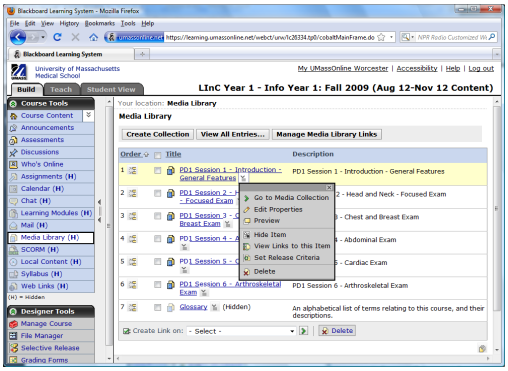
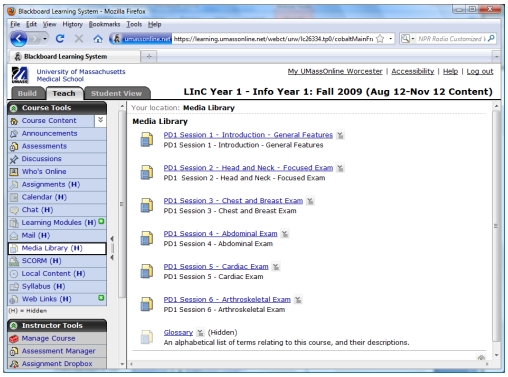
Description

BLS VISTA 24/7 HELP DESK

The *Media Library* is the folder in which all course materials, regardless of medium or format, are stored for a particular BLS course. Contents of the media library are *visible* only to the "builders" and "teachers" until they are released for use in the course. Course *builders* manage content; *teachers* are able to *edit* media library contents only. Currently, each BLS Vista course has its own media library folder; when materials are used in more than one course, copies must be stored to the other course media library. Course folders are repopulated/migrated annually by academic computing personnel. *note:* Apreso lecture capture video cannot be stored in the media library.



General Strengths & Weaknesses



The primary strength is the capability to store all course materials in one place, making everything available for appropriate release.

"*Students have consistently liked the …course site because all the material is in one place.*"

UMMS users generally report registration-based privileges as the primary weakness associated with media library use, which prevents non-class members from accessing materials (including visiting faculty).

Peer Resources

Roger Craig
Patricia Franklin
Susan Gagliardi
John McCullough
Ann Perla
Carrie Saarinen

UMMS Information Services Support

The UMMS user must contact the Worcester Support HelpDesk to verify username and password information before logging on to BLS. All BLS Vista features are registration-based; all privileged use (i.e., teacher & builder) requires UMMS training.

Technical assistance for Vista is available 24 hours a day, 7 days a week.

- Send email to Worcester Support,
- Call 1-888-301-6102 (UMassOnline HelpDesk)

Assistance for **Vista Instructors and Designers:**
UMMS Instructional Technology's Vista web site.

Register for the next UMMS *training*.

UMassOnline Login web page

Contact the UMMS HelpDesk