count at the bottom.

▽Students are confused when 69 characters show as “69 words.”



Tips

If you require a character limit, state it clearly and remind students not to confuse it with word count.

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Assignment ③-1: Due Date vs Cut-off Date

Understand the difference between the due date and the cut-off date.

Q Some students still submit after the due date.

A Check both the due date and the cut-off date.

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Assignment ③-1: Due Date vs Cut-off Date

Explanation :Due Date vs Cut-off Date

・ **Due date**:Students can still submit after this time.

・ **Cut-off date**:Students cannot submit after this time.

Tips

If you don’t accept late submissions, set both times the same.

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Assignment ③-2: Due Date vs Cut-off Date

Understand the difference between the due date and the cut-off date

Q Students complained the deadline didn't appear on the calendar."Is this a bug?"

A Only the due date appears on the dashboard.

Student

I'm annoyed when professors set deadlines that don't appear on the dashboard!!

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Assignment ③-2: Due Date vs Cut-off Date

Explanation：Reflection of Deadlines on the Dashboard

・ The cut-off date does not appear on the dashboard calendar, so students may miss the deadline.

▽Dashboard Deadline Display

Tips

Students rely on the dashboard for deadlines.
Always set a due date, even if using only a cut-off date.

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Assignment ④: Require Students to Click “Submit”

Default: “Require students to click the submit button”= NO

Q Some students remain in “Draft” status

A Because the “Require students to click the submit button” setting is YES

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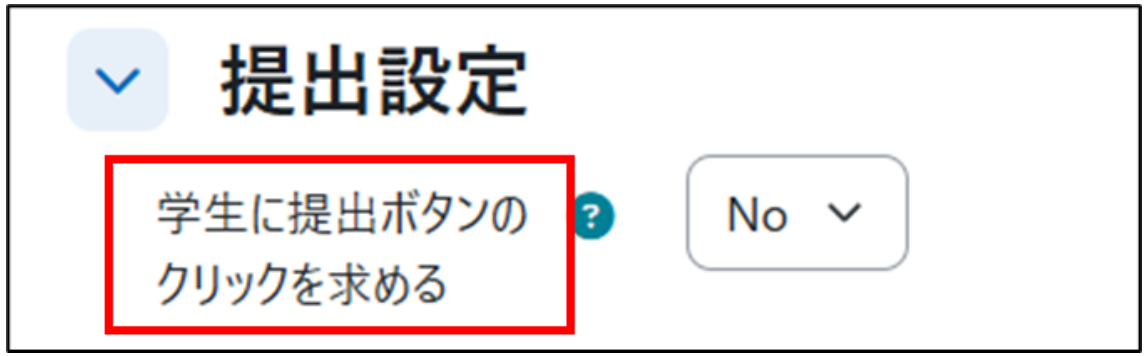
Assignment ④: Require Students to Click “Submit”

Explanation: Require Students to Click “Submit”

・ If set to “Yes,” unconfirmed submissions remain as “Draft” and are not shown to instructors.



Tips

Since the default is “No,” students may assume upload = submit.
If you change it to “Yes,” notify them clearly.

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Handling Students Who Missed the Deadline

Q A student said they couldn’t submit right before the deadline.

A Check the logs to verify their activity.

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Explanation: Log Review Flow

If a student says they couldn’t submit right before the deadline…

①Check other students’ submissions

If others submitted at that time, it’s likely an individual issue.

②Check the logs

Review the logs to see what actions the student actually took at that time.

The following logs are recorded in Course reports > Logs:

・“Course module viewed”→ The assignment description page was opened.

・“Submission form viewed”→ The student clicked Add submission.

・“Submission created / File uploaded”→ The student submitted the assignment.

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Quiz

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Quiz ①: Duplicating Quizzes

Do NOT duplicate a quiz within the same course.

Q If you duplicate a quiz and edit the questions, all identical questions in the same course will be overwritten.

A Editing questions in a duplicated quiz results in overwriting the originals.

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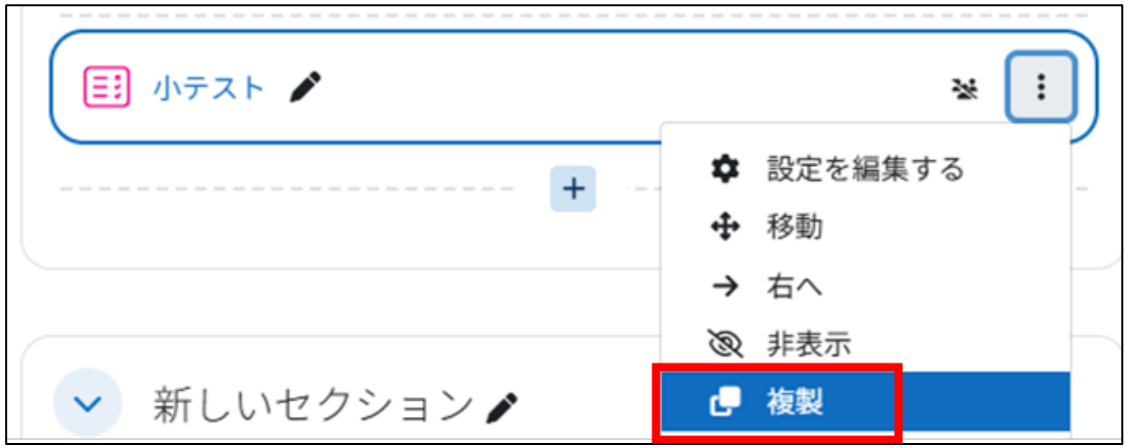
Quiz ①: Duplicating Quizzes

Explanation: Duplicating Quizzes

・ If you duplicate a quiz and edit the questions, the original questions will be overwritten.



Tips

When duplicating a quiz within the same course and modifying its questions, use Backup/Restore or Shared Cart.

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Forum

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Forum ①: Subscription Modes

Note the difference between Announcements and Forum notifications.

Q Posted in a forum, but no emails reached students.

A Announcements are always sent; forum notifications depend on settings.

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Forum ①: Subscription Modes

Explanation: Announcements vs Forums

- **Announcements:** Added by default to each course and always send notifications.

- **Forums:** Added as an activity/resource and notifications depend on settings.

Subscription Mode Overview

■ Forced subscription
Emails are always sent, and participants cannot unsubscribe.

■ Optional subscription
Emails are not sent by default, but participants may choose to subscribe.

■ Auto subscription
Emails are sent by default, but participants can unsubscribe.

Tips

Use Announcements for mandatory notices; use Forums for Q&A or discussions.

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Overall Operations

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Overall Operations ①: Managing Materials and Student Communication

Unify your document management and communication methods

Q Some students check materials on Moodle, others don’t.

A Different instructors may use different upload locations or communication methods.

Student

Teams? Moodle? Folders… Where’s the handout?
Wish it were all in one place

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Explanation: Students Don’t Always Check Moodle

・Social media posts show many students struggling to find materials or announcements uploaded by instructors.

・Some institutions use multiple tools, which can cause confusion.

▽Check student access via Logs > Activity logs.

2025/4/15｜第１回_図書館概論

第１回　講義資料	13 件の閲覧 by 3 ユーザ	-	2025年 09月 19日(金曜日) 14:10 (117 日 1 時間)
第１回　レポート課題	255 件の閲覧 by 4 ユーザ	-	2025年 11月 14日(金曜日) 09:35 (61 日 6 時間)
第１回　小テスト	172 件の閲覧 by 4 ユーザ	-	2025年 12月 10日(水曜日) 09:39 (35 日 6 時間)

要チェック

After confirming your organization’s rules, place key guidelines at the top of the Moodle course.

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Summary

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Summary

Student feedback shows several hidden pitfalls in Moodle settings.

Many issues come from the number and complexity of Moodle settings.

By understanding the settings correctly, faculty can prevent student confusion.

Let’s aim for a more student-friendly Moodle by using the settings properly.

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Thank you for your attention.

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