

**Georgia Highlands College**  
**HYBRID-ONLINE COMM 1100**  
**Human Communication – Dana Pergrem**  
**Fall 2011**

**Cartersville Tuesday 9:30am-10:45am CRN-80455**

**WARNING:** This is a hybrid-online course.

It contains both in-class and online assignments. Class meets once weekly and will be used mainly for speeches, tests, and group work. The remaining material will be presented online and gained autonomously through the textbook. Very little class time will be dedicated to lecture coverage of course material. You will be required to work independently by reading the textbook, and by accessing the class webpage and Vista on the internet on a regular basis to complete the reading, assignments and activities posted there. Each test will cover approximately 6 chapters of material for which you are largely responsible for learning on your own. As with any course, attendance is required to succeed, and this class has a rigorous participation policy which will be strictly enforced. You will need regular access to a computer and the internet, and the ability and discipline to work independently to be successful in this course. It is your responsibility to ensure that you can access the information posted on the class webpage several times weekly.

**Instructor:**

**Dana Pergrem**

**Email:** [dpergrem@highlands.edu](mailto:dpergrem@highlands.edu) Always the best way to reach me. Please email me from your GHC account. I will try to return your email within 2 business days. Use this address; do not attempt to email through Vista.

**Office:** 220A (Cartersville Campus)

**Office Hours:** Usually available before/after class. Please let me know if you plan to stop by (I sometimes have additional commitments on multiple campuses). Feel free to make other arrangements with me if these times are not convenient, or we can always talk via email.

**Office Phone:** (678) 872-8048 Voicemail is not a good way to contact me. Please email me for the fastest response. Even if you leave a voicemail message my response will likely be by email to your GHC account.

**Mailbox:** GHC office of this campus or with the Humanities secretary at Cartersville.

**Course Website:** <http://www.highlands.edu/dpergrem/hybridcomm1100.htm>

Other course content on GeorgiaVIEW Vista

**Textbook:** *COMM2* by Verderber, Verderber & Sellnow Reading the text is essential for passing this class.

**Semester Hours Credit:** 3 hours

**Prerequisites:** None

**Class Webpage & Vista:**

- Class webpage address: <http://www.highlands.edu/dpergrem/hybridcomm1100.htm>
- Click the Weekly Class Information link for your class day/time located at the top left-hand side of the webpage to get started. All information and assignments are posted here.
- Everything in this course starts from the class webpage. Go HERE first, NOT Vista.
- In addition to a weekly class schedule, the class webpage provides extra information and/or an outline of points, assignments, and handouts.
- Check the webpage a couple of times each week for updates (which will generally be within a day or so of the class meetings). Failure to check the webpage frequently and regularly will not excuse the student from any material, assignments, or deadlines indicated.
- Please check this page for any updates BEFORE you head to a class meeting. If an issue arises that that would warrant a change of plan, information will be posted on this webpage if at all possible. It is my primary method of conveying information to the class.

**GeorgiaVIEW Vista:**

- This course will also utilize the GeorgiaVIEW Vista website.
- The URL for the GeorgiaVIEW Vista logon is <https://highlands8.view.usg.edu> (see link on GHC homepage).
- Additional information regarding Vista is provided at the end of this syllabus
- When you need to access Vista I will direct you to do so from the class webpage.

**Course Description, Goals and Objectives:**

Human Communication is a broad approach to oral communications skills, including intrapersonal, interpersonal, small group, public speaking, and mass communication/media effects. It includes in-class group and individual speaking activities covering a variety of human communication techniques, formats and contexts. This course will examine the critical role communication plays in our everyday lives.

Students should aim:

- To develop/demonstrate the ability to speak clearly, logically, precisely and effectively
- To acquire, organize, document and orally present information and ideas individually and in groups, through observing, speaking, reading and listening
- To explore various areas of communication such as persuasion, public speaking, non-verbal messages, technology, multicultural exchanges, interviewing, group interaction, critical thinking, mass communication, the "self" in communication, language, listening, media, online communication, and interpersonal communication

After successful completion of this course:

Students will have (a) gained knowledge of effective oral communication methods, (b) applied and developed their ability to prepare selected materials and orally present information, and (c) developed a keener awareness of the multi-faceted discipline of communication, as demonstrated through tests, speeches and activities.

**Grades:**

General Information:

- Grades in Human Communication are based upon how well you fulfill the requirements of each assignment according to the criteria specified on the syllabus, additional handouts and/or information presented orally by me.
- Students will receive grades either by returned material or through VISTA. I will try to return your grades in about a week from the class meeting.
- Students should bring a pencil and a scantron to every test day.

**Scantrons:** Scantron sheets are required for all 3 tests and may be required for additional activities. You will need at least 3 scantron sheets for this class. Per GHC's new policy, YOU are responsible for purchasing your own scantron sheets. Scantron sheets may be purchased from the GHC bookstore. I will not have any scantron sheets available. You will not be allowed to take a test if you do not have a scantron sheet. You will not be allowed extra time on an exam to purchase a sheet at the time of the test.

**Assignments:**

Instructor reserves the right to make changes to assignments/dates, and other minor assignments may be given.

**The final grade for this course will be based on the following:****1. Exams**

There will be **3** exams given this semester. If you take all 3 tests, the lowest grade will be dropped and the **2** highest test scores will be used to determine your grade. If you miss a test, **regardless of the reason**, that will be your dropped grade and your other 2 test grades will count. If you miss more than one test, you will receive a '0' on the second missed test and on any tests missed thereafter.

**2. Presentations**

Each student will present 4 major graded speeches:

1. Informative Speech on
2. Persuasive Presentation
3. Group Speaking Activity
4. Special Occasion Speech

Specific “Speech Information Sheets” for each of these speech assignments will be provided for you on the web.

For each speech you must turn in a printed and stapled:

1. Comprehensive Outline (based on my example)
2. Works Cited page (a.k.a. Bibliography or Reference page) in MLA or APA style format
3. Copies of all reference materials used, including copies of webpages, magazine articles, portions of books, etc. Significant points will be deducted if these are not turned in at the time a speech is given, or if other assignment criteria are not met as described in the Speech Information Sheet for each assignment.

**Speech Etiquette:** Do not enter the room if a speech is in progress. Please wait quietly outside and enter between speakers. Do not text, surf the web or engage in side conversations during a speech. Computers/phones should be inactive. Give the speaker your full attention.

### 3. eActivities

Throughout the semester certain important information will be highlighted on one or more “activities” totaling 50 points. Activities may include such things as responding to online discussion questions, completing multiple choice online quizzes, participating in online in panel discussion groups, or other in-class activities as well.

The following describes the point allocation for the course:

<b>Tests (350 points)</b>	<b>Point Value</b>	
Test 1	175*	
Test 2	175*	*NOTE: lowest test grade is dropped, leaving only
Test 3	175*	350 possible points for tests
<b>Presentations (375 points)</b>		
Informative Speech	100	
Persuasive Presentation	100	
Group Speaking Activity	100	
Special Occasion Speech	75	
<b>eActivities (50 points)</b>	50	
<b>TOTAL POINTS</b>	<b>775</b>	

**Point/Grade Breakdown:** A=698-775, B=620-697, C=543-619, D=465-542 F=below 465

### Class Policies & College Policies:

- **Your Grade:** You are responsible for keeping track of total possible points and points earned. To calculate your approximate grade % at any point during the course take total points earned so far and divide by the total points possible so far.
- **Acting as Audience:** One of your most important jobs in this course is acting as an audience for your classmates. Please be respectful, attentive listeners. Do not enter the room when a speech is in progress; wait outside until the speaker is done.
- **Respect:** In this class we are here to improve our communication skills, not engage in heated moral, ethical or political debate over speech content. Disrespect for fellow speakers will not be tolerated. Just because you don’t happen to agree with a speech doesn’t mean it’s a bad speech. However, disrespect for the audience by a speaker will not be tolerated either. *No profanity or inappropriate language should be used in speeches.*
- **Written Communication:** You should treat every email as a chance to practice professional written communication skills, so please adhere to standard conventions of grammar, spelling, and language when writing emails to me and other instructors at GHC. I will call you on this. This is a class in human communication, after all, and I’d hate to know you left this class thinking it

was acceptable to contact potential employers, bosses, or other professionals with sloppy emails! (OMG dont txt speak me n ur emails – this is a pet peeve!).

- **Assignment Format:** All written assignments must be printed on plain white 8.5" x 11" paper, using a computer and printer. Please staple all assignments that are two or more pages in length (do NOT dog-ear, fold corners, use paperclips or other binding methods). I do not accept assignments via email or other electronic method unless otherwise stated. Unless I specify otherwise in class, hand-written assignments will not be accepted.
- **Attendance & Involvement:** This class has a strict involvement policy. The class meeting portion of this course contains significant group interaction (speaking to an audience, acting as an audience for speeches, engaging in group discussions, etc.) that CANNOT be recreated or made-up outside of class. Missing class can dramatically lower your grade. GHC Attendance Guidelines state that regular, punctual attendance at all classes is the student's responsibility. Students are expected to account for absences to each instructor and, at the discretion of the instructor, to make up all work missed because of the absence. Final approval of any class absence remains with the individual instructor."
  - Furthermore, according to the Humanities Division Attendance Policy, a student who misses 3 class periods may not return to the class without appealing to the division chair. This appeal must be made within 3-5 days. Otherwise the student may not return to the class and no appeal will be allowed. On the fourth absence for any reason it will no longer be possible to receive a passing grade in the course.
- **Coming to Class Meetings Late & Leaving Early: It is not fair to others if you come late or leave early.** You are expected to be present for the entire class period during class meetings. Chronic lateness to class or frequent early exits will not be tolerated and may result in your not being allowed to enter the classroom, not being counted present, or not being allowed to participate in an activity, depending upon the activity in which we are engaging and the time you enter.

Once a test period begins (which is usually, but not always, at the beginning of class and lasts around 45mins) your test will end at the same time as everyone else. This means if you arrive 35 minutes into a test you will only have 10 minutes to finish. If you miss the test entirely and we have left or moved on to another activity when you arrive, you will not be able to take the test and will not receive credit.

Once the speech period has been completed and we have left or moved on to another activity, you will not be able to present your speech that day and receive credit for having presented "on time." Your speech will be counted as "late" and points will be deducted.

Once a group speech is underway you will not be permitted to join. Therefore, you will not receive credit for this activity. Group speeches are usually started at the very beginning of class so it is extremely important to be on time those days.

- **Technology:** Students should check email and of course visit the course website on a regular basis. Please use your official GHC student email account when contacting me about course material/concerns. This class requires the use of technology including Vista, email, online assignments, web activities, online research, word processing, PowerPoint, etc. Computer resources are available on every campus for your usage. You will have technology related and online assignments as part of this course.
- **Disruptions:** Although healthy class discussion is the cornerstone of academic pursuits, if you are behaving in such a manner as to be a disruption to the class (disrespectful to the instructor or other students, talking excessively, surfing the web, being argumentative, using electronic devices, and/or other disruptive behaviors) you may be asked to leave the classroom and may not be allowed to return for the remainder of the class period. You will not be allowed to makeup any missed work that occurs as a result of being asked to leave the class and will not be counted present. If disruptive behavior continues you will be subject to further disciplinary action.
- **Cell Phone/Computer/Pager/Recorder Policy:** Absolutely no cell phones will be allowed out (on the desk, in your lap or otherwise) during tests or activities. Phones and pagers must be turned off or on silent/vibrate mode before class begins and stored out of sight.

No Recording of any kind (tape, camera phone, etc.) in the classroom without the consent of the instructor, as some in-class activities are not suitable for recording, such as other students' speeches. **NO TEXTING AND NO COMPUTING DURING CLASS!!!!**  
**You will be asked to leave the classroom if you can't put away your crack-berry....**

- **Academic Honesty Policy:** Cheating includes any attempt to defraud, deceive, or mislead the instructor in arriving at an honest grade assessment, or the acquisition of an unfair advantage. Plagiarism is a form of cheating that involves presenting the ideas or works of others as one's own. Cheating of any kind may result in a penalty ranging from a grade of '0' on the work in question to an 'F' in the course, and may be referred to the V.P.'s for Academic and/or Student Affairs, or any other appropriate body or channels as set forth by the College. All speech and paper assignments require a works cited page and a copy of all reference materials used, including web pages. You may not copy others' works and use them as your speech. You may not use an old paper/speech and recycle it as your speech.
- **Student Rights and Responsibilities:** Policies on student conduct and academic integrity are in the College's "Student Rights & Responsibilities" document. This can be accessed via the following URL: <http://www.highlands.edu/site/student-rights>
- **Children in Class:** Class is not an appropriate place for children. If childcare issues arise, please make other arrangements. Absences due to a sick child follow the same documentation needs as student illness.
- **Disability Statement:** Georgia Highlands College has resources available for students with certain disabilities. Accommodations (such as providing materials in alternative formats, assuring physical access to classrooms or being sensitive to interaction difficulties that may be posed by communication and/or learning disabilities) may be made through Student Support Services on all campuses. For more information please contact Cartersville 678-872-8004 or Marietta 678-915-5021.
- **This message applies only to students receiving financial aid:** Federal regulations state that if a student did not attend classes and received failing grades, then the grades were not earned and financial aid needs to be reduced accordingly. Please be advised that any student receiving a 0.00 GPA will be required to prove that the 0.00 GPA was earned by attending classes or completing requirements for each class. Students who have earned at least one passing grade for the semester will not be affected by this regulation. If a student has properly withdrawn from all classes, the student's financial aid should be adjusted from the time they signed the withdrawal form.
- **Inclement Weather:** In the event of inclement weather, the college posts necessary announcements on the [www.highlands.edu](http://www.highlands.edu) website. Announcements will be posted on the class webpage if possible.
- **Extended Absence Policy:** Students, who have circumstances that prevent them from continuing to attend classes over an extended period of time, sometimes request that the faculty member permit them to submit work in absentia to receive credit to complete the course. If the concurrent absences will constitute more than 15% of the class sessions for the term, then written permission from the Division Chair is required before any course assignments can be completed while missing class. The student must be in good academic standing in the course to make the request. All approved coursework must be completed by the end of the semester in which the course was begun. (Note: If a program has a more stringent absence policy than this, then the program policy prevails.)
- **Withdrawing:** The appropriate paperwork must be completed and submitted by the student prior to midterm in order to withdraw from the course with a grade of "W".
- **Make-Up Work:**

**Exams** – If an exam is missed, due to the lowest exam grade being dropped **YOU WILL NOT BE ALLOWED TO MAKEUP OR RESCHEDULE ANY EXAMS, regardless of reason. This means even if you have a good reason like being sick or car trouble, unfortunately you still will not be able to makeup the exam.** In the unlikely event that you miss 2 exams you might consider seeking a withdrawal from this class, as you will earn a grade of "0" for the second missed exam. In the extremely unlikely event that you miss 2 exams due to 2 documented medical situations or deaths in the family, etc. you might consider seeking a hardship withdrawal.

**Speeches** - You are expected to present your speeches on the assigned dates. If you are absent on your presentation day and have a documented excuse you will be allowed to makeup your speech without penalty. If you are absent on your presentation day without a documented medical or other documented excuse, you will lose 20 points on your speech grade plus 20 additional points for each available class day you do not give your speech. If you miss your presentation you must be ready to makeup the presentation the day you return to class. However, the instructor reserves the right to reschedule your makeup to another date. It is your responsibility to keep track of any missed or belated speeches and to remind the instructor if you need to makeup a speech. As it is usually scheduled for the last day of class or final exam date, the Occasion Speech cannot be made up as such. Absence from the occasion speech will result in a research paper/essay assignment worth 75pts to be turned in to the instructor along with the appropriate documentation (contact instructor by email immediately for specifics). **Note: This absence must be for a documented illness or death in the family only** (please do not include confidential information, medical or other, in my copy of the documentation).

If you ARE in class, you will be required to give your speech on the assigned day or you will lose 20 points on your speech grade plus 20 additional points for each class day you do not give your speech.

**Group Speaking Activity** - The group speech is a group activity and thus, cannot be made up as such. Absence from the group speech will result in a research paper/essay assignment worth 100pts to be turned in to the instructor on the designated day along with the appropriate documentation. **Note: This absence must be for a fully documented illness or death in the family, or other extreme situation only** (Please do not include confidential information, medical or other, in my copy of the documentation). If the group speech is missed, the student must contact the instructor by email immediately, whereby the instructor will determine if a makeup is allowed, and if so, will provide the student with the details of the makeup assignment.

**eActivities** - Assignments are due when indicated and will be penalized 20 pts for each day past the due date.

**Important Dates/Class Schedule: TUESDAYS**

<b>August 23</b> <ul style="list-style-type: none"> <li>• Introduction to course/lecture</li> </ul>	<b>August 30</b> <ul style="list-style-type: none"> <li>▪ Lecture/Activity</li> </ul>
<b>Sept 6</b> <ul style="list-style-type: none"> <li>▪ <b>Speech 1</b> – Informative Speech</li> </ul>	<b>Sept 13</b> <ul style="list-style-type: none"> <li>• <b>Any remaining Speech 1</b></li> </ul>
<b>Sept 20</b> <ul style="list-style-type: none"> <li>• <b>Test 1</b></li> </ul>	<b>Sept 27</b> <ul style="list-style-type: none"> <li>▪ Lecture/Activity</li> </ul>
<b>October 4</b> <ul style="list-style-type: none"> <li>▪ Lecture/Activity</li> </ul>	<b>October 11</b> <ul style="list-style-type: none"> <li>▪ <b>Speech 2</b> – Persuasive Presentation</li> </ul>
<b>October 18</b> <b>Any remaining Speech 2</b> <b>Oct 20 – last day to withdraw with a “W”</b>	<b>October 25</b> <ul style="list-style-type: none"> <li>▪ <b>Test 2</b></li> </ul>
<b>Nov 1</b> <ul style="list-style-type: none"> <li>• Lecture/Activity</li> </ul>	<b>Nov 8</b> <ul style="list-style-type: none"> <li>• Lecture/Activity</li> </ul>
<b>Nov 15</b> <b>Speech 3</b> – Group Speech Activity	<b>Nov 22</b> <ul style="list-style-type: none"> <li>• <b>Any remaining Speech 3 and Test 3</b></li> </ul>
<b>Nov 29</b> <b>Speech 4</b> – Special Occasion Speech	<b>Dec 8 THURSDAY</b> <b>10am: Final Exam Period for this class. We do not have a final exam. However, we will meet this day if I determine it is needed to complete our schedule/final speeches. Please plan to attend on this day until I make a determination regarding its necessity.</b>

**Dates are tentative and may be changed at the instructor's discretion.**

**The instructor reserves the right to alter the dates, material covered, or format of any exam or assignment as necessary.**

**Course material may include selected topics from:**

- Information Competency Skills – Online Library Tutorial (<http://www.usg.edu/galileo/skills/>)
- Chapter 11 - Developing & Research Speech Topics
- Chapter 12 - Organizing Your Speech
- Chapter 13 - Adapting Verbally & Visually
- Chapter 14 - Overcoming Speech Apprehension
- Chapter 15 - Informative Speaking
- Chapter 1 - Communication Perspectives
- Overview of Mass Comm. (Notes)
- Chapter 16 - Persuasive Speaking
- Chapter 6 - Communicating Across Cultures
- PowerPoint Technology in Comm. (Notes)
- Critical Thinking & Additional Topics as Needed (Notes)
- Communication in an Online World – Communicating Electronically (Notes)
- Chapter 2 - Perception of Self and Others
- Chapter 3 - Communicating Verbally
- Chapter 4 - Communicating Through Nonverbal Behaviors
- Chapter 5 - Listening & Responding
- Chapters 8 - Communication Skills in Interpersonal Relationships
- Chapter 9 - Communicating in Groups
- Chapters 10 - Problem Solving in Groups
- Appendix - Interviewing
- Chapter 7 - Understanding Interpersonal Relationships
- Interpersonal Communication - (Notes)
- Handling Difficult People (Notes)

Each test will cover approximately 6 chapters worth.

**Miscellaneous Reminders:**

1. **No emailed work will be accepted (unless otherwise specified). Speech outline, works cited page, copies of sources, etc. MUST be in hard copy and handed at the time you present your speech.**
2. When sending an email to me, please include "Comm 1100" in the subject line and use your Georgia Highlands email account unless otherwise specified.
3. Keep any graded material until final semester grades are posted. If a grade is recorded incorrectly and the original assignment is not available, then I have no option but to let the recorded grade stand.
4. It is your responsibility to make sure you are counted as present in class meetings.
5. Students are responsible for keeping track of total possible points and points earned. To calculate your grade at any point during the course: Take total points earned so far and divide by the total points possible so far.

**This course proudly supports the mission of IC @ GHC.  
To learn more about this program visit our website at [www.highlands.edu/ic](http://www.highlands.edu/ic)**



**Good Luck! I look forward to having you in this class.**

## Will You Be Successful in a Hybrid-Online Class Format?

***To be successful in this hybrid-online course, you must be able to answer “Yes, I understand and agree” to the following statements:***

1. I understand that this class requires that I be able to work independently, and if I cannot discipline myself to do this, I am not a good candidate for this course.
2. I understand that I am responsible for reading the textbook, for going to the class webpage on a regular basis, and for doing the reading and assignments posted there. No one will nag or remind me to do this. I must remember and make the time for myself.
3. I understand that the class webpage posted on the internet is an integral part of this class and that it is my responsibility to ensure I can access the information posted there and complete the published assignments by whatever means necessary. Material posted on the webpage is considered “communicated” and might not be mentioned in class at all.
4. I understand that we will not go over every chapter of the textbook in class, and that there will be several chapters for which I am responsible and over which I am tested that we do not discuss in class at all. I understand that each test will cover approximately 6 chapters from the textbook, which is a great deal of information.
5. I understand that the instructor may contact me by email and that I should check my GHC email account regularly and frequently.
6. I understand that by meeting only once weekly, this class moves very quickly (speeches will begin almost immediately), and that if I do not keep up with the assignments, I will fall behind and it is unlikely that I will be able to recover.
7. I understand that if I have work or other obligations that would prevent me from coming to class each week and attending for the full time allotment, I am NOT a good candidate for this course.
8. I understand that if I have questions, it is up to me to appropriately contact the instructor, but BEFORE I do so I should read all available materials and information.
9. I understand that since this class meets only once weekly, there is a rigorous participation policy which will be strictly enforced.
10. I understand that the vast majority of class time will be devoted to speeches and tests, and that if I am the type of student who enjoys lecture and class interaction or who needs face-to-face instructor contact to learn, I am probably NOT a good candidate for this course.
11. I understand that although there are no official prerequisites for this course, it involves much reading, research, and speech writing (determining main ideas and creating outlines). As this course is in a hybrid, fast-paced format, I should consider this carefully if I do not have a solid reading and English background, as this may present a challenge.
12. I understand that a hybrid-online format is not for everyone, and although they may not be at the exact time or on the exact campus I prefer, I have options for taking this class in a traditional format if I so choose. However, I am opting for a hybrid-online version of this course.
13. I understand that if I have made a “C” or below in any recent course this is often a good indicator that it will be difficult for me to be successful in this type of environment, therefore I may NOT be a good fit for this course.

**◆ You are acknowledging your understanding of and agreement with the above statements and with the syllabus in general by continuing to remain enrolled in this class. If you are NOT able to answer that you understand and agree to the above statements be forewarned that you will NOT be successful in this course. You might choose to consider options other than a hybrid-online format.**

## Student Guide to Accessing GeorgiaVIEW (08.09)

GeorgiaVIEW is a web-based course management system used by many of the colleges in the University System of Georgia. To access GeorgiaVIEW, you need a computer with Internet access and a web browser.

### Vista tips ...before you start

1. It takes 24-36 hours for a course you registered for to appear in GeorgiaVIEW, so if a class you registered for does not show up on your "myGeorgiaVIEW" course list page, wait a day before assuming something is wrong.
2. Turn OFF Pop-up blocker in your web browser.
3. Avoid using GeorgiaVIEW during peak hours. Don't keep clicking if pages are slow to appear. Don't use the "BACK" button in the browser, use the navigation within GeorgiaVIEW.
4. To change your initial password, log on, click "My Settings" and "Change Password."
5. The 'Warning Security' and 'Certificate' dialog messages you see are normal. Click 'YES' each time a dialog message appears.
6. Don't attempt to use GeorgiaVIEW via a dial-up internet connection.
7. When you have accessed your "myGeorgiaVIEW" page you can hide other courses. Click the pencil icon next to your courses and select "hide". Hiding a course does not delete it.
8. GeorgiaVIEW is unavailable every alternate weekend for scheduled maintenance from 10pm Friday to 7am Saturday.

### How to access and log on

#### Step 1. Get your user name and passwords

When you have your GeorgiaVIEW user name and password, you can access any Georgia Highlands course section that uses GeorgiaVIEW. Your user name and password do not change.

- Your user name is the same as your GHC network/e-mail name (just the part before the @). You can also get your username from the course instructor.
- Your initial Vista password is the same as your initial Georgia Highlands SCORE PIN, the six-digit number based on your date of birth (mmddyy).  
If this doesn't work, try your SCORE PIN.  
If neither of these work, get your password reset.

To get your password re-set.

1. In person: on the Floyd (706-295-6775) or Cartersville (678-872-8086) campus, call or go to the InformationTechnology Department.

You can also email: [rt@highlands.edu](mailto:rt@highlands.edu)

2. Online: go to the Vista Online Support Center at:

<http://help8.view.usg.edu>

(You will need your GeorgiaVIEW user name and your Georgia Highlands e-mail address).

## Step 2. Log on to GeorgiaVIEW and access a course section

A. Go online, open a Web browser, and go to: <http://highlands.view.usg.edu>

(Note: If a 'Java Script Application' dialog box opens with the message 'Pop-up Window Check' appears, click 'OK'. This means you need to turn OFF popup-blocker (see Vista Tips, above).

B. Click the "Log In" button.

(Note: If a 'Browser Checker' window appears, you need to change some settings in your Web browser. There is a red X by the settings you need to change.

For instructions, scroll down to the bottom of the Browser Checker window to 'Other Resources', click the 'Step-by-step instructions to properly configure your browser' link, and follow the directions. You can then continue.)

C. Enter your user name and password (the password is case sensitive).

D. Click the title of the course section you want to go to: the course section home page opens.

## Getting help

There is a list of Frequently-Asked-Questions on the Georgia Highlands home page.

Or go to this page: <http://www.highlands.edu/facultystaff/it/vistaindex.htm>

Most problems involve an incorrect password or username. You can get your password reset on the Rome or Cartersville campus by going to the Information Technology Department.

You can also get your password reset and emailed to you by going to the HELP site below.

Vista help and user support are available 24/7 at the Online Support Center. Go to the Website below to see if there's a solution to your problem. If you don't see what you need, you can submit a 'ticket' describing the problem, e-mail customer support, 'chat' to a support person via 'live chat' over the Web, or call a 1-800 number.

<http://help8.view.usg.edu>

## Troubleshooting Tips

- Check that you entered your user name and password correctly.
- Run the Browser Checker, and turn OFF popup blocker.
- Quit GeorgiaVIEW, close the Web browser and try using a different browser.
- Make sure your computer is set to the correct time.
- Turn OFF any special toolbars you have in your browser (Yahoo toolbar, for example).
- If your course doesn't show up, wait a few days –especially if you registered late or in drop/add.