

Instructor Guide to Using GeorgiaVIEW Vista at GHC

Where can I get Vista Training?

Instructors wishing to use Vista with a course section should attend an introductory workshop for an overview of Vista before beginning course planning and development. Introductory Vista workshops are given each semester and are part of a 4-workshop "Vista Basics" series. In the four workshops, you learn to implement many of Vista's basic features and you can begin to develop a course that uses Vista's tools. The workshop schedule is at: <http://www.highlands.edu/irc/faculty/facadcal.htm>

Online Vista faculty training is also available. You can enroll in a self-paced Vista tutorial, which explains how to develop a course in Vista, and includes instructional modules and movies demonstrating key Vista concepts and procedures. Workshop attendees will be enrolled in the online Vista course. For more information, contact the GHC Vista Administrator (S. Grist). For additional Vista training resources go to: <http://www.highlands.edu/irc/webtools/Vista2.htm>

How should I plan for Vista?

Plan on spending about a month learning the basics of how Vista works. During this time, you can begin to develop a course, adding tools like discussion boards, chat, e-mail, and developing the course calendar and syllabus. You can also begin to organize and prepare existing course content for use in the Vista environment.

If you are teaching online or using Vista for the first time, you should get some experience using Vista as a teaching tool before you use it for more advanced course management activities such as delivering a large amount of course material, using the online grade book, or carrying out online testing. You may find that Vista's basic e-mail, chat, discussion and web page development tools are all you need to augment your course. Vista is particularly useful for adding online features to hybrid or face-to-face courses such as chat rooms, interactive white boards, and moderated discussion groups. You can also teach Web-only courses with Vista (E-Core courses use Vista).

When are course sections available in Vista?

1. Each semester, data for all course sections at GHC is exported from Banner to Vista. This data includes student enrollment, usernames and passwords, as well as instructor usernames and course section rolls.
2. Banner data is exported to Vista at three key points each semester: (1) a week or so before the semester begins, (2) right before the 1st day of classes, and (3) after drop/add has ended.
3. Because data for all Georgia Highlands course sections is automatically exported each semester, you do not need to 'request a course' in Vista; your course(s) will be listed automatically each semester on your personal 'myVista' access page.
4. Although you can develop a Vista course at any time during or before the semester you plan to use it, course sections can only be made available for student access when course section data has been exported to Vista from Banner. When the data has been exported, students can access the course(s) unless the instructor has sets a date when course sections become available.

5. Keep in mind that Vista course section rolls reflect Banner rolls, but that section data is exported from Banner to Vista at 3 specific points. The second data export is done a day or so before classes begins, but the third is not done until drop/add ends. Thus, there may be discrepancies as students add or drop sections during drop/add. However, the Banner and Vista rolls should be identical after drop/add has ended and the final data export is complete.

6. As soon as the first Banner-to-Vista data export is complete, your course sections for the semester appear on your 'MyVista' page. To access an instructor course section in Vista, go to <http://highlands.view.usg.edu> and enter your Vista username and password. You will see a list of the courses you are teaching. See below for more logon information.

How do Vista usernames and passwords work?

Vista users must have a username and password to access course sections. The username and password gives access to all Vista courses and sections via a portal page called "myVista". Instructor and student Vista usernames and passwords are automatically generated during the Banner-Vista data export. The Vista username and password does not change in subsequent semesters.

- Instructor

username: issued by GHC Vista Administrator
password: the PIN used to access SCORE

- Student

username: issued by section instructor, student usernames are listed in the course roll of each Vista section.
password: the PIN used to access SCORE when Banner-Vista data was exported

How should I help my students access Vista?

Currently-enrolled GHC students have access to their Vista course sections via links on their "myWebCT" portal page, which displays all the course sections they are enrolled in (regardless of whether the course actually uses Vista).

A. Students who have used Vista before use their Vista usernames and passwords.

B. Students who have not used Vista get their username and password as follows:

1. Issuing Vista username to students

Instructors can see the usernames for all students in each Vista course section by looking at the appropriate column in the gradebook tool when in "Teach" view. Passwords are case-sensitive, and must be entered accurately to log-on.

2. Vista password for students

Students logging on to Vista for the first time use the SCORE PIN they were using when the data was exported from Banner (i.e. in the first week of class).

Students who do not know their student SCORE PIN should enter the default initial PIN: month/date/last-two-numbers-of-year-of-birth (for example: 012687).

If students re-set their SCORE PIN after the first week of the semester, the new PIN will not work as the Vista password, and the student should try the original PIN.

What should I do about a forgotten username or password?

Forgotten or incorrectly-entered usernames and passwords are usually the reason students have Vista woes. Here are some suggestions for avoiding this.

1. When students are unable to log on to Vista because either their username or password does not work, check that the student is entering the username correctly by looking it up in the course section grade book while in 'TEACH' view. If the student's username is being correctly entered, the password is probably incorrect.
2. To test whether the student is entering the correct password, ask the student to go to the GHC home page and try logging on to SCORE. If their SCORE PIN works, but they are unable to log on to Vista using the same PIN, they have probably changed their Vista password and forgotten it.
3. If students are unable to log on because their password does not work, or they have forgotten it, they should contact the Online Support Center at:
<http://help.view.usg.edu>

What are some "best practices" for using Vista in Web-based courses?

In addition to providing a good way to augment face-to-face courses and adding to hybrid ones, Vista is an excellent course management system for teaching exclusively Web-based courses. However, some advance planning on your part will make your Vista section go smoothly.

1. Hold several orientations

Web-based courses at GHC have orientations. It is essential that students attend this session. Consider repeating the course orientation right before drop/add. During orientation, instructors issue Vista usernames and troubleshoot passwords, so that students can access the course site during the orientation session.

2. Avoid scheduling orientations too early

If you hold a single course orientation on the first day of class, students who add the course after orientation will not be able to access the course because their Banner data will not yet have been exported to Vista.

3. Hold orientation in an e-classroom

Try to hold your course orientation in a room with computers, so students can be given their username and password, and can log on to the course.

4. Provide course access and troubleshooting guides:

Because not all students may be able to access the course during orientation, you should provide detailed instructions about course-access, and a step-by-step guide to logging on to Vista. (The Student Guide to Accessing a Vista Course)..

5. Provide paper copies of key documents

You should give students paper copies of at least the syllabus and course outline.

6. Give students assignments in advance

Hand out paper copies of the course assignments for the first 2 weeks of class. If there are connection problems, students can be doing course work while the problems are resolved.

7. Give students a way to contact you other than via Vista

Be sure to provide students with your GHC e-mail, and check that e-mail during the first 2 weeks of class, or until all your students have logged on to the section.

8. Hand out the Student Guide to Accessing a Vista Course.

The Online Support Center

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

Vista help and user support is available online 24 hours a day, seven days a week during the semester. Vista users can go to the Online Support Center Website and look at frequently-asked-questions. If these do not solve the problem, they can submit a 'ticket' describing the problem, e-mail customer support, or 'chat' to a support person via 'live chat' over the Web. There is also a 1-800 phone number, but please **do not issue this number** directly to students.

With this service, your students should be able to seek assistance directly from Presidium before contacting you.

The following is a student guide that you can hand out in classes using Vista.

Student Guide: Accessing GeorgiaVIEW Vista classes

GeorgiaVIEW Vista is a Web-based, course management system used by the University System of Georgia. To access Vista, you need a computer with Internet access and a Web browser. Vista works best with broadband Internet connections. Vista is Web-based, so you will need to make sure your Web browser is set up correctly. To help you do this, Vista can check your browser settings with 'Browser Checker' when you log on. If you do need to change settings, Browser Checker tells you how. Before you log on, read the Vista tips.

Read me first! Vista tips

1. Use Firefox, Mozilla, Internet Explorer, or Safari Internet browser (on a Mac).
2. When you get a browser set up correctly for Vista, use it just for Vista. Use another browser for everything else you do on the Web.
3. Turn off Pop-up blocker.
 - Internet Explorer: go to the Tools menu and Popup-blocker, select 'Turn off popup blocker'.
 - Firefox: go to the Vista site. Find where it says "Firefox prevented this site from opening a popup window. Click here for options..." Do this, and select "Allow popups for u.view.usg.edu."
4. Don't use the browser's 'Back' or 'Forward' buttons when you are in Vista. Vista has its own navigation for going back and forward in each course section site.
5. If pages or new screens seem slow to appear, don't keep clicking. Wait!
6. Change your initial Vista password to one that is easier to remember.
7. The 'Warning Security' and 'Certificate' dialog messages are normal. Click 'YES' each time a message like this appears.
8. If you can't log on, see the Vista HELP section below.

How to access and log on to Vista

Step 1. Obtain your Vista user name and passwords

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

- Your Vista user name is usually the same as your GHC e-mail name.
You can also get your username from the course instructor.
If you have logged on to Vista at Georgia Highlands before use the same Vista username and password.
- Your Vista password is the same as your initial Georgia Highlands SCORE PIN, the six-digit number based on your date of birth.
For example: 012586 (01=January, 24= date, 86=year)

If you can't log on...

If you can't log on to Vista or you forgot your password, get your password re-set and mailed to your Georgia Highlands e-mail by going to the Vista Online Support Center at:

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

You must have your Vista user name (from your instructor) and your Georgia Highlands e-mail.

Step 2. Log on to Vista and access a course section

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

The GeorgiaVIEW Vista Entry screen appears.

(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.

The GeorgiaVIEW Vista log on screen appears.

(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 Vista user name and password (the password is case sensitive).

Your "MyWebCT" screen appears, listing current course sections.

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

Vista help

Vista help and user support are available 24 hours a day, seven days a week. You can get immediate assistance in resolving Vista issues at any time –without having to contact the course instructor.

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 either submit a 'ticket' describing the problem, e-mail customer support, or 'chat' to a support person via 'live chat' over the Web.

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

Troubleshooting Tips

- Check that you entered your Vista user name and password correctly.
- Run the Browser Checker, and turn OFF popup blocker.

- Quit Vista, 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.