

FAQs for Students

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1. AVIST courses are offered in three class types. What is each class type for?

AVIST courses are offered in three class types: A, B1, and B2. In class type A, students can only access the course contents, but does not have the privileges of communicating with instructors or other students, nor participate in any class activities. In type B1, students can access course contents, communicate with other students and instructor, but not required to submit assignments nor take assessments. In type B2, students can access course content, use communication tools, participate in all class events, and required to submit assignments and take assessments.

For the most current course offerings, please check the [AVIST website](#).

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2. How do I enroll for an AVIST course?

One needs to be a registered student to enroll for AVIST courses.

To become a registered student, you need to apply for student admission. Click [VClass](#) link on the [AVIST homepage](#). Click Guest. Select node from the drop-down list: choose the country where you are located; if it is not in the list, please select Center. Fill in *Student Application Form*. Enter educational background. Wait for the reply from the registry. An email of the admission result will be sent; if admission application is approved, a valid login name and password is given.

Once admission application is approved, student can enroll for courses.

To enroll, Click [VClass](#) link on the [AVIST homepage](#). Click on Students. Login using valid username and password. Click Enrollment on the main menu. Select the courses to enroll from the Course List, and add to cart. Cart will display selected courses. Make necessary changes, if none, click Confirm. Online invoice will list all the courses you enroll and the total course fees. Follow the payment method specified in your local node. Once full payment is received by AVIST, enrollment will be approved. Student will also receive an email notification of the enrollment results, including instructions on how to get started.

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3. How do I drop a course?

Courses can only be dropped within the dropping period, as specified in the class schedule.

To drop a course:

- Step 1** Login to VClass
- Step 2** Click **Courses** on the *Main Menu*.
- Step 3** Select status from **Find by Status** drop-down list: Open/Upcoming Courses. *Course List* will display the courses enrolled according to selected status. Select the course to drop, and click **Drop**.

Please check Refund Policy in your local node for information on refund for course fees.

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4. How do I login to VClass?

To gain access to VClass as a student, a valid username and password is required. Only registered students receive valid username and passwords from VClass Registry after approval of student application.

Please follow the steps below to login:

- Step 1** Click [VClass](#) link on the [AVIST homepage](#).
- Step 2** Click on Students.
- Step 3** Enter valid username and password. Click Login.

Students may also access VClass using the correct URL of his local node. Please check the list of URLs below:

Thailand & Center : <http://www.avist.org/vclass>
Malaysia : <http://161.142.10.24/vclass>

Indonesia : <http://167.205.23.101/vclass>
Philippines : <http://202.90.158.155/vclass>

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5. I need help with my password.

On the VClass login page, click on **Forgot Password** button. Enter your login name and email, and your password will be emailed to you.

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6. How do I study for my course?

Students study by accessing course content of enrolled course, anytime, anywhere (on-demand). If the instructor has scheduled for a real-time class, students access the Virtual Classroom at the specified time.

To view course content on-demand:

- Step 1** Login to VClass.
- Step 2** Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.
- Step 3** Click **Course Content** on the *Courses Sub Menu*.
- Step 4** Select course session and click on its title. The course content will be loaded on the web browser. Navigate thru the contents.

If student's internet connection is slow, and viewing of course content is not smooth, he may obtain a CD/DVD copy of the course contents from VClass Administrator or the Instructor. When student studies using the CD/DVD, he needs to set the course location to the local drive. This makes sure that his performance will be tracked by VClass, and scoring and grading will be done as necessary. Student views the course contents in the same way as above.

To set course location to CD/DVD:

- Step 1** Login to VClass
- Step 2** Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.
- Step 3** Click **Set Course Location** on the *Courses Sub Menu*.
For Windows 2000 or older versions:
Select the location from the drop-down list. Click **Change** button.
For Windows XP:
Try the steps for Win 2000. If course content cannot be viewed, then do the following: Share your DVD ROM drive (see instruction below.). Select *Manually Specify* from the drop-down list. Enter the location in the text box as file://your computer name/the shared name of your DVD drive. (To know computer name, see instructions below). Example: file://anupam/g. Click **Change** button.

To share CD/DVD ROM drive:

Follow the steps below to share DVD drive in Windows XP.

- Step 1** Go to **My Computer**
- Step 2** Right click on the DVD drive.
- Step 3** On the pop-up menu, click on **Sharing and Security**. This will display the DVD drive Properties.
- Step 4** On the DVD drive Properties, click on **Sharing** tab. Click on **Share this Folder** radio button. Click **OK**.

To know your computer's name:

- Step 1** Go to **My Computer**.
- Step 2** Click on **Folders** icon.
- Step 3** Right click on **My Computer** icon. On the pop-up menu, select **Properties**. This will display **System Properties** window.
- Step 4** Click on **Computer Name** tab. You will see the full computer name as shown in the figure below.

To access Virtual Classroom, please check VClass Student Manual for more details. See the FAQ entry on how to [download VClass Student Manual](#).

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7. How do I check if there are assignments posted for my class? How do I view assignments and submit my answers?

To check if there are assignments:

- Step 1** Login to VClass
- Step 2** Check [Class Announcements](#) for information on newly posted assignments. Assignment notices may also be emailed or posted in the [Web board](#) by instructor.

To view assignment:

- Step 3** Click **Courses** function on the *Main Menu*.
- Step 4** Select status from **Find by Status** drop-down list: Open Courses. *Course List* will be displayed.
- Step 5** Select course by clicking on its course title. Individual course webpage will be displayed.
- Step 6** Click **Course Content** on *Courses Sub Menu*. Course Syllabus will be displayed.
- Step 7** Select the assignment by clicking on session title. The assignment will be loaded on the default web browser.

To submit answer to assignment:

- Step 8** Prepare your answer using appropriate software tool, and save in your local drive. Or built-in HTML editor in [Personal Folder](#) may be used.
- Step 9** View assignment, as above.
- Step 10** If built-in HTML editor is not used, upload answer to your personal folder: Click PF, click Browse, select file from your local drive, click upload. Close Personal Folder window.
- Step 11** Submit answer to Assignment Drop-box: Click SA, select file/folder from Personal Folder, click Submit selected file(s)/folder(s).

Note: Only students in class type B2 will be able to submit assignments. Students in class types A and B1 are not required to submit assignments.

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8. How do I take assessments?

If the instructor has posted an online assessment for the class, the student can take the online assessment by following the steps below.

- Step 1** Login to VClass.
- Step 2** Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.
- Step 3** Click **Course Content** on the *Courses Sub Menu*.
- Step 4** Select course session and click on its title. The assessment will be loaded on the default web browser. Answer assessment online, or download and send answers thru email.

Note: Only students in class type B2 will be able to take assessments. Students in class types A and B1 are not able to take assessments.

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9. How do I use the Personal Folder?

Personal folder is used for storing student's personal files. It contains tools to create files and manage them. Answers to assignments, course notes, and similar files can be created using the built-in HTML editor. Students can delete, rename, copy and move files, create new folder, and upload files to the personal folder.

To access the personal folder:

- Step 1** Login to VClass.
- Step 2** Click **Personal** on the *Main Menu*.
- Step 3** **Click** Personal Folder **on the Personal Sub Menu**.

To upload files:

- Step 1** Access **Personal Folder**.
- Step 2** Click **Browse** button.
- Step 3** Select file from local machine.
- Step 4** Click **Upload**. File will be uploaded to Personal folder.

To upload multiple or large files:

- Step 1** Access **Personal Folder**.
- Step 2** Click **FTP**. This will run a Java FTP client applet.
- Step 3** Select the file from your local drive, double click on file name or right click and select Upload. File will be placed in temporary directory. In case of multiple files to upload, repeat step 3.
- Step 4** Click **Refresh**. All uploaded files in the temporary directory will be shown.
- Step 5** Click **Move All**. All uploaded files will be moved to Personal Folder.

To create new file:

- Step 1** Access **Personal Folder**.
- Step 2** Click **New file**. HTML editor will open.
- Step 3** Type in file content. Insert images and format file as necessary.
- Step 4** Enter file name in *File Name* box.

Step 5 Click **Save**.

To create a new folder, delete, rename, copy and move files, please check VClass Student Manual. See FAQ Entry on [VClass Student Manual](#) for download information.

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10. How will I check my grades and quiz/exam scores?

Follow the steps below to check grades and assessment scores:

Step 1 Login to VClass

Step 2 Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.

Step 3 *To check for quiz/exam scores:* Click **Tracking** on the *Classes SubMenu*. This will display all the course sessions; if the course session is an assessment, the score will be displayed.

Step 4 *To check for grades:* click **Reports** on the *Main Menu*, click **Grade Book** on the *Reports Sub Menu*. Grades for all courses taken will be displayed.

Note: Only students in type B2 classes will be able to check for grades and assessment score. Students in type A and B1 classes cannot check for grades and assessment scores; they do not take assessments, nor submit assignments, and therefore not graded.

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11. How do I know when my instructor goes online?

Online schedule of Instructor shows the days and time he will be available for online meeting. This includes the regular online schedule, additions to the regular online schedule shown in the *Include* table, and exceptions from the regular online schedule shown in the *Except* table.

To know your instructor's online schedule, follow the steps below:

Step 1 Login to VClass.

Step 2 Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.

Step 3 Click **Online Schedule** on the *Courses Sub Menu*.

Step 4 Select the instructor's name from the drop-down list.

Online schedule of Instructor will be displayed. Student can communicate with instructor at these times, through Online Chat. See FAQ entry on [how to access the chatroom](#).

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12. How can I access the chatroom? What should I do if I cannot connect to the chat room?

Online chat is used for communicating with instructors and other students who are online at the same time.

Follow the steps below to access the chatroom:

- Step 1** Login to VClass.
- Step 2** Open Communications function page.
- Step 3** Click **Online Chat** on the Communications *Sub Menu*.

Detailed instructions on how to use Online Chat is found in the VClass Student Manual, please see FAQ entry on [VClass Student Manual](#) for download information. Please see FAQ entry on [Instructor's Online Schedule](#) to know when your instructor goes online.

Most problems with the chat room are browser or firewall related. To make sure your browser is ready for VClass, see FAQ entry on [Web Browser Configuration](#). Make sure you are not trying to access the chat room from behind a firewall. If you are unsure if your network uses a firewall, ask your network administrator. If it is an Internet Service Provider (ISP), call your ISP.

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13. How can I open or post messages in the Web board?

Web board is used for communicating with instructors and other students, without the requirement to be online at the same time. Each course has its own forum. In a forum, students can read messages, reply to a message, and post a new topic.

Follow the steps below to access the Web board:

- Step 1** Login to VClass.
- Step 2** Click Communication on the *Main Menu*.
- Step 3** Click Webboard on the Communications *Sub Menu*.

To access a forum: Click on a forum name. This will display all the topics/threads in the forum.

To post a new topic: Access a forum. Click on **New Topic** button. This will display a page to make a new post. Enter topic in **Title** box. Enter message to post in **Message** box. Click **Post** button.

To read messages: Access a forum. Click on a topic/thread name. This will display all messages posted for the topic. To return to course forum main page, click on the forum name link.

To post reply to a message: Access a forum. Click on a topic/thread name. This will display all messages posted for the topic. Click on **New reply** button. This will display a page to post a message. Enter message title in the **Title** box. Enter message to post in **Message** box. Click **Post** button.

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14. How do I check for class announcements and events?

Class announcements are found in the VClass Home function page. When students [login to VClass](#), the Home function page will be shown. Class announcements include all announcements posted by instructor and facilitator for the classes student has

enrolled, which may include notice for assignments, class activities and other class-related information.

Class events are found in the class calendar. To view events in the class calendar, follow the steps below:

Step 1 Login to VClass.

Step 2 Access a course that you have enrolled in: Click **Courses** function on the *Main Menu*. Select status from **Find by Status** drop-down list: Open Courses. *Course List* will display the open courses. Select course to access, and click on its course title. Individual course webpage will be displayed.

Step 3 Click **Class Calendar** on the *Courses Sub Menu*. *Event List* containing all class events will be displayed.

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15. How long will I be able to access the course?

Generally, students are given access to the course for a set period of time.

For AVIST courses, classes cover a period of three months. Course contents are accessible during the entire duration of the class, and for the next 9 months. The courses are designed to revolve around the student's schedule, with the opportunity to leave and reenter the course as many times as necessary within the given time allotted. Students may also come back to review the course, even after it has been completed, making it a great reference tool.

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16. How do I reset my password and update my personal information in VClass?

Follow the steps below to change password and update personal information:

Step 1 Login to the VClass.

Step 2 Click Personal function on the *Main Menu*.

Step 3 Click Personal Profile on the Personal menu.

Step 4 Modify the following fields: New Password and Retype New Password.

Step 5 Modify other fields as necessary. Click update after entering new values.

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17. What are the minimum hardware and software requirements for running VClass?

VClass LMS runs on any standard desktop computer with an internet connection and standard web browser. Some additional software need to be downloaded. The following are the minimum hardware and software requirements.

Hardware Requirements:

- Pentium II 400 MHz
- RAM 128 MB
- Hard Disk 20 GB
- Network Card or 56kbps Modem
- SVGA

- Sound Card and Speakers

Software Requirements:

- Internet Explorer(IE) 4.0 or higher; Netscape Navigator 6.0 or higher
- [RealPlayer 10](#)
- [J2SE Runtime Environment version 1.4.2](#)

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18. How should I configure my web browser settings to work effectively with VClass?

Validated browsers for use with VClass include Microsoft Internet Explorer and Netscape. It is very important that a compatible browser is used. The browser settings should be configured to work effectively with VClass.

You will need to perform the following modifications to optimize the browser for use with VClass.

1. Enable Java

You will need to have the Java Runtime Environment (JRE) software version 1.4.1 (1.4.2 or higher recommended) installed in your browser. To download and install, go to [java2 SE download page](#). Then, follow the online instructions.

Please do the following changes to your browser settings.

a) Enable Java in your browser

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears. Select the **Security** tab.
2. Click the **Custom Level** button. The *Security Settings* screen appears.
3. Scroll down to **Java Permissions** and choose either Low, Medium or High safety.
4. Click **OK**. The *Internet Options* screen appears.
5. **Click OK**.

Netscape

1. From the **Edit** menu, select **Preferences**.
2. In the left-hand pane, select **Advanced**.
3. Make sure the **Enable Java** checkbox is selected.
4. Click **OK**.

b) Switch to the Sun Java Runtime Environment

Internet Explorer

1. Open the *Windows Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.

4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

Netscape

1. Open the Windows *Control Panel* by clicking **Start > Settings > Control Panel**. The *Control Panel* appears.
2. Locate and double-click **Java Plug-in**. The *Java(TM) Plug-in Control Panel* appears.
3. Click the **Browser** tab.
4. Under *Settings*, select the checkbox next to your browser.
5. Click **Apply** to save your settings.
6. Restart the browser.

2. Enable Javascript

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to **Scripting**, and enable *Active Scripting* and *Scripting of Java Applets*.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape

1. From the **Edit** menu, select **Preferences**
2. In the left-hand pane, click the **arrow** next to *Advanced*, and select **Scripts & Plug-ins**.
3. Under *Enable JavaScript for*, make sure the **Navigator** checkbox is selected.
4. Under *Allow scripts to* or *Allow webpages to*, make sure the following checkboxes are selected, if shown:
 - o Move or resize existing windows
 - o Hide the status bar
 - o Change the status bar text
 - o Change images
 - o Create or change cookies
 - o Read cookies
5. Click **OK**

3. Set Browser Cache

Internet Explorer

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **General** tab.
3. Under *Temporary Internet Files*, select **Settings**. The *Settings* screen appears.
4. Select the **Automatically** radio button.
5. Click **OK**. The *Internet Options* screen appears.
6. Click **OK**.

Netscape 4.5 and higher

1. Select **Edit** then choose **Preferences**.

2. Click the + sign or arrow next to **Advanced** to view more options
3. Select **Cache**
4. Select the **Every Time** radio button at the bottom
5. Click **OK**

4. Turn off Anonymous Logon

Internet Explorer

1. Select **Tools** then choose **Internet Options**
2. Select the **Security** tab
3. Click the **Custom Level** button
4. Scroll down to the **User Authentication** settings
5. Under **Logon** select the **Automatic logon only in Intranet zone** radio button.
6. Click **OK**

5. Enable Cookies

To log in to VClass, you need to enable cookies.

Internet Explorer 6.x

1. Select **Tools** then choose **Internet Options**
2. Select the **Privacy** tab
3. Enable Cookies:
 - o If using a **default** setting, move the slider to select any of the following privacy settings:
 - **Medium High**
 - **Medium**
 - **Low**
 - **Accept all cookies**
 - o If using a **custom** setting:
 - Click the **Advanced** button
 - Select **Override automatic cookie handling**
 - Select **Always allow session cookies**
 - Click OK to return to the **Privacy** Tab
4. Click **Apply** then **OK**

Internet Explorer 5.x

1. Select **Tools** then choose **Internet Options**. The *Internet Options* screen appears.
2. Select the **Security** tab.
3. Click the **Custom Level** button. The *Security Settings* screen appears.
4. Scroll down to the **Cookies** section
5. Set **Allow cookies that are stored on your computer** to **Enable**
6. Set **Allow per-session cookies** to **Enable**
7. Click **OK**

Netscape 6.x and higher

1. Select **Edit** then choose **Preferences**
2. Click on the arrow next to **Privacy & Security** in the left-hand pane and then select **Cookies**
3. Select **Enable cookies for the originating website only**
4. Click **OK**.

6. Disable Pop-Up Blocking for VClass

Pop-up blockers can prevent VClass from performing properly. If you are using a pop-up blocking software, set VClass server as an allowed site, or disable the pop-up blocker while using VClass.

To disable pop-up blockers for VClass:

- a) Search your hard drive for any pop-up blockers. Disable the pop-up blocker or set VClass server as an allowed site.
- b) Programs such as Norton Internet Security, Google Toolbar, Yahoo! Toolbar, MSN Toolbar, Microsoft Windows XP Service Pack 2, Netscape browser include pop-up blocking functions. Disable the pop-up blocking function or set VClass server as an allowed site.

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19. I am behind a restrictive firewall, will that affect my ability to use online courses?

It could affect your use. Online courses in VClass are delivered over the Internet. Most firewalls will allow access and you will be able to receive the courses. However, this should be confirmed with your network administrator or ISP.

In some cases, VClass courses are on CD/DVD, and will be viewed locally, so firewalls are not a problem.

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20. I have a question about VClass and my course. Where can I ask for help?

You may search for answers, or read through the FAQs. Or you may contact VClass Support, available on Monday – Friday, 09:00 - 17:00 (GMT+7). All queries to support will be acknowledged within one working day.

VClass Support
Internet Education and Research Laboratory
Asian Institute of Technology
P.O Box 4 Klong Luang
Pathumthani 12120 THAILAND

Email: support@vclass.net
Phone: +66 2 524-6615
Fax: +66 2 524-5375

If you need help on how to use VClass, the [VClass Student Manual](#) is available for download.

However, if you have an academic question, or if your question is specific to the course you are taking, you should consult your instructor, your classmates, or try doing a search on the Internet.

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21. Where can I find VClass Student Manual?

VClass Student Manual is available for download in the [AVIST Website](#). Please click on the [Student Manual](#) link.

VClass Student Manual contains a detailed guide for students on how to use VClass.

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22. I'm researching VClass for a paper or project. What resources are available?

Our Web site contains all of the resources available to assist in your research. We suggest that you visit each of the major areas listed on the [VClass.net](#) home page for in-depth information about our software and services. A [demo site](#) is also available; you can login as student and instructor and see the features available for each user.

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