

## Moodle and SAM FAQs

Q: When I attempt to enroll Mr. George Washington in School Counselor evaluator training, his name does not appear when I search for it.

A: Ensure that Mr. Washington has validated his email address with [Moodle](#) by responding to the verification email he received from no-reply@ed.sc.gov. If he did not respond to this email within 72 hours, he will need to set up his account information from scratch using the link in the [Quick Guide for Evaluators](#).

Q: I am a principal and I need to see all three evaluator trainings on my dashboard, but only see one. Where are the others? Am I enrolled?

A: Try clicking on “My Courses” in the upper right corner of your home screen, then “Browse all Courses”, then “Special Areas Training” and this should take you to your menu of courses. Once you have logged in and begun the course, it should populate to your home screen.

Q: I am the Special Areas Manager for my district. Why won't Moodle let me past the Module 1 Checkpoint in the evaluator training for Counselors?

A: In order for you to complete evaluator training, you will need to follow the directions for [SAMS Who Wish to Take Evaluator Training](#) in the SAM Google Folder. You must create a separate student account to complete the evaluator training. Moodle will not allow you to be the teacher and a student at the same time.

Q: Mr. Alexander Hamilton is principal at Burr High School and completed all evaluator trainings but he isn't showing up in SCLead as a SA Evaluator. What is wrong with SCLead?

A: Once Mr. Alexander completed training, he should have sent his certificates of completion for each to the SAM. The SAM should have then submitted this [required spreadsheet](#) including evaluator information to Dr. Kim Howard. Dr. Howard then grants the evaluator credentials in SCLead. This process is described in Steps 14-15 on the [SAM Quick Guide](#) located in the SAM Google Folder as well as on the first page of the [spreadsheet template](#) required for submission.

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Q: How can I see who all my certified evaluators are for the special areas? Is there a report I can run in Moodle?

A: We strongly recommend that the SAM maintain a master list of credentialed evaluators for Special Areas in their in-house files. There is no list in Moodle that doesn't include all certified evaluators state-wide and the filtering options are limited. In SCLead.org, you can check Column N in the Staff Credentials report under ADEPT reports.

Q: Elizabeth Schuyler is enrolled in the School Librarian evaluator course in Moodle but cannot move past the PowerPoint in Module 1. What is wrong with Moodle?

A: The training is set up so that in order to unlock the next level or activity, you must first complete the previous component. Tell Eliza to watch the entire PowerPoint and then refresh her screen to move to the checkpoint for that module.

Q: Mr. Tom Jefferson has registered his account in Moodle but says he did not receive the validation email. Please send another.

A: The validation email comes from [no-reply@ed.sc.gov](mailto:no-reply@ed.sc.gov) and can take up to 24 hours to be delivered. This email sometimes gets caught in your district's Spam filter, so please check there first. If Mr. Jefferson still has not received anything in 24 hours, then he will need to go back into Moodle and create his account from scratch, making sure to use the correct link in the [Quick Guide for Special Areas Evaluators](#), then watching for the validation email. Once the validation email is received, the evaluator must reply within 72 hours.

Q: What is the procedure for reaching out for support with Moodle?

A: Evaluators should reach out to their SAM first, then if the SAM cannot answer the question the SAM should reach out to [bflythe@ed.sc.gov](mailto:bflythe@ed.sc.gov).

Q: I am the SAM for Monticello School District and have this one educator who just completed Counselor evaluator training. Can I just let this email be notification and skip the spreadsheet since it is just the one case?

A: Please use the [required spreadsheet](#) for reporting evaluator credentials. We recommend waiting to submit until you have a few, but if that is not feasible then you will still need to submit the whole spreadsheet for just one evaluator. Please

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maintain a master spreadsheet for your own records of everyone you submit for credentials after verifying their completion. This process is described in Steps 14-15 on the [SAM Quick Guide](#) located in the SAM Google Folder as well as on the first page of the [spreadsheet template](#) required for submission.

Q: Does the evaluator training for School Counselors, SLP, and School Librarians count for renewal credit? If so, how many renewal credits is each worth?

A: The SAM may grant district level recertification credit for evaluators who have completed Special Areas Evaluator Training, or the SAM may provide to them the Renewal Credit Activity Form found in the Google folder. We estimate that it takes at least 4 hours to complete each Special Area Evaluator Training. Renewal credit should only be granted by the SAM after verification of completion of the training.