



## Communicate with Students using Moodle Messaging

# Overview

This page tells you how to view all students in a course and see what activities they've participated in. It also instructs you in messaging, emailing and posting to a specific group of students, and configuring how you will receive messages in return.

As well as the options set out below, you can send an **email** to everyone enrolled in a course, to all instructors or all students, or to selected recipients.

## When to use

A Moodle course is a good central place from which to organise your communications with students. You can see what they've been doing from within the course, message or email individuals or the whole class, and target your forum posts to specific groups.

The **Online users** block and the **Participants** list, as described on this page, are only two of the many Moodle options for communicating with your students and tutors. Other communication tools are:

- **News forum**
- **Forum**
- **Dialogue**
- **Chat**
- **Choice**
- **Feedback**
- **Questionnaire**
- **Send an email**

## Benefits

Communicating with students individually, or in their separate groups, as well as addressing the whole class, gives them a positive sense of your engagement with their learning experience. They are more likely to be active and responsive participants in your course if they can see that you will take the time to monitor and comment on their individual progress.

# Guide

## Step by step instructions

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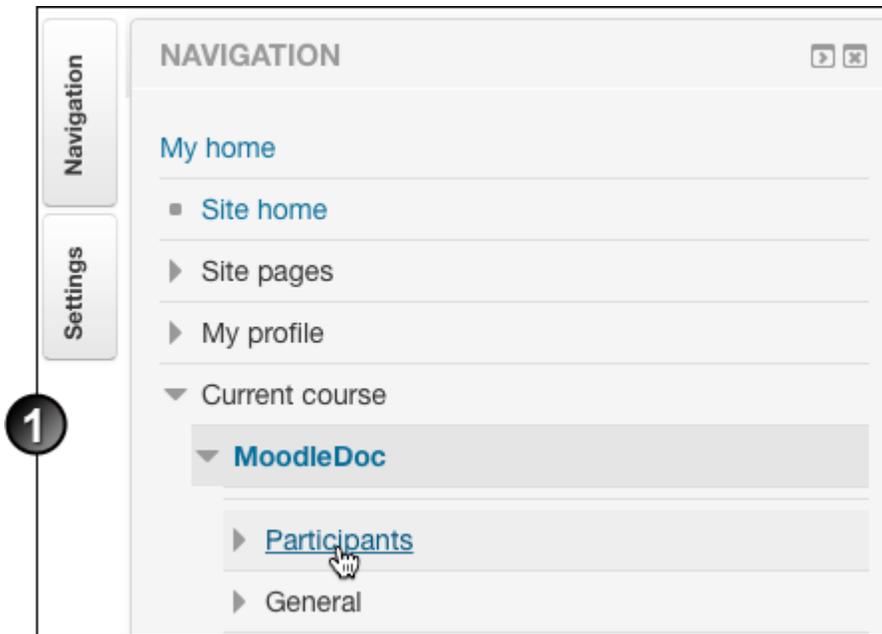
- [View a list of all students in a course](#)
- [View enrolled users](#)
- [View a history of student activity](#)
- [View all your messages](#)
- [Message an individual using the Online Users block](#)
- [Message selected participant/s from the Participants list](#)
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- [Group filter options](#)
- [Send an email to Moodle Course participants](#)
- [Post to a specific group in a 'separate groups' forum](#)
- [Configure your message notifications](#)

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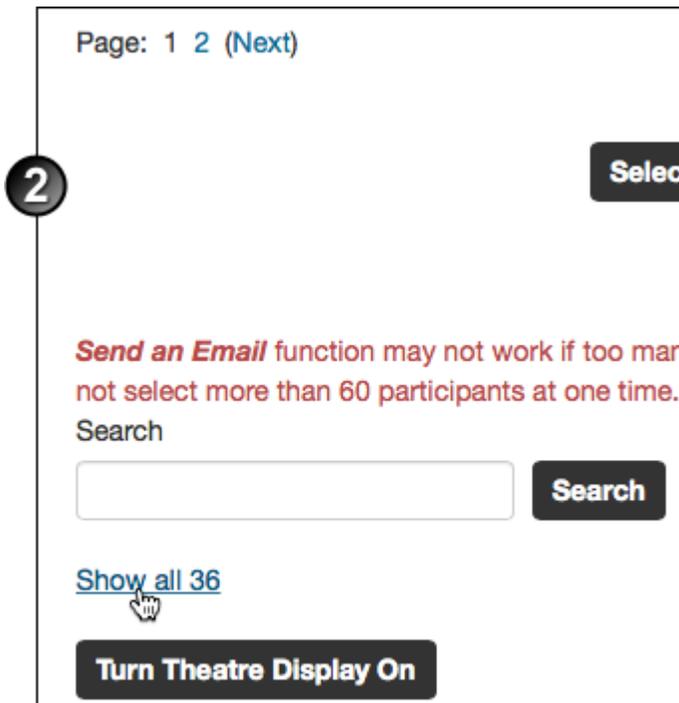
## View a list of all students in a course

1. In the **Navigation** block, under **My courses** > *[course name]*, click **Participants**. A list of all course

participants displays.

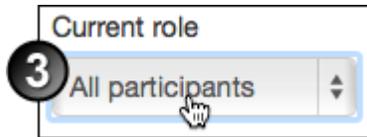


2. Depending on the settings, you may need to click **Show all** at the bottom left of the page to view all the course participants or group members.



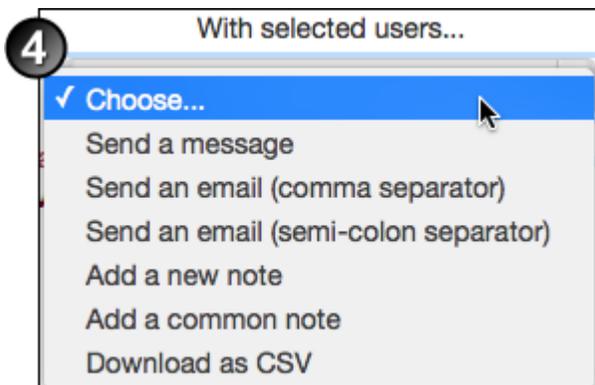
3. Filter the list by either:
  - o selecting the desired participants (e.g. **Student**) from the **Current role** drop-down list, or

- (if you are using groups in your course) selecting the relevant group from the groups drop-down list. A list of the group members displays.

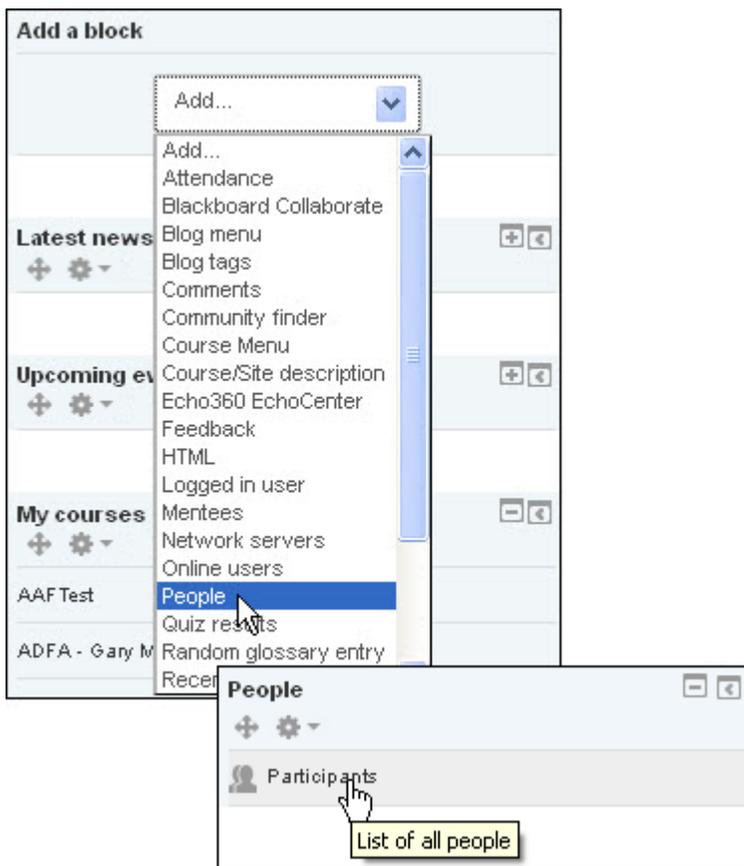


4. Below the list, click **Select all** or select individual students' check boxes, and from the **Choose** drop-down list, select:

- **Send a message** to open a page where you can enter a message, remove participants from the recipients list, preview and (in the preview page) send the message.
- **Send an email (commas separator)** to send an email with your email client. Email addresses will be separated using a comma.
- **Send an email (semi-colon separator)** to send an email with your client. Email addresses will be separated by a semi-colon.
- **Add a new note** to open a page where you can add personal, course or site-specific notes for your own reference against, for example, individual students' names.
- **Add a common note** to open a page where you can add a personal, course or site-specific note that applies to all participants on the list, or to selected users.
- **Download as CSV** to export the filtered list as a CSV file to your computer.

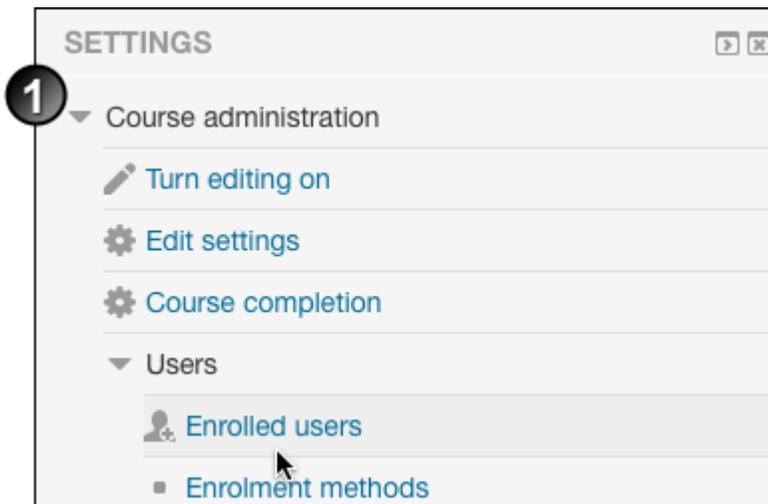


For easy access to the Participants list, add the **People** block to the course home page:



## View enrolled users

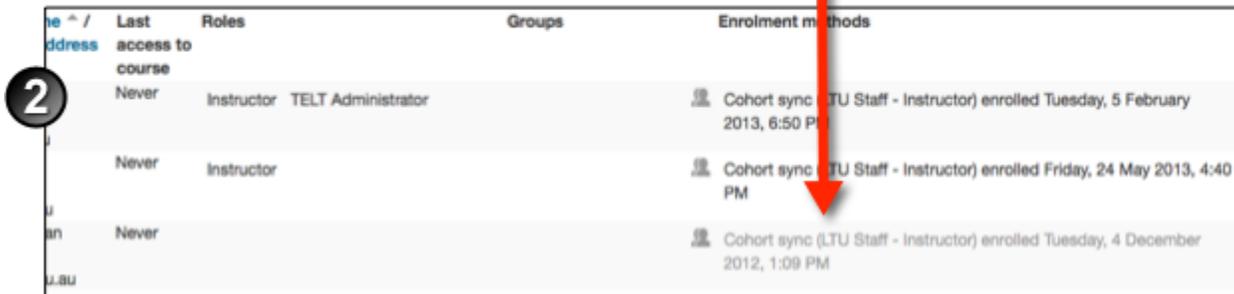
1. In the course home page, in the **Settings** block, under **Course administration**, select **Users**, then **Enrolled users**.



2. In the *Enrolled users* page, all enrolled users display. Any students who have been suspended but not

unenrolled will also display. You can identify these in the **Enrolment methods** column - the box containing details of the student's enrolment method is greyed out.

## Suspended user

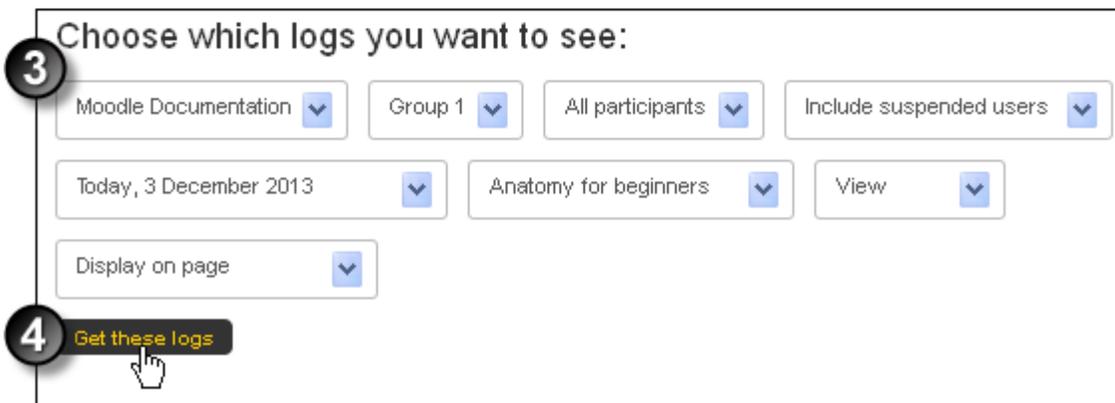
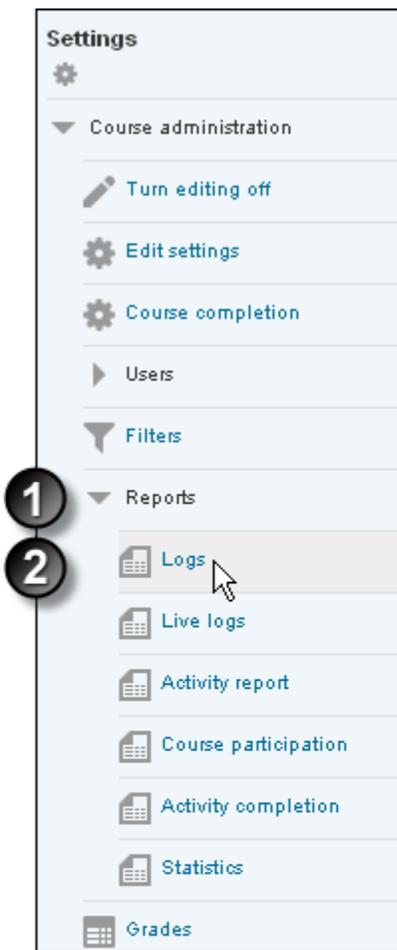


Last access to course	Roles	Groups	Enrolment methods
Never	Instructor TELT Administrator		Cohort sync (LTU Staff - Instructor) enrolled Tuesday, 5 February 2013, 6:50 PM
Never	Instructor		Cohort sync (LTU Staff - Instructor) enrolled Friday, 24 May 2013, 4:40 PM
Never			Cohort sync (LTU Staff - Instructor) enrolled Tuesday, 4 December 2012, 1:09 PM

If you have a lot of suspended students, the quickest way to filter them out when looking at the Participants list is to **create a group** and place all the students in it—the Group tool won't allow you to select suspended students. Whenever you want to view only enrolled students in the Participants list, select that group at the top of the page.

## View a history of student activity

1. In the **Settings** block, under **Course administration > Reports**, select the report you want to view—for example, **Logs**.
2. The resulting page will be different depending on which report type you selected. If you selected **Logs**, select report parameters from the drop-down lists, then click **Get these logs**.



## View all your messages

To see all the messages you have exchanged with your Moodle contacts:

1. On either the Moodle *My home* page or any course home page, in the **Navigation** block, select **My profile**, then **Messages**.
2. On the *Messages* page, click the contact's name, or the Message history icon  beside their name.
3. On the *All messages* page, to view an individual message in the list, click the link at the bottom of the

message's notification box.

**Navigation**

- My home
  - Site home
  - Site pages
  - My profile
    - View profile
    - Forum posts
    - Blogs
    - Messages**
    - My private files

Message navigation:  
Unread messages (143)

Incoming contacts (18)

- John Angst (3) **Message history**
- Fiona Bennett (3)
- Elizabeth Trapp (1)
- Gail Graeme (32)
- Iain Bush (2)

[Your profile pic] ↔ [Your contact's profile pic]

All messages | Recent messages | New messages (0)

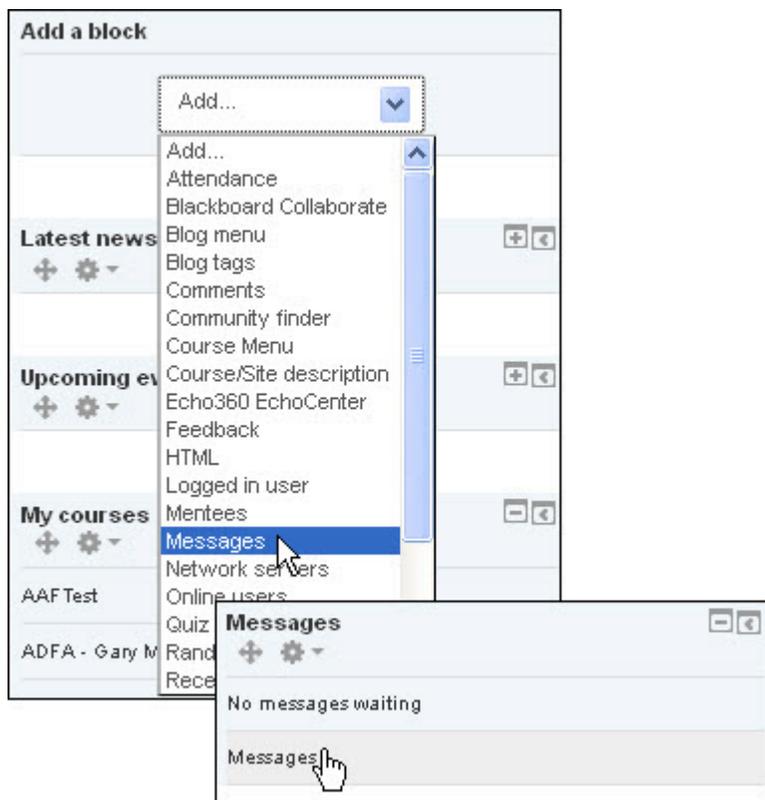
Thursday, 8 December 2012

7:55 PM [Your contact's name] posted in MoodlePilot:  
Tips, questions & answers about Moodle functionality: Calculated questions with wrong answers  
View: [Calculated questions with wrong answers](#)

Friday, 13 January 2013

2:05 PM [Your contact's name] posted in MoodlePilot:  
Tips, questions & answers about Moodle

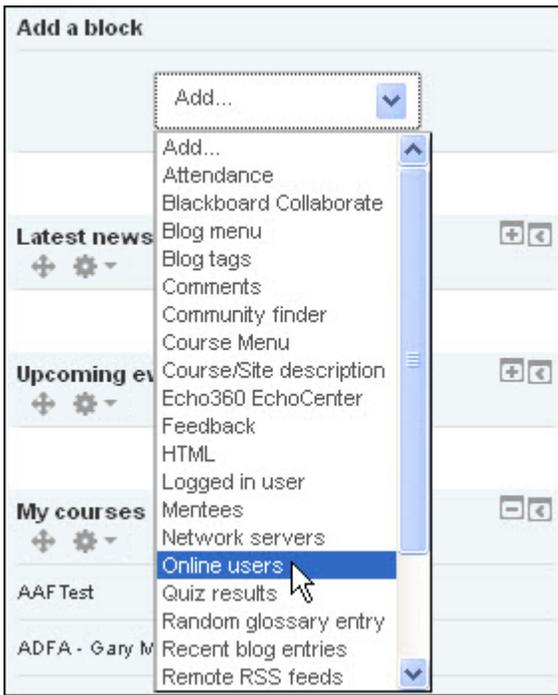
For easy access to messages, add the **Messages** block to your course home page:



## Message an individual using the Online Users block

If a tutor or student is online at the same time as you are, you can message them using the **Online users** block.

1. Does the **Online users** block display on the *My home/course* home page?
  - If yes, continue to the next step.
  - If no:
    - Click the button **Customise this page** or **Turn editing on** **Turn editing on** at the top right of the page.
    - Scroll to the bottom of the block column. In the **Add a block** block, select **Online users** from the drop-down list.

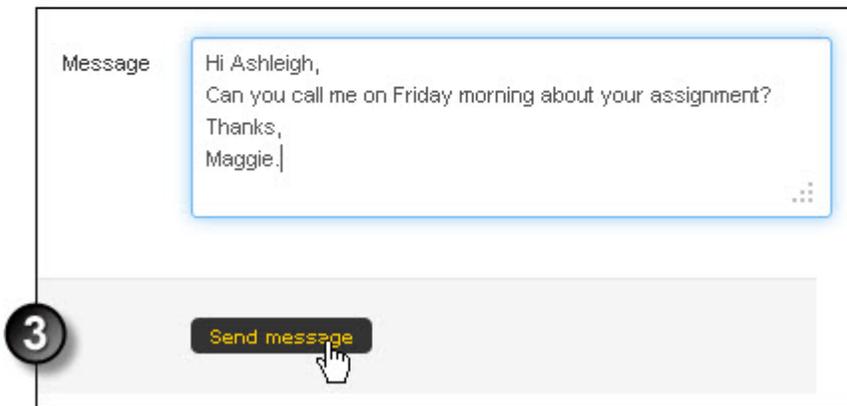


1. Either:

- Click the user's name, then in their details page click **Send a message**, or
- Within the block, click the Send a message icon  to the right of the user's name.

The *Messages* page will display.

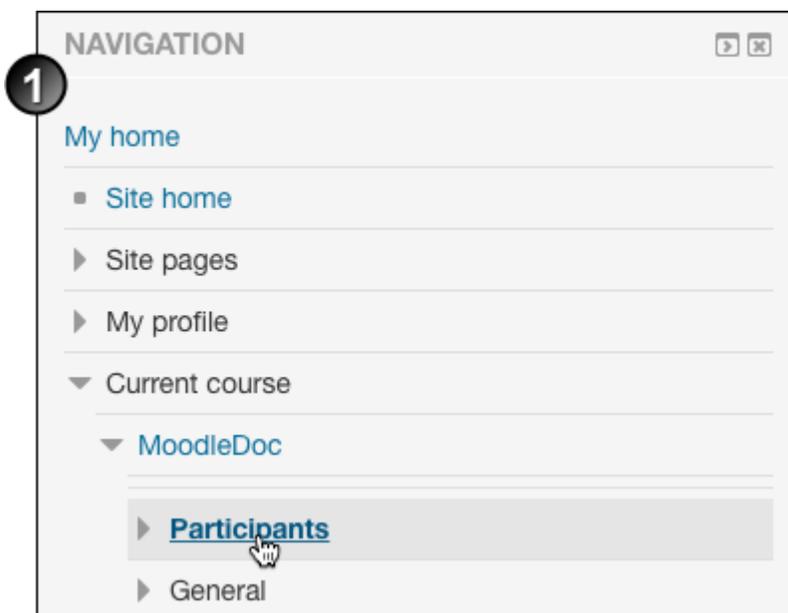
2. Enter your **Message** and click **Send message** to send it.



## Send a message to selected participant/s from the Participants list

You can send messages within Moodle that will be delivered to the individual/s or groups you select from the course participant list. Follow these steps to send a message to one or more participants:

1. Within the course, in the **Navigation** block, select **Participants**. The participants list displays.



- 2.

Either:

- In the **First name/Surname** column, click the name of the individual you want to email. Their individual page displays.
- Click **Send a message** at the bottom left of the page.

or:

- In the **Select** column, select the check boxes for several participants you want to email.
  - From the **Choose...** drop-down list below the participants list, select **Send a message**.
3. On the *Messages* page, type your **Message** and click **Send message** (or **Preview** the group message, then click **Send message**)

).

## To message an individual.

**2**

Select	User picture	First name / Surname
<input type="checkbox"/>		Sheldon Chow 
<input type="checkbox"/>		Dummy01 Student01 

Dummy01 Student01



Email address  
Last access to course  
Course profile  
Last IP address

[Send a message](#)

**3**

Message

Hi Vic,

Can you please drop by my office Friday to discuss your paper.

## To message multiple users.

**2**

Select	User picture
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	

With selected users...

- Choose...
- Send a message**
- Send an email (comma separator)

**3**

Added 3 new recipients

Message body:

Font family    Font size    Paragraph

Please contact me about your paper.

Sheldon

Path: p

Formatting: HTML format

**Preview**

# Send a group message/email using the Participants list

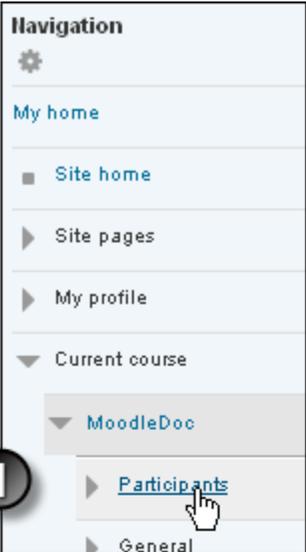
From within Moodle, you can send a message to multiple selected students. If individual students are online, notification of the message will pop up on-screen; if they are offline, they will be sent an email offline—this will depend on their individual messaging settings (they control these at the following location: **Settings** block > **My profile settings** > **Messaging**).

If you want to email all (rather than selected) students in a course, you can do so using the **Send email tool** or post a message to the **News/Announcements forum** which is setup with forced subscription.

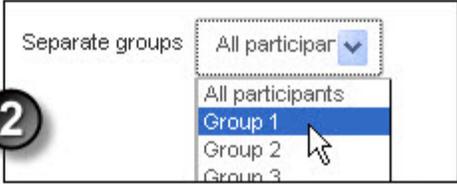
To send a message to a group that has been created within the course:

1. In the **Navigation** block, select **Participants**. The participants list displays.
2. From the **Separate groups** drop-down list, select the group you want to email. (**Note:** the **Separate groups** drop-down list only displays if **Separate groups** has been selected as the group mode on the **Edit course settings page**.) The group list displays.
3. At the bottom left of the list, click **Select all**. (You can also select individual group members to email.)
4. From the **Choose...** drop-down list, click **Send a message**.
5. On the *Message course users* page:
  - Type your message in the **Message body** box.
  - Below the box, click **Remove** for any users you don't want to receive the message.
  - Click **Preview**.
6. On the preview page, review the message.
  - To make changes, click **Update** and return to step 5.
  - To send the message, click **Send message**. A message displays: 'Selected users have been messaged and the recipient list has been reset.'

**1**



**2**



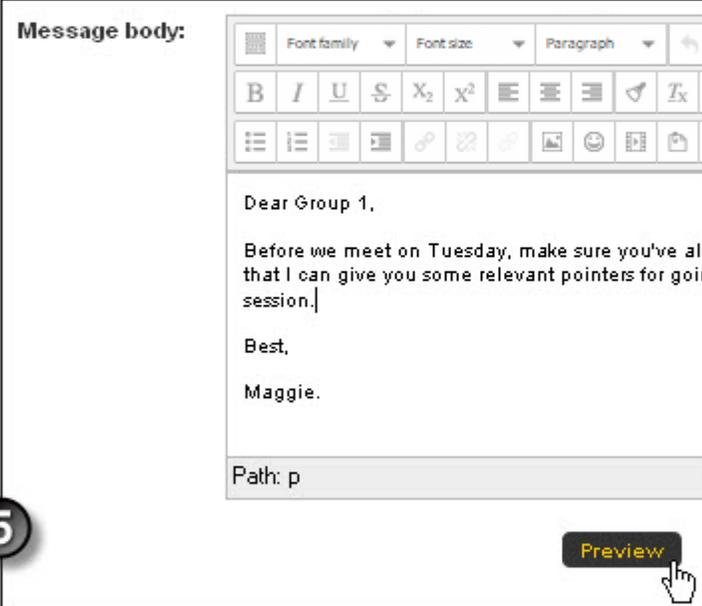
**3**



**4**



**5**



Message body:

Dear Group 1,

Before we meet on Tuesday, make sure you've all emailed your drafts to me so that I can give you some relevant pointers for going forward with them at session.

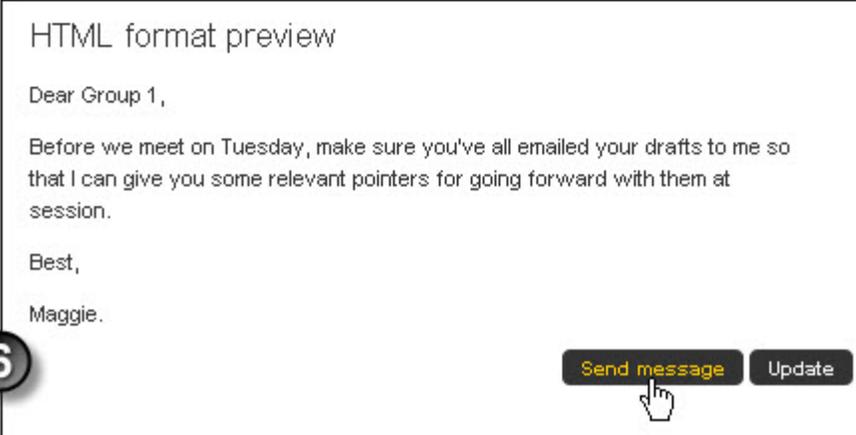
Best,

Maggie.

Path: p

Preview

**6**



HTML format preview

Dear Group 1,

Before we meet on Tuesday, make sure you've all emailed your drafts to me so that I can give you some relevant pointers for going forward with them at session.

Best,

Maggie.

Send message Update

# Post to a specific group in a "separate groups" forum

Note that you can only perform these actions if **Separate groups** has been selected as the group mode on the **Forum settings page**.

1. Within the forum, select the group from the **All participants** drop-down list at the top of the page.
2. Click **Add a new discussion topic**.
3. Complete the *Your new discussion topic* page and post the topic to the forum. Only the group you have selected will be able to view the post.
4. On the forum page, the group at which a group-specific post was targeted displays in the **Group** column.

1

Separate groups

All participants

All participants

Group 1

Group 2

Group 3

Group 4

Chat away!

2

Chat away!

Add a new discussion topic

3

### Your new discussion topic

Subject\* Group 2 special message

Message\*

Font family Font size

B I U S X<sub>2</sub> x<sup>2</sup> E

This thread seems to be particular project. Have a look in the Course articles. Those should help you to

Path: p

Subscription ? Everyone is subscribed to this fo

Attachment ? Add... Files

Mail now

Group Group 2

Post to forum

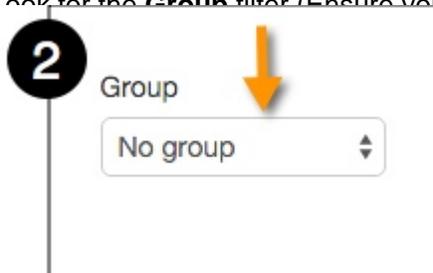
4

Discussion	Started by	Group
Group 2 special message	 Maggie Langan	Group 2

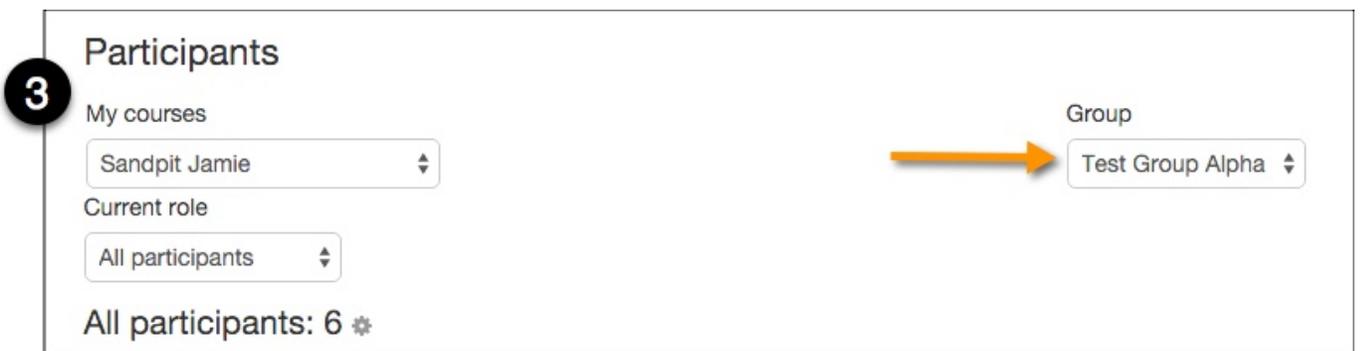
## Group sorting options

You can use the group sorting feature to sort students that by their group status.To use this:

1. In the **Navigation** block, select **Participants**. The participants list displays.
2. Look for the **Group** filter. (Ensure you have at least one group already set up)



3. You can filter by Specific groups, Students with no group, or all participants.



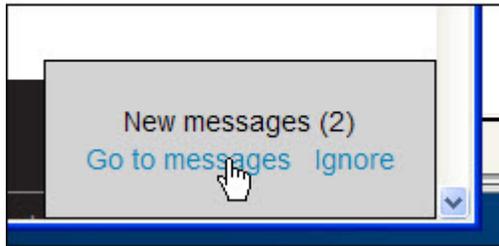
## Configure your notifications

How you and your course participants receive messages depends on how you configure your notification settings for messages. To configure them:

1. In the **Settings** block, click **My profile > Messages**.
2. On the *Configure notification methods for incoming messages* page select and deselect check boxes for the notifications you do and don't wish to receive. You can specify:
  - which events you wish to be notified of (messages, forum posts etc.)
  - different notifications depending on whether you're logged in to Moodle

- notification by popup

The message alert popup looks like this:



or email (note: Jabber messages are not yet enabled)

- which email address should be used for email notifications
- that you want a beep when popup notification is displayed
- that you want only be messaged by people on your contact list
- that you want to temporarily disable all notifications.

3. Click **Update profile**.

**Settings**

- Course administration
- Switch role to...
- My profile settings
  - Edit profile
  - Security keys
  - Messaging**
  - Blogs
  - Activity reports

1

### Configure notification methods for incoming messages

System	Popup notification	Email
<b>Personal messages between users</b>		
When I'm logged in	<input checked="" type="checkbox"/>	<input type="checkbox"/>
When I'm offline	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Course creation request notification</b>		
When I'm logged in	<input type="checkbox"/>	<input checked="" type="checkbox"/>
When I'm offline	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2

Jabber messages

The Jabber server hasn't been configured so Jabber messages cannot be sent

Email

Send email notifications to:  Leave empty to send notifications to m.lanagan@unsw.edu.au

General settings

- Prevent non-contacts from messaging me
- Temporarily disable notifications ?

**3** [Update profile](#)

# Additional information

## Further assistance

If you experience technical or other issues, consult the [Where to get help](#) page.

### **Communicate with Students using Moodle Messaging**

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<https://teaching.unsw.edu.au/moodle-communicate-students>