

**Mary**

Okay recording... so thanks Helen for being here with me helping me with my Master's project with on the Learn Moodle basics MOOC for Edinburgh Napier University We're gonna have a little chat about the results but first of all just if you could introduce yourself your role in Moodle and you role in the Learn Moodle basics MOOC.

**Helen**

Thanks Mary - so my job title is Moodle Community Manager and I help generally keeping an eye on all of the Moodle community sites such as Moodle.org itself and part of my job is helping you with our Learn Moodle MOOC so I keep an eye on and I'm an administrator for the site I also help you as you know with facilitating the course though that's mostly the weekly live sessions and I leave a lot of the forum replies to all the participants and to yourself and I look at the admin side and troubleshooting any issues that could turn up.

**Mary**

And we do enjoy it we have to say we do enjoy a lot! So, we've got the the completion reports for the last three MOOCs three four three five and three point six in January, so do you have any thoughts? You know I've got some thoughts, but you have some thoughts!

**Helen**

I must say it's very interesting all the figures you've collected - it's really cool that you're you're doing this research. Yeah and looking at the figures and it's interesting to me that that All at once pathway is quite a bit more popular than Step by step but then when you look at the percentage of each group who completed the course is almost the same Step by step as a tiny bit higher completion rate though that's probably not statistically significant. I would have thought that maybe Step by step group members would be more likely to complete the course because of going through it together with the group and yeah, I mean the support like that, but it hasn't been the case. It seems that whatever the group is chosen everyone achieves absolutely the same degree of success.

**Mary**

Well yeah, I mean that interested me too because I would have thought that the All at once group might have had a greater success because you know we know from doing it since and that are often the All at once people, like, they come back or or they're experienced and I just thought oh they'd whizz through it - but no it's exactly as you say so that was a surprise. And so the other thing was, as well as the completion certificate and badge, we used to get complaints that you know, people did everything but they just missed the workshop deadline and so they couldn't get certificates so we got a certificate of achievement - and what do you think about those people who who could have got that?

**Helen**

Well, it's interesting there that the number of participants who obtained a certificate achievement is an awful lot smaller than the number who obtained a certificate of completion. The certificates were almost the same; it's just one word saying certificate of achievement or completion and the number of activities completed is just one less out of thirty something. Yes, when you look at their completion percentages who obtained these two certificates for the typical completion it's about thirty something percent and then for the certificate of achievement it's only three or four percent. That's that's a huge difference!

**Mary**

It is. It's almost as if people are thinking well if I can't get the completion certificate I'm not bothered you know yes - it's everything except just the one thing, so is interesting, but I'm sure it if we

decided on the basis of that that we'd stop the certificate of achievement, we'd have lot of complaints even though it seems not, you know, not many people are actually interested in it. So the other thing is so, as well as the completion report, because I knew I was doing this research, I added some extra questions to the week one feedback activity. So one thing that interested me was one of the questions where it was "how confident are you that you're going to complete?" and actually both of groups to me seemed very confident. If you join the Very confident and the Quite confident it's it's a lot and I was surprised about that. I don't know about you.

**Helen**

Yeah yeah.

Looking at the percentage of participants who were very confident or quite confident we see it's like well over 95% which is really impressive. I guess maybe a bit of that could be due to the fact that the feedback activity was done during the first week and participants are pretty enthusiastic yeah at the beginning, but I do think it indicates a difference in our Learn Moodle MOOC compared with most MOOCs. I think most MOOCs people approach in all different ways and there's a large proportion of people who enrol in a MOOC just to have a good look around and then leave and they've got no intention of completing it whereas our Learn Moodle MOOC it shows that the people who sign up and they turn up at the beginning and they and they do a little bit in the first week; they are really keen to to complete all and not just look around and leave.

**Mary**

Yeah that's true; that's very good, yeah. Was there anything else in those questions that you thought was, you know, a surprise or? You know I haven't found many surprises in these results.

**Helen**

Yeah yeah looking at their answers to their, the free response questions that you did a nice text analysis for.

**Mary**

Yeah that took ages as well! But it was very useful I learned a lot.

**Helen**

You know I think like as you say to be expected but more experienced Moodle users would choose that All at once path all in one go and beginner Moodle Moodle users are more likely to choose the Step by step. I think the only thing I found I guess a little bit surprising was you you noted that there were some answers saying people chose the path because they didn't want to feel overwhelmed yeah it and it's interesting that nobody in the All at once group commented about not wanting to feel overwhelmed. Of course it's more likely that the Step by step group feel like they might be overwhelmed but but I would have thought that even the All at once group if it's if it's listed, yeah and that that could be reassuring for some types of learners it's not just the Step by step.

**Mary**

I think yeah that's true, that's true and I mean as you said it wasn't a surprise there's more people in the All at once group said they were experienced and more people in the Step by step said they were like newbies but but what was good was so actually more people in both groups said they weren't experienced or didn't feel that they could say they were experienced so actually, our MOOC is targeting people we want to target you choose newcomers or people who've only used it a little bit or who want to get more more content more confidence more experience so so that's good. So really, we need to think about - is

there anything from these results that we could, you know, take to help us improve completion rate of the next MOOC which starts on June the tenth or all of our next MOOCs?

**Helen**

Well I think it's yeah as I said it's very interesting that that whatever group people choose they seem to have the same success rate the same rate of completion and it's clear from a lot of answers that that people really appreciate having the choice, yeah whether to go through it all at once or step by step so so I think the main message I get from looking at all the data collected is that is that we should carry on going to the effort of providing these two separate pathways.

**Mary**

Yeah - that's that's true. What do you think about- I mean - it's not perfectly related to our results but it is in a sense that we're looking at ways to improve the completion rates or even get more people doing the certificate of achievement: what about our new Learning Analytics?

**Helen**

Yeah good point. We've got a lot of new analytics features coming in the next version of Moodle that we could certainly make use of to be able to identify participants who are at risk of dropping out of the MOOC and not really anything and send them a message in good time to try and encourage them to stick with it and complete the course.

**Mary**

Right so to finish I think we need to explore that and see if we can get that set up because we've only got a few weeks till our next one. So, thanks a lot and that's it! I'll stop the recording now.

**Helen**

Thanks Mary!