Verisurf University Quick-Start Guide

Introduction

Hello and welcome to Verisurf University. This guide is designed to provide new users with an overview of the Verisurf University Learning Management System (LMS). The guide covers topics such as logging-in, managing your account and launching and viewing the courseware. It also explains how to take the Quiz at the end of each course and how to use the course Survey to leave feedback. Finally, it explains how the *Certificate of Completion* is awarded for passing all the course guizzes.

Introducing Verisurf University

Verisurf University uses a Learning Management System (LMS) to deliver online training through a webbrowser. The URL for Verisurf University is **www.verisurfu.com**. The site runs in any HTML5 or Flashenabled browser – Chrome, Firefox, Internet Explorer, etc. – and so it may not operate correctly on an iPad. The best experience is currently obtained using the Chrome browser.



Verisurf University Login page in the Chrome browser

Login

Login to the site using the *Username* and *Password* provided by the administrator. After entering your login credentials, choose the **Login** button to access the site. The password is case-sensitive, but the username is not.

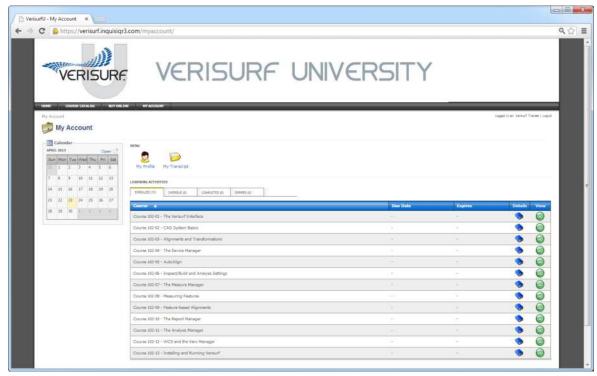
My Account - Overview

After login is complete, the main user page is displayed. This page includes four tabs labeled **Home**, **Course Catalog**, **Buy Online** and **My Account**, just below the Verisurf University logo.



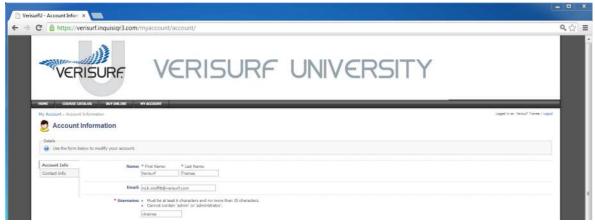
Verisurf University Main User Page

Most user activity starts on the **My Account** page. Choose the **My Account** link to access your profile, transcript and list of enrolled courses on the **My Account** page. You were automatically enrolled in these courses when your account was created.



Verisurf University My Account Page

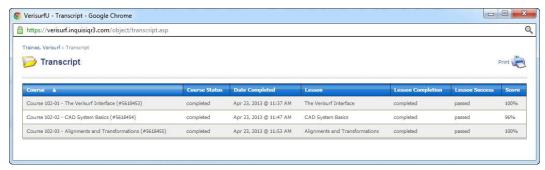
You can use the **My Profile** link to access the **Account Information** page, where you can change user-settings such as name, e-mail, username and password. Notice that this page has three tabs in the upper-left corner: **Account Info, Contact Info** and **Employee Info**. Aside from the Name, Username and Password, the remaining information is optional.



Verisurf University Account Information Page

Remember to scroll to the bottom of the page and use the **Save Changes** button if you make any changes that you wish to keep. Use the **My Account** link to return to the **My Account** page.

The **My Transcript** link opens your transcript in a new browser window. Here, you can see the status of your lessons, including date completed, test score and completion/success status. This will also be reflected in the learning activities, as explained next.

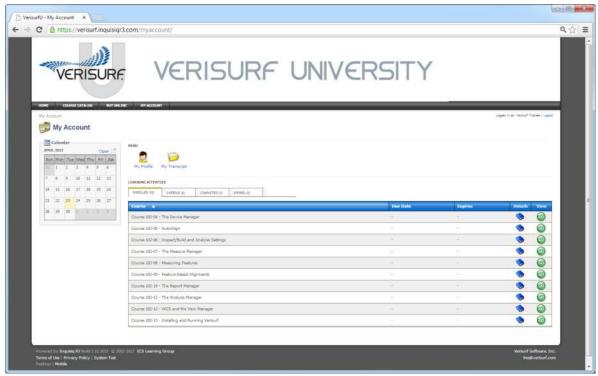


Verisurf University Transcript Page

You can use the **Print** button to print the transcript.

The **Learning Activities** grid displays four tabs, including **Enrolled** and **Completed** courses. There are currently no time restrictions, so the **Overdue** and **Expired** tabs are not used. When you first access the site, the **Enrolled** tab will list all courses to which you're enrolled. As you view – and thus complete – these courses, they will automatically be moved to the **Completed** tab. You can still view courses from the **Completed** tab after they've been viewed and completed.

The **Learning Activities** illustrated below reflect the course status in the previous illustration of the transcript; notice that the **Enrolled** tab lists 10 of the 13 courses used in this example, and the **Completed** tab lists the three courses that are shown in the transcript as Completed.



Verisurf University Learning Activities Grid

Launching a Course

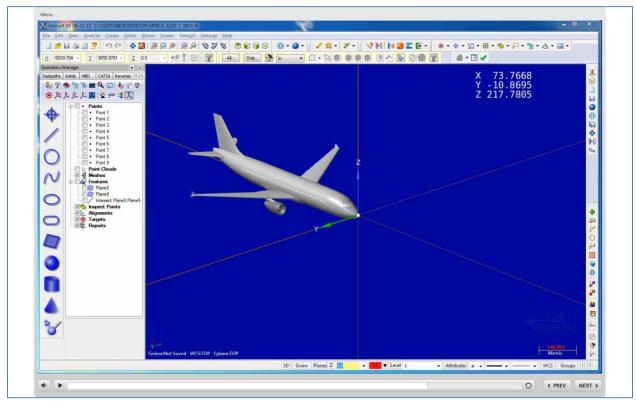
Courses are launched from the **Learning Activities** – **Enrolled** and **Completed** tabs by choosing the appropriate **Go** button on the right side of the course list. Choosing the **Go** button opens the Course page for the selected course, where all the lessons in the course are listed.



Verisurf University Course Page

Notice that although each course contains multiple topics, only a single lesson – with the course name – is listed on the Course page. When the course opens in the course player, the menu accessed from the top-left corner of the player lists and provides access to the individual course topics.

Choose the **Go** button on the Course page to start the course. Verisurf University opens the course in a new browser window and then maximizes the browser window to fill the screen.



Verisurf University Course Player

The browser/player can be resized as necessary, and the content will scale to the window rather than clip. This allows the content to be played on virtually any size display, with the caveat that content will be scaled down for lower-resolution displays.

You can further maximize the browser window using the function key [F11] to hide the browser title, address bar and status bar (depending on browser). In the Chrome browser, the cursor must be in the address field in order for [F11] to be recognized.

Controlling Playback

The courseware is presented as a series of lectures that can be paused, rewound and replayed as necessary. When the course is launched, the first lesson begins automatically and runs to completion, at which point the player pauses. Lessons within a course can be accessed sequentially using the **Previous** and **Next** buttons, or they can be accessed randomly using the links in the Menu.

Content is presented in the form of Flash/HTML5 movies that are displayed in the player window. The Seek bar at the bottom of the player is used to mute the audio, start, pause and rewind the content, jump to locations within the movie, or play the previous or next lesson in the course.



The Seek Bar

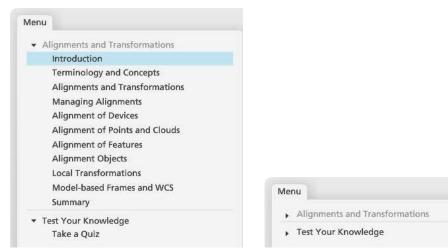
Click anywhere in the **Seek Bar** between the **Play/Pause** button and the **Rewind** button to jump to a specific location in the course.

- Use the Mute button at the left end of the seek bar to toggle the content audio
- Use the **Pause/Play** button to pause and play the course content. When content is paused, the button becomes the **Play** button, and when content is playing, it becomes the **Pause** button.
- When the lesson ends, you can use the **Rewind** button to restart the lesson from the beginning.

Use the **Previous** and **Next** buttons to start the previous or next lesson in the course menu. Note that the **Previous** button jumps to the previously *viewed* lesson, not necessarily the previous lesson *in the menu* (see below).

The [Pg Up] and [Pg Down] keys can be used to navigate to the next and previous lessons, respectively, and can be used in lieu of the Previous and Next buttons.

The **Menu** link in the top-left corner of the screen opens a drop-down menu that displays all of the lessons in the course:



The Course Menu (Expanded and collapsed)

The links in the course menu can be used to jump directly to a specific lesson at any time, and can be used to access the *Quiz* link, as well. When you complete the lessons or take the quiz, the menu branches are collapsed; you can expand them using the triangle to the left of the menu item.

Testing Your Knowledge

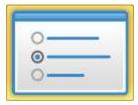
Trainees enrolled in certification courses, such as *VU102 – Verisurf X6 Certification*, have the option to take a comprehensive Quiz at the end of each course and receive a Certificate of Completion after passing all course quizzes. Each course includes a brief quiz of between 15 and 25 questions designed to test your understanding of the course material. You can launch the course quiz using the **Take a Quiz** link on the course menu, or by using the **Take a Quiz** button that appears at the end of the course Summary:



"Take a Quiz" button

Each quiz consists of various types of questions including True/False, Multiple Choice, Hot Spot, Matching Drag and Drop and Sequence Drag and Drop. The True/False and Multiple Choice formats are very common and easily understood. The Matching and Sequence Drag and Drop require you to drag the answers into the correct order or matching location, and the Hot Spot questions require you to identify a particular location or program control by clicking in a graphic image.

Another type of question – the Multiple Response – requires you to identify *all the correct answers* to the question, not just the *only* correct answer. It's easy to confuse the Multiple Choice with the Multiple Response format. Multiple Choice questions operate like a "radio button" control, where only one answer can be selected:



A Multiple Choice Question

Multiple Response answers appear as square "check boxes", where one or more boxes may be checked:

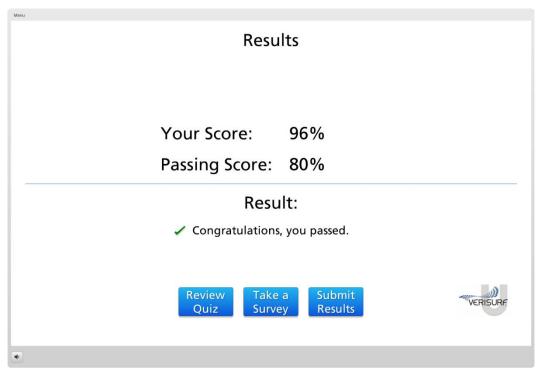


A Multiple Response Question

For some Multiple Response questions, there is only *one* correct answer, but in other Multiple Response questions, *all the answers* might be correct.

After answering each question, choose the **Submit** button in the lower-right corner to submit your answer and proceed to the following question.

On completion of the quiz, your score is displayed in the form of a percentage. A score of 80% or greater is considered a passing grade. You may take the quiz as many times as necessary to obtain a passing grade, since you learn more each time you take the quiz. However, it's necessary to exit the course between quiz attempts. Each attempt uses a random set of questions, so each quiz is unique.



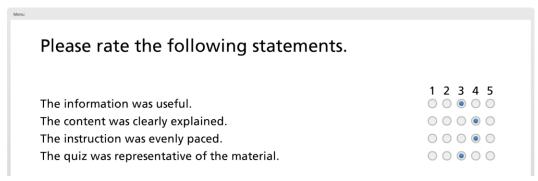
Quiz Results Slide

At the end of the Quiz, you have a number of options. You can use the **Review Quiz** button to review the Quiz and see the correct answers to the questions. If you passed the Quiz, you can use the **Take a Survey** button to start the Survey, or use the **Review Survey** button to review your feedback.

If you passed the Quiz, you can use the **Submit Results** button to submit your results to the LMS. If you want to exit the course *without* submitting your score, simply close the course's browser window. If you *did not* pass the Quiz, you can use the **Exit Course** button or close the browser window to end the course.

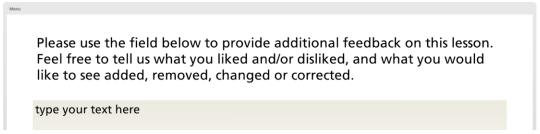
Leaving feedback

Each course provides an opportunity to use a Survey to rate the course material and to leave feedback in the form of an essay response. The "Likert" scale on the first survey question asks you rate the courseware based on a number of factors. The possible responses are numbered 1-5, depending on whether you *Strongly Disagree* (1) or *Strongly Agree* (5) with the statement.



Likert Survey Slide

The second page of the Survey is an essay response in which you can provide free-form feedback:



Essay Feedback Slide

Use the **Submit** button on each page of the Survey to submit your response. Survey feedback is tracked and compiled by Verisurf University when you submit the results of a course.



Survey Result Slide

At the end of the Survey, you have a number of options. You can use the **Review Survey** button to review your feedback, or you can use the **Review Quiz** button to review the Quiz and see the correct answers to the questions.

If you're satisfied with the results of the Quiz and the Survey, you can use the **Submit Results** button to submit your results to the LMS. If you want to exit the course without submitting either Quiz or Survey data, simply close the browser window.

Ending the Course

After you exit the course using the **Submit Results** or **Exit Course** button, or by simply closing the browser window, the Player reports various scores, feedback and activity data to the LMS. Transmission of course data from the lesson to the LMS takes a short time during which the LMS displays the following message:

Processing Data...Please Wait.

Do **not** close this window. Do **not** click the 'Back' button on your browser. Do **not** click the 'Refresh' button on your browser.

Verisurf University "Processing" Message

It's important to wait until the following message is displayed; otherwise, tracking statistics will not be correctly logged for your account:

Data Saved.

Click here to go back to your 'My Account' screen.

Verisurf University "Data Saved" Message

When you see the "Data Saved" message, it's safe to use the browser's navigation controls. At the end of the course, Verisurf University returns to the Course page.

Resuming a Course

You can view the course material as often as you want during your subscription period. When you exit the course, Verisurf University keeps track of your progress so that you can pick up where you left off. When you resume a course, Verisurf University displays the following message:

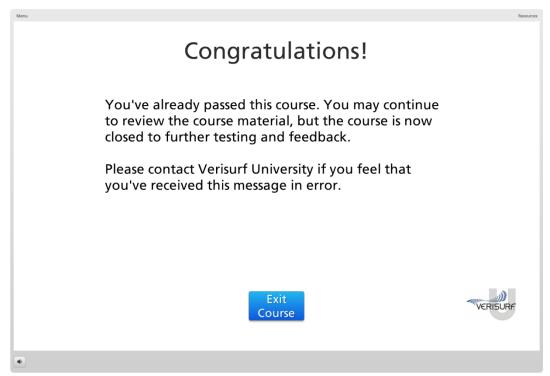


Resuming a Course

If you choose "Yes", the course resumes at the point where you last exited the course. If you choose "No", the course starts from the beginning. In either case, you can use the Player Menu to jump directly to a specific lesson, or to the Quiz or Feedback topics.

Note that resuming a closed course – one for which you've already submitted a passing Quiz score – will automatically terminate the course, since you previously left off by exiting the course. In this case, you should choose "No" to restart the course.

If you try to take a Quiz or Survey for a closed course, Verisurf University displays the following message:



Course Closed to Feedback and Testing

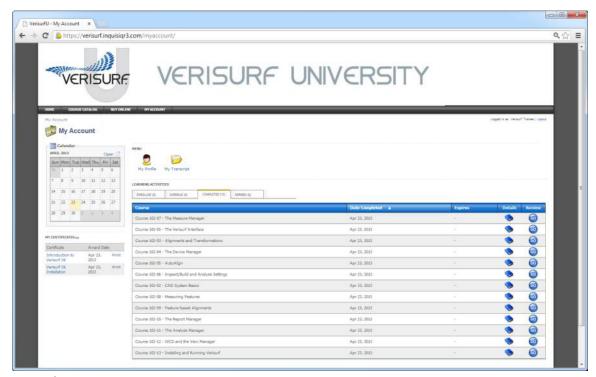
Course Certificates

After you've passed the Quiz for every course in the Catalog, Verisurf University automatically awards the *Certificate of Completion* for the course:



Certificate of Completion

The link to the certificate may be found in the bottom-left corner of the **My Account** page; you can use this link to view and/or print the certificate:



My Certificates on My Account Page