

## Moderating Forums

You can assign forum roles to limit access to a forum or to help with forum administration. For example, to help control the Discussion Board content that is presented to your students, you can assign a responsible user the role of Moderator.

A Moderator has ability to determine which posts will be published. When Moderation is enabled for a forum, messages posted by those with the Participant role are held in the Moderation Queue. Managers (usually Instructors) and Moderators may then review posts and either send them through for publication or send them back to the authors for revision. This is useful for stopping objectionable content from reaching the Discussion Board.

### Assigning Discussion Forum Roles

In a forum, each user has a forum role and can have only one role per forum. By default, Instructors have the role of Manager and students have the role of Participant. When logged in as an Instructor, you cannot change your own forum role.

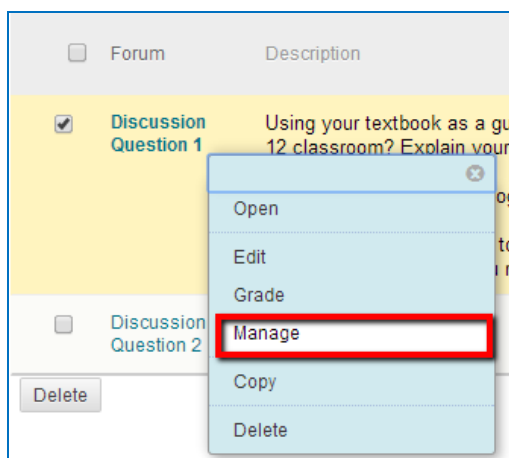
The following table describes the forum roles and their permissions.

<b>Forum Roles and Permissions</b>	
<b><u>Role</u></b>	<b><u>Permissions</u></b>
<b>Manager</b>	Managers have full control over a forum and can change forum settings, moderate posts, and assign roles and grades.  Users with a course role of Instructor or teaching assistant are granted this role by default.
<b>Builder</b>	Course builders can edit, copy, and delete forums, but not grade or manage forums. Inside a forum, a course builder can perform the same actions on posts as an instructor, with the exception of grading threads.  Course builders can also create new threads in a forum, and can enable grading for a thread and type a point value.  Users with a course role of Instructor are granted this forum role by default.

<b>Moderator</b>	<p>Moderators can delete, edit, and lock all posts in any forum, even if the forum does not use the Moderation Queue.</p> <p>If you use a Moderation Queue, the moderator approves or rejects posts in the queue before they are made available to all users.</p> <p>Users with a course role of Instructor or Teaching Assistant are granted moderation privileges by default.</p>
<b>Grader</b>	<p>Graders can read, reply to, and grade posts. The grader role has some access to the Grade Center, but cannot assign grades to their own work.</p> <p>Users with a course role of Instructor or Teaching Assistant are granted this forum role by default.</p>
<b>Participant</b>	<p>Participants can read and reply to posts.</p> <p>Users with a course role of Student are granted this role by default.</p>
<b>Reader</b>	<p>Readers can read the contents of a forum, but cannot post responses or add threads.</p> <p>This role might apply to auditors or observers.</p>
<b>Blocked</b>	<p>Blocked users cannot access the forum. They may retain access to other forums in the Discussion Board.</p>

Use the following steps to assign a forum role.

1. Navigate to the Discussion Board.
2. Click a forum's contextual menu button, and select **Manage**.



3. On the Manage Forum Users page, a list of users appears. Click a user's contextual arrow in the Last Name column.

**NOTE:** If you want to filter the list to a specific role, make a selection in the **Display Forum Role** drop-down list on the action bar and click **Go**.

4. Select a new forum role. The new role appears in the Forum Role column for the user.

The screenshot shows the 'Manage Forum Users' interface. At the top, there is a title 'Manage Forum Users' and a subtitle 'Edit a course member's forum role by selecting a new role in the forum role select menu.' Below this, there is a 'Forum Role' dropdown menu set to 'All Forum Users' and a 'Go' button. An 'Edit Role' dropdown menu is also visible. The main part of the interface is a table with columns: First Name, Last Name, Username, and Forum Role. The table contains 8 rows of user data. The second row from the bottom is highlighted in yellow, and a context menu is open over it, listing several role options. The 'Change to Moderator' option is highlighted with a red rectangle. At the bottom right of the table, there is a status bar that says 'Displaying 1 to 8 of 8 items' and buttons for 'Show All' and 'Edit Paging...'

<input type="checkbox"/>	First Name	Last Name	Username	Forum Role
<input type="checkbox"/>	David	Collins	collindb	Manager
<input type="checkbox"/>	Michelle	Giles	gilesl	Manager
<input type="checkbox"/>	Cynthia	Lopez	lopezcc	Manager
<input type="checkbox"/>	Test	Student	gilesl_s	Participant
<input checked="" type="checkbox"/>	Test	Student	lopezcc_s	Participant
<input type="checkbox"/>	Test	Student	training01_s	Participant
<input type="checkbox"/>	Test	Student	collindb_s	Participant
<input type="checkbox"/>	Training	Training	training01	Manager

5. Click **OK** to return to the Discussion Board. Alternatively, click the forum title in the breadcrumbs to return to the forum.

To change multiple roles at one time, select the users' checkboxes and point to the **Edit Role** button. Choose a new role from the menu. You can check the checkbox in the header row to select all users.

## Controlling Discussion Board Content (Moderating)

As an online instructor, your role is to facilitate the conversation and exchange of ideas on the Discussion Board. You need to ensure that students feel comfortable to share, while also monitoring responses and keeping everyone focused and on track. At the same time, you want to be careful not to dominate or impede the flow of the discussion.

Occasionally, students may introduce inappropriate material for the class discussion. Depending on the maturity and sensitivity of the students in your course, you may need to review students' posts for inappropriate content before sharing posts with the rest of the class.

In a discussion forum, you can assign a user the role of Moderator. A Moderator reviews posts before they are added to a thread and appear in the Discussion Board.

When you create a moderated forum, all posts to the forum are added to the Moderation Queue. The Moderator reviews each post and does one of the following:

- Publishes the post.
- Returns the post to the sender without a message.
- Returns the post to the sender with a message.

The Moderator can also delete, edit, and lock posts in a forum even if the forum does not use the Moderation Queue.

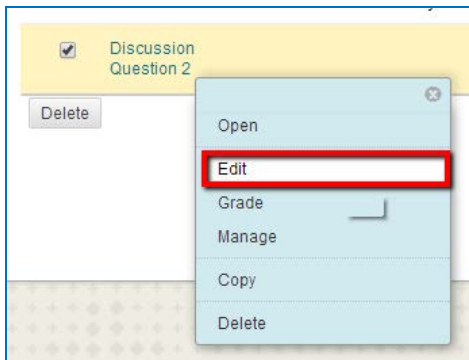
You can choose to moderate a forum when creating it or by editing the properties an existing forum. Only posts added after enabling forum moderation are available for review in the Moderation Queue.

When choosing a moderated forum, it is best not to allow students to edit or delete posts. This ensures that the post approved is the one viewed by users.

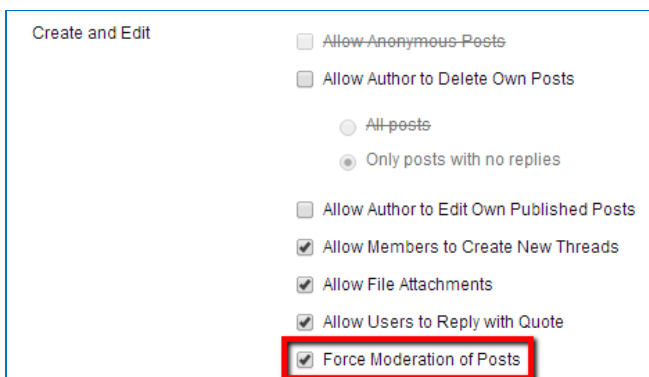
**NOTE:** *If you do not assign a Moderator, the Manager must take responsibility for approving posts in a moderated forum.*

Use the following steps to allow the moderation of posts in an existing forum.

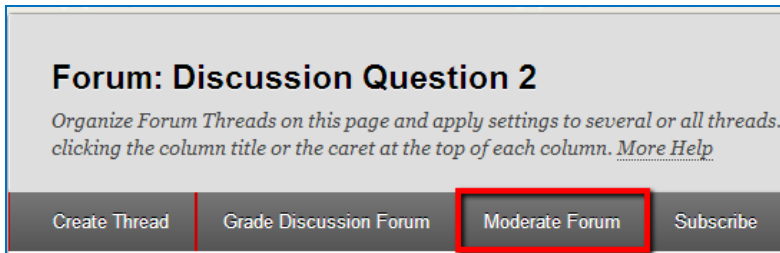
1. Access the Discussion Board, click a forum's contextual menu button, and select **Edit**.



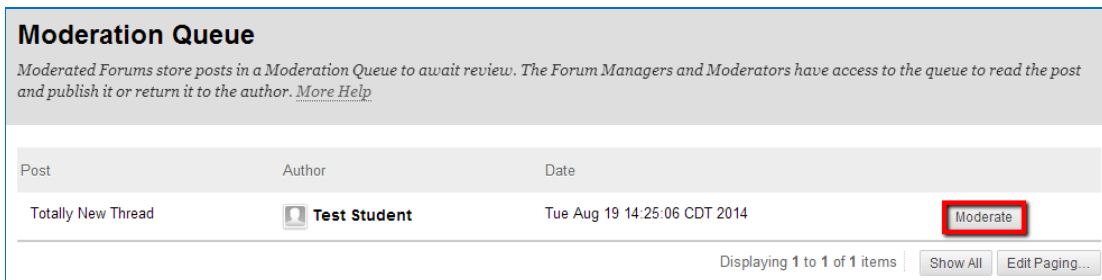
2. On the Edit Forum page, in the Forum Settings section, select the **Force Moderation of Posts** checkbox, and click **Submit**.



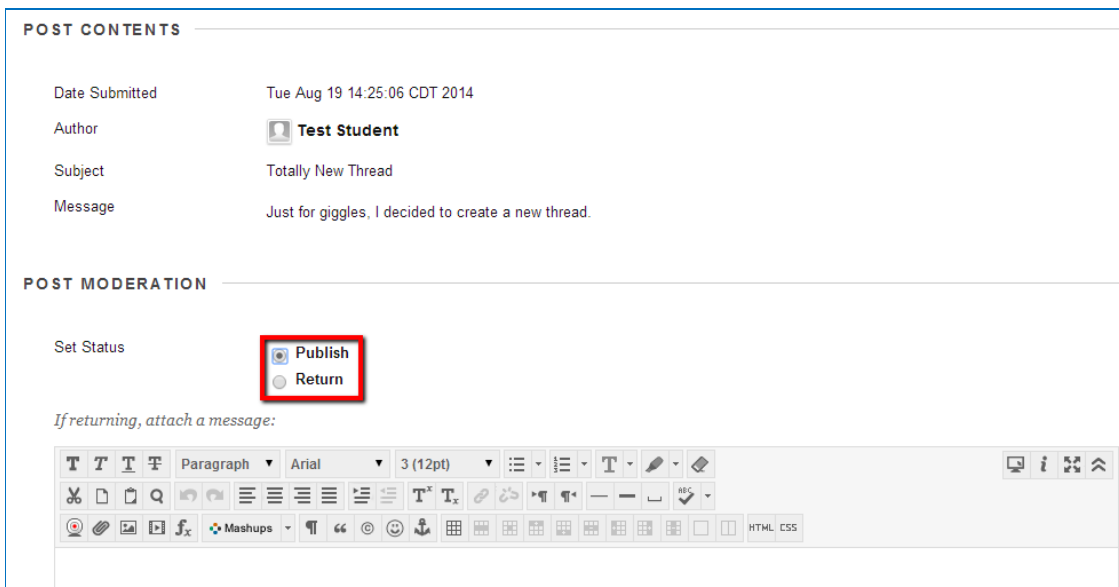
- After posts are submitted, access the forum. In the Moderator's view, no posts appear because the messages are awaiting approval. On the action bar, click **Moderate Forum**.



- The **Moderate Forum** button appears only to those users who have a forum role of Manager or Moderator. In the Student view, the author can see the post in Tree View with a reminder that it is in the Moderation Queue.
- On the Moderation Queue page, the posts appear in alphabetical order by title. Click the column title or caret to sort by post title, author, or date. To review a post, click **Moderate**.

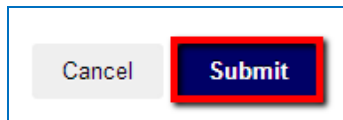


- On the Moderate Post page, read the post and select the **Publish** or **Return** option. Published messages are immediately posted to the thread. Optionally, type feedback in the text box.



***NOTE:** Although feedback is optional, this is an opportunity to provide guidance, ask questions, redirect a student's focus, and explain why a post was returned.*

7. Click **Submit**.



Returned posts no longer appear in the Moderation Queue. Students see their returned posts in the forum. When returned posts are opened, students see an explanation, if feedback was included, and they can create new threads as needed.

***NOTE:** If you decide to turn off moderation, all posts currently in the Moderation Queue will be published immediately.*