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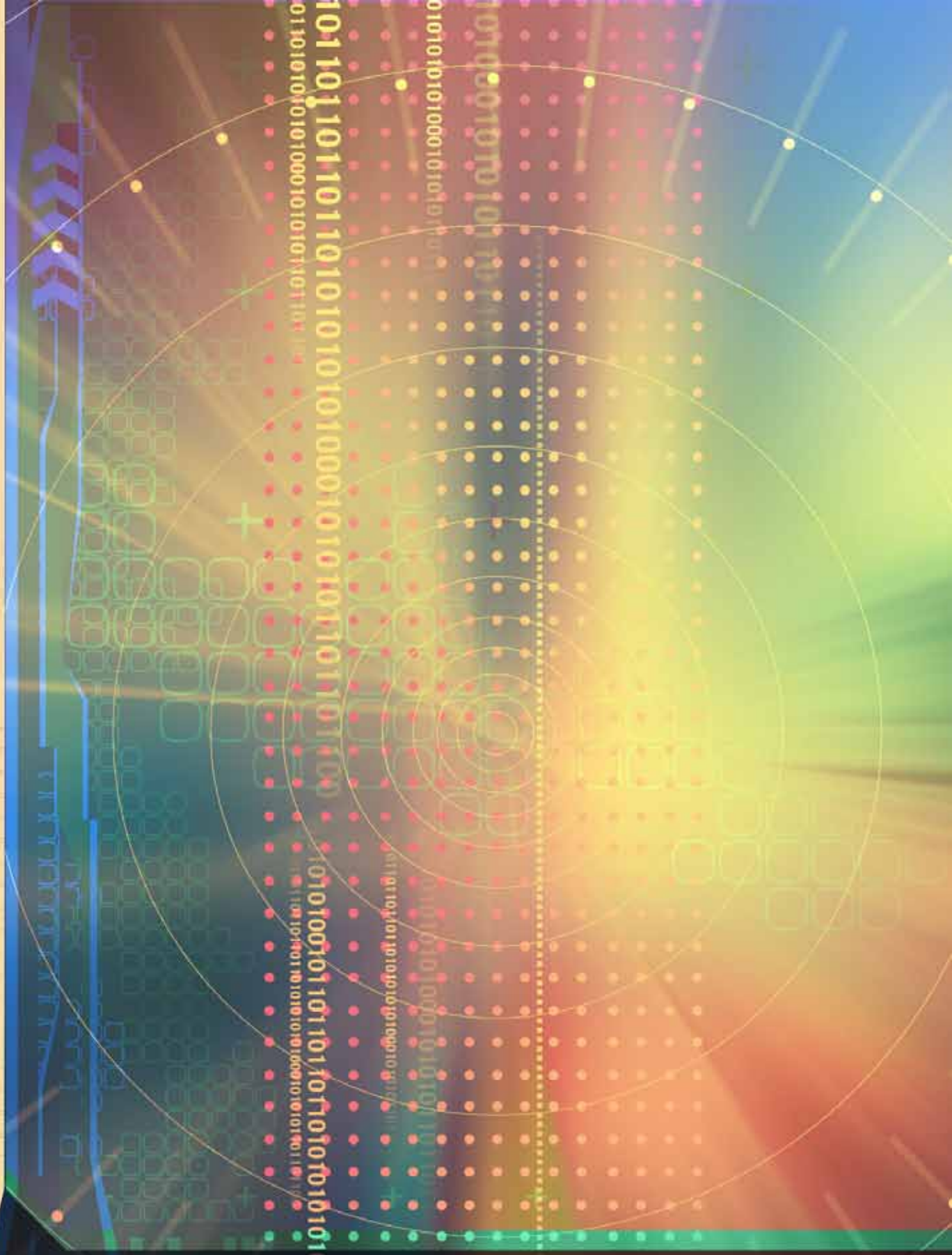

a guide to

COMPUTER & TELECOMMUNICATION SERVICES

THE RICHARD STOCKTON COLLEGE OF NEW JERSEY

Guide to Computer and Telecommunication Services
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Academic Support

The Office of Computer and Telecommunication Services provides support and training to students, faculty and staff in the use of computing facilities and additionally, supports faculty efforts to infuse technology into the curriculum. Computer labs under the supervision of the Office of Computer and Telecommunication Services are staffed by Lab Assistants who help maintain hardware and software and provide technical assistance to users.

Who to call for help

Computer Help Desk	**x4309**

We also have Lab Assistants strategically stationed in D001 to provide you with onsite assistance. (Please see *Where to Get Help in the Labs* on page C-7 for more information.)

Office Hours

The administrative office hours are independent from the hours of the computer facilities. Although many of the facilities are open until late in the evening, most of the Computer and Telecommunication Services offices are closed after 5:00 p.m. During holidays essential offices are left open with limited personnel available for support. During the summer, the offices are open four days a week with extended hours per day.

Fall & Spring Semester Hours

D127 – Main Office	Monday – Friday	8:30 am	-	5:00 pm
Head End (E-021)	Monday – Thursday	8:00 am	-	8:00 pm
	Friday	8:00 am	-	5:00 pm
HELP DESK (D-121)	Monday – Thursday	8:00 am	-	11:00 pm
	Friday	8:00 am	-	5:00 pm
	Saturday	8:00 am	-	4:00 pm
	Sunday	12:00 Noon	-	10:00 pm
All Other Personnel	Monday – Friday	8:30 am	-	5:00 pm

Computer Lab Assistants are available from 8:00 a.m. to 11:00 pm, Monday through Thursday, until 5:00 p.m., Friday and Saturday, and from 12 noon to 10:00 pm on Sundays (Please see *Hours of Operation for Labs* for specific locations.)

Summer Hours

Day	Monday - Thursday	8:00 am	-	5:15 pm
Evening Staff	Monday - Thursday	2:00pm	-	11:00 pm
HELP DESK	Monday – Thursday	8:00 am	-	11:00 pm
	Friday & Saturday			
	Sunday	8:30 am	-	4:30 pm

Computer Lab Assistants are available Monday through Thursday from 8:00 a.m. to 11:00 p.m. (Please see *Hours of Operation for Labs* for specific locations.)

Web Page

The Computer and Telecommunication Services is also available on line. This page can be used as a great reference to up-to-date information on the department. The page's address is **http://compserv.stockon.edu**

Some of the topics addressed are:

- Full description, location and Hours of Operation of the Academic Computer Labs
- Access to the Training Program Schedule
- Helpful handouts and software
- Listing of *Who to Call for What* which will explain which staff member to reach when you need help
- Ability to Email staff members and student Lab Assistants
- Links to Helpful Pages

Instructional Technology Resources

A special section of the Computer & Telecommunication Services web page contains links to Instructional Technology Resources on the web (www.stockton.edu/intech). The major topics in this section are:

- **Creative Chaos**
  This is a weekly blog featuring emerging technologies and methods for using existing technologies in the instructional program.

- **Electronic Self Defense**
  This section describes various electronic attacks and methods to defend against them.

- **Internet Plagiarism**
  This section provides links to online resources related to plagiarism issues including style manuals and plagiarism detection.

- **Internet Search Tools**
  Links to information location services on the web including search engines, telephone and e-mail directories, maps and directions, webliographies, newsgroups and mailing lists, meta-searches, and all-in-one sites.

- **Conferences**
  Links to upcoming conferences and organizational conference calendars focused on technology topics

- **Corporate Resources**
  Links to major hardware and software vendors of instructional technology products

- **Journals**
  Links to online journals focused instructional technology

- **Legal Resources**
  Links to site with information about legal issues related instructional technology (e.g., copyright, intellectual property, acceptable use, constitutional rights)

- **Online Discussion**
  Links to mailing lists, newsgroups, online conferences, and online web casts and chats focused on technology

- **Organizations**
  Links to technology focused organizations

- **Readings/Resources**
  Links to online articles, studies, white papers, and policy statements related to instructional technology

- **Getting Ready**
  This section contains announcements about changes in technology resources and services and reminders for the upcoming semester. It is updated twice a year, before the fall and spring semesters

Instructional Technologies Electronic Conference

The WebBoard conferencing system includes a special area for Stockton faculty to share their thoughts and experiences using technology in the instructional program.

Academic Computing Facilities

The academic computing facilities at Stockton are designed to provide students with the appropriate resources to support their educational experience. The labs provide a wide-range of software packages.

General Purpose Labs

Labs: D002, D026 and D102
Description: All of the computer labs have access to the general software packages available through academic network servers. There are, however, certain labs that will run specialized software and other labs that are designed for use as electronic classroom labs. Both specialized labs and electronic classroom labs may be reserved by faculty, which will affect availability. Reservation schedules are posted outside each lab.

Electronic Classroom Labs

Labs: CLC114, CM103, D004, D018, D019, D027, E221, F114, F210, F222, G108 and Housing IV

Description: These computer labs are equipped with a front-room lectern, housing a state-of-the-art computer, a document camera, and a converter box which channels signals from the Head End to the classroom. The output of these devices is displayed through a ceiling-mounted projector and controlled by a remote control unit or the AMX Synergy software. Although these rooms are often reserved by faculty they are also available to the general walk-in computer users when faculty are not using the rooms for teaching. (The lectern computer is for faculty use only.) Reservation schedules are posted outside each lab.

Housing Computer Labs (24-Hour Labs)

Labs: Lakeside Center (LSC), Residential Life Center (TRLC) and Housing IV (LCN)
Description: Just walking distance from the student dormitories and apartments, these labs are ideal for students who live within these residences.

These labs are also open 24-hours a day and 7 days a week during the fall and spring semester. The facilities are equipped with security cameras and monitored by Stockton's Police Department for added security.

Specialized Labs

Labs: AS202, AS203, AS209, AS210, AS234, C004, C007, D017, E154, E219, E221 and H101
Description: Some of the academic computing facilities are designed with specific usage. The labs may have specialized equipment and/or software. Priority usage for these labs is designated for specific programs of study.

Teaching Labs

Labs: CM103, D004, D018, D027, E012, F114, F210, F222 and G108
Description: The priority purpose and usage of these labs is for teaching and they are reserved most of the day. There are times, however, when the room may be available to walk-in users and anyone wishing to use these labs should check the posted schedule for available times.

Reservation of Academic Computer Labs

Computer labs can be reserved by any faculty or staff of the college wishing to use the facilities for computer demonstrations. In order to accommodate the maximum number of requests we ask that individuals reserving the labs adhere to the *Guidelines for the Reservation of Academic Computer Labs*.

Reservation guidelines insure that instructional needs are met for both faculty and students. As a result of limited resources or because resources are sometimes bound to a particular lab (e.g., the multimedia lab where certain multimedia software and hardware are available) it is not always possible to accommodate all requests. However, every effort will be made to allocate resources carefully and equitably and balance reservations so they serve both lecture and walk-in use. In the event of conflicting requests, the Office of Academic Affairs will make the determination of how the resources will be used.

Guidelines for the Reservation of Academic Computer Labs

Reservation requests should be submitted to your division during the course scheduling process. Reservation requests received during this process will be scheduled first, giving priority to requests that are consistent with a lab's primary use. Requests received during the semester are scheduled on a first-come-first-serve basis around the existing reservations and at least two weeks notice is strongly recommended.

Seven labs are available for general use reservations – CM103, D004, D018, D019, D027, F114,F222 and G108 – with the following caveats:

- Lab reservations requiring the installation of software must be accompanied by a Software Installation Request Form at least two weeks in advance of the reservation. Software installation request must be made in writing and all proper licensing, installation, and testing information provided. Software Installation Request Forms are available in D-121 and on the Computer and Telecommunication Services web page.
- At times when the demand for general use computer labs exceeds availability, classes that meet three times a week should reserve a lab for up to two sessions per week. Classes that meet two times a week should reserve a lab for up to one session a week. Exceptions are determined by the Dean(s) of the School(s) affected.

Under extraordinary circumstances, other labs may be utilized for reservations with the following conditions:

- Approved through the Office of Academic Affairs.
- Lab reservations requiring the installation of software must be accompanied by a Software Installation Request form at least two weeks in advance of the reservation. Software installation requests can be made online using the software request system on the Computer and Telecommunication Services web page.

Software Installation Requests

Course specific software can be installed in the computer labs and electronic classroom lecterns at the request of faculty and staff. Because of the high level of usage of the facilities, it can be difficult to schedule software installations, and two-week lead time is required. Software Installation Requests can be completed using the software request system on the Computer and Telecommunication Services web page. Request must include: proof of license, installation instructions, product serial or registration codes (if required for installation), technical support contact information, and a testing protocol to assure that the software is correctly installed. In lieu of a testing protocol, the faculty or staff member may choose to test the software him/herself.

Software Licensing Recommendations

When software is purchased for use in the labs, it is imperative that sufficient licenses are purchased so that the students are able to complete their class assignments. Based on past experience, the usual number of licenses needed for a network aware application can be calculated by counting the number of students in the largest section and

adding 25% of the total number of students using the software. For example, if there are two sections of 30 students each, 45 licenses (30 + .25*60) should be purchased. If the software is not network aware, the number of licenses needed is higher because the application can only be accessed on specific workstations. In that case 35% should be used for the estimate.

When using software that is sold with textbooks, it is important to review the software license agreement. In most cases, the software accompanying a textbook may ***NOT*** be installed in a computer lab environment. Publishers generally require the purchase of separate lab licenses. In such cases, written authorization from the publisher will be required for installation. In order to speed the process, please provide this authorization with the software installation request.

Listing and Description of Computer Labs

Below is a list of all of the computing facilities available through the Department of Computer and Telecommunication Services. The list describes:

- Type of lab--as described above
- Type of computers and operating system are used on the computers
- Number of seats
- Hardware and software available in the particular labs

Base Software Install for every Academic Computer Lab

A complete list of available applications is posted at the entrance of the computer labs. This list is also accessible as an icon (Lab Applications) from the Windows desktop or on the Web at **compserv.stockton.edu**

Windows Applications:
MS Office 2010 (Word, Excel, Access, PowerPoint), Firefox and Internet Explorer (for access to the Internet, Blackboard 9, WebBoard and other online services)

Course Applications:
CLEA Astronomy, Managerial Accounting, Microcase, Minitab, QM, Rockford Accounting, SPSS, Stat Pro and Decision Tools Suite, USSC Library, Winfract, Visual Analyst, Maple, SAS

Programming Applications:
BlueJ, GNAT Ada, Java Compiler, Visual Basic, Eclipse

Web Browser Plug-ins:
Adobe Acrobat Reader, Asymetrix Toolbook Neuron, Authorware Web Player, Chemscape Chimes, Macromedia Shockwave Player, Macromedia Flash Player, Quicktime, Realplayer

Hardware Configuration

Lab	Platform	Operating System	# of Computers	Hardware
AS202	Windows	Windows	20 PC & 1 Faculty Workstations	Quad Core i5 3.1 ghz processor, HP Color LaserJet 4650 and HP B/W LaserJet 8150.
AS203	Macintosh	MAC OS X	21 student computers, 1 scanning station, and 1 Macintosh faculty computer	iMac, 24-inch Intel Core 2 Duo with USB and FireWire ports, (2) Epson Expression 1600 flatbed scanners; Xerox Phaser 7760DN, HP 8150 B/W Laser PostScript printers; and Nikon Coolscan 8000 ED
AS210	Windows	Windows	5	(5) Intel Xeon Quad Core 2.27 ghz, 64 bit super computer cluster
AS234	Macintosh	Macintosh System OS X	22 student computers, 1 Macintosh faculty computer	iMac, 24-inch Intel Core 2 Duo with USB and FireWire ports, (2) Epson Expression 1600 flatbed scanners;, and; Epson Stylus Pro 7600 & 7800 large format inkjet photo printer, HP 4550n color laser printer, HP 8150 B/W laser printer, Nikon Super Coolscan 4000 & 5000 film/slide scanner.
AS209	Windows	Windows	25 student & 1 Faculty Workstation	Intel® Core™2 Duo 3.0GHz Computers, and access to network printers. HP 4000 plotter HP 4100 laser printer and HP 8550 color laser printer.
CLC114	Windows	Windows	22 and 1 faculty PCs	Pentium IV 3.0GHz Computers, and a HP 4200DTN Printer
D002	Windows & Macintosh	Windows & Mac OS X	17 PCs & 5 Macs	(17) Pentium IV 3.2GHz, (5) I-Mac, Intel Quadcore i5, DVD-RW drives, SDXC card reader, FireWire and Thrunderbolt ports, HP 4200 DTN printer
D004	Windows	Windows	34 + 1 Faculty PCs	Core i7 3.4 ghz , HP ScanJet 6300C Flatbed Scanner, HP 4015 DTN printer
D017			20	Core i7 3.4 ghz with dual monitors for each station, HP 4015 DTN printer. This lab is configured for a multiple boot as a test-bed for networking classes.
D018			28 student & 1 faculty PCs	Pentium IV **3.2**GHz Computers, HP 4250TN printer
D019			20 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, (2) HP ScanJet 6300C Flatbed Scanners, HP 4015 DTN printer
D026			29	Quad Core i5 3.1 ghz processor, HP ScanJet 6300C Flatbed Scanner, HP 4015 DTN printer
D027			32 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, and HP 4350DTN Printer
D102			20	Pentium IV 3.2GHz Computers, HP 4015 DTN printer

Lab	Platform	Operating System	# of Computers	Hardware
CM103	Windows	Windows	36 student & 1 faculty PCs	Quad Core i5 3.1 ghz processor, (2) HP ScanJet 6300C Flatbed Scanners, and a HP 4015 DTN printer
E012			13	Pentium IV Core 2 Duo 3.0GHz computers, HP ScanJet 4570C Flatbed Scanner, a Studio DC10 Video Capture Card & VCR/DVD combo (for video capturing), and a HP 4250DTN Printer
E219			25 student & 1 faculty PCs	Pentium IV Core 2 Duo 3.0GHz computers, and a HP 4015 DTN printer
E221			30 student & 1 faculty PCs	Pentium IV Core 2 Duo 3.0GHz computers, HP ScanJet Scanner, and a HP 4015 DTN printer
F114			40 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, and an HP 4250DTN printer
F210			20 student & 1 faculty PCs	Pentium IV Core 2 Duo 2.6GHz Computers, HP 3800 Color Laser Printer, and a HP 4250DTN Printer
F222			40 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, and an HP 4250DTN printer
G108			40 student & 1 faculty PCs	Quad Core i5 3.1 ghz processor, HP Laserjet printer
G206			9	Quad Core i5 3.1 ghz processor, HP Laserjet printer
H101	Windows & Macintosh	Windows & Mac OS X	4 PCs & 2 Macs	Quad Core i5 3.1 ghz processor, (2) Intel Quadcore i5, DVD-RW drives, SDXC card reader, FireWire and Thrunderbolt ports, Wacom Graphic Tablet, HP 4200N Printer, HP Color LaserJet 4600DN
Lakeside	Windows	Windows	20 PCs	(17) Pentium IV Core 2 Duo 3.0GHz computers, HP 4050TN Printer
TRLC	Windows & Macintosh	Windows & Mac OS X	20 PCs & 3 Macs	Pentium IV Core 2 Duo 3.0GHz computers, (3) Intel Quadcore i5, SDXC card reader, FireWire and Thrunderbolt ports,, HP 4050TN Printer
Housing IV			20 PCs, 4 Macs & 1 faculty PC	Pentium IV Core 2 Duo 3.0GHz computers, IMac Intel Quadcore i5, SDXC card reader, FireWire and Thrunderbolt ports,, HP 4050TN Printer

Electronic Classrooms

These classrooms are equipped with a lectern, housing a state-of-the-art computer, a document camera, and a converter box which channels signals from the video distribution system to the classroom. The output of these devices is displayed through a ceiling-mounted projector and control by a remote unit. The lectern computer is for Faculty and staff use only (see *Electronic Classroom Control Panel* in section G for instructions.)

They are supported by the Department of Computer and Telecommunication Services. If you have a problem with the equipment in the rooms or any of the software in the computer, please contact Computer Services at **ext. 4309**.

Lecture Room Electronic Classroom

Classrooms: AS102, B001, B002, B003, B004, B005, B008, B010, B011, B012, B014, B015, B016, B101, B102, B103, B104, B105, B125, B126, CLC202, CLC206, CLC211, CLC303, CLC305, C001, C008, C011, C012, C101, C102, C103, C134, C135, C136, D003, D009, D120, F103B, F111, F115, F118, F119, F120, F121, F202, F203, F204, F205, F206, F207, F209, F212, F215, F221, F223, F224, F225, F226, F244, F245, G103, G138, G139, G201, G203, G212, H102, H115, H116, Housing IV, J103, J201, K101, K102, K141, L104, L112, L114, L115, WQ103, WQ104, WQ123, WQ203, WQ224 and WQ226

These are standard electronic classrooms. The rooms are designed to assist faculty with classroom lectures by providing a campus network and Internet access computer, document camera and media distribution to the classroom.

Large Lecture Room Electronic Classroom

Classrooms: Alton Auditorium, PAC and TRLC.
These large facilities have mobile lectern units that must be setup in a special manner. The components inside of the lectern are connected into a wall jack that is connected using a special cable.

Computer Lab Electronic Classroom

Classrooms: AS202, CLC114, CM103, D004, D018, D019, D027, E219, E221, F114, F210, F222, G108 and Housing IV
The computer lab electronic classroom are computer labs with overhead projection capabilities. These rooms are reserved through the Department of Computer and Telecommunication Services and are designed for presenters who demonstrate while students follow with computers hands-on.

Reservation of Electronic Classrooms

Various departments are involved in reserving the electronic classrooms. Under "Listing and Description of Electronic Classrooms" (next page), each lab description will have the name and the extension number of the contact person for reservations. Training is required for the use of the electronic lecterns in these classrooms. Training sessions are offered at and before the beginning of the fall and spring semesters. In the event of scheduling problems, alternative training solutions are available. Keys to access the electronic lectern equipment are issued at the training sessions.

E-Classroom Etiquette

When you are using an electronic classroom, we are asking for your assistance in keeping these facilities functioning smoothly for all. We need your help in maintaining the physical security of the equipment and keeping the equipment available and in working condition.

Before you leave the classroom, please be sure to do the following:

1. **Turn off the projector** -- Projector bulbs have life of 2000 hours. We have approximately 65 instructional hours per week. If a projector is on for all of the instructional hours, it should last a few weeks longer than a semester. If it is left on beyond 2000 hours the bulb will need to be replaced sooner -- most likely at the end of the semester which, for the instructional program, is usually the worst possible time. Additionally, replacement bulbs are expensive (around $400 each). Please conserve the bulbs (and electricity).

2. **Turn off the wireless mouse** -- Depleted batteries will make the wireless mouse useless to the next person using the room. (You never know when you could be "the next person").

3. Return wireless mice and remote controls to the lectern (so the next person can find them).

4. Lock the lectern (to help prevent equipment loss).

If you have any questions, please call **x4309**.

Listing and Description of Electronic Classrooms

Below is a list of all the electronic classrooms available to staff and faculty members.

Base Software Install for every Electronic Classroom

Windows Applications:
MS Office 2010 (Word, Excel, Access, PowerPoint), Firefox, Chrome and Internet Explorer (for access to the Internet and web based course systems)

Course Applications:
CLEA Astronomy, Managerial Accounting, Microcase, Minitab, QM, Rockford Accounting, SPSS, Winfract, Visual Analyst, Maple, SAS

Programming Applications:
BlueJ, Java Compiler, Visual Basic, Eclipse

Web Browser Plug-ins:
Adobe Acrobat Reader, Shockwave Player, Flash Player, Quicktime, Realplayer

Electronic Classroom Hardware Configuration & Description

Equipment: Lectern, Projector, Elmo, Computer

Operating System: Microsoft Windows
Hardware: Intel Based Pentium Class Computer and CD/DVD-ROM, USB Flash Key Access

Electronic Classroom	Contact for Reservation	Extension	Type of Classroom	Seating Capacity
Alton Auditorium	Event Services	4878	Large Lecture Facility	250
AS102	Event Services	4878	Electronic Classroom	80
AS202	JoAnn Kocher	4575	Computer Teaching Lab	20
AS203	Jo Ann Kocher	4575	Computer Teaching Lab	21

Electronic Classroom	Contact for Reservation	Extension	Type of Classroom	Seating Capacity
AS209	Jo Ann Kocher	4575	Computer Teaching Lab	24
AS234	Jo Ann Kocher	4575	Computer Teaching Lab	22
B001	Event Services	4878	Electronic Classroom	32
B002	Event Services	4878	Electronic Classroom	32
B003	Event Services	4878	Electronic Classroom	32
B004	Event Services	4878	Electronic Classroom	34
B005	Event Services	4878	Electronic Classroom	24
B008	Event Services	4878	Electronic Classroom	32
B010	Event Services	4878	Electronic Classroom	32
B011	Event Services	4878	Electronic Classroom	32
B012	Event Services	4878	Electronic Classroom	48
B014	Event Services	4878	Electronic Classroom	48
B015	Event Services	4878	Electronic Classroom	48
B016	Event Services	4878	Electronic Classroom	48
B101	Event Services	4878	Electronic Classroom	30
B102	Event Services	4878	Electronic Classroom	30
B103	Event Services	4878	Electronic Classroom	24
B104	Event Services	4878	Electronic Classroom	24
B105	Event Services	4878	Electronic Classroom	24
B125	Event Services	4878	Electronic Classroom	75
B126	Event Services	4878	Electronic Classroom	100
C001	Event Services	4878	Electronic Classroom	72
C008	Event Services	4878	Electronic Classroom	40
C009	Event Services	4878	Electronic Classroom	36
C011	Event Services	4878	Electronic Classroom	36
C012	Event Services	4878	Electronic Classroom	32
C101	Event Services	4878	Electronic Classroom	36
C134	Event Services	4878	Electronic Classroom	90
C135	Event Services	4878	Electronic Classroom	49
C136	Event Services	4878	Electronic Classroom	48
CM103	Jo Ann Kocher	4575	Computer Teaching Lab	36
CLC114	Brandy Pavia	609/347-2167	Computer Teaching Lab	22
CLC202	Brandy Pavia	609/347-2167	Electronic Classroom	25
CLC206	Brandy Pavia	609/347-2167	Electronic Classroom	25
CLC211	Brandy Pavia	609/347-2167	Electronic Classroom	75
CLC303	Brandy Pavia	609/347-2167	Electronic Classroom	25
CLC305	Brandy Pavia	609/347-2167	Electronic Classroom	40
D003	Event Services	4878	Electronic Classroom	34

Electronic Classroom	Contact for Reservation	Extension	Type of Classroom	Seating Capacity
D004	Jo Ann Kocher	4575	Computer Teaching Lab	36
D009	Event Services	4878	Electronic Classroom	38
D018	Jo Ann Kocher	4575	Computer Teaching Lab	28
D019	Jo Ann Kocher	4575	Computer Teaching Lab	20
D027	Jo Ann Kocher	4575	Computer Teaching Lab	32
D120	Event Services	4878	Electronic Classroom	35
E210	Event Services	4878	Electronic Classroom	30
E219	Nancy Messina	4505	Computer Teaching Lab	25
E221	Library	4734	Computer Teaching Lab	30
F111	Event Services	4878	Lecture Hall	75
F114	Jo Ann Kocher	4575	Computer Teaching Lab	40
F115	Event Services	4878	Electronic Classroom	35
F118	Event Services	4878	Electronic Classroom	35
F119	Event Services	4878	Electronic Classroom	35
F120	Event Services	4878	Electronic Seminar Room	21
F121	Event Services	4878	Electronic Classroom	35
F202	Event Services	4878	Electronic Classroom	28
F203	Event Services	4878	Electronic Classroom	32
F204	Event Services	4878	Electronic Classroom	36
F205	Event Services	4878	Electronic Classroom	38
F206	Event Services	4878	Electronic Classroom	30
F207	Event Services	4878	Electronic Classroom	60
F209	Event Services	4878	Electronic Classroom	40
F210	Jo Ann Kocher	4575	Computer Teaching Lab	20
F212	Event Services	4878	Electronic Classroom	42
F215	Event Services	4878	Electronic Classroom	35
F221	Event Services	4878	Electronic Classroom	35
F222	Jo Ann Kocher	4575	Computer Teaching Lab	40
F223	Event Services	4878	Electronic Classroom	40
F224	Event Services	4878	Electronic Classroom	40
F225	Event Services	4878	Electronic Classroom	35
F226	Event Services	4878	Electronic Classroom	35
F245	Event Services	4878	Electronic Classroom	34
H116	Event Services	4878	Electronic Classroom	32
G103	Event Services	4878	Electronic Classroom	24
G108	JoAnn Kocher	4575	Computer Teaching Lab	40
G138	Event Services	4878	Electronic Classroom	30
G139	Event Services	4878	Electronic Classroom	12

Electronic Classroom	Contact for Reservation	Extension	Type of Classroom	Seating Capacity
G201	Event Services	4878	Electronic Classroom	12
G203	Event Services	4878	Electronic Classroom	36
G212	Event Services	4878	Electronic Classroom	12
H115	Event Services	4878	Electronic Classroom	40
H116	Event Services	4878	Electronic Classroom	40
Holocaust	Resource Center		Electronic Classroom	20
Housing IV	Event Services	4575	Electronic Classroom	22
K101	Event Services	4878	Electronic Classroom	40
K102	Event Services	4878	Electronic Classroom	48
K141	Event Services	4878	Electronic Classroom	46
L104	Event Services	4878	Electronic Classroom	36
L112	Event Services	4878	Electronic Classroom	113
L114	Event Services	4878	Electronic Classroom	12
L115	Event Services	4878	Electronic Classroom	47
PAC	Mike Cool	4607	Large Lecture Facility	550
TRLC	Housing Office A100	4332	Large Lecture Facility	200
WQ103	Event Services	4878	Electronic Classroom	71
WQ104	Event Services	4878	Electronic Classroom	33
WQ123	Event Services	4878	Electronic Classroom	33
WQ124	Event Services	4878	Electronic Classroom	71
WQ203	Staff	4869	Electronic Classroom /Occupational Therapy	30
WQ224	Event Services	4878	Electronic Classroom	33
WQ226	Staff	4869	Electronic Classroom /Physical Therapy	24

Portable Projection System

Computer and Telecommunication Services also offers mobile projections system that can be used in any classroom. ***This unit will only be reserved to faculty and staff members.***

These units are equipped with:

- A Dell notebook PC computer, sound, Internet connection, a CD/DVD-RW drive and a Zip drive.
- A projection unit
- A wheeled cart for transporting the equipment

To reserve a mobile projection unit:

- Complete the online *Reservation Form* available on our web site at **http://compserv.stockton.edu**

Roberto Castillo, the Computer Training Specialist, will review the requests. You will receive a confirmation e-mail within a week

If only reserving the projection unit (without the notebook computer), you need to bring your computer to D001 ahead of time and test it with the unit

- IMPORTANT NOTICE -

The staff or faculty member is fully responsible for the proper usage and safe return of this equipment. The staff or faculty member must be present during the delivery and use of the equipment.

Hours of Operation for Labs

During break periods, lab access is limited. Call the information line at **652-4447** and choose option #3 for break hours.

Fall and Spring Hours

Summer Session Hours

	-Fall & Spring Hours- *(Labs are closed in observance of Thanksgiving and Easter. Limited hours on the weekends following.)*	**-Summer Hours-** *(Labs are closed in observance of Memorial and Independence Day)*
Arts and Science	8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday 12:00 noon - 11:00 pm. Sunday	8:00 am - 11:00 pm Monday - Thursday
F210 Labs	8:00 am – 11:00 pm Monday – Thursday 8:00 am – 4:00 pm Friday	Closed
CM103 Lab	8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday 12:00 noon - 10:00 pm. Sunday	8:00am -11:00 pm Monday - Thursday Closed Friday - Sunday
D-Wing Labs	8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday 12:00 noon - 10:00 pm Sunday	8:00am - 11:00 pm Monday - Thursday Closed Friday - Sunday
D102 Lab	8:00 am - 11:00 pm Monday - Friday	Closed
F114 and F222 Labs	8:00 am – 10:00 pm Monday – Thursday 8:00 am – 5:00 pm Friday Closed Saturday and Sunday	Closed
G108 Lab	8:00 am – 10:00 pm Monday – Thursday 8:00 am – 5:00 pm Friday Closed Saturday and Sunday	Closed
Residential Life Center & Lakeside Center Labs	Open 24 hours, 7 days a week	Closed
Housing IV Commons	Open 24 hours, 7 days a week	Open 24 hours, 7 days a week

Please, no drinking or eating in the labs

Using Computer Labs

Valid Student IDs

Computer labs are available to all students, faculty and staff who have valid Stockton IDs. All other use will be considered unauthorized. Students may be asked to show ID before using the facilities. Active members of the Alumni Association are permitted to use the General Purpose, Non-teaching labs only. Alumni must possess and present a valid RSCNJ Alumni Association Identification Card upon request.

Logging onto Computers

All of the computers located in the computer labs are connected to a centralized Windows network. Therefore, each user must logon to the network before resources will be available to them. Computer Services requires faculty, staff and students to authenticate to access the workstations using their Go Stockton Portal User ID and Password.

Students are allocated 250MB of centralized disk storage space that are accessible to them via their My Documents folder on the desktop from any computer lab or the library. This is a more secure and reliable alternative to portable storage devices. Students and faculty will also continue to have access to the shared Scratch drive.

To ensure the security of accounts, all users will be logged off of the machine after an inactivity period of 10 minutes. There will be a warning and countdown to logout that can be cancelled by the user.

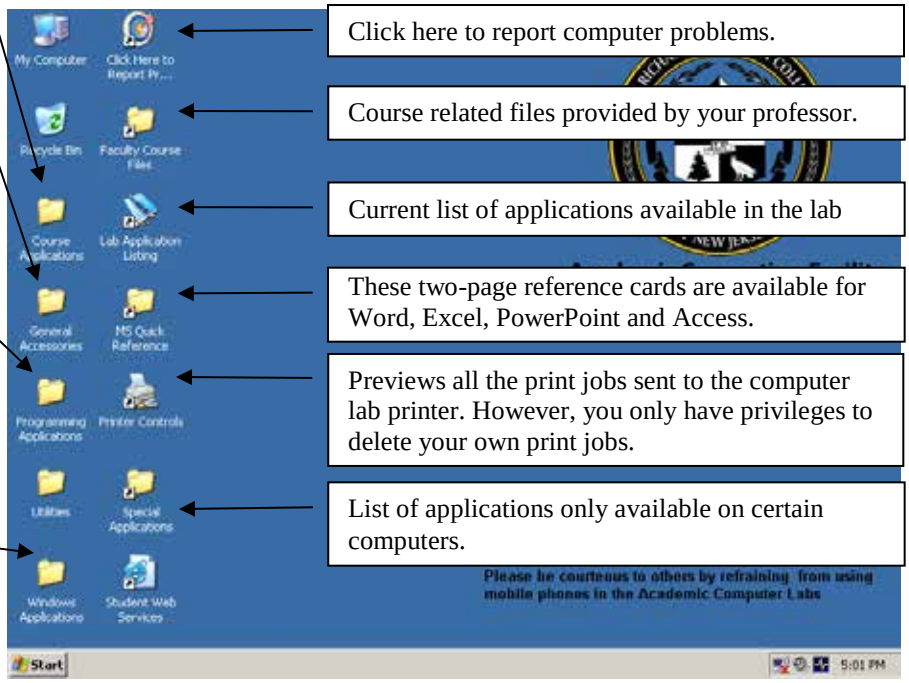
Windows Desktop

Course Applications contains course-specific software.

General Applications lists applications included in the Windows Start Menu under Programs, Accessories.

Programming Applications is primarily accessed by students taking computer programming courses.

Windows Applications provides access to Internet resources and general-purpose Windows applications such as MS Office 2010 among others.



Click here to report computer problems.

Course related files provided by your professor.

Current list of applications available in the lab

These two-page reference cards are available for Word, Excel, PowerPoint and Access.

Previews all the print jobs sent to the computer lab printer. However, you only have privileges to delete your own print jobs.

List of applications only available on certain computers.

Most applications and Internet resources available to staff, faculty and students are organized into folders and only accessible from the icons described below:

Shutting Down/Logging Off

When users are finished working on a computer in a lab, we ask that they *properly* shut down the machine before leaving. Turning the computer off without a proper shut down process may cause future system errors on that computer. If the computer is already on when you arrive, it is recommended to restart it before you use it.

To shut down the computer follow the steps below.

Windows Machines

1. Select the *Start* button
2. Select *Shutdown* and click on *OK*.

Macintosh Machines

1. Select *Apple Menu (Apple in upper left hand corner)*
2. Select *Shut Down*
3. Select *Shut Down* in the dialog box that pops up

Saving Your Work

When using the computers in the labs, users must be responsible for saving his/her own work. In order to keep computers in good working order, Computer and Telecommunication Services performs periodic and unannounced maintenance on the machines, which include the deletion of all unauthorized files. Users, therefore, are strongly encouraged to store data onto their own media. ***Users are strongly encouraged to save their work every 10 minutes.*** Also when finished, make sure you close all your files before removing your diskette.

Memory Key

Memory keys, also known as USB keys or Flash Drives, connect to USB ports in front of the computer case in all the labs. After you insert the key, Windows sees it as another drive that can be accessed from any application. Users are encouraged to utilize flash keys that allow for encryption of files.

Tips for Protecting Your Files

- Save your work and close down the software application you are using before removing disks or USB drives
- Keep disks in a protective casing.
- Keep Media Surface free from fingerprints, food and/or liquids
- Keep disks in normal temperatures. Excessive heat or cold can quickly damage files
- Keep USB Memory keys and disks Virus free: you should check them for viruses on a regular basis. Viruses can completely damage your files. (See *Checking for Viruses* below)

Checking for Viruses

For your protection the academic computer labs are equipped with up-to-date anti-virus software. The virus software will automatically check for viruses whenever the drive is accessed. If a virus is detected a message on the screen will appear indicating that your files are infected, which virus it has found and the opportunity to clean the virus. Proceed with the cleaning process to remove virus from disk. (Note: Users are highly encouraged to install anti-virus software on their home machines and to check your files for viruses on a regular basis. Download the installer from the Computer and Telecommunications website, under the Student tab, Tech Support and Download)

To check for viruses:

1. Open **My Computer**
2. Right click on the USB Memory Key, Zip or DVD/CD-RW drive icon (Make sure your disk is inserted)
3. Click on the **Scan for Viruses** to start

For more information, login to the goStockton Portal and use the navigation bar in the **Computer Services** Channel.

Virus Hoaxes

Most Internet users are familiar with virus warnings which arrive in their mailbox. Many of these messages spread false information and ask you to forward them to other Internet users. Even though there are thousands of legitimate viruses discovered every year, there are some that don't exist. For more information, go to the **F-Secure Hoax Warnings** Web page at **www.f-secure.com/virus-info/hoax**. If you receive electronic mail claiming to be a virus warning, please forward the message to **question@stockton.edu** in Computer & Telecommunication Services. Please do not send it to the campus community. Computer & Telecommunication Services will investigate and will notify the campus.

Printing from the Labs

Students at Richard Stockton College need to be aware of practices regarding use of and printing from college computers in the computer labs and the library. These computers require users to first log-in using their GoStockton ID and password. (Although there are a few "public" computers in the library for the use of the general public, such PCs do not allow the user to print materials.)

Each semester students are allocated an 800 printed side print quota. At the start of each semester you will be given a new allotment. College printers by default print on both sides of a piece of paper. A document that prints on a single side of a piece of paper counts as 1 side. A document that prints on both sides of a piece of paper counts 2 sides. Computer Services has developed a website at **http://ppoints.stockton.edu** that allows students to track the status of their allotment.

- It is critical that students remember to log off any college computer when they have finished their session. Failure to do so will mean that the next user will be able to print, using the allotted copies of the student still logged on to that machine. That same next user may also have access to other features associated with the original student's account.
- Students who exhaust their printing quota should contact The Help Desk in D-wing to request having their allotment increase. Student will be provided a one-time additional allotment provided they have given a reasonable explanation as to why they have depleted their original allotment.
- Students should consult with individual faculty members regarding faculty policies and preferences on printing of both course materials and assigned papers, both to get the most from their allotted copies and to comply with any faculty restrictions on submitting papers printed on both sides of a sheet of paper.
- Students are also now allotted ample space on the college servers for saving files and documents. The space is associated with the individual GoStockton student account. This space will be found in "My Documents" after the individual student has logged on to a college computer. Students are advised to use this space to store documents instead of printing them.

Electronic Mail

Computer accounts for faculty members are generated at the faculty member's request. Account request forms are available in D-127. The username is usually the first seven characters of the last name followed by the first initial. For example, Susan L. Robertson would be assigned the username "robertss". Faculty may choose to have a more descriptive alias to be used as their e-mail address. Continuing with the example, Susan Robertson may wish to designate her e-mail address as Susan.Roberston@stockton.edu or S.L.Robertson@stockton.edu.

Students at Stockton are automatically assigned an e-mail account through Banner. Accounts are generated every semester and assigned to students during the registration period (Account cards are also available in D-127). Student usernames are all lower case and consist of the first 6 or 7 characters of the last name, first initial and digits as needed to make the username unique. Student e-mail addresses are *username@go.stockton.edu*.

Microsoft Outlook

Microsoft Outlook is the standard e-mail system for faculty and staff. It is a personal information management and communication solution that provides users with tools for e-mail communication, group planning, and scheduling, and accessing the information you need -- all in one place.

Email Attachments

While email is an easy to use option for sharing files with other individuals, file sharing is not its primary function. Email systems are designed to transmit relatively small blocks of text to individual recipients. A separate message is generated for every recipient in the "To:", "CC:" and "BCC:" fields. This means, for example, that a single message with a 1MB attachment sent to 53 individuals uses 53MB of system disk space while the message is processed for transmission.

Some general recommendations for attachments:

- Check the attachment size before you send. If it is larger than 200KB, consider an alternate method of file sharing.
- Keep attachments as small as possible. While we a fast network backbone on campus, Stockton community members with dial-up access from off-campus will find it very frustrating to try to open very large attachment.
- If your attachment has a lot of graphics, creating a .PDF file with Adobe Acrobat can be very helpful in reducing the attachment size while maintaining the look of the original document. Classes in Adobe Acrobat are regularly offered on our training schedule and can also be scheduled for groups at mutually convenient times throughout the semester.
- If you receive a large attachment and you are using a dialup connection, save the attachment to your local hard drive before opening it.
- Burn the file(s) to a CD or DVD and send via US mail or other delivery service. Classes on using the CD/DVD burner are offered regularly on our training schedule and can also be scheduled for groups at mutually convenient times throughout the semester
- Use a free online service to share large image files. Examples include Kodak Gallery (http://www.kodakgallery.com), Shutterfly (http://www.shutterfly.com), Dropbox and Snapfish (http://www.snapfish.com).

Email Caution

Although Stockton has many measures in place to protect against harmful mail messages, some of these may still get through. One type of message that is particularly problematic is the “phishing” message. **Phishing** is a variation of unsolicited e-mail that involves tricking the recipient into believing that the message originated from a trusted source such as a bank, credit card company, insurance company, or retail store. These messages have the appearance of legitimacy, but ask the recipient to provide private information such as account numbers, usernames, and passwords. If you receive a message requesting personal authentication data, do not respond. Legitimate companies will not request this information via e-mail. If you have any doubts, contact the company through other means (telephone, fax, U.S. Mail).

Other methods of protecting yourself from phishing scams include:

- Never click on links in e-mail messages. Their true destination is often disguised. If you feel you must visit the link, type it in manually, DON'T click on the link in the mail message.
- Do not call telephone numbers included in suspicious messages. Look them up via an alternative source such as the phone book, 411 operator, or AnyWho http://www.anywho.com
- Check an online phishing archive to see if the message that you have received is a known phishing scam http://www.millersmiles.co.uk/archives.php
- Review all financial statements (e.g., checking account, credit card) carefully as soon as you receive them and report any unusual activity immediately.

Check your credit report periodically for any unusual activity. You can request a credit report through:

- Experian http://www.experian.com
  PO Box 9554, Allen, TX 75013
  888-397-3742

- Equifax http://www.equifax.com
  PO Box 740256, Atlanta, GA 303740
  800-525-6285
- TransUnion http://www.transunion.com
  PO Box 6790, Fullerton, CA 92834
  800-680-7289

If you fall victim to a phishing scam, file a complaint with the Federal Trade Commission at http://www.consumer.gov/idtheft/

You can report phishing scams online at The Antiphishing Working Group or MillerSmiles.

Internet Access

Stockton provides Internet access in the Academic computing facilities as well as our Residential Living/Learning communities. Both wired and wireless services are provided, so staff, faculty and students can freely surf the web and access worlds of information right from their laptop or desktop computers.

Computer Accounts

In order to use the computers in the labs you do not need a personal account. However, in order to access certain resources (e.g., Email, Blackboard and WebBoard) within the computer labs, you do need certain accounts. Accounts on the central systems are generated for all registered students after the fall and spring registration period. Accounts remain active while students are attending Stockton and do not have to be renewed each semester (Computer accounts are closed for students who are not currently enrolled in classes at Stockton.) Students can also receive their account with their valid Stockton ID in room D127.

Below is a list of systems and accounts available in the academic computing facilities:

Active Directory Account

Faculty and staff accounts on the Active Directory server are used for accessing certain centrally stored data files (e.g., course class lists) and network printing. These accounts are generally created by the Help Desk staff when the office computer is set up. To request an Active Directory account, contact the Help Desk at extension 4309.

Exchange/Outlook Account

The Exchange server will manage the electronic mail services for Stockton's staff and faculty members. To request an Exchange/Outlook account, fill out an Account Request form and submit it to the Office of Computer and Telecommunication Services in D127.

We are not using LOKI accounts any longer, authentication is now through the go.stockton portal accounts.

Blackboard 9

Blackboard 9 is a web based set of course tools designed to deliver online learning. This system is accessed through the My Courses channel on the *go*Stockton Portal. Periodically, training is offered to interested faculty members.

WebBoard

WebBoard is Stockton's computer Conferencing system. In order to use it, you need to have a Portal account. It is accessed through any one of the web browsers, which run under windows or Macintosh operating systems.

Accounts for Printing in AS203/AS234

These accounts are restricted to students in the Visual Arts program. When you enroll in any of its computer graphics courses, you automatically get access to the Macintosh computers in both the labs and 1000 points for each class. This will enable you to print to the HP 8150, HP4550 (25 points per page), Xerox Phaser 7760 (200 points per page), the Epson 9890 and Epson 7800 large format printer (225 points per square foot) and the Xante Platemaker (300 points per page).

To purchase additional points, Art Students can use the PPoints site. The additional points are immediately available for student use. The charge for additional points will go to the student's account with the Bursar's office and can be paid in person at the Campus Center or online with a debit or credit card.

Accessing Online Services

- If you have a problem with your PIN, please visit Student Records in D-121
- For online services using PIN access (except Student Web Services) allow 1 full business day for PIN change to take effect

· If you have a problem with your Username, Password or Activation Code, please visit Computer and Telecommunication Services in D-127 Instructions for changing your password are available online at http://compserv.stockton.edu. Click on Student, Tech Support, Handouts, Changing Your Password

*** = Allow 30 minutes for synchronization after changing your password

Scheduled Backup/Maintenance

The listing below contains the regular schedule of backup/maintenance hours for college systems and resources. In the case of emergency maintenance/upgrade, the campus will be notified via portal announcement and/or email and postings on the Technology Resource Status page.

Frequency	Day	Time	Systems	Comment
Weekly	Sunday	12:01-5:00am	goStockton Portal, Internet Native Banner (INB), Self Service Banner (SSB), Blackboard	If no maintenance tasks are required, these systems will be returned to service upon completion of the backup.
Monthly	3rd Sunday	12:01-5:00am	College home page, Outlook/Exchange, WebBoard	All systems will be returned to service upon completion of maintenance.
Quarterly	TBA	TBA	TBA	The affected systems, dates and times will be posted to the campus.
Yearly	Winter Break	TBA	TBA	The affected systems, dates and times will be posted to the campus

Where to Get Help in the Labs

Computer Lab Assistants

Computer Lab Assistants are positioned in D001(Lower D-Wing) during all hours of operation. These workers are available to assist you with questions you may have about using the computer labs. They can also provide a brief one-on-one support on the equipment and software available through the labs. (For detailed training please see information on the student portion of the *Technology Training Program*.)

To contact a Computer Lab Assistant, please see the chart below.

If you are using these labs...	Room Number to get help	Lab Extension Numbers
B007, CM103, D002, D004, D005, D009,D017,D018, D019, D026, D027, D102, E219,E221, F210, G108, Housing IV Commons, Lakeside Center Lab & Residential Life Center Lab	D001	4309
AS202, AS203, AS234, AS209	AS208	5001

Handouts

For your convenience, complete handouts and quick reference cards are available to staff, faculty and students on the Web at **http://compserv.stockton.edu**. These step-by-step instruction guides are an excellent way to learn the basics of the software programs available in the labs.

Computer/Software Manuals

Manuals on the various software programs are available in the computer labs and rooms D001 and D006. If you get stuck on a particular problem, open up to the appropriate section of the manual and guide yourself to the answers. Also, computer books--on the various software programs located in the labs--are available in Stockton's Bookstore.

Online Problem Report

Double-click on the **Problem Report** icon on the computer desktop to report software or hardware problems to our computer technicians.

Richard Stockton College of NJ Hardware & Software Support Guidelines (for personally-owned equipment only)

This guideline applies to all students, staff, and faculty using their own (non college-owned) computer equipment on or off campus.

The Office of Computer and Telecommunication Services is charged with providing for the computing and information communication needs of the college community. As part of that charge the department provides the technical services necessary to establish and maintain information, instructional delivery and communication systems that appropriately support the administrative, academic and auxiliary operations of the institution. The Department of Computer and Telecommunication Services is here to support the use of a personally owned computer for connectivity to our resources.

Computer and Telecommunication services can provide telephone support to assist our community members through connectivity failures by:

- Assisting in the installation and configuration of connectivity software (e.g., VPN client)
- Evaluating hardware/software issues that may be interfering with connectivity
- Suggesting useful non-College resources

If your computer problem is beyond the scope of the Help Desk's ability to provide assistance, there are several options for you to consider:

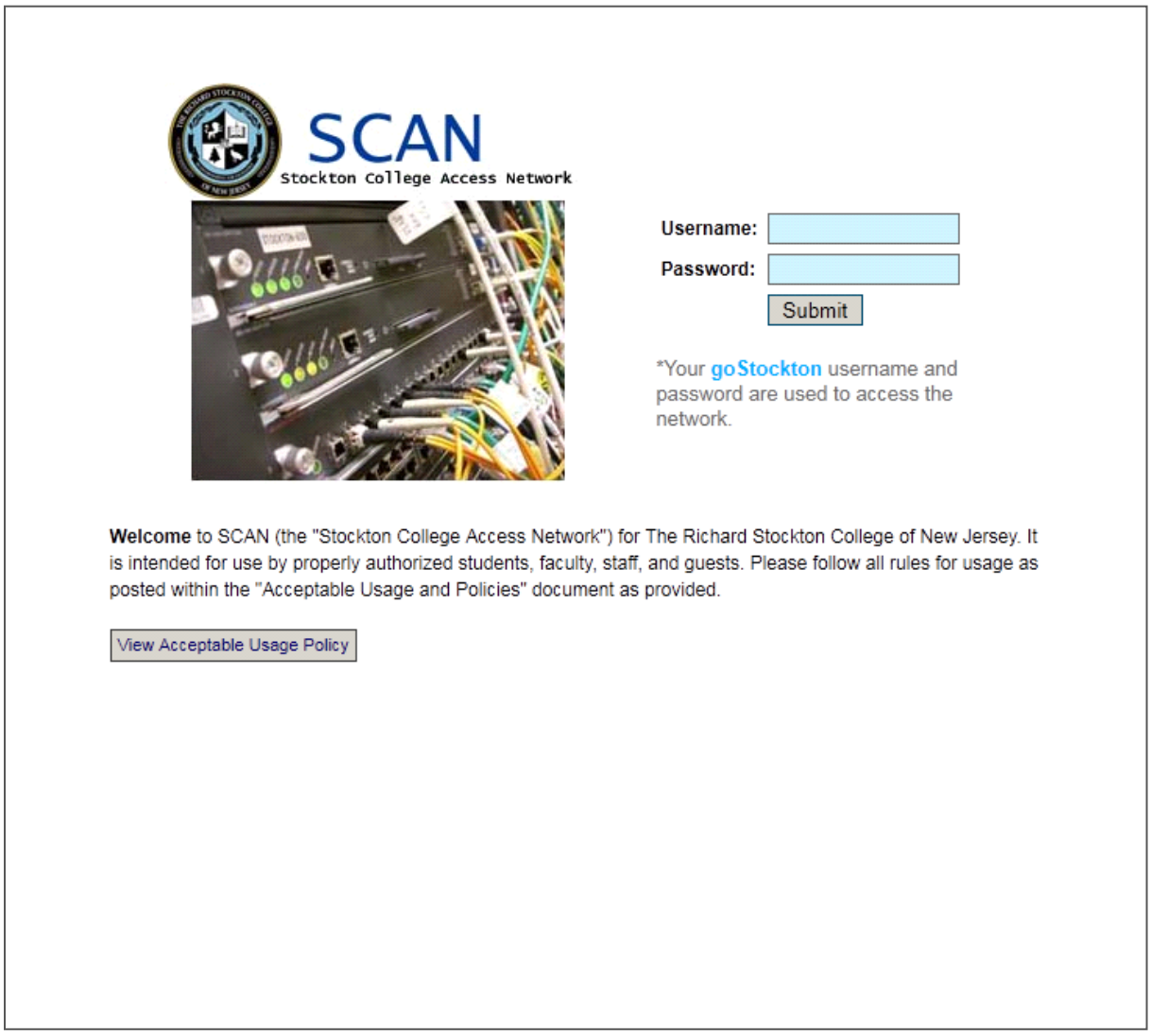
1. Check your warranty information, and consult with your computer's manufacturer or vendor. They will have the best information about your computer hardware, and they will be able to tell you what free or low cost repair services you may qualify for as part of your warranty.
2. You may wish to contact a technician at a computer repair shop. There are several repair shops in Atlantic County - look in the Yellow Pages under Computers-Dealers. Computer Services does not provide recommendations for any particular repair shop. We suggest that you talk to staff at several shops to compare prices and services before making the choice to commit to one.

Wireless Network Access

If you have a notebook or device with a wireless network adapter (Wi-Fi), you can connect to the Internet from campus (RSC-Wireless).

Upon opening your browser, the Stockton College Access Network (SCAN) will prompt you to enter your Portal username and password. The system will provide you with unlimited access to the Internet, but if idle for more that 15minutes, your computer will be automatically disconnected. At this point, the SCAN system will prompt you to log in again to regain access to the Internet.

Our wireless access is expanding each year. For updates on wireless coverage, login to the goStockton Portal and click on Technical Support on the navigation bar in the **Computer Services** Channel.



Online Course Development Tools

Computer and Telecommunication Services has Internet tools available to the Stockton community to aid faculty members in the development of online courses and to foster communication among staff, faculty and students.

Blackboard 9

Blackboard 9 is an integrated e-learning system for higher education. It combines tools with content management capabilities and options for personalization and customization of the learning experience. It provides options for accessing, managing, and migrating course content. Also instructors have the ability to pace the learning experience based on time and student performance. This system is integrated with Banner. Live course sections are automatically created and students are automatically enrolled.

I am teaching 2 sections of ABCD2245. Can these be merged into 1 section on Blackboard?

The answer is that this option is not available. Enrollment data comes from Banner. In order for the sections to be merged in Blackboard, they would have to be merged in Banner. They can't be merged in Banner because then they would be seen as one course section, not 2 sections, and would be scheduled to meet in the same room at the same time.

I want to start working on my Blackboard course before the start of the semester. When will it be available?

You can work on any course at any time by taking advantage of using course development sections. If you would like to request a development section, use the online request form (See *Blackboard 9 Development Section Request*, next page, for more information.)

The practice of creating the new live sections has been in place since the integration of Bb and the portal (Summer 2008). The guidelines are published in the "My Courses" channel and various other locations. The guideline that we use is 3-4 weeks before the beginning of the semester – no hard and fast dates – this is dependent upon the academic calendar.

Loading up the new semester course sections involves making a global change to the current semester setting in Banner. This impacts many more functions than just Bb.

From the user support perspective, we try to avoid overlapping with the semester currently in session. Otherwise we are suddenly receiving calls from students and faculty asking "What happened to my classes?" because it becomes necessary to change terms on the pull down menu in the portal. This is more of an issue in the summer because we have a greater number of online sections and a greater number of non-matriculated students and adjuncts who are not familiar with online environment.

Another reason for delaying is to be sure that the course section offerings are as close as possible to what will ultimately be the course sections that end up running. In every semester there are course section cancellations, re-characterization (e.g., a course becomes a seminar), and section consolidations.

If a faculty member is working in the live section rather than a development section and that section is renamed in response to changes like these s/he will lose access to that content. The content is not lost, but faculty access is lost and it is necessary for someone with Bb administrative access to find the "lost" section and move the content over to the new section.

If a faculty member is working in a live section and needs to test various features s/he will have to override the term dates in order to do this testing. Overriding these dates also makes the live section visible to the students who would then have access to a course section that is not yet ready for them.

We strongly recommend that faculty work in development sections (see below) and move their content over to live sections at the latest practical date. That might be right after the live sections are created. It might be 2 or 3 days before the semester begins.

Blackboard 9 Development Section Request

Development sections are used to create content for a new course or store content from a previously offered course that may be offered again in the future. Unlike "live" course sections that are deleted each year -- Fall course sections are deleted the following May, Spring and Summer course sections are deleted the following January -- development sections remain on the system for as long as you are at Stockton.

A confirmation message will be sent to you via e-mail after the development section is created. If you have additional questions or concerns, please send a separate e-mail message. Please do not leave voice mail requests.

To request the creation of a Blackboard development section, complete the online form at:

http://compser.stockton.edu

The following information is required in order to complete the form: Your full name, username, e-mail address for confirmation message, development section name(s), and any special instructions.

WebBoard

WebBoard allows courses to have private asynchronous discussions, so participants can read and post messages at whatever hour of the day they are more productive. In a college environment, where discussion is central to the learning process, this tool encourages students to have a voice, even those who shy away from public speaking. WebBoard can also be used by campus committees and organizations to post announcements and generate discussion about current issues. Faculty wishing to use them in their courses should contact Computer and Telecommunication Services to request a board.

Plagiarism Prevention System

The College maintains a subscription to **Turnitin.com**, (**www.turnitin.com**) that includes three products: OriginalityCheck, GradeMark and PeerMark.

The information below has been excerpted from the Turnitin.com web site**:** **www.turnitin.com**

- **OriginalityCheck** – checks submitted student papers against 20 + billion web pages, over 200 million student papers and some library databases and publications. http://turnitin.com/en_us/products/originalitycheck

- **GradMark** - is an online grading service in which standard and customized marks can be added directly on the student's paper. http://turnitin.com/en_us/products/grademark

- **PeerMark** – Provides structured and anonymous feedback by students of each other's written work. http://turnitin.com/en_us/products/peermark

In order to use *Turnitin*, instructors must first register using the Stockton user number and password provided by Stockton's Turnitin Administrator**.** After entering some personal information, the instructor chooses a personal password which allows the instructor to log in to the system. Next the instructor establishes a class site with a class enrollment number and password. The instructor then posts the class assignments and due dates. After registering in Turnitin, students upload their papers to the Turnitin class website.

Faculty planning on using Turnitin should include a notice on their syllabus that Turnitin in will be used and ask students to register and submit their papers.

Turnitin.com returns an "Originality Report" to the instructor's *Turnitin* inbox usually in one hour but in peak times it may take up to 24 hours. This report shows the degree of similarity found to a web site or previously- submitted paper in their database. If the instructor has enabled the feature, the student also can view the Originality Report. In addition to the Originality Check, instructors can take advantage of the **GradeMark** and **PeerMark** features to provide students with additional feedback on their work.

Turnitin provides excellent guides and demos on their website **www.turnitin.com** under **Training.** There are also several YouTube videos available from the **Turnitin Academy** http://www.youtube.com/user/TurnitinAcademy

For further questions or to register on using *Turnitin.com*, contact Carolyn Gutierrez, Turnitin Administrator, at (609) 652-4275.

For step-by-step instructions, see Guide to Turnitin.com, a Plagiarism Prevention System on page J-56

Technology Training Program

The best way to stay technically up to date is to attend the training classes available during the Fall, Spring and Summer sessions at no charge to all of the Stockton community. The section that follows will give you detailed information on the program.

The Computer Training Program at The Richard Stockton College of New Jersey is provided by the Department Computer and Telecommunication Services, **FREE** to faculty, staff and students. The workshops in this program cover the latest software packages and they are conducted with state-of-the-art training equipment for more powerful presentations. Students can also receive ULTRA credit for training workshops.

Technology Boot Camp

Technology Boot Camp is a special technology seminar program especially designed for faculty. One week sessions are offered in January and May, and a longer session is offered in August. Seminars are scheduled on a wide range of technology topics and representatives from Computer and Telecommunication Services, Library Services, and Student Records serve as instructors. Technology Boot Camp is scheduled like a conference with multiple concurrent sessions and most seminars are offered multiple times. For more information, go to the Computer Services Channel in the goStockton Portal.

Custom Training Opportunities

Custom training is also available for staff and faculty in need of additional technology related skills. Upon request, training sessions can be provided on the desire topic at a mutually agreeable date and time. Please contact Roberto Castillo for more information.

Location and Time of Training

The times and locations of the training classes vary every semester. A complete training package that includes the schedule, course description and registration form, is distributed to staff and faculty members a month prior to the first day of class. For more information or to register online, visit the Computer and Telecommunication Services Web site at **http://compserv.stockton.edu**.

The Computer Training Schedule for students is also posted throughout all of the labs and on the Computer and Telecommunication Services Web Page. Students are required to register online at the above Internet address.

Course Listing and Description

A First Look at the iPad
Instructor: Roberto Castillo

The iPad is a multitouch display tablet computer designed by Apple Inc., primarily as a platform for apps to run audio-visual media including books, periodicals, movies, music, games, and web content. In this class, we'll discuss basic configuration settings, managing apps, setting up your Stockton e-mail, using the touch screen display and customizing the Home screen.

A First Look at Windows 7
Instructor*: Roberto Castillo*

Windows 7 is the latest upgrade from Windows XP or Vista. We'll take a tour around the newest Operating System (OS) from Microsoft and talk about some of the most important new features available in Windows 7.

A Guided Tour of the goStockton Portal
Instructor: Roberto Castillo

The Stockton portal known as ***goStockton*** is a Web-based interface that provides staff, faculty and students a personalized, a single point of access to the college's resources. It is essentially the gate to everything online at Stockton.

Adobe Acrobat X
Instructor: *Dan Gambert*

PDF files have become a standard format on the web. They can be created from almost any application and the electronic output looks the same as a snapshot of the printed output. Annotation tools can be used to it make it easy for readers to move through documents, share comments, and even connect to resources on the Internet. Security features allow for document protection, including password protection.

Adobe Acrobat Reader is a browser plug-in that allows you to read .PDF files from the web. It can do much more than that. Using built-in navigation, selection, viewing, and searching tools you can work with documents in electronic form and eliminate paper print outs that can clutter your desktop and overflow your filing cabinet. Electronic forms are not covered in this seminar. ***Prior knowledge of the Internet, and at least one MS Office application (Word, Excel, PowerPoint, or Publisher) required.***

Adobe Photoshop CS6: Fixing Common Image Flaws
Instructor: *Linda Feeney*

Digital photography makes it easy to capture memories. Unfortunately, not all images turn out as well as we might like. This seminar focuses on improving images with common problems like red eye, over/underexposure, background clutter, and color correction. ***Pre-requisite: Experience with selection techniques in Adobe Photoshop (i.e., lasso, marquee, magic wand, quick mask).***

Adobe Photoshop CS6: Introduction to Photo Composite Techniques
Instructor: *Linda Feeney*

Masks and layers (in conjunction with selection techniques) make it easy to combine multiple images and reveal or conceal portions of the multiple images with fascinating results or blend images and textures Example: You recently attended a wedding and wanted to get a shot of the bride and groom in front of the church. You have a picture of the bride and groom outside the reception hall and you have a picture of the church, but not a picture of both. You can combine these shots -- revealing the church or concealing the reception hall -- to produce the desired image.

Sample images will be provided for hands-on work, but attendees are encouraged to bring their own images with them. ***Pre-requisite: Selection Techniques in Adobe Photoshop CS4***

Adobe Photoshop CS6: Selection Techniques
Instructor: *Linda Feeney*

Digital photography is an incredibly creative medium. Photographs can be altered or combined to produce amazing results. This seminar will focus on selection, Selection tools allow you to choose portions of an image to be edited. Example: You have a photograph taken with a flash. Portions of the image are overexposed. Using selection techniques you can adjust the brightness and/or contrast of the overexposed portion of the image to bring the picture into balance. These tools will be covered in detail: marquee, lasso, pen, magic wand, quick mask, and alpha channel mask.

Sample images will be provided for hands-on work, but attendees are encouraged to bring their own images with them. ***Pre-requisite: Experience in using basic digital image editing techniques***

Advanced Features in MS Outlook Calendar
Instructor: *Roberto Castillo*

The instructor will cover Calendar features such as organizing meetings, opening someone else's folder, taking votes and setting permissions.

Advanced Features in MS Outlook E-mail
Instructor: *Roberto Castillo*

The instructor will focus on more advanced features in e-mail such as creating signatures, using the advanced feature to find information, creating folders, flagging messages, dealing with junk mail and managing your address book (distribution lists)

Beginning Blackboard 9 – Introduction to Blackboard
Instructor: *Dan Gambert*

Learn how to use the Blackboard interface, post files, organizing your content, communicate with Students, and customize the look of your course.

Blackboard 9 Grade Center
Instructor: *Linda Feeney*

The Grade Center and the process for grading course tasks (i.e., assignments, assessments, etc.) in Bb9 is completely different from the Grade Book in Blackboard. This seminar will cover: entering grades, adding comments, changing grades, grade history, deleting and reverting grades, exempting grades, uploading grades, calculating grades, creating reports, and viewing statistics.

Blackboard 9: Rubrics and Alignment
Instructor: *Linda Feeney*

Rubrics are used as a method to assess student work. They are a tool for grading and feedback. Alignments are used to assess how the course content meets external expectations (e.g., accrediting agencies). Those of you who used Blackboard know Rubrics as "Grading Forms" and Alignments as "Goals". These features in Bb 9.1 are far more powerful and flexible.

Blackboard, the iPad and the Tablet Experience
Instructor: Fred Everson

We will look at the functional differences between the Blackboard 9.1 experience in a traditional web browser vs. the Mobile Learn App available to Tablet and mobile users.

Comparing side by side the ability of the end user to function within Blackboard from a mobile device perspective. We will discuss the pros / cons and limitations of Mobile Learn by the various platforms and mobile broadband carriers that it functions with.

Blogging
Instructor: Bob Heinrich

A blog (short for weblog) is a web-based journal that is typically updated frequently and open for anyone to read. A wiki is similar to a blog; however, ownership of the wiki is distributed to numerous individuals who collectively add and edit web-accessible content. In addition to defining key concepts and related terminology, this session will provide an overview of the ways in which blogs and wikis are being used in higher education and beyond. Examples of their use at The Richard Stockton College will be presented. An exploration of the technologies used to create blogs and wikis will be a key component of this session, and participants will leave with knowledge of the resources on campus that support blog and wiki development.

Camtasia Studio 7
Instructor*: Roberto Castillo*

Camtasia Studio allows you to create instructional videos that can be made available online. Record video lessons that demonstrate visual or technical subjects. Record a live presentation or lecture to give learners a rewind button for class. Help them learn at their own pace…or catch up from an absence.

Creating Fill and Print PDF Forms

Learn how to use Adobe Acrobat to turn an ordinary PDF into a Fill and

(E-Forms)
Instructor: Dan Gambert

Print PDF as seen on the E-Forms website. Sample forms will be available for practice but participants may bring along their own forms (forms should be in standard PDF or MS Word format). ***Prerequisite: knowledge of MS Word***

Customizing Forms in Access
Instructor: Roberto Castillo

Microsoft Access is a database management tool that helps you organize, sort and report information you need to access every day. After form objects are created with the Wizard, the Design View can be used to manipulate the content of these objects to create a more functional and easier to use object. In this workshop you will learn how to change the appearance of a form; Move, size, or align fields; Change label text or a control source; And add a field or control. ***Prerequisite: Basic knowledge of Access***

Data Theft Prevention
Instructor: Glenn Miller and Roberto Castillo

Data Theft is a serious problem affecting millions of people and businesses each year that can cause you and your employer serious financial loss. In this class, you'll learn how to identify and prevent data theft when making personal transactions or managing information in the workplace.

Document Collaboration in Word
Instructor: *Roberto Castillo*

MS Word includes tools that enable several people to work together to create and update a document. For example, you might write a draft of a letter, have your manager review it, make changes to it, and get it back. Then you go back to the document, make the changes, and send the document to its final destination.

One such feature is **Revisions**, which allow you to track and identify any changes made to a document, and then later review and accept or reject the changes. Another collaboration feature is **Comments**, which enable you or other users to add notes to a document so they can make suggestions, comments, or criticize your work. Another collaboration feature is **Versions**, which allow you to save and track multiple revisions of a document in the same file. Learn how to use these options to help you keep track of changes to shared documents. ***Prior knowledge of Word 2003 required***

Electronic Classroom Orientation & Media Scheduling
Instructor: *Bob Heinrich*

In this course, you will learn how to take advantage of the advanced technology available to you in the classrooms at the college. The instructor will give an overview of how to operate the following components located within the lectern:

- The computer and Zip drive
- The AMX Synergy system from both the remote and the AMX software.
- The ELMO Document Camera.

The course concludes with an overview of scheduling and playing events through our Media Distribution System. Lectern Keys will be distributed to faculty/staff members after completing the course.

Electronic Self-Defense
Instructor: *Linda Feeney*

The incredible speed of electronic communications allows individuals to compose and distribute files and messages to a wide population. This speed opens the door to a plethora of abuses. In a matter of seconds, misinformation and malicious software can be communicated to hundreds, thousands, or even millions of people. Malware (e.g., viruses,

worms, Trojans, adware/spyware) virus hoaxes, chain letters, and phishing are among the potential threats to all computer users. This seminar explores the various threats and how to defend against them.

Formulas and Functions in Excel
Instructor: Roberto Castillo

Formulas are the heart and soul of a spreadsheet. Without formulas, Excel would be nothing more than a grid you could use to enter numbers and text. In this session, you'll learn how formulas can do a lot more than just adding, subtracting, multiplying, and dividing. The instructor will also go over a selected number of Excel formulas you can use to create statistical, financial, and scientific calculations.

Prerequisite: Basic knowledge of Excel

Increasing Editing Productivity in Word
Instructor: Roberto Castillo

In this course, you'll learn how to take advantage of advanced editing and formatting techniques to speed up the creation of your documents. The following commands, discussed in class, will provide you with the tools needed to use Word more efficiently: Finding & Replacing, AutoCorrect, AutoText, Format Painter, Styles, Templates & Wizards, and Tables & TableAutoFormat. ***Prerequisite: knowledge of Word***

Intermediate Blackboard 9 – Groups, Assignments, and Tests
Instructor: *Dan Gambert*

Learn how to set up student groups, assignments, and create and administer online tests.

Intro to Access
Instructor: Roberto Castillo

Microsoft Access is a database management tool that helps you organize, sort and report information you need to access every day. Newly added features make this application easier to use. The instructor will show you how to combine these new options with old database concepts to quickly create database systems. The course will cover: understanding Objects, filtering information, manipulating Tables, designing simple Forms and Reports. ***Prerequisite: knowledge of Windows. Basic knowledge of Word and Excel helpful***

Intro to Dreamweaver CS6
Instructor: Roberto Castillo

Dreamweaver is probably the most popular site building tool for serious web site designers. It is a powerful tool that easily integrates with other Adobe applications such as Fireworks and Flash. In this session, the instructor will guide you step by step through the process of creating a basic web site in Dreamweaver.

Familiar with MS Word and the Internet.

Intro to Excel
Instructor: Roberto Castillo

This introductory course will cover the basics of Excel. The course will cover: Retrieving and Saving a File, Formulas, Formatting (inserting, copying, moving and erasing data), Adjusting Rows and Columns, Creating a Chart, Printing and Quick Cursor Movements Around Your Worksheet. Also learn about the new features added to Excel such as the List **Autofill** option which allows you to apply existing formulas and formatting to new fields; and a new **See-Through View** option lets you preview your changes without deselecting highlighted cells.
Prerequisite: knowledge of Windows

Intro to MS Outlook

Microsoft Outlook is a messaging and personal information manager, or

Instructor: Roberto Castillo

PIM. Outlook lets you send and receive e-mail messages, schedule appointments, and organize your contacts and addresses. It also reminds you of tasks you need to complete. You will learn the basics on how to compose, send and receive e-mail messages and manage your Calendar.

Intro to PowerPoint
Instructors: Roberto Castillo

This workshop will help you get started working with PowerPoint , to quickly and easily create presentations. You will learn how to use & manipulate templates, outline your ideas, add & modify text and insert clip arts. ***Prerequisite: knowledge of Windows. Basic knowledge of Word helpful***

Intro to Word
Instructor: Roberto Castillo

This course will give you an introduction to Microsoft's word processor: Word. Some of the topics that will be covered are the Ribbon and Dialog Boxes, the New, Open, Save & Close commands, The Font & Paragraph commands, The Table command, and the Print Preview command. Also learn about other features included in Word such as a drop-down font menu, a **Click** and **Type** option that makes indentation and alignment a snap; an improved **Cut** and **Paste**; and hundreds of new **clip-art** images. ***Prerequisite: Basic knowledge of Windows***

Mail and E-mail Merge in Word
Instructor: Roberto Castillo

Now as part of the Task Pane, the new Mail Merge Wizard lets you create customized letters, labels, envelopes, directories, e-mail messages, and faxes. It allows you to produce multiple documents by combining data such as names and addresses with a merge template that the user creates. The instructor will show you how to create different kinds of templates and how to merge the templates with a data file to generate letters and labels. ***Prerequisite: Basic knowledge of Word***

Managing your E-mails in Outlook
Instructor: *Roberto Castillo*

Learn how to organize your Outlook information, your Mailbox. MS Outlook provides you with the tools you need to manually or automatically group and organize similar information. Some of the features, cover in this course, are creating folders, moving items manually or automatically to folders, using Categories, color coding e-mail messages and Archiving information. ***Prerequisite: Basic knowledge of Outlook.***

Managing your Workbooks in Excel
Instructor: Roberto Castillo

In this class, you'll learn how to work with and manage workbooks. You'll learn how to move between the worksheets, add, rename, move, and delete worksheets, split and freeze worksheets, add headers, footers, and page numbers, adjust the margins, page size and orientation, and how to create formulas that reference information from several different worksheets.

Online Assessment - Tech for Grading Students
Instructor: *Bob Heinrich*

In this course you will learn how to use electronic tools to evaluate assignments that are submitted electronically. This course will compare and contrast the online tools available at Stockton (WebBoard, Blackboard, Electronic Mail) to facilitate electronic assignment submission.

Podcasting
Instructor: Jim Clancy

Would you like to provide your students with the ability listen to your lectures or lessons on demand? Podcasts can deliver educational content for listening or viewing on your computer and MP3 Player. A podcast is audio or visual content that is automatically delivered over a network via free subscription. Once subscribed to, podcasts can be regularly distributed over the Internet or within your school's network and accessed with an MP3 Player, laptop, or desktop computer (both Macs and PCs). Join us to discuss how Podcasts are being used in education and how you can create them.

SPSS for Windows
Instructor: *Linda Feeney*

This session is a brief overview of the SPSS for Windows product. Topics include a tour of the various menus and data views, using the data editor, importing and exporting data files, transforming data values, applying variable and value labels, and a brief overview of the data analysis process.

SPSS: T-Test and Anova
Instructor: *Linda Feeney*

This session covers the T-Test and ANOVA procedures and their non-parametric equivalents, Mann-Whitney and Kruskal-Wallis. This is not a statistics class although statistical concepts will be discussed. Feel free to bring data you wish to analyze. Experience using SPSS for Windows required.

Subforms and Multiple-Table Queries
Instructor: Roberto Castillo

In this workshop, the instructor will show you how to manipulate multiple tables by creating relational databases (one-to-many) with Queries and Subforms. ***Prerequisite: knowledge of Access***

Technology Consumer: Buying a Digital Camera
Instructor: *Linda Feeney*

As prices have come down on digital cameras, more people are abandoning film-based cameras and entering the digital world. This seminar will cover the terminology and factors to consider in your purchase. Attendees will complete and online quiz to help them determine which camera best meets their needs and generate a report of these results to take with them. There are no pre-requisites for this seminar.

Technology Consumer: Buying an eBook Reader
Instructor: *Linda Feeney*

One of the most popular gifts for the 2009 holidays was the Amazon Kindle. Other e-book readers such the Barnes and Noble nook, Sony Reader, and Apple iPad are also enjoying good sales rates. Is an e-book reader on your wish list? Before you go shopping, come and learn more about e-book features and functionality.

Technology Consumer: How to Choose a Tablet
Instructor: *Fred Everson*

Choosing the right tablet depends on at least four different features: size, operating system and price. The presenter will go over what to look for when purchasing a tablet PC.

Technology Resources
Instructor: *Bob Heinrich and Linda Feeney*

This session provides an overview of the technology resources provided by Computer and Telecommunication Services. Usage policies, reservation procedures, software installation, training, and support services are described. This will be an informal session and audience questions are encouraged.

The VLOOKUP Function in Excel 2010

If you use Excel frequently, sooner or later you are going to need to look up values in a table. Instead of scrolling through layers and layers of text

Instructor: Roberto Castillo

to find your answer, the VLOOKUP function allows you to quickly and easily find values which are linked to a table. This way, Excel can do most of the work for you and you can get to the more difficult task of actually analyzing the data you find. ***Prerequisite: familiar with formulas and functions in MS Excel***

Understanding Field Properties in Access
Instructor: Roberto Castillo

A property is an attribute that defines an object's appearance, behavior, or characteristics. For example, a car's properties would include its color, make and model, and shape. A property for a numeric field might be the number of decimal places displayed or the maximum number of characters a field can hold. The instructor will show you how to work with a Table's Field Properties to specify the kind of information the table can store. ***Prerequisite: knowledge of Access***

Using PRS to Enhance Classroom Interaction
Instructor: *Bob Heinrich*

This class will teach you how to experience the power of interactive PowerPoint in your classroom. With a student response system (SRS), otherwise referred to as personal response system (PRS) or clickers, your students can respond to your questions electronically and you can compile and post the results in real time.

Using the Data Tool to Manage Lists in Excel
Instructor: Roberto Castillo

The instructor will show you how to create an interactive table in Excel which will allow you to classify and summarize information. Topics covered in the course: Sort, AutoFilter and **Advanced Filter**, Form, Subtotals, the PivotTable, and **Data Validation**. ***Prerequisite: Basic knowledge of Excel***

Using the StarBoard System
Instructor: *Bob Heinrich*

StarBoard allows you to operate and annotate any software running on the lectern computer. It also save screenshots of your entire class presentation. The screenshots can then be burned into CDs and used as reference information by you or your students. There are two components to the StarBoard system:

- The StarTablet is a TFT display for annotating presentations and running computer based applications in meetings, classrooms and videoconferences. It allows pen-based users to operate or annotate any software application running on a connected computer. The annotated images can be viewed on other displays connected to the computer including LCD projected images, or the latest plasma and rear projection systems.
- The StarBoard software allows users to move from running applications to annotating them with a single click operation.

The following features will be covered in class:

- Rollers, line types, and highlighters in pre-set and variable colors and widths
- Comprehensive stamp library
- Character recognition software to run applications with freehand writing
- Object recognition software that converts freehand geometric objects, such as circles and triangles, to smooth drafting quality geometric objects

- Object management software to Undo, Redo, Cut, Copy, Paste, color, adjust line width, etc.
- Thumbnail review capability to quickly scan through files of marked up presentations
- A spotlight tool which hones in on a specific area of the display
- Continuous scrolling through the pages of the presentation

What's New in MS Office 2010

An overview of the most important changes to MS Office 2010. ***Prerequisite: familiar with MS Office 2010***

Wimba Classroom
Instructor: Linda Feeney

Wimba Classroom is both a synchronous and asynchronous web-based tool for online classes and meetings. It supports audio, video, application sharing, polling, whiteboard, and content display, enabling and promotes live interaction between instructors and students in the online setting. In addition to instruction it can be used for office hours and guest lectures. Live sessions can also be recorded as webcasts for later viewing.

Working with Outline and Long Documents in Word
Instructor: *Roberto Castillo*

If you are considering writing a long report, a thesis paper, or even a book, this course is for you. You will learn how to create and modify outlines, and add cross-references, bookmarks, footnotes, a table of contents and an index.

Working with Queries in Access
Instructor: Roberto Castillo

In this session you will learn how to harness the power of queries. First you will learn about all the different types of queries: simple select queries, parameter queries that prompt you for more information, crosstab queries that summarize records in an easy understand format, action queries that actually modify the records in your database. ***Prerequisite: knowledge of Access***

Working with Reports in Access
Instructor: Roberto Castillo

If you have worked with forms in Design View, you are in somewhat familiar territory. The Design View of the Report Object allows you to change text properties; add lines, boxes, and graphics; summarize and organize information by adding totals by day, week or month to your report; and group your data. ***Prerequisite: Basic knowledge of Access***

Working with Tables in Word
Instructor: Roberto Castillo

Tables allow you to present information in an organized, attractive manner. In Microsoft Word, a table is a grid of rows and columns containing boxes (called cells) of text or graphics. Unlike a table that you might create with tabs, you can easily add or delete text in a grid-based table without affecting the arrangement of text in columns. Learn how to sort your information, add and delete columns and/or rows of data, and make your table stand out with borders, shading and coloring options. Find out how many ways in which you can use tables.

Acceptable Use Standards

STANDARDS CONCERNING ACCEPTABLE USAGE OF THE RICHARD STOCKTON COLLEGE OF NJ COMPUTING FACILITIES
(Revision Date: April 2011)

INTRODUCTION

The purpose of this Statement is to reaffirm the Standards that apply to the acceptable use of Richard Stockton College's computing and communication facilities, which include all computing, video, data and telecommunication hardware and software systems owned, leased, or granted to the college.

These Standards are defined and established to assure the integrity, reliability and availability of our computing and communication facilities. The College is strongly committed to the goal of infusing advanced computer and communication technology into the fabric of the curriculum. Users are enthusiastically encouraged to explore and use the College's computing and communication facilities within the limits of these standards.

The Standards set forth below apply to all users of Richard Stockton College computing and communication facilities. Violations of any of these Standards may result in revocation of facility usage privileges and/or appropriate disciplinary action under the College's Campus Code of Conduct or applicable Federal and State laws and regulations (e.g., New Jersey Computer Crimes Act, N.J.S.A. 2C:20-23, et seq.).

The Standards of acceptable computer and communication usage follow below along with explanatory discussion of their intent and applicability.

STANDARD 1 - Appropriate Use of Facilities

Authorized use of and access to the College's computing and communication facilities is intended and permitted solely to support the legitimate educational, administrative and mission-centered programs of the institution.

Discussion - Registered students may have access to these facilities for course-related instructional purposes. Members of the faculty and staff may have access to these facilities for institutionally recognized instructional or research purposes. Faculty and staff may also have access to administrative computing facilities, as needed, in accordance with their job responsibilities. Limited access to facilities may be granted to users such as Alumni Association members, government agencies, non-profit organizations, or organizations which support the interests and needs of the College based upon any usage guidelines established by the College. Resident students in good standing may have access to data and telecommunication facilities for personal use on a fee basis and pursuant to the Housing Lease Agreement.

Authorization for use of and/or access to academic computing facilities is granted by the Assoc. Provost for Computer and Communication Services. Authorization for the use of and/or access to administrative computing facilities is granted by the Assoc. Provost for Computer and Communication Services and the Director or supervisor of the organizational unit that is the recognized custodian of the data for which access is requested.

STANDARD 2 - Appropriate Use of Accounts

Computer accounts or other identifiers used to gain access to computer systems or data can be used only by the individual authorized to use the account or identifier and only for the purposes for which the account was granted.

Discussion - Accounts or facilities are not to be used for the transmission of commercial or personal advertisements, solicitations, promotions, or for personal monetary gain that is inconsistent with College policy or federal and/or state statutes.

Users shall not disclose the password associated with an account or otherwise make an account, computer system or data available to others who have not been authorized to use the account, computer system or data. Users are responsible for all usage of their accounts and/or PINS and are expected to take appropriate safeguards to assure that their account passwords and/or PINS are not known to others.

STANDARD 3 - Appropriate Use of Accessible Materials

Users shall observe discretion when viewing materials using the College's computing and communication facilities.

Discussion - Censorship is not compatible with the goals of The Richard Stockton College of NJ; however, some computers may be dedicated to specific research or teaching missions that limit their use. The College does not limit access to any information due to its content when it meets the standard of legality and is viewed in a proper time, place and manner. Forms of expression that are not protected by the First Amendment and therefore may be subject to censorship by the College include: obscene material, child pornography or other material that violates state or federal statutes.

STANDARD 4 - Reliability and Integrity of Facilities

Computer and communication facility users shall not knowingly develop, use or transmit through the College's facilities programs or data that interfere with, infiltrate or damage facilities.

Discussion - Computer and communication users shall use great care that they do not use programs or utilities or engage in actions that interfere with, infiltrate or damage facilities.

User shall not engage in any activity that may lead to unauthorized access to systems, accounts or data. Additionally, users must not attempt to circumvent or subvert system or network security measures. Any defects discovered in system security shall be reported immediately to the Associate Provost for Computer and Communication Services.

STANDARD 5 - Rules and Regulations

It is prohibited to use electronic communication facilities such as mail, phone, Internet or systems with similar functions to send fraudulent, harassing, obscene, indecent, profane, intimidating, or unlawful messages that are sufficiently severe, pervasive, or persistent and are objectively offensive as to substantially disrupt or undermine a person's ability to participate in or receive the benefits, services or opportunities of the College. Additionally, users are prohibited from using electronic communication facilities to access or attempt to access remote computing facilities without authorization from the remote site. Users shall adhere to the rules and regulations governing the use of facilities and equipment and the Code of Conduct.

Discussion - Use of and access to computing and communication facilities, including computing laboratories, computer networks, telephony equipment and remote facilities accessed through local or wide area networks must be used in accordance with the College's rules and regulations and not create a hostile work or educational environment based on severe or pervasive conduct.

STANDARD 6 - Proprietary Rights

Users shall respect and observe proprietary rights associated with software, data, and documents.

Discussion - Computer software, documents or files protected by copyright are not to be copied from or into computing facilities, except as permitted by license or law. Additionally, the number of copies and the distribution of copies must adhere to copyright restrictions and/or provisions. Further, type written or machine-readable documents protected by copyright are not to be reproduced or copied, unless permitted by the copyright owner or legally accepted "fair use".

STANDARD 7 - Privacy

Users shall respect the privacy of other users.

Discussion - Computer users shall not attempt or knowingly seek, provide, view, use, delete or modify information in, or obtain copies of files or programs belonging to other computer or telephony users without the permission of those users. Searching through non-public directories, libraries, or any other storage media to find unauthorized information is likewise prohibited. Further, computer users must not use the facilities to plagiarize or claim the intellectual or literary property of others.

Users granted access to administrative data in which individuals are identifiable must respect the confidentiality of these data as well as any federal/state statutory requirements. Disclosure of data pertaining to students, for example, should be in accordance with the Family Rights and Privacy Act. Additionally, financial data should be protected in accordance with FTC Regulation 16 CRT Part 314.

Any personally identifiable or otherwise confidential data that is stored on personal computers or removable storage devices or transmitted via email or electronically transferred must be protected by strong passwords and/or encrypted. (See Guidelines for Safeguarding Personally Identifiable and Confidential Information from Unauthorized or Accidental Disclosure).

On most facilities, security systems are in place to prevent unwanted or unauthorized access. Any defects or weakness discovered in security systems should be immediately reported the Associate Provost for Computer and Communication Services or appropriate authority in cases not involving facilities under the auspices of the Office of Computer and Telecommunication Services. Under no circumstances shall computer or telephony users, other than authorized system administrators, access or attempt to access system security programs or files.

Users of e-mail should be aware that electronic mail is recognized as the equivalent of a formal memorandum. The College's e-mail systems are used to store and forward official college documents and support the academic and administrative operations of college. E-mail system files and messages are backed up to tape regularly as a precaution against accidental loss or hardware failure. Users are permitted to use their electronic mail account to receive limited unofficial or personal correspondence, provided such use does not adversely impact upon essential academic and administrative usage. E-mail and other electronic communication systems may not be highly secure. Users are therefore advised not to consider any of their work or personal e-mail and electronic communication correspondence on College servers to be private. The college reserves the right to inspect the content of electronic files when it has reasonable belief that the content of material would violate college policy, state or federal law. The college retains the right to review the content of any files when the content of such files is likely to be material to the alleged violation or in the death, illness, or separation of a user. The contents of the college's e-mail and electronic communication systems may be subject to disclosure under a subpoena or other written request pursuant to authorized procedures, including requests made pursuant to the Open Public Records Act (OPRA).

System administrators, operators and certain authorized technical staff may be allowed full access to files and programs during maintenance, routine backup operations, or in acting to fulfill assigned duties or safeguard the integrity and reliability of computing and communication facilities. Staff who are authorized such access shall respect the confidentiality of data stored. In the event that unauthorized computer or telephony system use is suspected, the staff member who detects or is informed of the suspected violation must notify the Associate Provost for Computer and Communication Services or appropriate authority (See, also, STANDARD 8.).

STANDARD 8 - System Safeguards

Computing and communication facilities will be safeguarded to maintain the overall integrity and ensure reliability to all users.

Discussion - Where, in the judgment of the Assoc. Provost for Computer and Communication Services or appropriate authority, an alleged violation of these Standards or other regulations presents a risk to the integrity of the College's computing and communication facilities and/or the orderly conduct of the operation, an individual's

access and use privileges may be suspended on an interim basis and a hearing may be held pursuant to the procedure described in the Campus Code of Conduct.

Alleged violations also may be resolved informally pursuant to the procedure described in the Campus Code of Conduct under Informal Resolution or through the independent administrative action of the Assoc. Provost for Computer and Communication Services or an appropriate authority provided both parties agree to resolve the case in this manner.

Telecommunication Services

The office of Telecommunications, located in lower D-wing, provides telephone and voice mail support for faculty, staff and students. All questions or concerns regarding the services provided, as well as broken or damaged telephone equipment, can be directed to the college operator by dialing "0" or to extension 4643.

Local Exchanges

When calling from off campus, please dial the following numbers:

(609) 626-6800	To access the Voice Mail system
(609) 626-3500	To access the Student Residential System (extensions 1000-3399.) When prompted, dial the extension number you wish to connect to.

For the list of extensions below, Stockton has the following exchanges:

Stockton Extensions	Stockton Exchange
3400-3650	626
3800-3899	626
4200-4999	652
5500-5599	626
6000-6099	626
6800-6899	626

The main switchboard number for the Richard Stockton College of New Jersey is **609-652-1776**. This number is the only exception to the table above.

Using your Voice Mail

WELCOME TO MODULAR MESSAGING! THE FIRST TIME YOU USE MODULAR MESSAGING YOU MUST RECORD YOUR NAME AND CREATE A PASSWORD!!!!!!

To Log In:

1. **On** campus – dial **6800**

   Off campus – dial **(609) 626-6800**

2. If you are calling from your phone at your desk, you only have to enter the password.
3. If you are calling from any other phone on campus, you must **Press *** followed by **Press #.** The system will then ask you for your extension.
4. If you are calling from off-campus, **Press #** then enter your extension.
5. Enter **FIRST** time Password **531** then press **#.**

Record Name:

As you use Modular Messaging, your name will be heard by you and other system users.

At the tone record your name
Press 1 To Approve
Press 2 To Re-record

Create Password:

You will be required to enter a new password with a minimum of **4** digits followed by the # sign. The maximum length of a password is 15 digits. You **CANNOT** use a consecutive number of the **SAME** number 4 times.

You must reenter your password for confirmation followed by the # sign.

To Create A Personal Greeting:

This is what callers will hear when they reach your mailbox.

Press 3 Anytime you wish to do anything concerning your greeting.
Press 1 To create your greeting
Press 1 To indicate the greeting number you are going to record, then speak your greeting
Press # To approve
Press 0 To listen to your greeting

Voice Mail Message Storage

The voice message mailbox will hold a total of 35 minutes of messages.

Retention time for new, unopened or old messages is 30 days. After 30 days, messages are automatically deleted. There is **NO** warning.

Modular Messaging System Quick Reference Guide

RECORDING AND SENDING MESSAGES

Sending voice or voice-fax messages

1. From the activity menu [**1**]
2. Record voice message
3. When finished [#]
4. Specify delivery address (see below)
5. When finished [#]
6. Specify delivery options (see below)
7. Send message [#]

Sending fax-only messages from fax machine

1. From the activity menu [**1**]
2. Bypass voice recording [#]
3. Specify delivery address (see below)
4. When finished [#]
5. Specify delivery options (see below)
6. Load document into fax machine
7. Send message [#]
8. Press **Start** key on fax machine

Sending voice-fax messages by forwarding a fax

To send a fax to your own mailbox:

1. Log in to mailbox
2. From the activity menu [**2**]
3. Forward fax with optional voice message [1] [2]
4. Record voice message
5. When finished [#]
6. Specify delivery address (see below)
7. When finished [#]
8. Specify delivery options (see below)
9. Send message [#]

Specifying delivery address

- For voice user:
  Enter user's mailbox number, and press [#]
- For voice user name addressing:
  Press [*] [2], spell user's name or name of personal list, and press [#]
- For personal list, press [*] [5] and then list number
- For fax user:
  Press [*] [*] [5], enter outside line number (if needed) and telephone number, and then press [#]
- To cancel address: press [*] [3]
- To cancel another address: press [*] [1] [*] [3]
- To list all recipients: press [*] [1]

Specifying delivery options

- Make private/not private (toggle) [1]
- Make priority/not priority (toggle) [2]
- Schedule for future delivery [3]
- Attach a fax [5]

GETTING MESSAGES YOU RECEIVED

Listening to voice/e-mail messages

1. From the activity menu [**2**]
2. Listen to voice or e-mail message [0]

Responding to messages (optional)

After listening to your message, press [1] to respond to or forward the message. Then select one of the following:

- Call sender (exits mailbox) [0]
- Reply to sender by voice mail [1]
- Forward with comment at beginning [2]
- Record and address a new message [4]
- Reply to all recipients [5]

If you select any key from the above except [0]:

1. Record and address your message
2. When finished [#] & specify delivery options
3. Send message [#]

Printing fax/e-mail messages

1. From the activity menu [**2**]
2. Listen to message header
3. Print fax or e-mail portions [*] [1]
4. Print to default machine [#]

OR

- To print to the fax machine from which you are calling [*] [6]

OR

- To print to other fax machine you specify:
  - Press [*] [*] [5]
  - Enter outside line number (if needed) and telephone number
  - Press [#]

GENERAL TIPS

Not sure which key to press?

- Listen to Help at any time [*] [4]
- Go back to activity menu [*] [7]

Want to save time?

- Bypass greeting when recording [1]
- Bypass header when listening [0]

Want to adjust the way your messages are played?

- Faster [9]
- Slower [8]
- Louder [4]
- Softer [7]
- Skip forward [6]
- Skip backward [5]

Want to configure Personal Operator?

- To set up or change Personal Operator [5] [6]

Other options

- Transfer to covering extension [*] [0]
- Transfer to another mailbox [*] [8]
- Make system wait [*] [9]
- Access names or numbers directory [*] [*] [6]
- Disconnect [*] [*] [9]

CREATING MULTIPLE PERSONAL GREETINGS

Creating, changing, deleting greetings

1. From the activity menu [3]
2. Do one of the following:
   - Listen to a greeting [0]
   - Record or re-record a greeting [1]
   - Delete a greeting [3]
3. Enter greeting number [1-3]
4. For optional greetings only, enter the optional greeting number [1-9]
5. If Multilingual Call Answer is enabled, select a language [1-3]
6. When finished [#]

Scanning greetings

1. From the activity menu [3]
2. Scan greetings [2]

Activating greetings

1. From the activity menu [3]
2. Activate greeting [5]
3. Enter greeting number [1-3]
4. For personal greeting only, you may need to confirm your choice [1]
5. For optional greetings only, enter the optional greeting number [1-9]

Setting up rules for optional greetings

- Activate for all calls [0]
- Activate for internal calls → external calls → all calls (rotate) [1]
- Activate for business hours → out of business hours → any time (rotate) [2]
- Activate for busy → no answer → busy or no answer (rotate) [3]
- Deactivate for all calls [9]

Reviewing optional greeting rules

1. From the activity menu [3]
2. Review optional greeting rules (in the order they will be evaluated) [6]

Setting up Call Me/Find Me/Notify Me options

1. From the activity menu [6]
2. Select one of the following:
   - Call Me [1]
   - Find Me [2]
   - Notify Me [3]
3. Select one of the following:
   - Enable Call Me/Find Me [9]
   - Disable Call Me/Find Me [6]

Supplemental Documentation

Microsoft Office Purchase Program

(For Stockton Employees only)

Microsoft

HOME USE PROGRAM

LET'S TAKE OFFICE HOME TODAY!

For only $9.95

Employees can now buy and use Microsoft Office Professional Plus 2010 at home for just $9.95.

Download today!

Follow these simple steps:

Step 1. Go to www.microsofthup.com
Step 2. Enter your work **e-mail address** and **program code**.
Step 3. Buy and download **Microsoft Office Professional Plus 2010**.

Program code: A502E11ECD

What's included:

Word 2010 | Excel 2010 | PowerPoint 2010 | Outlook 2010 | OneNote 2010

SharePoint Workspace 2010 | Publisher 2010 | InfoPath 2010 | Access 2010

Office Microsoft

Microsoft Outlook Web Access

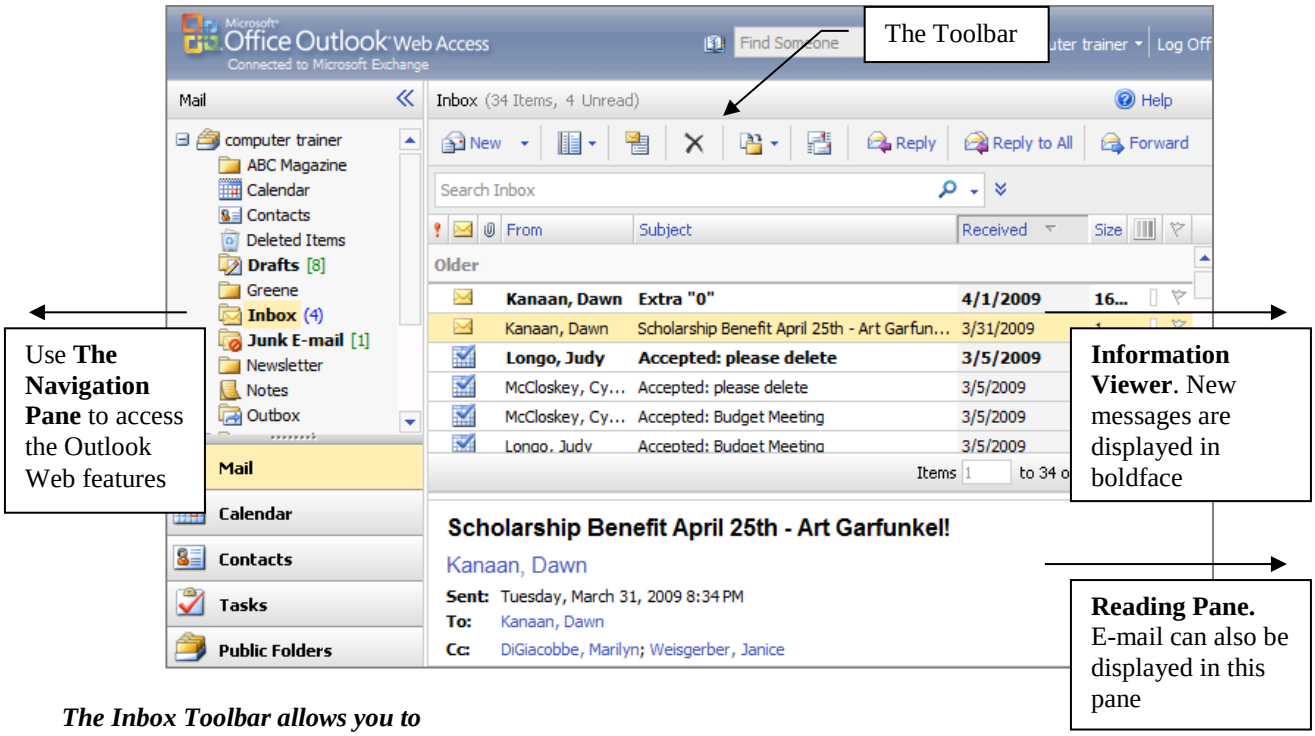
MS Outlook Web Access allows you to read and send e-mail messages on a Microsoft Exchange Server through a Web browser (Internet Explorer is highly recommended.)

Getting There

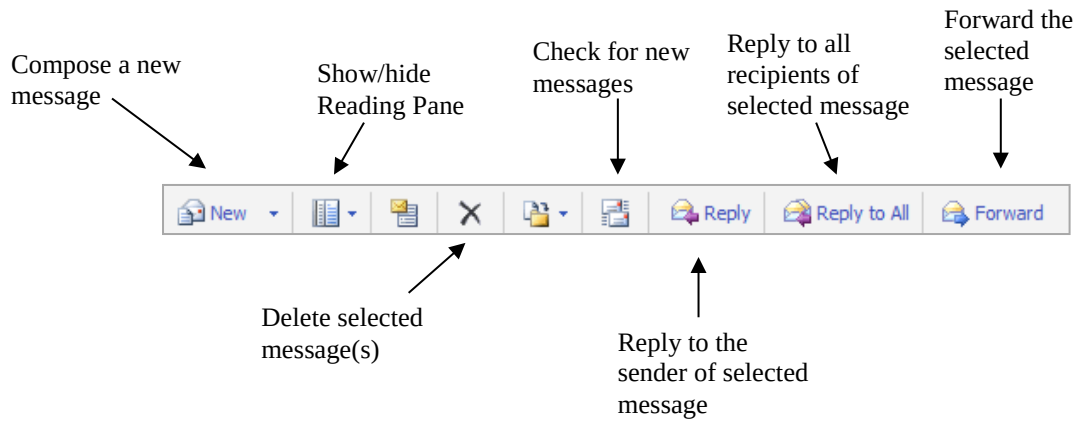
1. In the goStockton Portal, click on the e-mail icon on the top right or at the goStockton Portal login page (go.stockton.edu), click on **Employee Email**.
2. Skip steps 2& 3 if logged on to the Portal. If you click on Employee Email, enter your Outlook Username and Password
3. Click on **OK** to sign on.

The Inbox

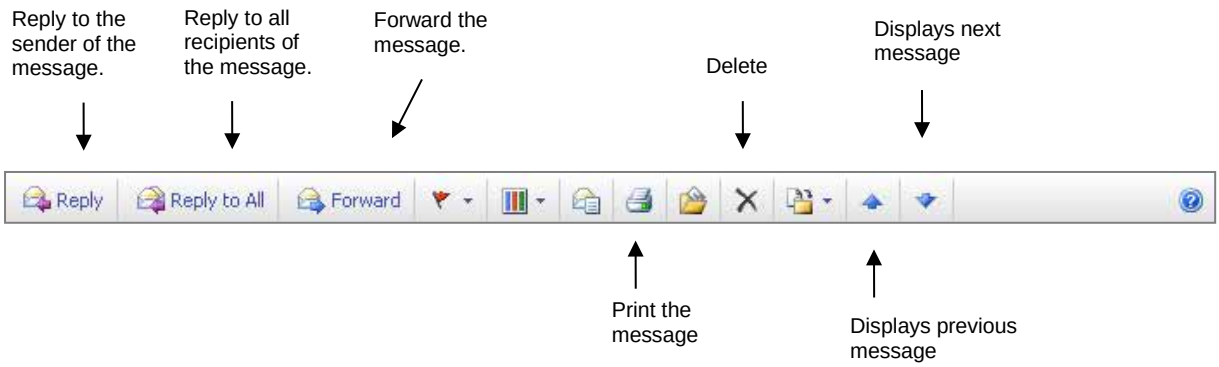
Messages delivered to your mailbox are stored in your **Inbox**. New messages are displayed in **boldface**. Once read, messages revert back to normal typeface.



The Inbox Toolbar allows you to



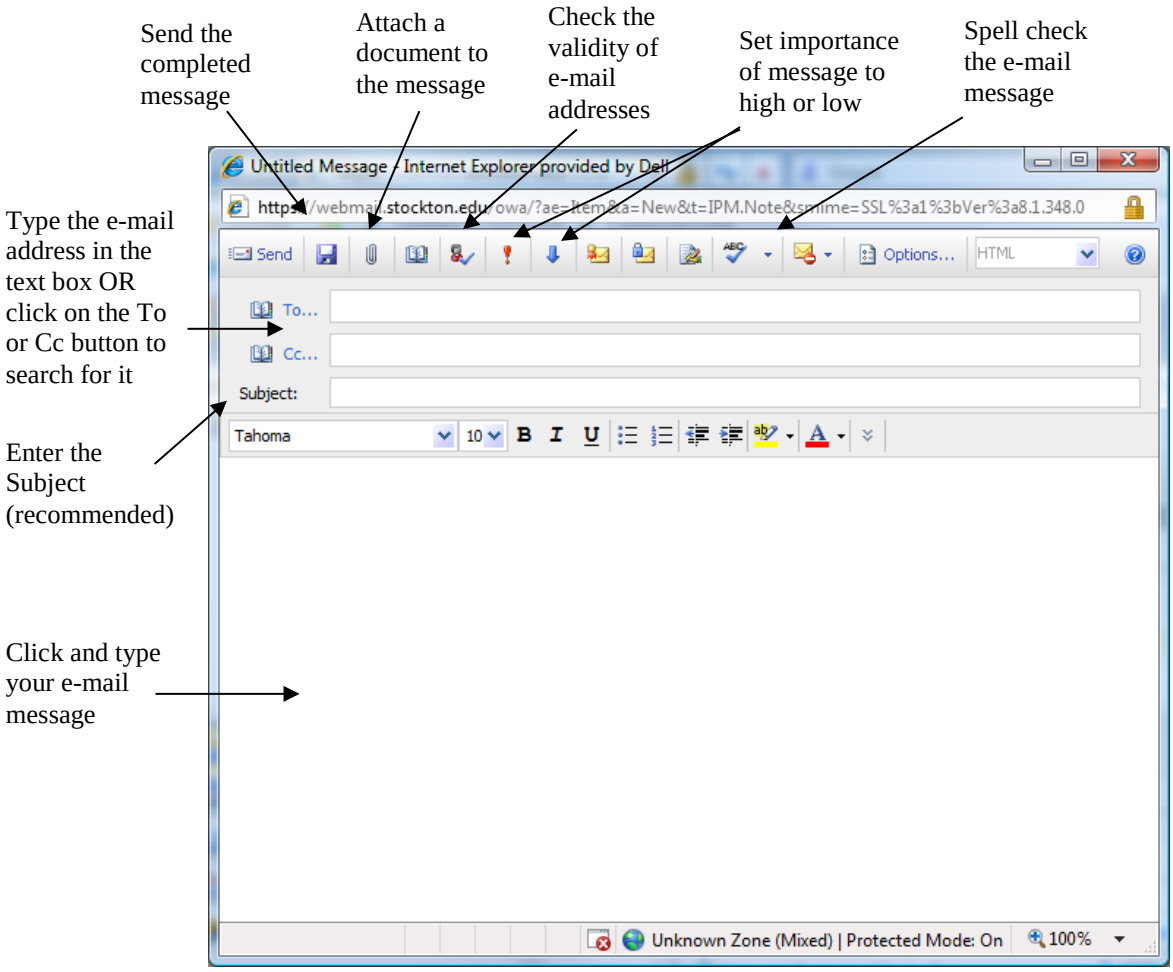
Double click on an e-mail message to preview it (The message is opened on a separate window.) Use the Tool bar below (located above the e-mail message) to perform the following tasks:



Close the message window to go back to the Inbox page.

Creating a New Message

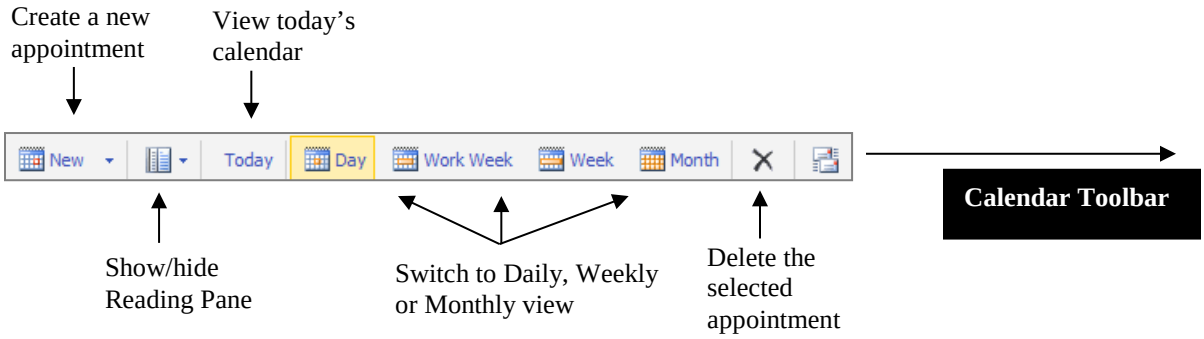
Click on the **New** button to compose a new message



The Calendar Tool

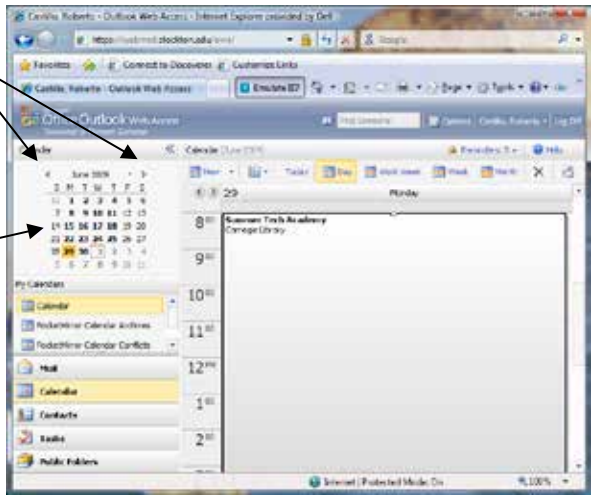
The Outlook Web Access Calendar allows you to create and track appointments. Co-workers are also able to check your meetings and appointments for their own scheduling purposes.

1. Click on the **Calendar** folder on the **Outlook Bar** (see screenshot on page 1.)
2. Use the **Calendar Toolbar** below (located above the calendar page) to



Click on the arrows to preview the next or previous month.

Click on a day to preview it on the Calendar grid.



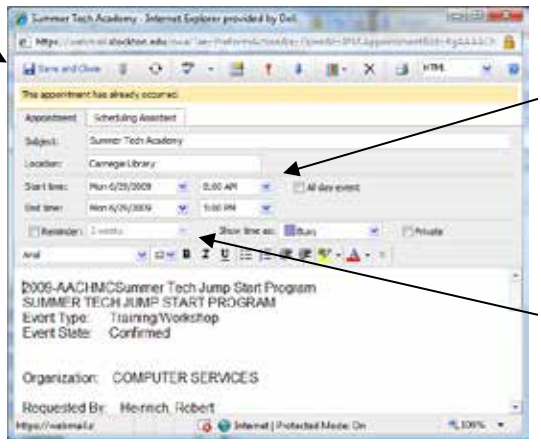
Editing new and existing Appointments

Click on the **New** Button on the **Calendar Toolbar** to open a new appointment. Double click on an existing appointment on the Calendar grid to open it.

Save a new/existing appointment and go back to the Calendar Page

Enter the **Subject** and the **Location** of the meeting. This information will appear on the Calendar grid

Enter a description

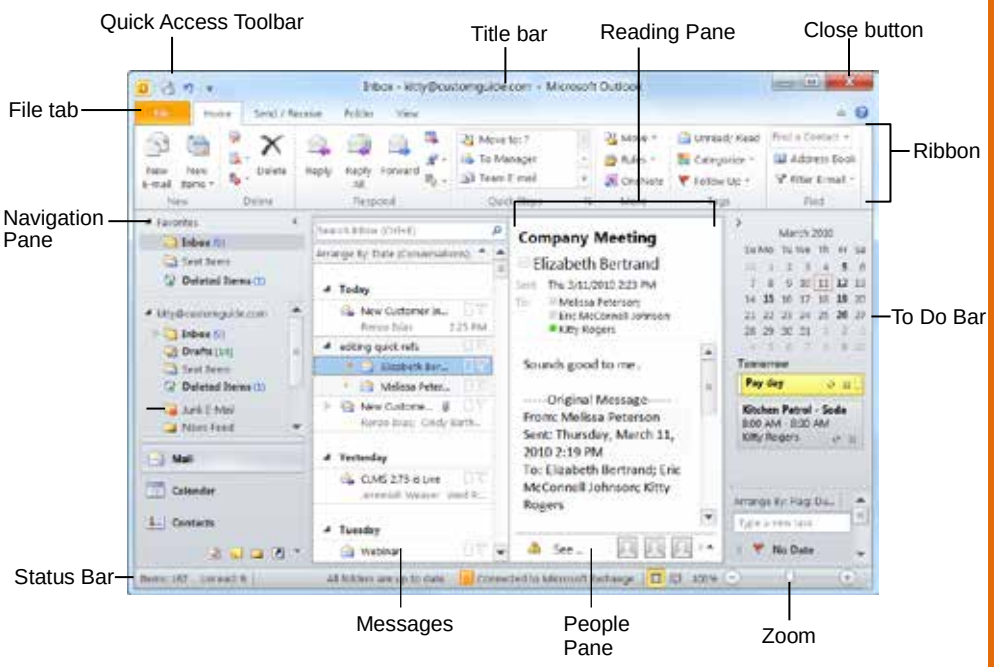


Set the **Date** and **Time**

Display a **Reminder** for the appointment

Microsoft Outlook 2010 (Client Version) Quick Reference Card

The Outlook 2010 Screen



The Fundamentals

The File tab menu and Backstage view contain commands for working with a program's files, such as Save As, Save Attachments, Close, New, and Print.

- To Check for New Messages: Click the Send/Receive All Folders button or press <F9>.
- To Preview and Print a Message: Click the File tab and select Print, or press <Ctrl> + <P>.
- Message Indicators:
  - Message has not been read.
  - Message has been read.
  - File is attached to the message.
  - Message has high or low importance.
- To Minimize the Ribbon: Click the Minimize Ribbon button on the Ribbon. Or, press <Ctrl> + <F1>. Or, right-click a tab and select Minimize Ribbon from the contextual menu.
- To Change Account Settings: Click the File tab and select Open. Click the Account Settings button.
- To Change Program Settings: Click the File tab and select Options.
- To Get Help: Press <F1> to open the Help window. Type your question and press <Enter>.

Mail: Basics

- To Create a New Message:
  1. Click the New E-mail button in the New group of the Home tab on the Ribbon. Or, press <Ctrl> + <N>.
  2. Enter the e-mail address(es) in the To: box, or click the To button to use the Address Book.
  3. Click the Cc: or Bcc: buttons and enter the e-mail address(es) for whom you want to send copies of the message.
  4. Enter the subject of the message in the Subject box.
  5. Enter the text of your message in the text box.
  6. Click the Send button.
- To Reply to a Message: Select/open the message, click the Reply button, type your reply, and click the Send button.
- To Forward a Message: Select/open the message, click the Forward button, enter the e-mail address(es) in the To field, enter comments in the Body area, and click the Send button.
- To Delete a Message: Select the message and press the <Delete> key.
- To Open a Message: Click a message to view it in the Reading Pane or double-click the message to open it.

Navigation Pane

Mail

Contains mail-related folders like your Inbox, Sent Items, and Search Folders. Use the Favorites section at the top of the pane for easy access to frequently-used folders.

Calendar

Enables you to view and schedule appointments, event, and meetings. View shared calendars and compare calendars by viewing them side-by-side.

Contacts

Store and keep track of addresses, phone numbers, and e-mail addresses.

Tasks

Organize to-do lists, track task progress, and delegate tasks.

Notes: Use like electronic Post-It® Notes to write down information.

Folder List: Displays a list of all your Outlook folders.

Shortcuts: Add shortcuts to folders and locations in Outlook for quick access.

Keyboard Shortcuts

Save	**<Ctrl> + <S>**
Preview and Print	**<Ctrl> + <P>**
Undo	**<Ctrl> + <Z>**
Cut	**<Ctrl> + <X>**
Copy	**<Ctrl> + <C>**
Paste	**<Ctrl> + <V>**
Check Spelling	**<F7>**
Check for Mail	**<F9>**
Save, Close, and Send	**<Alt> + <S>**
Reply	**<Ctrl> + <R>**
Reply to All	**<Alt> + <L>**
Address Book	**<Ctrl> + <Shift> + <B>**
Help	**<F1>**
Switch Between Applications	**<Alt> + <Tab>**
New Item	**<Ctrl> + <N>**
Search	**<Ctrl> + <E>**

Mail: Advanced Tasks

- To Attach a File to a Message: Click the Attach Item button in the Include group of the Message tab in the Message window.
- To Preview an Attachment: Click the attachment in the message preview in the Reading Pane.
- To Open an Attachment: Double-click the attachment in the Reading Pane. The file opens in its default program.
- To Flag a Message as a To-Do Item: Right-click the message, select Follow Up from the contextual menu, and select a flag. Or, click the flag icon on the message. Or, select the message, click the Follow Up button on the Standard toolbar and select a flag.
- To Categorize a Message by Color: Click the Quick Click icon on the message. Or, right-click the message, select Categorize from the contextual menu, and select a color category. Or, select the message, click the Categorize button in the Tags group of the Home tab on the Ribbon, and select a flag.
- To Recall a Message: Open the Sent Items folder. Double-click the message, click the Actions button in the Move group of the Message tab on the Ribbon, and select Recall This Message. Choose to delete the message or replace the message with a new one in the dialog box and click OK. *You can only recall a message if you are using MS Exchange Server and the recipient has not opened it.*
- To Resend a Message: Open the Sent Items folder. Double-click the message, click the Actions button in the Move group of the Message tab on the Ribbon, and select Resend This Message. Edit the message and recipients as necessary and click Send.
- To Create a Contact Group: Click the New Items button in the New group on the Ribbon and select More Items > Contact Group. Click the Add Members button in the Members group on the Ribbon, select a name in the list, click the Members button, and repeat for each name to be added. Click OK, then click Save & Close in the Actions group of the Contact Group tab.
- To Create a Signature: In the message window, click the Signature button in the Include group of the Message tab on the Ribbon, select Signatures, and create the new signature.
- To Change a Message's Options: In the message window, click the Options tab on the Ribbon and click the More Options dialog box Launcher. Here you can specify: if the message is important or sensitive; importance or sensitivity of the message; if you want to add voting buttons to the message; where replies should be sent to; if you want a read receipt; and if you want to encrypt the message or delay its delivery.
- To Move a Message to a Different Folder: Select the item, click the Move button in the Move group of the Home tab of the Ribbon, and select the destination folder. Or, click and drag the item to a different folder in the Navigation Pane.
- To Turn On the Out of Office Assistant: Click the File tab, select Info and click the Automatic Replies button.
- To Save a Message as a Draft: Click the Save button on the Quick Access Toolbar in the message window. The message appears in the Drafts folder.
- To Create a New Rule: Click the Rules button in the Move group of the Home tab on the Ribbon and select Create Rule.
- To Manage Rules: Click the Rules button in the Move group of the Home tab on the Ribbon and select Manage Rules and Alerts.

Calendar

- To Open the Calendar: Click the Calendar button in the Navigation Pane.
- To Change Views: Click a view option in the Arrange group on the Home tab, or click the View tab and select an option there.
- To View a Specific Date: Click the date in the Date Navigator, or click and drag to view a set of consecutive dates.
- To Schedule an Appointment: Click the New Appointment button in the New group on the Home tab or press <Ctrl> + <N>.
- To Schedule a Recurring Appointment: Click the New Items button in the New group on the Ribbon, and select More Items > Recurring Appointment.
- To Schedule a Meeting: Click the New Meeting button in the New group on the Ribbon. Add recipients and meeting details and click Send.
- To Schedule an All Day Event: Click the New Items button in the New group on the Ribbon and select All Day Event.
- To Reschedule an Item: Click and drag the item to a new date and/or time on the Calendar. Or, double-click the item to open it, make your changes, and click the Save & Close button in the Actions group on the Ribbon.
- To Edit an Item: Click the item to view the Calendar Tools contextual tab. Or, double-click the item, make your changes, and click the Save & Close button in the Actions group on the Ribbon.
- To Delete an Item: Select the item and press <Delete>. Or, select the item and click the Delete button in the Actions group of the Appointment tab on the Ribbon.
- To Search the Calendar: Click in the Search box in the upper right corner, or press <Ctrl> + <E>. Type search keywords and press <Enter>.

Contacts

- To Open Contacts: Click the Contacts button in the Navigation Pane.
- To Change Views: Click a view option in the Arrange group on the Home tab, or click the View tab and select an option there.
- To Create a New Contact: Click the New Contact button in the New group on the Home tab or press <Ctrl> + <N>.
- To Create a New Contact Group: Click the New Contact Group button in the New group of the Home tab on the Ribbon. Click the Add Members button in the Members group on the Ribbon, select a name in the list, click the Members button and repeat for each name to be added. Click OK, then click Save & Close in the Actions group of the Contact Group tab.
- To Edit a Contact: Double-click the contact and make your changes.
- To Find a Contact: Type your search text in the Search Contacts field or press <Ctrl> + <E>. Or, click the Find a Contact field in the Find group on the Home tab, enter your search text and press <Enter>.
- To Delete a Contact: Select the contact and press <Delete>.

Tasks and To-Do Items

- To Open Tasks/To-Do List: Click the Tasks button in the Navigation Pane and select To-Do List or Tasks in the Navigation Pane.
- To Create a New Task/To-Do Item: Click the New Task button in the New group on the Home tab or press <Ctrl> + <N>.
- To Complete a Task: Click the Mark Complete button in the Manage Task group on the Ribbon, or click the task's check box in Simple List view.
- To Delete a Task: Select the task and press the <Delete> key. Or, click the Delete button in the Delete group of the Home tab.

Managing your Outlook disk space

Every Outlook/Exchange account is given 250MB of disk space.

To view how much space you have used:

1. From the Outlook client Folder list, right click on "Mailbox" (at the very top of the folder tree)
2. Click on **Properties**
3. Click on **Folder size**

This will give you a total amount of space used and will show the disk space used by each folder.
Attachments can eat up disk space very quickly. There may be a situation where you need to keep an e-mail message, but don't need the attachment For example, if you send someone a message with an attachment, the message and attachment are stored in the Sent Items folder and are charged against your disk quota. You don't need a copy of the attachment because you created the file and it is already on your local hard drive. It is possible to keep the message, but remove the attachment and free up disk space.

To save an attachment to your local hard drive and then remove the attachment from a message:

1. From the Outlook client, open the message containing the attachment
2. Right click on the attachment
3. Click on Save As...
4. Optional: Choose the save location and/or new filename
5. Click on Save
6. Right click on the attachment
7. Click on Remove

Portal

Purpose of the Portal

To provide you with a single point of access to a variety of Web applications including data (Banner), learning tools (Blackboard), communication tools for students (email), resources (links to the library, academic policies, etc.) and information (announcements, dates and events, news, personal alerts, and targeted content)

To provide a Web portal communications tool designed especially for students, faculty, staff and alumni, and enable the means to target information to you, in whatever role or roles in which you are involved, as well as to smaller, targeted groups within these larger groups

Starting Off

Browser Check

It is recommended that you run the Browser Check (found on the Portal Log in page) at the beginning on every semester to ensure your browser is properly configured to work in the Portal.

Plug-ins

Some optional channels require browser plug-ins like Quicktime (http://www.apple.com/quicktime/), Windows Media Player (http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx), Real Player (http://www.realplayer.com/), Shockwave (http://www.adobe.com/downloads/?ogn=EN_US-gn_dl) or Flash (http://www.adobe.com/downloads/?ogn=EN_US-gn_dl). If you receive an error message, read it carefully and update your browser accordingly.

Log In

When logging in for the first time, you will be asked to choose a password. Then you will need to answer security questions (see below). After you undergo this process, every other time you log in, you will use this password.

Security Questions

You need to answer 4 security questions. The first one is mandatory but the other 3 you can customize the question rather than answering what is offered.

Choosing a Password

- The password length must be 5 or greater.
- The password length must be 10 or less.
- The password must contain a letter.
- The password must contain a digit.

Student E-mail (Faculty & Staff use Outlook WebMail)

Adding Contacts to Personal Address Book

After clicking on the mail icon, click on the address book tab, from here click on New Contact and enter the desired information (e.g. First Name, Last name, E-mail Address, etc).

Writing an Email

After clicking on Mail from the portal, under the Mail tab, click Compose. This will bring up the mail client. To send to a contact in your address book, click on "To" and it will bring up a list of your contacts from your personal address book. You can then do a search to cut down the entries or just select the name from the book. After you select a recipient, you can begin typing your email, attaching any files necessary and click send when you are ready.

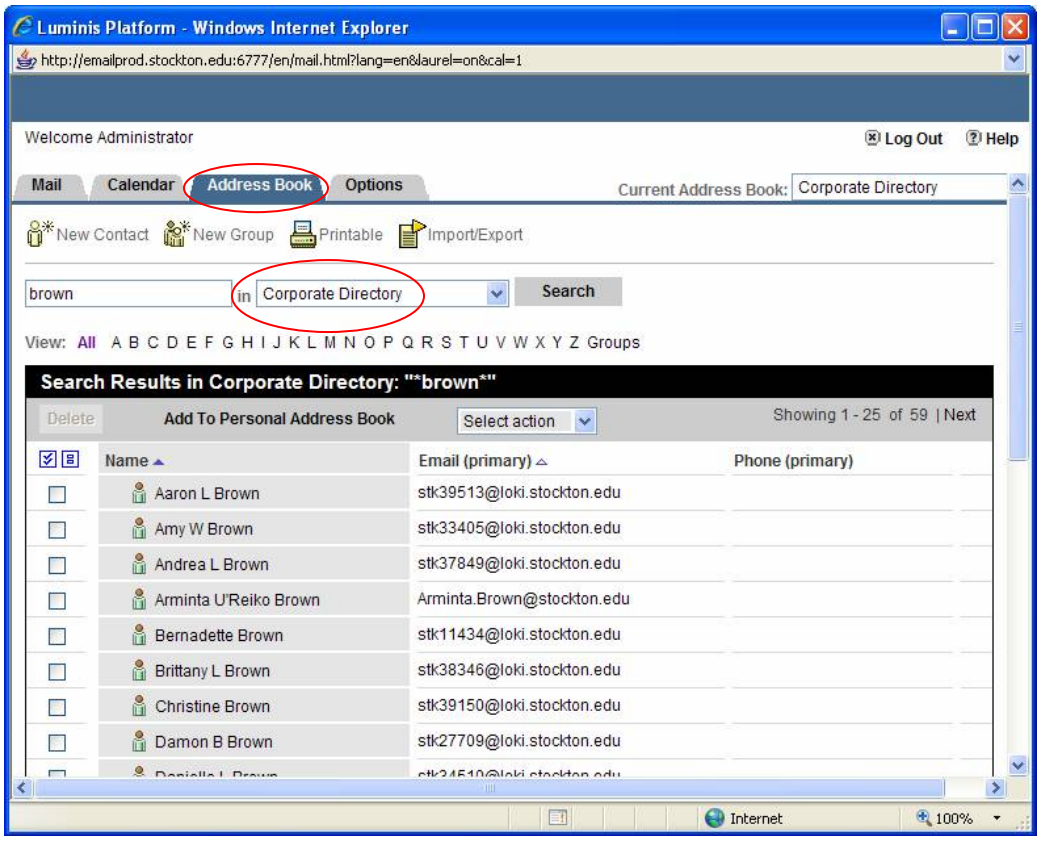
Limits

Like the old email system (Loki), you have a mailbox size limit and an attachment limit.

- Attachment Size Limit à 10 Mb
- Mailbox Size Limit à 100 Mb

Using Global Address Book

If you need to find an email address of any student, staff or faculty member, you can search their names in the Corporate Directory in your address book. If you click on the Address Book tab and make sure in the drop down box that Corporate Directory is selected, just type in who you would like to search for (e.g. First Name; Last Name; First Name Last Name). It is possible to search for a first and last name if you don't separate the name by a comma and you type in First Name Last Name. Click Search after you have your search term(s) entered.

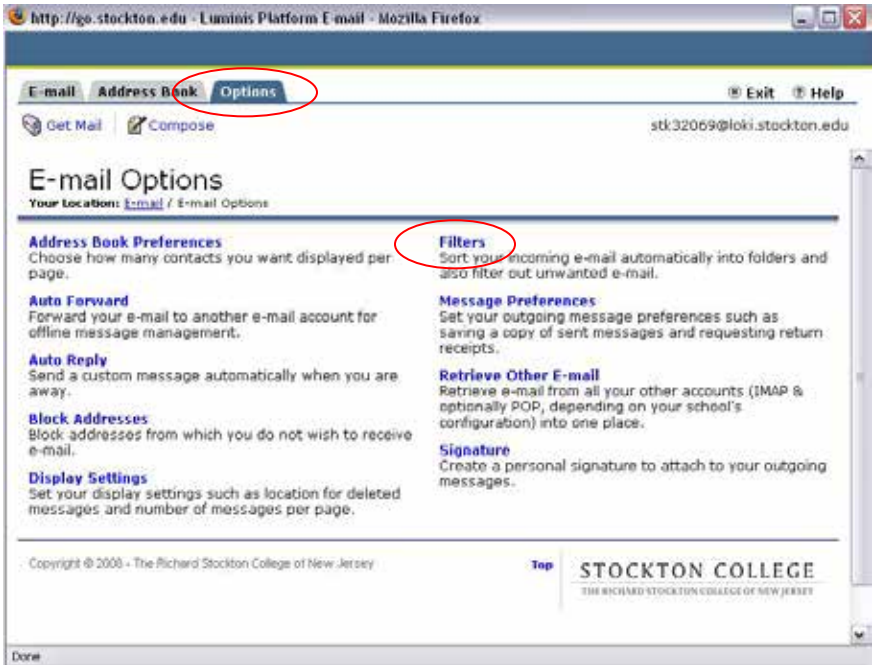


Forwarding Email

To forward your email to a personal account, click on the email button after logging in. Then click on the Options tab. Then click on the link Auto Forward. Finally, enter the email address you want to forward to and click Ok.

Adding Filters

Want to filter your mail so you can send certain messages to a specific location? After logging in, click on the email button then click on the options tab. You will see a link that says Filters, click on that to bring up the filter menu.



Click on Create Filter then enter the contents of which you want to filter, whether it's a specific word or string of characters in the subject line, or even a specific group of people from the sender line. Then select the folder in which you want the emails sent too, click Okay and then Okay again.

"MyTab"

Removing a Channel

Click the X on the Channel that you want to remove.

Customizing "MyTab"

After logging in, click Content layout on the left side of the page, near the top. Click "MyTab" and it will bring you to the layout of your "MyTab" page. You can then add channels to the page or move channels from one column to another. There will be widgets that you can place on your page so you can get sports scores, news articles, among others, right on your page. If there is a channel that you would like moved, in it you will see arrows where you can move it. Each time you move a channel to another location, the page will refresh and display the widget in the spot you moved it too (can only move it one spot at a time)

NOTICE: You cannot add or delete content from other tabs, unless it's a tab you have created or your "MyTab".

Creating a New Tab

You can add a new tab to your account by clicking on the Content Layout button on the left side of the page, and then selecting "Add Tab" which is right next to the "MyTab" tab. All you need to do is give it a name and click "Submit" then you just edit the content like you would on "MyTab"

Restoring a Deleted Channel

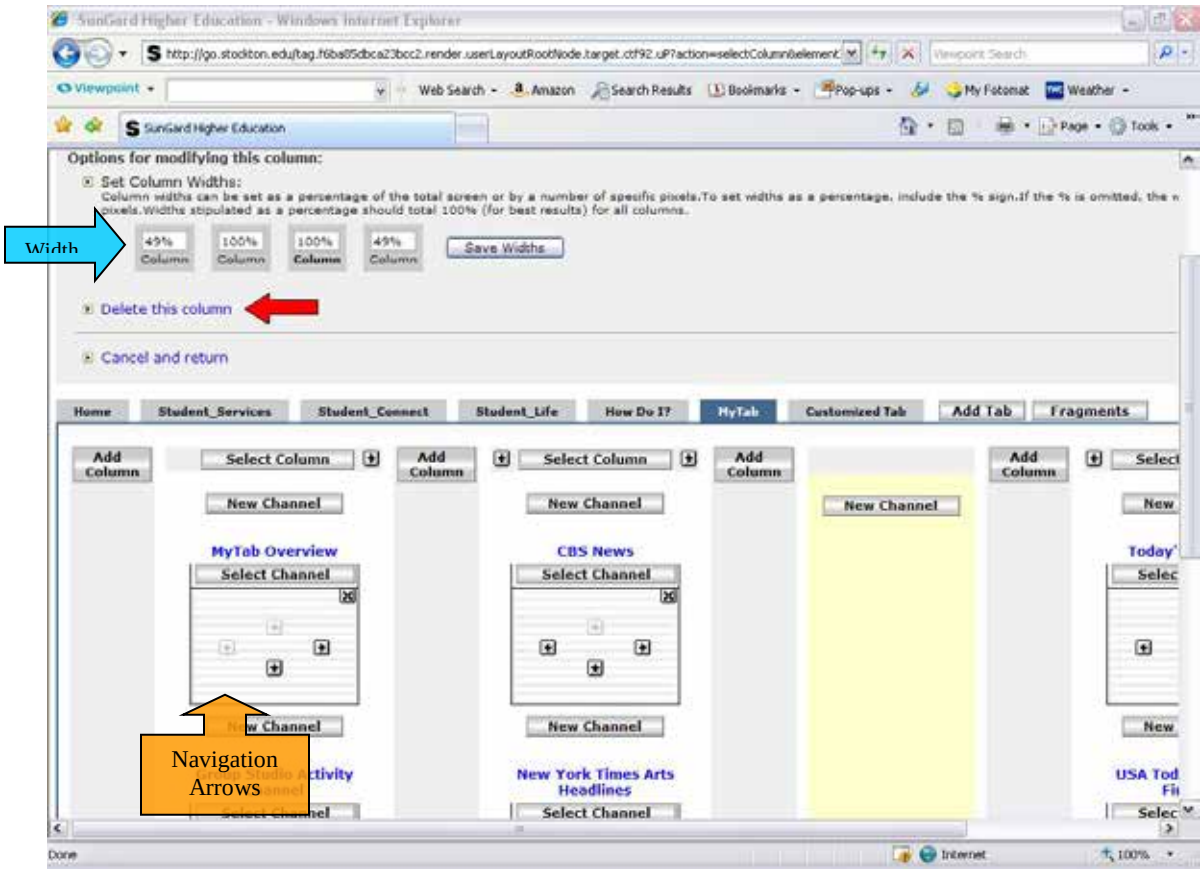
If you accidentally deleted a Channel that you wanted to keep, go to "Content Layout" and then select "MyTab" (or a custom tab you made) and then click "New Channel". Find the channel you had been using and want to restore. Click "Add Channel" when you find the one you want. After you can choose the place that you want it by moving the Channel after creating it.

Managing Columns

On your "MyTab" or any tab that you make, you can add columns for your information simply by clicking on the "Add Column" button. To delete a created column, click on the name of the column (default: Select Column). The browser will then refresh the page with the column, you selected, highlighted.

Deleting a Column

Open the Content Layout Menu, and select the column you wish to delete by clicking the Select Column button. You will then see a button that says "Delete Column" below the Column Widths boxes. Clicking this button will ***PERMANENTLY*** delete your column.



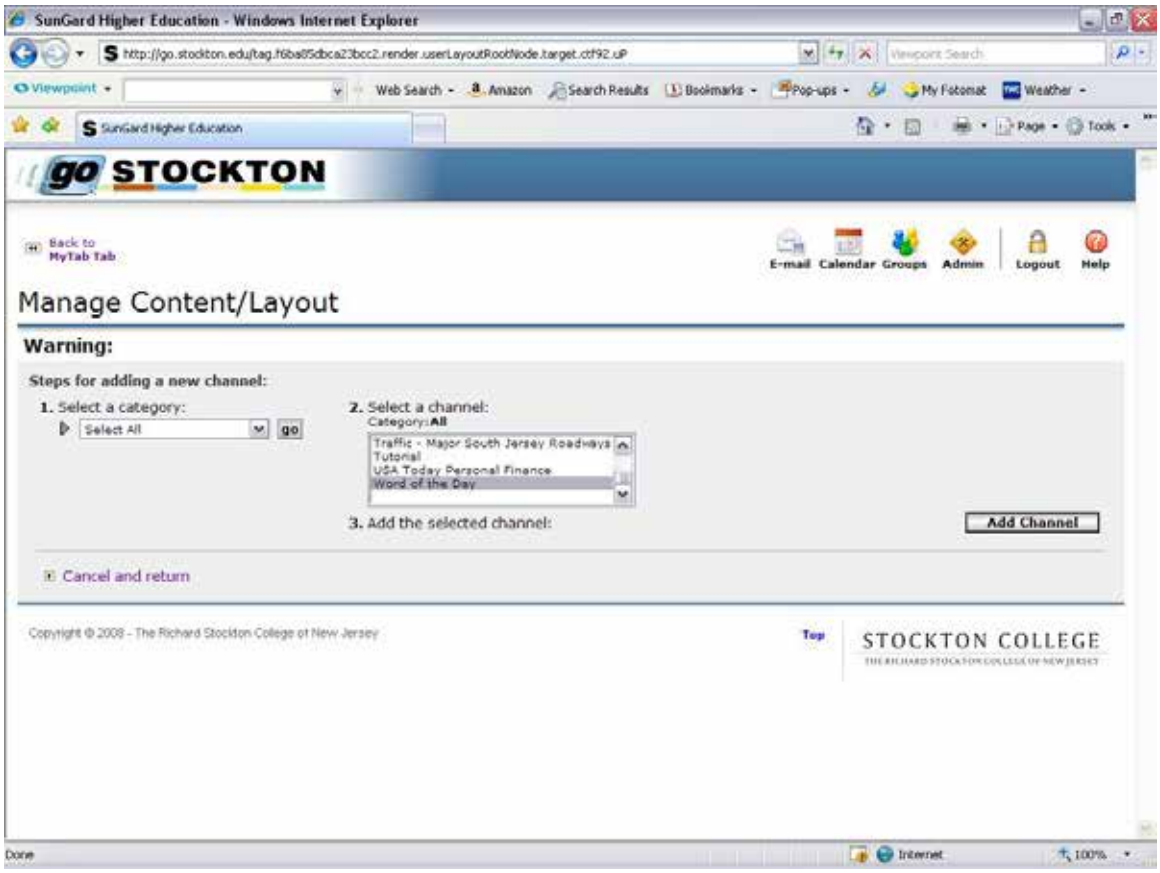
You can adjust the width of your columns, by clicking "Select Column" and adjusting the number in the corresponding "Column Width" box.

The navigation arrows allow you to move a channel (or column) to another column or in between a set of specific channels, or even just to the end of a list.

Add a Channel

To add a channel to a column, click "Content Layout". Then click "New Channel". Under the "Select Category" select a category, "Select All" will enable you to view all channels from each category, at once. Click on "Go" once you select a category. After you have a category, it will allow you to pick a channel within that category. Once you selected a channel, click Add channel.

Note: If you click "Add Channel" in the rightmost column, it will add that channel there, but you can still movie it using the navigation arrows.



There is a separate category for widgets, such as one for a traffic report, a unit converter, among others, that you can add to your "MyTab" or any tab you create.

When you Add Channel, the category will be Web Services, hit Go then the subcategory will be Custom Channels. Hit Go again and then under subcategories, select Widgets, Gadgets, and Magnets.

Calendar

Basics

Open the calendar by clicking the "Calendar" button at the top and making sure the "Calendar" tab is selected. When it's open, you will be able to choose how you want to view the calendar, either by day, week, month, year. You can also see all of your Events, Invitations, and Tasks. Below the different views, you have your action buttons, New Event, New Invitation, etc. There is also a search bar for this calendar so you can find a specific event if your not sure what day you have set it up for.

Adding a New Event

There are 2 ways to add an event to your calendar:

- Clicking New Event below the different views of the calendar
- Or fill in the box at the bottom of the calendar.

If you choose the first method, you can add more extensive information for the event, but if you choose the 2nd, its really basic information

Editing an Event

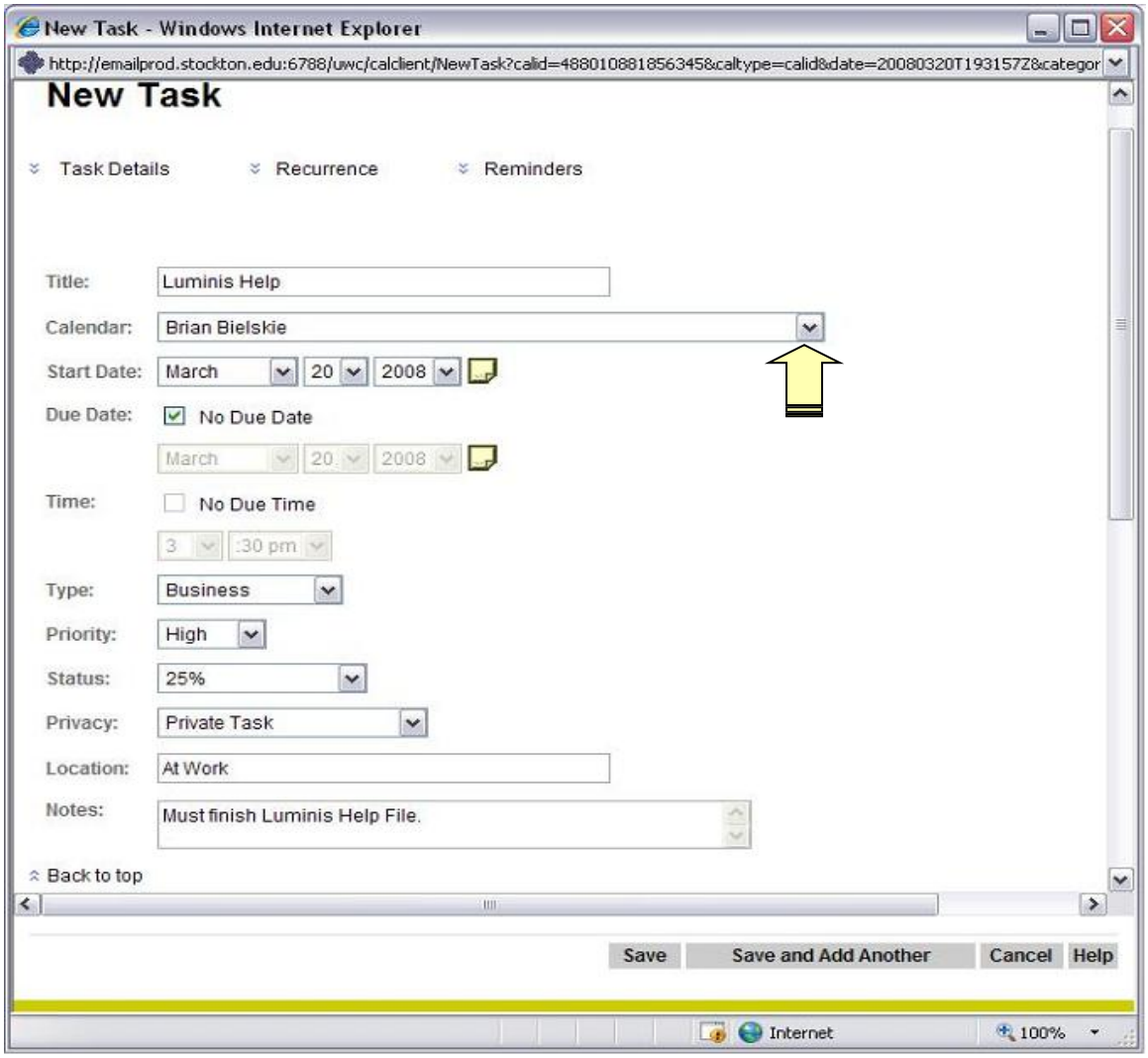
In order for you to edit an event, you must click on the name of the event on your calendar. This will bring up a basic summary of the event you have selected. If you scroll down the page and look on the left side, there is an edit button. Click this button and it will bring up all the options for you to change about the event. This is very useful if you need to increase the length of time shown on your calendar for a specific event.

If you used the simpler of the 2 methods of adding an event, editing your event will enable you to fill in all the information you would have been able to add if you inserted the event using the New Event button.

Adding a task

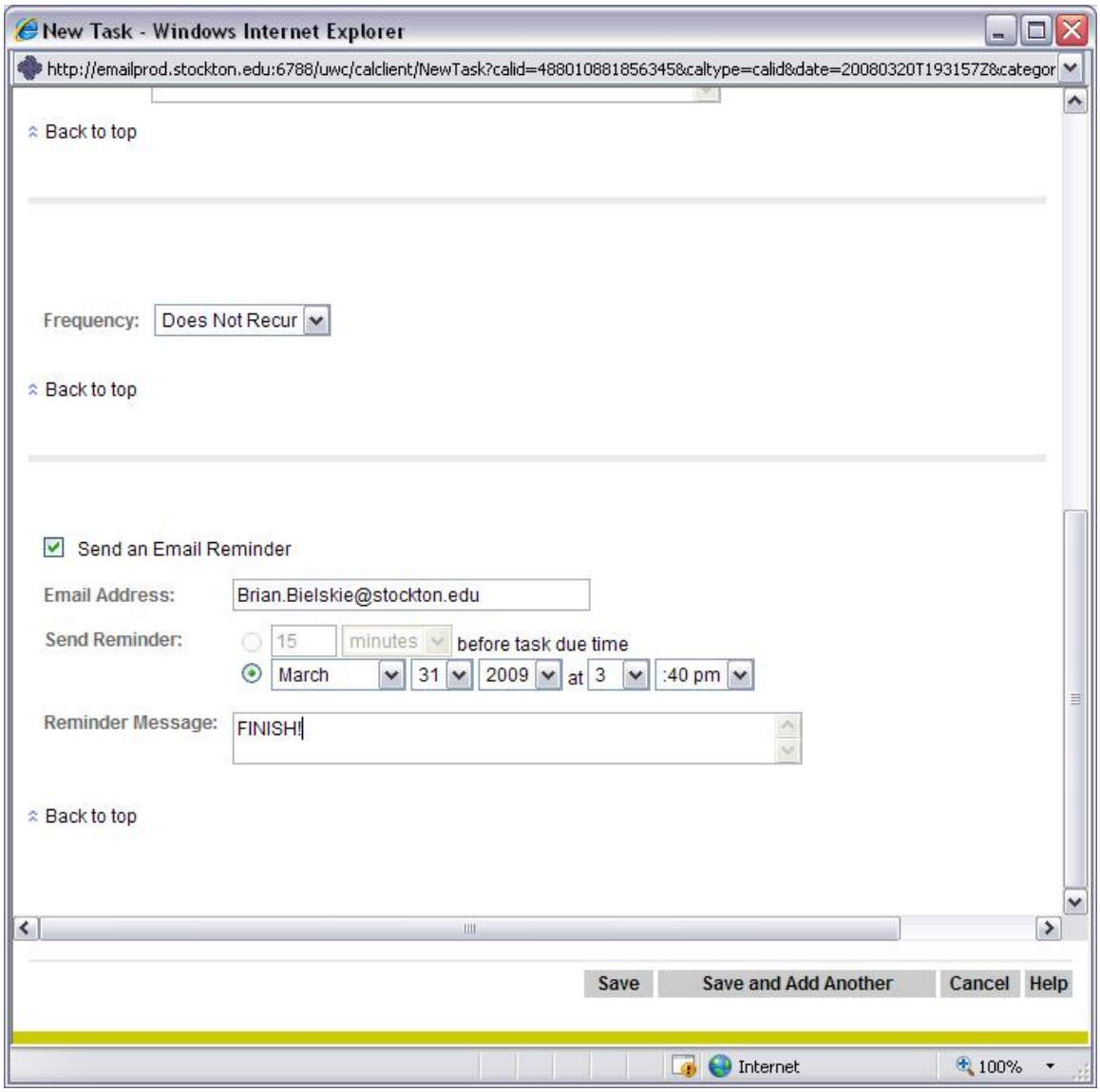
Once you open the calendar, next to "New Event", you will notice a "New Task" button. Click on that and it will bring you to the form to create a task. On this form, you can set how long the task is, if it reoccurs (if so, how often), if a reminder should be mailed out, and you can also post it on calendars that you have access to, such as your class calendars.

(Sample task that shows a start date, no due date, High priority, status, location and notes)



If you notice the yellow arrow, there is a drop box that has a list of your classes with their calendars associated. This enables you to add something to the class calendar for further organization. You can also add events to other calendars for others to see.

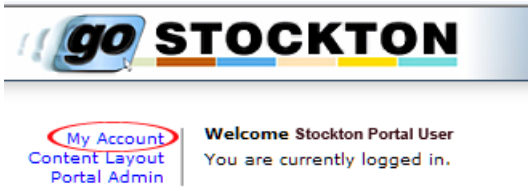
(Same task as previous, showing the frequency, reminder directions and reminder message)



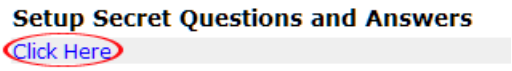
By setting an email address for the email reminder, you can send reminders to friends (or yourself) about a project that's due, a cancelled class, or just about anything else you set a reminder for.

Changing your goStockton Portal Security Questions and Answers

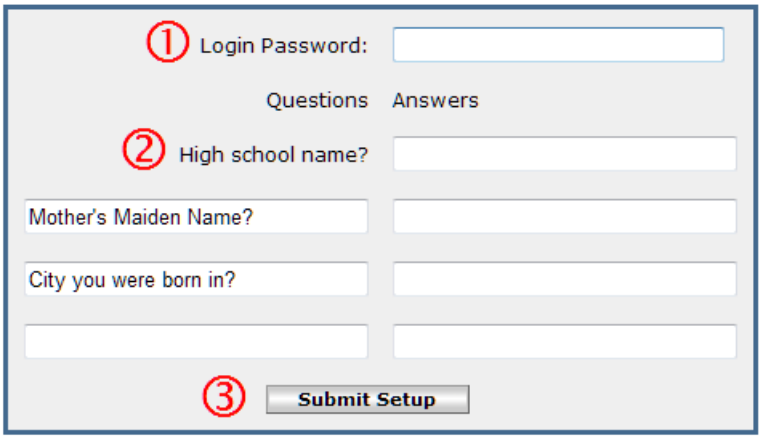
1. Log into the *go*Stockton portal.
2. In the top left corner of the portal window, click on the link labeled "My Account"



3. Scroll to the bottom of the screen to Secret Questions and Answers section
4. Click on the link labeled "Click Here"



5. This will open a new window.
6. Scroll to the bottom of the new window.



7. Enter your current password in the top box. •
8. Enter desired questions and answers. Note that all except the first question may be changed to whatever question you would like to use. Please be sure to read the guidelines above this box for valid questions and answers. ,
9. After completing all question/answers, click on the Submit Setup button to save. *f*

Contingency Planning For Online Instruction

1. **Due dates** -- Avoid scheduling discussion/assignment submission/quizzes final due dates during late evening and weekends. Computer and Telecommunication Services is not staffed for 24 x 7 support. System problems that occur during off times will not be resolved as quickly as those problems that occur when staff members are on duty. Students are likely to procrastinate, waiting until close to the deadline to submit. A deadline during off times will increase the likelihood of that they will not get support, if needed. It also increases the likelihood that you will receive erroneous reports of system problems. **Best days/times for submissions Tue-Thur, 9:00 am to 4:00 pm Eastern time**. Use a submission timeframe generous enough for those who cannot submit during the day to submit their work the night before. If you have students who live in a different time zone, please be sure that they are aware that due dates are Eastern time, not local time.

2. **Adjustment Guidelines** – Inform your students from the very beginning how you will handle a potential disruption. How will due dates be adjusted?

3. **Faculty Communication** -- How will you communicate any adjustments to your students?

a. **Asynchronous communication** -- There are several possibilities:
   - Class email -- every section has a mailing list accessible via Outlook (e.g., ABCD6789001@stockton.edu)
   - Blackboard announcements
   - Blackboard email
   - Message posted on your course home page
   - Message posted in specially designated discussion topic
   - Voice mail message on your office phone
   - Message posted on your personal web page or blog

b. **Synchronous communication** -- List emergency meeting dates and times on your syllabus and hold online office hours or meetings using
   - Blackboard Chat tool
   - Wimba Classroom

4. **Student Communication** -- How do you want your students to communicate with you if they run into individual problems like a family emergency, local computer failure, Internet outage or power failure? Do you want them to use one of the options listed in #3 or some other method?

5. **Campus-wide Instructional Continuity Plan** – In the event of a campus-wide emergency that prevents students from coming to campus (e.g., , inclement weather, widespread flu outbreak), the College has established a plan for instructional continuity using online resources. The strategies in this plan range from simple to comprehensive. You can find the full text of the plan online at http://www.stockton.edu/continuity . Please review this plan and keep in mind that these strategies may also be helpful to you in the event of your illness, injury, or personal emergency.

Browser Troubleshooting for Blackboard 9

There are specific browser (i.e., Internet Explorer, Firefox) configuration requirements for accessing many online resources including Blackboard. A browser check utility is available on the goStockton Portal login page and also at http://aspweb.stockton.edu/BrowserCheck/. Students should run the browser check and resolve all browser issues to avoid access problems.

The browser check should be run again anytime the computer is updated or new hardware or software is installed. Student with browser problems can call the Help Desk for assistance 609-652-4309.

Troubleshooting Java Problems

If you encounter other Java errors when trying use Blackboard or other online resources, you may need to uninstall old versions of Java and install the latest version.

Windows

Uninstall Java

1. Close your web browser and any other open programs
2. Click Start then Control Panel or Start then Settings then Control Panel
3. Open Add or Remove Programs in Windows XP, Programs and Features in Windows Vista, or Uninstall a program in Windows 7
4. Click on each 'J2SE', 'JSSE' or 'Java' item in the list and click Remove in Windows XP or Uninstall in Vista and Windows 7
5. Close the Control Panel and reboot your computer once all Java components have been removed
6. Proceed with reinstalling Java.

Re-install/Install a new Java version

1. Open your web browser
2. Go to http://www.java.com and click on the blue “Free Download” button

3. When prompted, click on run to install the software, you may be prompted multiple times.
4. At the beginning of the install, be sure to uncheck the box that installs the MSN toolbar. Toolbars are known to cause problems with Blackboard

Automatic Java updates

Once you have successfully configured Blackboard and Java in your browser, you may wish to turn off automatic Java updates:

1. Click Start then Control Panel or Start then Settings then Control Panel
2. Select Java
3. On the Update tab, uncheck the option to check for updates automatically
4. Click Never check on the pop-up window to confirm
5. At any time in future if you do want to update your Java to address new security issues, repeat the steps above and click Update Now on the Update tab
6. Click Ok to close the Java Control Panel
7. Close the Windows Control Panel window

Macintosh

Mac OS X has Java installed by default. You can install the latest version by clicking the blue Apple logo in the menu bar, then selecting Software Updates and clicking Update now, then follow the onscreen prompts.

If you are having problems with Blackboard and Safari, it may help to clear the Java cache for installed Java plugins:

1. In Finder, go to Applications then Utilities then Java.
2. Double click Java 1.3.1 Plugin Settings then Cache and click the Clear JAR cache button
3. Double click Java 1.4.2 Plugin Settings then Cache then Clear
4. Close the Applications window.

If your computer uses Mac OS X 10.4.5 or later, the latest version of Java should be set as the currently used version:

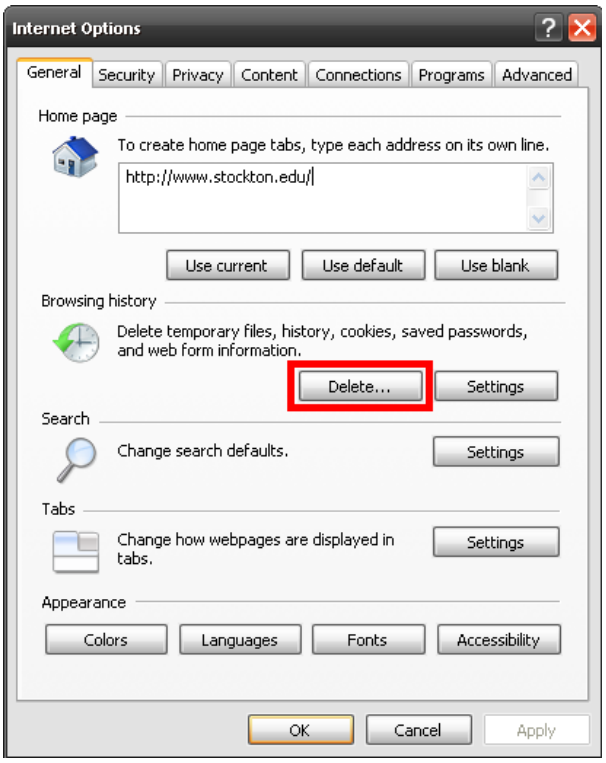
1. Double click your hard drive icon and choose Applications then Utilities then Java J2SE5.0 and double click Java Preferences
2. In the top section set it to use 5.0 and in the bottom section drag J2SE 5.0 to the top of the list
3. In the Temporary Internet Files section, click Settings then Delete Files and Ok to delete applets, applications and other files
4. Click Save for these settings
5. Close the Applications window.

This prevents Safari from using earlier Java versions for applets that are compatible with the later version.

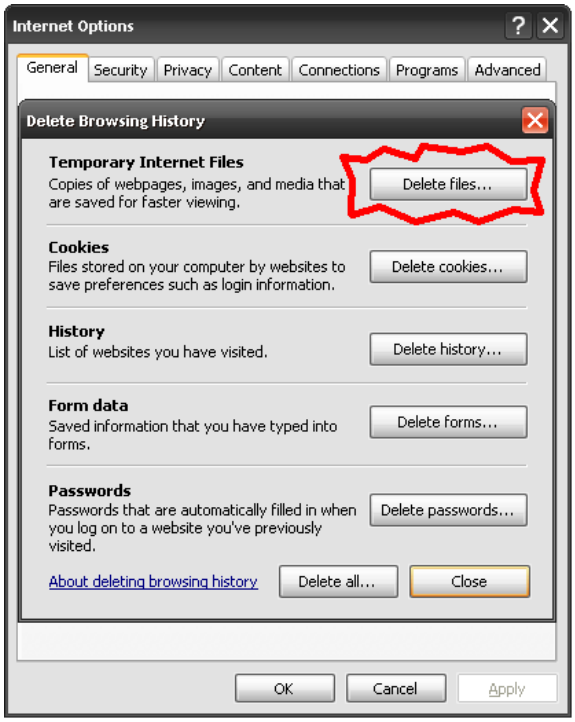
If you have the latest version of Java installed and you are astill experiencing problems in the Portal and Blackboard, clear the cache on your browser and Java. Follow the instructions below:

Clearing your Browser Cache in Internet Explorer

1. Open Internet Explorer
2. Go to “Tools”
3. Now “Internet Options”
4. Look around for the Browsing History section, then click “Delete.”



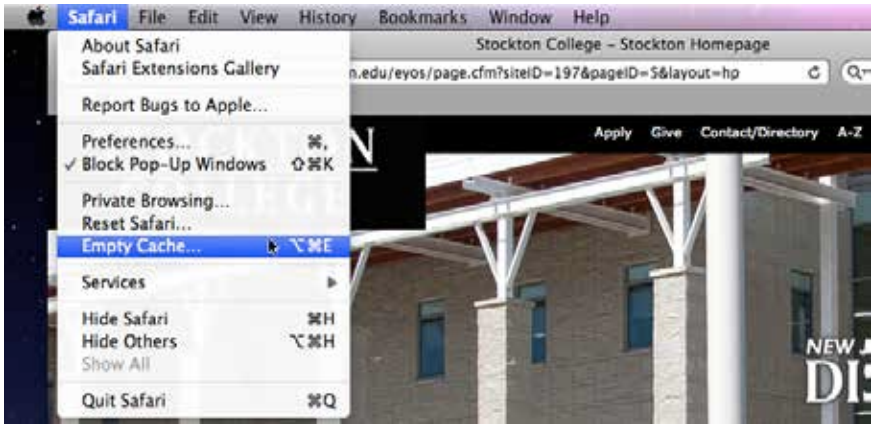
5. You'll get a new window, click on "Delete files…"



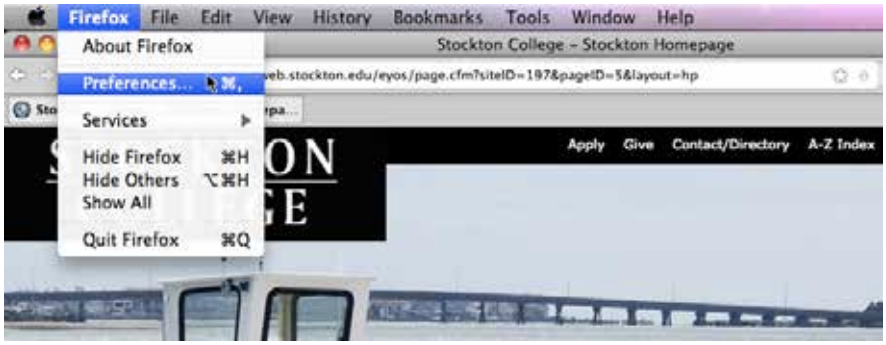
6. Click on Ok when it asks you to confirm, and there you have it.

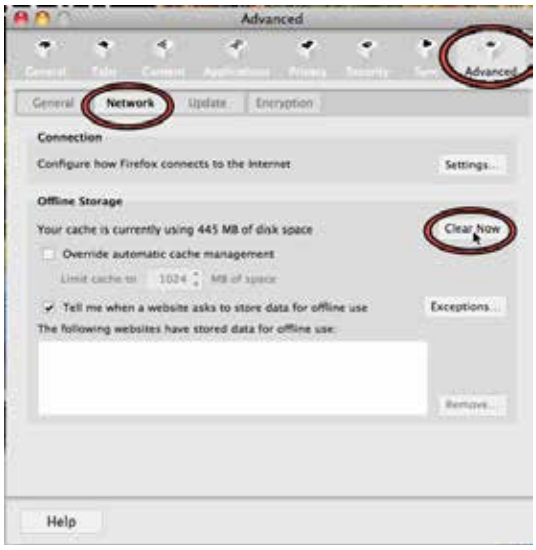
Clearing your Browser Cache in Firefox or Safari

1. Here's the procedure for Safari.



2. And here's the procedure for Firefox.





3. In Windows, Firefox will still have the same layout, but you'll access the menu through Tools, then Preferences.

Clearing your Java Cache

1. Go to your control panel and double-click on Java.

2. Click on “Settings” under “Temporary Internet Files”

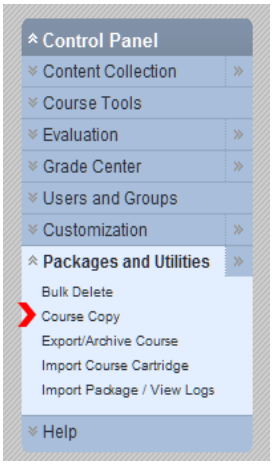
3. Click on “Delete Files” to empty out your cache. You’ll be given the option of what to get rid of, just let it delete everything.

Copying Content from a Development Section to a Live Instruction Section in Blackboard 9

Login to Blackboard 9.1

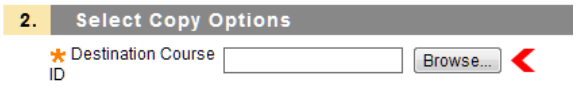
Access the desired **development** section

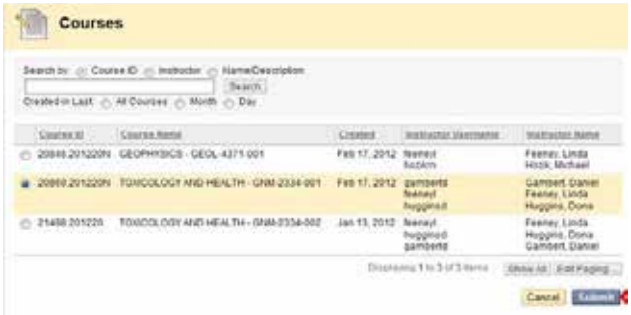
Under Control panel, Packages and Utilities



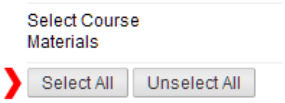
Under Destination Course, click on Browse,

Select the desired **live** course section, click Submit





Under Select Course Materials, click on Select All



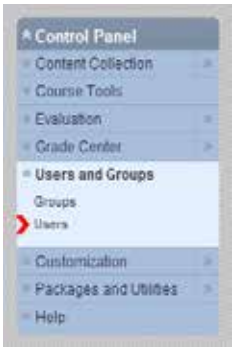
Under File Attachments, select Include All Course Files

Ignore Enrollments (There are no enrollments in your Development

sections.) Click on Submit.

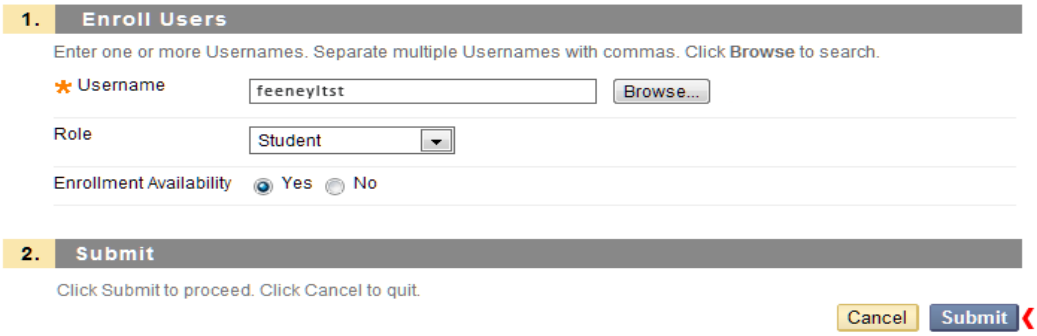
Manually Adding Students to your Blackboard 9 Course Section

1. On the Control Panel, click on Users and Groups. Click on Users.



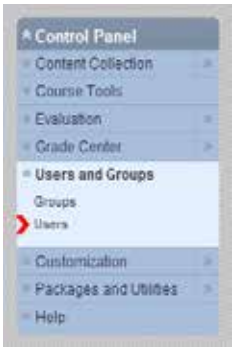
2. On the Users page, click on Find Users to Enroll.

3. Type in the desired username(s). Separate multiple usernames with commas. (If you do not know the username(s), you can search using the "Browse…" option.) Click on Submit.



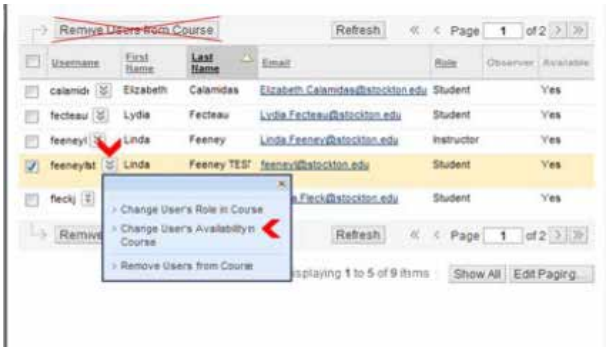
Manually Deleting a Student from your Course

1. On the Control Panel, click on Users and Groups. Click on Users.



2. In general, do not use “Remove Users from Course”. This is a permanent action that cannot be undone. If there is a chance that this student may re-enroll in the course, you should make the course unavailable to the student. be re-attached to the user. That way, if s/he re-enrolls later, any course files, messages, or posting will

Click on the action menu next to the desired username. Click on “Change User’s Availability in Course”



3. Set available to “No”. Click on submit.

After this change, students who no longer have this course as available will appear in the Grade Center with a special icon next to their names. They will no longer see the course section on their “My Blackboard” page.

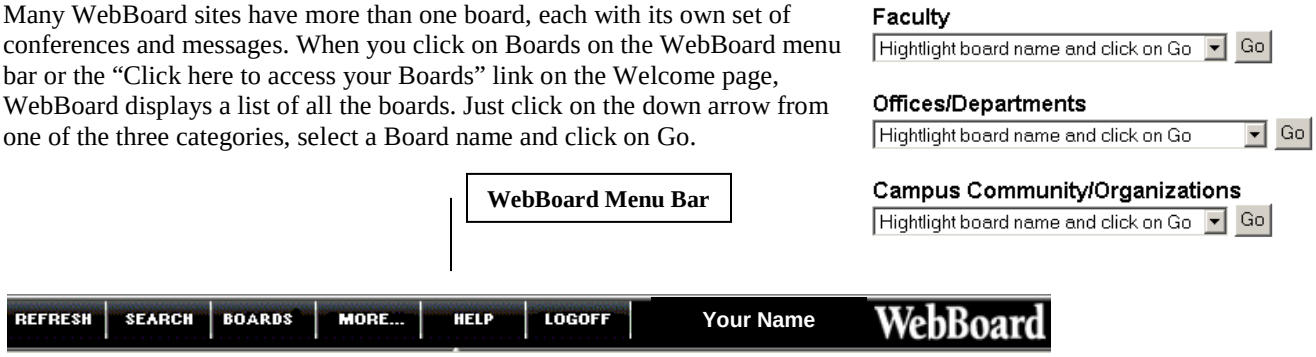
WebBoard for Managers

Board Management Overview

A board is the stepping off place for users participating in WebBoard community the container for conferences and chat rooms. As separate content holders, each board can greet the user with a distinct look and feel. Each board can also have a distinct set of users and use different types of authentication. Special features, such as mailing lists, paging, or allowing messages to be posted to the attention of a specific user, are enabled on a per-board basis (although not all conferences on the board may use them).
The manager has control over the board conferences, the users, and some aspects of the board appearance. The manager can also download the boards HTTP log and view board-related statistics. The board manager can specify one or more moderator for specific conferences on that board. The moderators can, in turn, designate other moderators to share responsibility for their conferences.

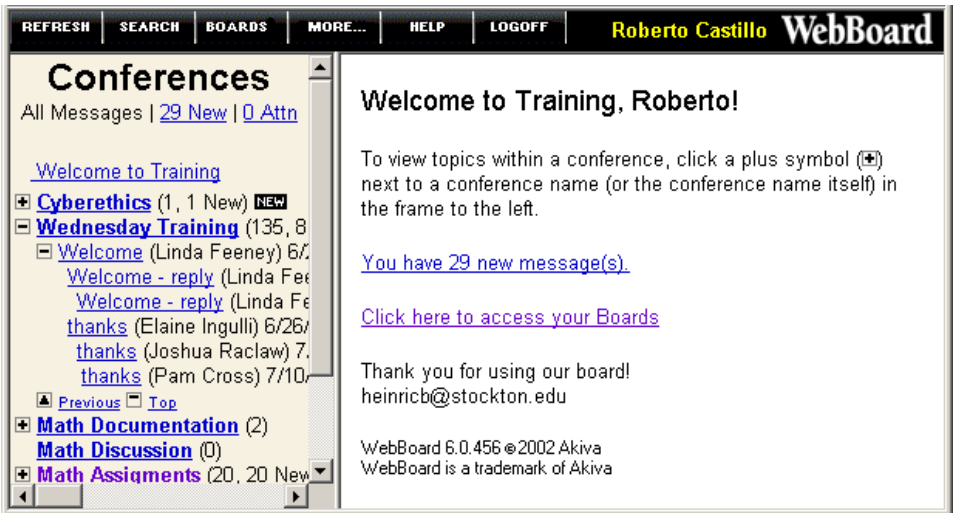
Going to Another Board from the Welcome Board

Many WebBoard sites have more than one board, each with its own set of conferences and messages. When you click on Boards on the WebBoard menu bar or the “Click here to access your Boards” link on the Welcome page, WebBoard displays a list of all the boards. Just click on the down arrow from one of the three categories, select a Board name and click on Go.



Conference Overview

Conferences are made up of topics and messages. When you create a conference, you establish the main subject matter that users should focus on when they post new topics and messages. For example, the Office Equipment conference may have topics such as Repairing Copy Machines, Purchasing New Equipment, and so forth. As the WebBoard administrator or manager, you need to create at least one conference for each board.
Conferences can have different characteristics depending on their purpose and audience. They can be totally open to the public. They can be moderated, requiring messages to be reviewed before posting. They can be completely private, or they can be read-only. Conferences also form the basis of WebBoards NNTP support, mailing list support, and email notification. Conferences that have NNTP support allow users to read and post messages with their news readers, while mailing lists allow users to read and post messages via email. You can also decide whether to enhance each conference with chat's either WebBoards internal JavaScript chat or WebMasters Conference Room IRC chat, which is completely integrated with WebBoard. So, you can see that you have several decisions to make in setting up conferences.



Conferences are the backbone of your WebBoard and user participation is key to a successful conference. Think carefully about the conferences you create, keeping in mind both the needs of your organization and what will generate the most user interaction and interest. For example, if your WebBoard is for developing or communicating your organizations human resource policies, you could create separate conferences on benefits, healthcare providers, vacation policy, performance evaluations, and salary. Since some of these topics may contain sensitive information, you may want to designate some conferences as private (closed), and others as read-only.

If you plan to use WebBoard for technical support, you may want to create a conference for general user questions and other conferences for more advanced topics. Often these conferences benefit from the postings of other users, so you'll want to make them public. Or you may decide to moderate the conferences to keep misinformation about your products out of the conference.

You can add new conferences at any time. If one conference gets too large or seems to splinter, break it into two conferences. Or move a topic from one conference to another, more suitable, one. (Administrators can even move a conference to another board.) If you ship a new product, you may want to start a new conference. You may also find it useful to have a suggestion-box conference for users to post ideas about your WebBoard and site in general. A suggestion-box conference lets your WebBoard users have a structured way of giving input to the conferences.

Depending on the volume of users you anticipate, you may want to err on the side of having too few conferences rather than too many. Fewer conferences make navigation between them easier, but may make them less focused. Keeping close track of conferences and determining when to add a new one or delete an old one is one of your primary responsibilities as WebBoard administrator or manager.

Once your WebBoard kicks into gear, check the content of postings from time to time, with an eye toward helping your users carry on more productive and satisfying conversations. Ensure that you look at the process from a users perspective by becoming a user yourself. Read messages often, post regularly, to experience what your users do.

Add or Edit a Conference

The following sections describe the different types of conferences you can select for your WebBoard. Bear in mind that you can also combine some of these types of conferences. For example, you can create a private, moderated conference requiring message verification. Or you could define a private, read-only conference.

Public Conferences

Public WebBoard conferences are open to all users of the board on which they reside. All participants can read any posted message, and registered users can post messages to the conference, respond privately to a posted message, and otherwise freely participate in conversation and collaboration through WebBoard. In a public conference there is no restriction on who can see messages, and all messages that are posted appear immediately. The only restriction in public conferences is on guest users, who can only read, but not post messages.

Moderated Conferences

The trait all moderated conferences have in common is that they have one or more moderator assigned to them. These WebBoard users (selected by the administrator, a board manager, or another moderator of the conference) can exercise editorial control over message content posted in a conference and administer the conference. Some moderated conferences may require that messages be verified before they're posted for others to read. Users in a conference requiring message verification can post messages (both to new and existing topics), but the moderator decides whether to post the message, discuss the matter with the user personally, or request that the user rephrase the message (see "Verifying New Messages" below for more information.) Moderators have administrative privileges within their conferences, but cannot create a new conference. Remember that you, as administrator, can also delegate responsibility and distribute the workload by granting manager or moderator status to other board participants, making them responsible for their own conferences.

Verifying New Messages

Conferences where "Automatically verify new posts" is turned off require a conference moderator (or board manager or WebBoard administrator) to approve any new message before it will be visible to conference participants. This allows the moderators to monitor, or exercise editorial control over what messages are posted in a conference. A moderator can verify, add, delete, and edit messages in a conference. Users in conferences requiring message verification can post messages (both to new and existing topics), but the moderator decides whether to post the message, discuss the matter with the user personally, or request that the user rephrase the message. Once the moderator approves the message, it appears in the conference and is available to other conference users.

Users post messages to conferences requiring verification just as they would to any public or private conference. However, the moderator must first verify messages before they appear to other users. To verify conference messages, follow these steps:

1. Log in as a moderator (or Web board manager identity).
2. In the Conferences List, locate each unverified message. Unverified messages have a red checkmark to the right of the message.
    - Finding them is easier when viewing only new messages. Click New at the top of the conference list.
    - You may need to scroll to the right edge of the frame to see the red checkmarks.
3. To read, edit, or delete the message, click it in the Conferences List. The message appears in the message window. If the posting is acceptable, click Post. If not, you can edit or delete the message by clicking the appropriate command in the message window. To send email to the message author, click Email Reply.
4. To verify the message, click the red checkmark to the right of the message. Until you verify these messages, they can't be seen or read by other users, except the person who posted the message.

Private Conferences

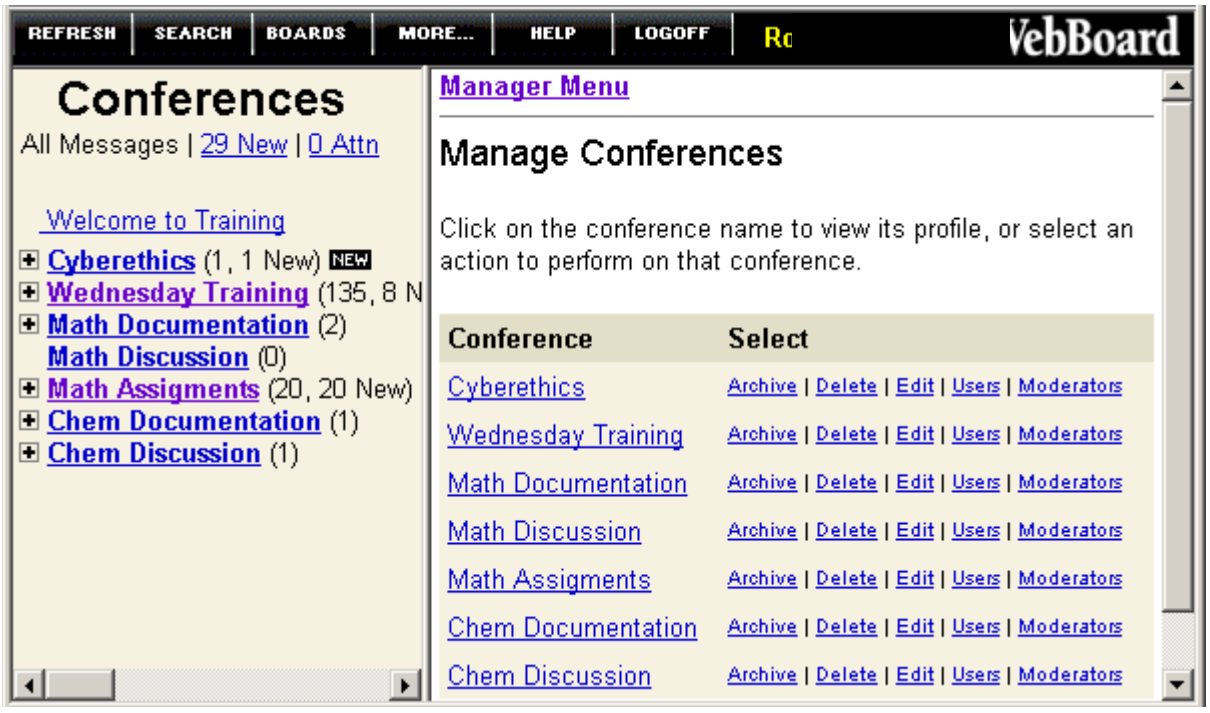
A private (closed) conference is limited to specific WebBoard users. For example, an upcoming product release might be a good subject for a private conference whose audience includes product engineers, marketing specialists, and other team members. WebBoard lets them communicate and collaborate freely both directly on the board or by email if the conference has a mailing list, yet the subject is not open to unwelcome eyes. In fact, users who are excluded from private conferences wont even see the name of a private conference in the list of Conferences. The administrator, manager, or moderator can select participants from the list of registered users.

Read-Only Conferences

Anyone can read the messages in a read-only conference, although only the WebBoard administrator, manager, or moderator can post messages to it. Read-only conferences are a good way to distribute one-way information, such as memos, newsletters, and bulletins that come from a central source to be read by many people. You might, for instance, use a read-only conference to post new policies developed by your human resources department, a list of upcoming events, or to post a list of bug fixes to a product undergoing initial development. Having a mailing list for a read-only board (and encouraging users to subscribe or subscribing them yourself) is a good way to make sure everyone receives important messages. And, of course, non authorized users cant post to a read-only message by email.
Administrators and board managers can add conferences to WebBoard by filling in the Add Conference form. Note that moderators can't create conferences.

To add a conference, click on More, Manager, and Add Conference on the management menu.

Editing a Conference



A conference may be edited by its Manager, or Moderator. All the fields for editing a conference are the same as adding a new conference. To edit a conference follow these steps:

1. On the More Options menu, click Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you'll be presented with a list of conferences for which you have these privileges; skip to Step 3.
2. Click Manage Conferences. The Manage Conferences page appears.
3. In the Select column, click edit. This will open the Edit Conference form.

Conference Name

Every conference must have a name. Although it is certainly possible to put a lot of description in the Name field, it may be better to keep the name brief and use the description field for the details. To name and describe a conference, follow these steps:

1. In the Conference Name sections Name field, type a brief name for the new conference. This name appears in the Conferences list and conference profile. You're limited to 255 characters. HTML and WebBoard tags are accepted. This is a required field.
2. In the Conference description field, type a description to give the user more detailed information about the conference purpose and contents. The description is included with the conference profile, which is available by clicking Conference Profiles on the More Options menu. You're limited to 255 characters. HTML and WebBoard tags are accepted. For example, a description for the Great Local Books conference could be The best literature available in our library and bookstore. A conference description is optional.

Mailing List Settings

WebBoard's mailing list capabilities are one of its most powerful features. Mailing list subscribers not only receive conference content by email, they can also post to conferences by email. This ease of use is likely to broaden your user base and increase user participation in conferences; however, a conference does not have to have a mailing list.

Users subscribe to mailing lists in their choice of non-digest, digest, or ZIPped digest formats. New in WebBoard 4, WebBoard administrators and board managers can also subscribe users to mailing lists. For example, a product manager can subscribe the team members to the relevant conferences on the collaborative work board.

To enable the mailing list function and name this mailing list, follow these steps:

1. In the Mailing List section, check the box to the left of Add Mailing List Support to enable this feature. The default setting is offdisabled.
2. For this conference, specify a mailing list name in the field provided; this is required. Messages appear in the users inbox as From list_name listmanager <listmanager@domainname.edu>, so you want a short name. For example, bio-110 for the Biology 110 conference results in messages from bio-110 Listmanager. Note the following tips and requirements:
    - The name must be unique among all mailing list names for all conferences from all boards on your site because it is used as the mailing lists email identity. The name is associated with WebBoard's <wb-list_name> tag and is used wherever an email address is required, such as the From and Reply To lines of email messages.identity.
    - The name must be no more than 20 characters, and because it must abide by email rules, no spaces or HTML are allowed. Enter only the name, for example, bio-110, not the rest of the address, for example @domainname.edu. WebBoard provides the domain name from the WebBoard Server Name field on the Administrator form.

- Keep the mailing list name similar to the conference name so email recipients will know which conference originated the message and can easily make the connection when they visit your board with their browser.

Some sites may be configured such that outgoing emails will have the name and email of the message poster. This is a site-wide decision and is made by the site administrator.

Conference Newsgroup

Creating an associated newsgroup for a conference allows users to use their newsreaders for reading and posting messages. Many users prefer to use newsreaders because they can download the messages, yet maintain the threaded nature of the discussion when they read them offline, unlike email. You add newsgroup support and specify a name for the newsgroup in the Newsgroup section of the Add Conference form.
To add newsgroup support to a conference, follow these steps:

1. To create an associated newsgroup, check Add Newsgroup Support.
2. Enter a unique name for the newsgroup. This name will be used as the newsgroup name. For example, for the Biology 110 homework conference, enter *homework*.
    - To create a hierarchy of newsgroups, specify a common name, followed by a period. For example, to create a hierarchy of newsgroups on the Biology 110 board, enter *bio110.homework* as the unique name. Later you can add another newsgroup to the hierarchy, for example, *bio110.lab*.
    - Do not include quotation marks in the name.

You are limited to 255 characters, with no HTML or spaces allowed.

Archiving Messages in a Conference

Your conferences will be more manageable if the number of active messages is kept to a reasonable size. You can accomplish this by having WebBoard archive messages when they exceed the limits you specify for each conference in the Archiving section of the Add Conference form. The first limit is how many messages. For example, to have only 25 messages in a conference at a time, set the number of messages allowed to 25. The second limit is the length of time to leave messages in a conference. For example, if you set the length at 14 days, messages older than that are removed from the active database. The oldest messages are stored first. Archived messages are removed from the active database but may be retrieved by the WebBoard administrator, board manager, and conference moderators.
To set the archiving options, follow these steps:

1. In the Archiving section, enter a number (in numerals) in the Number of Messages field. To choose no message archiving, enter zero.
2. Enter a number (in numerals) in the Number of Days field. To choose no time limit, enter zero.

General Settings

The Settings section of the form lets you establish certain restrictions, if desired. Sometimes you'll want to screen, or verify, user postings before they appear in a conference. In this area of the form you can choose to have messages automatically posted to conferences, or require that the messages are verified by a conference moderator, board manager, or WebBoard administrator before being posted. Here you can also choose whether you want this conference to be private and/or read-only.
The section also lets you enable WebBoard's spell-checking, available to users before they post messages to the conference. The internal WebBoard spell-checker analyzes the message and identifies possible

misspellings by making them hyperlinks. When the user clicks on an identified word, WebBoard displays a list of suggested words from which the user can choose. WebBoard administrators, managers, and moderators can add words to the dictionary from this same form. In addition, you can edit the custom dictionary with any text editor. WebBoard's custom dictionary is stored in *\webboard\system\custom.dic*, and has one entry per line. The entries do not have to be in alphabetical order, but that does help you find them faster in a long list if you happen to be editing it with a text editor.
To set the conference restrictions, follow these steps:

1. In the Settings section, leave "Automatically verify new posts" checked if you want an unmoderated conference. Selecting this option allows all messages to be immediately posted to the conference without prior verification by a WebBoard administrator, board manager, or conference moderator. If you want a moderated conference where each message is reviewed before it appears to other users in the conference, deselect "Automatically verify new posts."
2. To restrict the conference to specified users, check the private checkbox.
3. To specify this as a read-only conference, check the Read only conference checkbox. Only the WebBoard administrator, board manager, and conference moderators can post to read-only conferences.
4. Check the Allow spell-checking checkbox (default setting) to enable the spell-check function in this conference.

Active links/images

In the active Links and Images section you can choose to allow active links and images in this conference. If you enable this feature, URLs included in messages become active links. For example, typing *http://webboard.oreilly.com* in a message creates an active link to WebBoard Central. This feature enhances a conference discussion by allowing users to integrate outside resources in their postings.
Likewise, you can allow links to images to become active. For example, typing *http://mycompany.com/image.gif* in a message displays the graphic in the *image.gif* file stored at *mycompany.com* in place of the HREF in the message just as it would in an HTML document. Images do not appear in email messages.
To allow active links and/or images, follow these steps:

1. To allow active links, check the Allow active links in messages checkbox.
2. To allow images, check the Allow active images in messages checkbox.

File attachments

Allowing users to add file attachments to messages makes WebBoard more dynamic as an information pipeline. Your users can attach files such as documents, multimedia, sound, and images when they post a message. In the File Attachment section, you specify the number of attachments allowed for each message as well as the size limit of any attached files. File attachments are not included in messages sent from the mailing list nor can they be included when messages are posted by email. Many current browsers support uploading files, but if most of your WebBoard users have browsers that do not support file uploads, you may want to disable this option.
To specify file attachment settings, follow these steps:

1. To enable file attachments, check the Allow file attachments checkbox.
2. To limit the number of attachments, type that number into the Number of attachments allowed per message field. Type 0 (zero) to set no limitation on the number of files users can attach to a message. To set a limit, type a number between 1 and 255 corresponding to the number of attachments you want to allow per message.

3. To limit the size of file attachments, type a number for the byte size of file attachments.
    - Type 0 (zero) to set no limitation on the size of each file users can attach to a message, or a number greater than zero to set a limit (in bytes).
    - Use numerals only. Do not use punctuation (such as commas) or characters (such as K). Note that almost all files are at least 1K, so plan on adding at least three zeros to your entries here, if you limit the size.

Conference Order

Conferences are usually alphabetized by name in the Conferences List frame on the left of your screen. However, you may want to change that order. Perhaps you have a very important conference that should come first in the list, but it can't start with A. Or, if the conference name has WebBoard or HTML tags, WebBoard considers those angle brackets and tag values when it alphabetizes the list. To give you maximum flexibility in the Conferences List, WebBoard lets you order the list any way you want it.
Conference order is determined by a numerical weighting system plus alphabetization— the higher the number, the lower it will appear in the list. For example, a conference with weight 1 appears in the list above a conference with weight 5. You can specify a number for any or all of the conferences on a board. The numbers you specify override conference alphabetization. If two or more conferences have the same number, those conferences are displayed first by number, then alphabetically. Any number between 0 and 255 is valid. Only Administrators and Managers can change conference order.

1. Go to the management menu.
2. Click Conference Order. The Conference Order page appears.
3. Type a number between 0 and 255 in the appropriate weight field(s) to reorganize your conference list the way you want it.
4. When finished, click Save to apply your changes. The Conference Order page notifies you that your changes have been saved, and the conference list changes to show the effect of your settings.
5. If you need to fine tune your settings, repeat Steps 3 and 4 until the order is correct.

Viewing the Conference Profiles

Each conference has a profile, which includes a brief description, who created it, when it was created, the number of messages, and so on. To view a conference profile, follow these steps:

1. Click the Conference Profiles link from the More Options menu. A page appears listing each of the conferences on this board with the conference mailing list email address (if one), the conference newsgroup name (if one), and a brief description of the conference.
2. To see the full profile, click the conference's name.

The profile gives the following information:

Conference name and description

The profile starts with the name of the conference and the description written by the WebBoard administrator or board manager. The description may include HTML (even other links!) and images to give you a better idea of this conference's purpose.

Creation date

The day and date when the conference was started let you know how long this discussion has been underway.

Creator
The person who set up this conference is shown with a link to that person's user profile.

Number of messages
The total number of messages posted since the conference started gives you an idea of how busy it is.

Number of new messages
This number tells you how many unread messages you have in this conference. The number is based on messages posted since you last visited the board or you last marked messages read manually.

private
A private conference has a restricted group of members. If you are not on the list of users allowed to participate in that conference, you will be denied access when you click the conference link.

Read only
A read-only conference doesn't allow anyone to post messages except authorized moderators (including the WebBoard administrator and board manager). A read-only conference is an excellent vehicle for moderators to disseminate information to other users on the board.

moderated
A moderated conference means that one or more users has been given moderator privileges for this conference. A moderator may be fairly invisible and act as one of the regular posters, or a moderator may be quite visible, even verifying messages before allowing them to be posted. A moderator has some control over the content and users participating in the conference. If you have questions about a moderated conference, post a query to the conference, and the moderator will let you know the extent of his or her work on the board.

Refreshing the Conferences List

In general, WebBoard refreshes the conference list when new messages are posted, but you may want to manually refresh the list on occasion. To refresh, click Refresh on the menubar.

Delete a Conference

From time to time, you may need or want to delete a conference for some reason, lack of interest, completed project, or subject covered in other conferences. The board manager can delete conferences.
To delete a conference, follow these steps:

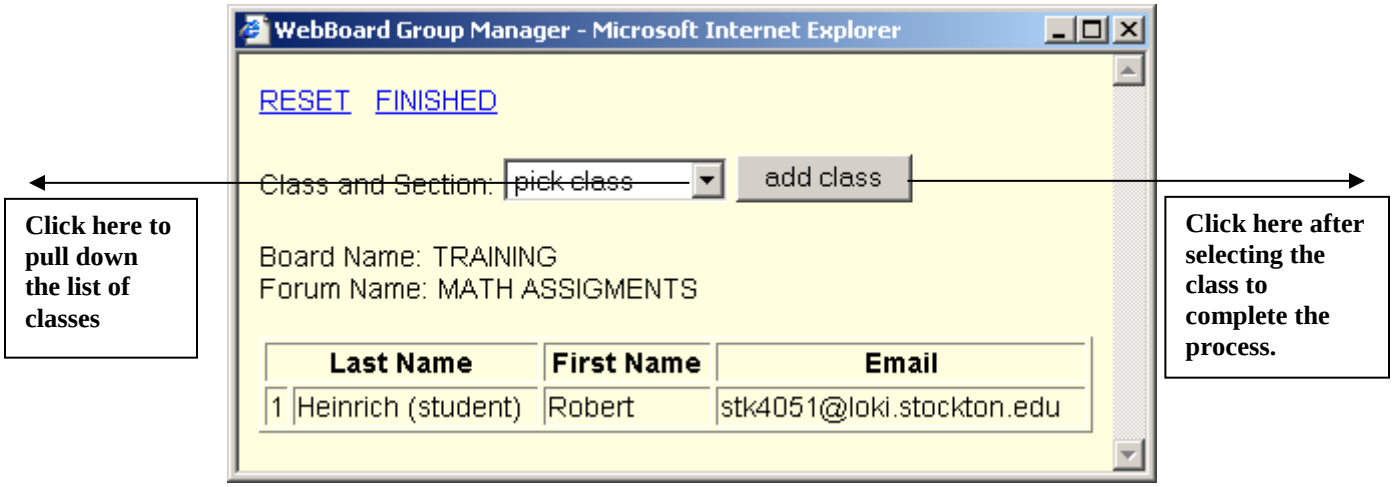
1. On the Management Menu, click Manage Conferences. The Manage Conference page appears.
2. On the Manage Conferences page, locate the conference you want to delete.
3. Click Delete in the Action column to the left of the conference name you want to delete. WebBoard prompts you to confirm the deletion.
    - If the board currently uses IRC chat, are you about to delete the only remaining conference supporting a certain chat channel?
    - If the conference has a mailing list, have you anticipated the consequences?
4. If you are sure you want to delete this conference, click Yes. To cancel this action, click No, and the conference will not be deleted.

Select Conference Users

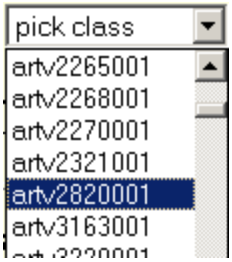
Private conferences are open only to those users designated as members by the board manager, or conference moderator. Occasionally you may want to add users to or remove them from private conferences. Perhaps some of the current members are no longer involved in the project, or you've had a new team member join the project.

To add your class to a conference, follow the steps below:

1. On the More Options menu, click on Manager Menu.
2. Click on Add Class to Conference. A list of conferences you are a manager of appears on the screen.
3. Click on the conference to which you want to add a class roster as users.



4. Under the Class and Section option, click on the down arrow button to pull down the list of classes.
5. Select the class and click on the add class button to complete the selection.
6. Click on Finish and Close when done.



To select conference users (either to add or remove), follow these steps:

1. On the More Options menu, click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you'll be presented with a list of conferences for which you have these privileges; skip to Step 3.
2. Click Manage Conferences. The Manage Conferences page appears.
3. In the Select column, click Users to the right of the private conference you want to add users to. The "Add users to *Conference name*" form opens. Any users with access rights for the conference appear in the Conference Members list box. If no users have access, no names are listed.
4. To add users to a conference, click Add Show User List. The Select Users form appears in the left frame. You use Select Users to find the users you want to add as conference members.

    - The WebBoard Administrator can list any user with an account on the WebBoard site, including users on other boards.
    - Board managers and moderators can list any user on the current board.

5. You can search for users by first or last name or login name; search by first letter of last name; or list all users.

    - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard will try to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.

- To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
- To list all users leave the text box empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.

6. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
7. Select the users to add to the private conference from the list generated by the search. As you click a name, it appears in the Conference Members list. Continue clicking names until you have added all the users. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.
8. To remove a name from the Conference Members list, click the name. It is removed from the list, but not from the user database, nor as a user on this board.
9. Click Submit to add the users in the Conference Members list to the conference.

Conference Moderators

Conference moderators will have full authority to manage a conference and its messages. They can verify messages before they are posted, edit or delete them, retrieve them from the archive database, and modify conference settings. They can even add other moderators to, or remove them from, the conference.
To choose conference moderators, follow these steps:

1. On the More Options menu, click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you will be presented with a list of conferences for which you have these privileges; skip to Step 3.
2. Click Manage Conferences. The Manage Conferences page appears.
3. In the Select column, click Moderators to the right of the conference you want to choose moderators for. The Moderators form opens. Any moderators for this conference appear in the list box. If there are no moderators, you will see "No Moderators are associated with this forum".
4. To add moderators to the list, click Show User List. The Select Users form appears in the left frame. You use Select Users to find the users you want to add as conference moderators.
   - The WebBoard Administrator can list any user with an account on the WebBoard site, including users on other boards.
   - Board managers and moderators can list any user on the current board.
5. Search for users by first or last name or login name; search by first letter of last name; or list all users.
   - To search by first or last name or login name, select First, Last, or Login, enter the text to search for, and click Search. WebBoard will try to match the text you enter with the information in the selected category on the user profiles. You don't have to enter a complete word.
   - To display a list of all users whose last name starts with a given letter, click a letter in the Show by Last Name area.
   - To list all users leave the text box empty and select First, Last, or Login to tell WebBoard what to use in alphabetizing the list. For example, click Login to sort the list alphabetically by login name. Click Search.
6. WebBoard lists the names that match the search criteria. WebBoard displays 25 names at a time. Click the Show Next link to see the next batch of names.
7. Select the users to serve as conference moderators from the list generated by the search. As you click a name, it appears in the Moderators list. Continue clicking names until you have added all the

moderators. If the list returned by the first search does not include all the users you want to add, search again and add names from the new list.

8. To remove a name from the Moderators list, click the name. If you as a moderator remove yourself from a conference, you can only be reassigned by the board manager. Removing a user as moderator does not remove the user from the board or as participant in a private conference.
9. Click Submit to make the users in the Moderators list conference moderators.

Topic Messages

Posting a Topic Message

Create Topic Messages to define new topics of discussion or to post supporting materials relevant to your course.

To post a new topic, follow these steps:

1. Select a conference by clicking the conference name or expansion box (+ to the left of the conference name).
2. Choose from one of these two ways to display the Post form:
   - From the WebBoard menubar, click Post.
   - From an open message, click Post on the message menu.
3. Enter the new topic name in the Topic field. Keep the topic name short.
4. Choose any of the following options by checking the appropriate boxes in the menu at the top of the message posting form.

   Convert line breaks to HTML breaks to automatically turn line breaks into carriage returns or blank lines. If you deselect this option, all lines in your message are run together.

   Preformatted text (No HTML) to turn off HTML features. This setting is helpful when you are inserting text from another source.

   Preview message to review your message before you post it. For details, see "Previewing your message" below.

   Preview/Spell check to review and spell check your message: this is a default setting. For details, see "Spell checking your message" below.

   Attach File to attach a file to your message. For details, see "Attaching files to your message," below.

5. In some cases, you see an attention: field that you can use to alert specific users to your post. Click to select a name; hold down CTRL while clicking to select more than one. For details on how this feature works, see "Alerting a user with Attention Messaging" below.
6. Type in your message. Note that:

   You can include HTML tags for formatting. (Because browsers interpret HTML tags, you must use the normal escape characters for angle brackets if you want HTML tags to appear as text—or substitute square brackets for angle brackets as a shortcut.)

   On most boards, you can include links to other web pages and images. Note that any links you include must have the full URL, such as http://www.myserver.com/linked.html. Some boards may

not allow active links in messages. If you have a question about this feature, contact the WebBoard administrator.

7. When you complete your message, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking). Previewing and spell checking are discussed in the following sections.

Previewing Your Message

You can preview messages before you post them to ensure that they say what you really intended. Message preview comes in two flavors: without spell checking and with spell checking. Previewing without spell checking allows you to read your message once more before posting it, while previewing with spell checking allows you to catch and correct misspelled words as well.
To preview your message without spell checking, follow these steps:

1. Check Preview on the Post message form.
2. Enter the topic name and your message, and click Post. WebBoard displays your message exactly as it will appear to other users on WebBoard.
3. If you are dissatisfied with your message and want to change it, click Back on your browser. You can also right-click your mouse, and click Back to get to the previous frame. Note that your browser must have a sufficient value set for memory cache for this feature to work.
4. Once you are satisfied with the appearance of your message, click Post. Your message is immediately posted to the conference, and WebBoard displays it in the Message window.

Spell Checking Your Message

You can spell check any message you post on WebBoard by using WebBoard's built-in dictionary. To spell check your message, follow these steps:

1. Check Preview/Spell check on the Post message form.
2. Enter your message and click Post. The Message Preview window opens. Your message is spell checked, with occurrences of misspelled words flagged as hypertext links.
3. Click each flagged misspelled word to see WebBoard's suggestions for corrections. You can either select a word from the list or enter a new one in the textbox.
4. Click Done to return to the message preview. The corrected word is shown in the message. Repeat Steps 4 and 5 if necessary.
5. If you are dissatisfied with your message after correcting the spelling errors and want to change it, click Back on your browser to redisplay the original Message form.
6. Once you are satisfied with your message, click Post. Your message is posted to the conference.

Attaching Files to Your Message

Attaching files to your WebBoard messages is a handy way to give users ready access to information that doesn't fit well in a text message. Your browser must support file attachments (Netscape Navigator 2.0 or higher; Microsoft Internet Explorer 3.0 with plug-in, or Internet Explorer 4.0 or higher) for uploading files. Almost any browser can download file attachments. Additionally, those who want to open the files must have the same or similar applications to open them.

To attach a file to your message, follow these steps:

1. Check Attach file on the Post message form.

2. Type in your message and click Post. If you selected Preview/Spell check or Preview, complete the preview and click Post. The Attach a File form opens.
3. Click the appropriate Category radio button for the file you want to attach. The category you select causes WebBoard to display the corresponding icon next to the file-attachment link in your posting, which gives other users a quick idea of the file type. The categories are as follows:

   Application if this is an application.

   Audio if this is a sound file.

   Document if this is a text file.

   image if this is a graphics file.

   Multimedia if this is a multimedia file.

   Unknown if you do not know what type of file you are uploading.

4. Enter the name and path to the file in the File to upload field;

   – OR –

   Click Browse to select the attachment you want to upload from your computer. A File Upload dialog opens. Navigate through your folders to select the attachment. Click Open to continue or click Cancel to return to the file attachment form. If there is no Browse button, your browser doesn't support file attachments.

5. Enter the description of the file attachment in the File description field.
6. If you want to attach more files, click Yes for Upload another.
7. Click Upload Now to attach the file to your message. Depending on the size of the file and speed of your connection, this process may take a few minutes. Your message is immediately posted to the conference. The attachment appears as a hyperlink at the end of the message. An icon indicating the file type and the size of the file in kilobytes follows the filename.
8. If you clicked "Upload another," the Attach a File form appears again. Repeat Steps 3-7 for each file attachment you want to upload.

Editing Your Message

You can edit messages you have posted. For example, if you want to add or remove information from a message, do so by editing it. Or, if you want to change the topic for a message, editing it is the way to do it. Note that if you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the editing feature is unavailable.
To edit your message, follow these steps:

1. From the Conferences list, locate the message you want to edit. Click its name to display it in the Message menu. Click Edit from the message menu. An Edit Message form opens.
2. Make the desired changes to the topic, attention: field, or text.
3. Choose any of the following options by checking the appropriate box(es) in the menu at the top of the message-posting form.

4. When you complete your edits, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking) and/or attach a file. Previewing and spell checking are discussed earlier in this chapter. If this conference is moderated, the message is not posted until the moderator verifies it.

Deleting Your Message

Once you have posted a message, you can delete it from the conference. If you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the delete feature is unavailable. If you want to delete a message you posted, contact the WebBoard administrator.
To delete a message, follow these steps:

1. From the Conferences list, locate the message you want to delete and click its name.
2. Click Delete from the message menu. WebBoard displays a message asking if you are sure you want to delete the message. Once deleted, a message cannot be retrieved.
3. Click Yes if you want to delete this message. Your message is immediately deleted from the conference.
4. Click No if you want to keep this message in the conference.

Retrieve Archived Messages

Occasionally, you may want to retrieve an archived message and re-post it to one of your conferences. Messages are archived automatically if you enabled archiving when creating the conference. The Archived Messages window displays a list of all of these messages. In a change from previous versions, WebBoard does not archive deleted messages.
To retrieve an archived message, follow these steps:

1. On the More menu, click Administrator, Manager, or Moderator; the option available to you depends on your authority level. The Administrator or Manager menu appears for these two levels. If you're a moderator, you'll be presented with a list of conferences for which you have these privileges; skip to Step 3.
2. Click Manage Conferences. The Manage Conferences page appears.
3. In the Action column, click Archive to the left of the conference name that contains the message you want to retrieve. The Archived Message list opens, showing all the archived messages in that conference.
4. Locate the archived message you want to retrieve. WebBoard displays a line of text from each message immediately below the entry. You can view the entire contents of a message by clicking the message topic.
5. To retrieve the message, click Retrieve opposite the message you want. WebBoard notifies you that the message has been retrieved. The message is immediately posted as a new topic in that conference.

Searching for Users

Tailoring Your Search for One or More Users

With this method of searching, you type in all or part of the word you want to match and then indicate if it is a user's first or last name or email address, a city or town, state or province, country, or the URL for a home page.
To tailor your search for one or more users:

1. Click Search on the WebBoard menubar. The Message Search page opens.
2. Click Search Users at the top of the page. The Search Users form opens. You can also click Search Users on the More Options menu to open the Search Users form.
3. Click the appropriate radio button to indicate whether to search by first or last name or email address, a city or town, state or province, country, or the URL for a home page.
4. Enter the letters to search for. For example, you haven't noticed any postings recently by Sarah Chien, but don't know if the correct spelling is *Chen* or *Chien*. Select the Last Name option and enter *Ch* in the Search textbox. Alternatively, you could select First Name and enter *Sarah*.
5. Click Search. A list displays all the users who match the search string.

Listing All Users

You can view a list of all users on the board and choose how to sort it. Sorting choices are the same as searching choices—user's first or last name or email address, a city or town, state or province, country, or the URL for a home page.
To list all users:

1. Click More on the WebBoard menubar. The More Options menu opens.
2. Click Search Users. The Search Users form opens.
3. Click a radio button to indicate how to sort the list. Don't put any letters in the search textbox. For example, select city/Town to have users grouped by the city/town entry on their user profiles.
4. Click Search. WebBoard lists all the users on the board, sorted by user's first or last name or email address, a city or town, state or province, country, or the URL for a home page. Each group is arranged alphabetically.

Searching by the First Letter of the Last Name

A hyperlink alphabet provides a shortcut for searching for users by last name. To use the shortcut search, follow these steps:

1. Click More on the WebBoard menubar. The More Options menu opens.
2. Click Search Users. The Search Users form opens.
3. Click the appropriate letter from the alphabet below the search textbox. WebBoard displays a list of all users whose last names begin with that letter.

Finding Current Users and Today's Users

The Current Users link on the More Options menu displays a window showing who is using WebBoard right now. The list is updated every 60 seconds. At the top of the list is a QuickStats update showing the total number of users today (and how many are new users) and the total number of current users. Each name in the list is a link to that person's user profile. The Current Users list also includes a link to the Today's Users list.
The Today's Users link from the More Options menu displays a list of all users who have logged into the current board today. The list is quite similar to the Current Users list. The list gives you an update on who has been to the board today and also includes a QuickStats report of total users and current users. Each user's name is a link to his or her profile. The page also has a link to the Current Users list.

Finding the Top 10 Users and Posters

WebBoard keeps track of its users and can tell you who the 10 most active users are based on the number of times they log in to WebBoard. The Top 10 Users link from the More Options menu displays a list of the most active users

with the number of times they have logged in since the board was started. Each user's name is a link to his or her user profile information.

WebBoard also keeps track of who the most active participants are on the board by number of postings. The Top 10 Posters link from the More Options menu displays a list of the most active message posters with the number of messages they have each posted. Each user's name is a link to his or her user profile information. The resulting list is similar to the Top 10 Users list.

Logging Off WebBoard

When you are finished with your WebBoard session, you can simply point your browser at another site on the Web, or you can officially log off WebBoard. The logoff button in the menubar takes you to another page designated by the WebBoard administrator. Often this page provides more useful information about the site or other related sites. Note that if you click the Back button in your browser, you will be returned to WebBoard without having to log in again. If security is an issue, you should close your browser or clear your browser's cache. You should also not have WebBoard remember your password.

Guidelines for Safeguarding Personally Identifiable and Confidential Information from Unauthorized or Accidental Disclosure

Introduction

The purpose of this Statement is to reaffirm the Standards that apply in the matter concerning the safeguarding of administrative, personally identifiable or confidential data that has been entrusted to the College or to persons working on behalf of the College.

Terms and Definitions

For the purposes set forth in this document the College's computing and communication facilities include all computing, video, data and telecommunication hardware and software systems owned, leased or granted to the college.
Personally Identifiable Information (PII) refers to any data that identifies or can be used to identify, contact, or locate the person to whom such information pertains. This includes data that is used in a way that is personally identifiable, including linking it with identifiable information from other sources, or from which other personally identifiable information can easily be derived, including, but not limited to, name, address, phone number, fax number, external email address, financial profiles, social security number, drivers license number and credit card information. Administrative data refers to any data that is collected, maintained and used to support the operations of the College. Confidential data refers to any data pertaining to individuals or the College that is sensitive, private, or of a personal nature or data that is protected under a confidentiality agreement, regulation, law, or College procedure.

Guidelines

Authorized use of and access to the College's computing and communication facilities is intended and permitted solely to support the legitimate educational, administrative and mission-centered programs of the institution. Authorization for the use of and/or access to the College's computing and communication facilities is granted by the Assoc. VP of Computer and Communication Services and the Director or supervisor of the organizational unit that is the recognized steward and custodian of the data for which access is requested. Access to administrative data may be released to individuals for the purpose of enabling them to fulfill specific job duties or contracted services or in furtherance of legitimate college business. Custodianship of data that is maintained on the college's primary administrative systems is detailed below.

SYSTEM CUSTODIAN (Director or head of)
Student Information System

Admissions	Admissions Office
Shared Data	Student Records Office
Records and Registration	Student Records Office
Financial Aid	Financial Aid Office
Student Receivables	Bursar's Office
Academic Advising	Advising Office
Human Resource System	
Payroll	Payroll Office
Labor Distribution	Office of the Dir. of Budget
Personnel Records	Human Resources Office
Benefit Record	Human Resources Office
Alumni and Development System	
Advancement Records	Alumni and Development
Alumni Records	Alumni and Development
Finance System	
Financial Account	Office of the Dir. of Budget
Accounts Payable	Office of Accounts Payable
Purchasing	Purchasing Office
E – Mail Systems	Office of Computer Services
Library Management System	Office of the Director of the Library
CBORD Board and Debit System	Bursar's Office
Central Stores	Central Stores
Fixed Asset Inventory	Office of the Controller
Course Management systems	Office of Computer Services

Anyone who has access to administrative, confidential, or personally identifiable data which resides on the College's computing and communication facilities or is kept in printed form must act to properly safeguard such data against unauthorized or accidental disclosure to a third party.

Following are specific guidelines for the proper protection of data.

Secure Storage of Data – Personally identifiable and/or confidential data must be protected from unauthorized access or accidental disclosure. Access to data stored on servers or PCs must be restricted using strong passwords (e.g., a password of greater than 8 characters, including special characters and numbers).

Securing Data on Backup or Removable Storage Devices– Employees may for specific job related purposes copy personally identifiable or confidential data to a removable storage device or store such data on their desktop computer. Removable media should always be kept in a place that is safe from theft, unauthorized access or accidental disclosure. Employees or other authorized personnel must take care to promptly remove any personally identifiable or confidential data that has been placed on desktop or portable computers or removable media when the data is no longer needed for the specific purpose.

Desktop Access Security – Desktop or mobile computers that contain or provide access to administrative, personally identifiable, or confidential data must be password protected against unauthorized access. These computers should be shut down when not in use for extended timeframes. Additionally, they should be configured to

require password re-authentication after 20 minutes of inactivity.

Encrypting Data on Personal and Mobile Computers and Removable Storage Devices – Administrative, personally identifiable or confidential data that is stored on personal and mobile computers or removable storage should be protected through encryption using a strong password or key. The most readily available method for encrypting and protecting data is to compress the data file into a zip file using the Windows zip utility and then password protect the zipped file using a strong password (e.g., a password of greater than 8 characters, including special characters and numbers). See attachment containing detailed instructions.

Secure Transmittal of Data – Administrative, personally identifiable or confidential data may only be transmitted to or from an external site, including external email accounts for specific job related purposes. Administrative, personally identifiable or confidential data that are electronically transmitted to or from an external site, including an external email account, should be securely transmitted. When transmitted via email the data should be stored in a folder and included as an encrypted file and password protected attachment to the email message. The password for the encrypted attachments must always be transmitted under separate cover or via telephone or voicemail. Some employees may for specific job related purposes need to transmit sensitive data to a 3rd party (e.g., Financial Loan Processor, Bank, Credit Union, transfer institution). Whenever sensitive data is transmitted to a 3rd party, it must be transmitted over a secure communication protocol, such as SSL, or Secure FTP. Contact the Office of Computer Services if you have questions concerning the secure transmittal of data.

Securing Paper Files – Administrative, personally identifiable or confidential data that is kept in hard copy form must also be secured and protected. These data should be stored in a location that prevents unauthorized or accidental disclosure.

Protecting and Compressing Files in Windows

Create a Compressed Folder

To create a compressed folder, do the following:

1. Right-click a blank area in an open folder or on the Desktop, point to **New**, and then click **Compressed (zipped) Folder**.
2. Type a name for the new compressed folder, and then press **ENTER**. Your new compressed folder appears as a folder icon with a zipper.

Add Items to the Compressed Folder

- Moving files and folders: Moving files and folders to or from compressed folders works the same as with normal uncompressed folders. For example, you can drag files or folders to the compressed folder. When you place a file in a compressed folder, that item is automatically compressed. A file that is moved from a compressed folder is automatically uncompressed.
- Extract all files: When you open a compressed folder, the **Extract all files** command appears in the **Folder Tasks** list. When you click **Extract all files**, the **Extraction Wizard** starts. You are prompted to choose a location to place the extracted files, and then the files are extracted.

  NOTE: The original compressed files remain in the compressed folder.

Add Password Protection (Windows XP only)

Files and folders in compressed folders can be protected in Windows XP by using a password. To password protect the contents of a compressed folder:

1. Double-click the compressed folder that you want to password protect.
2. On the **File** menu, click **Add a Password**.
3. In the Password box, type the password that you want to use. Type the same password in the **Confirm Password** box, and then click **OK**.

Windows 7 doesn't include a password protection option. You'll need to download and install a third party tool such as 7-Zip to add a password to your folders. Please keep in mind that if the file is transferred to another computer, then that computer must have 7-Zip installed to open it.

If you decide to use 7-Zip to password protect your files, skip the previous steps about compressing folders. 7-Zip will compress your folder and add an encryption to it for added protection.

Please note that the software is not manufactured by Microsoft and they make no warranty, implied or otherwise, regarding 7-Zip product's performance or reliability.

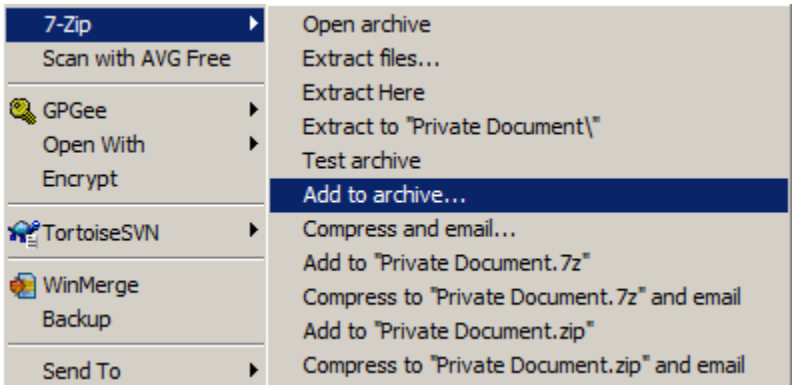
Installing 7-Zip

1. Download 7-Zip from **http://www.7-zip.org/**

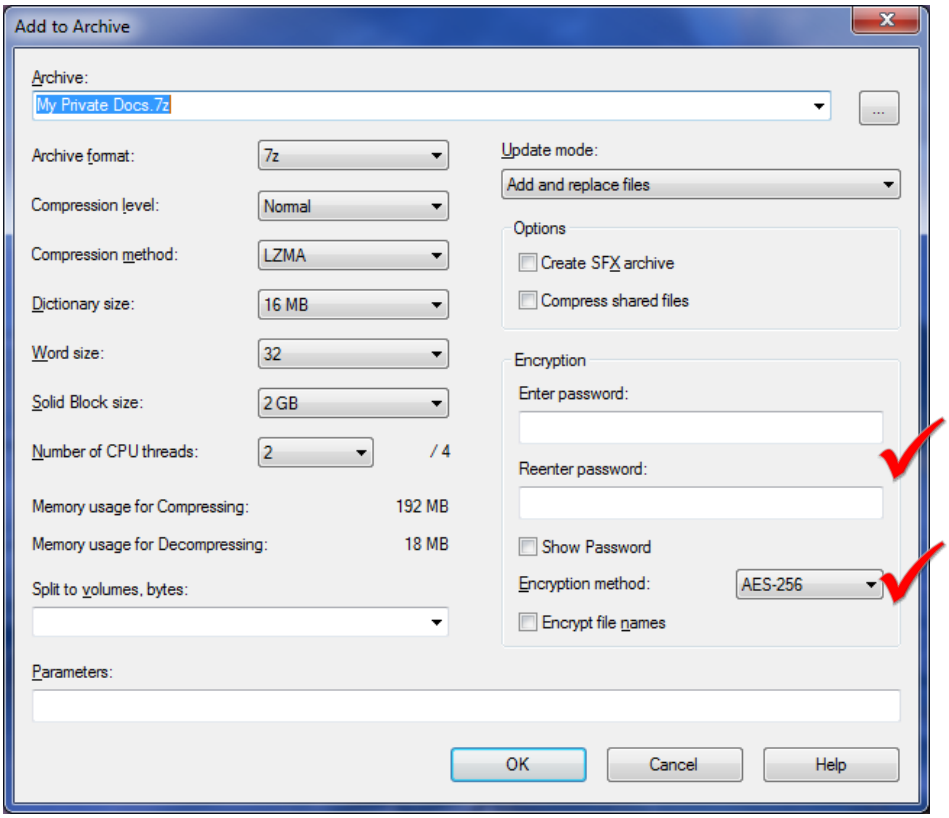
2. Install using default options.

Using 7-Zip

1. Right click on the folder you wish to protect, click on **7-Zip** and **Add to archive**.

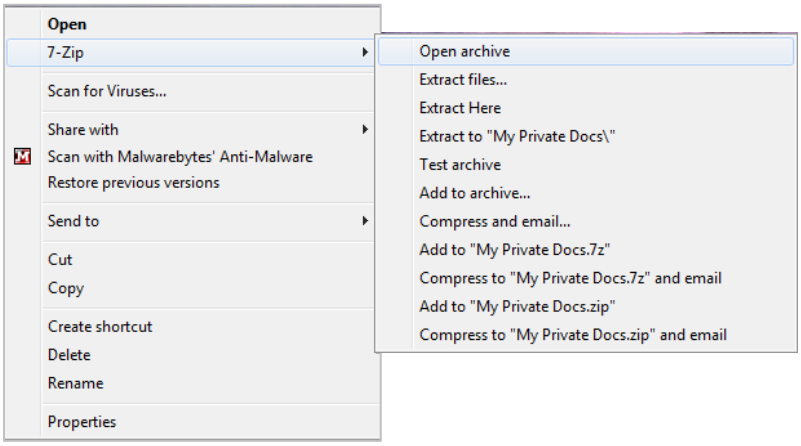


2. Under **Encryption**, enter a password and make sure AES-256 is selected for the **Encryption method**.

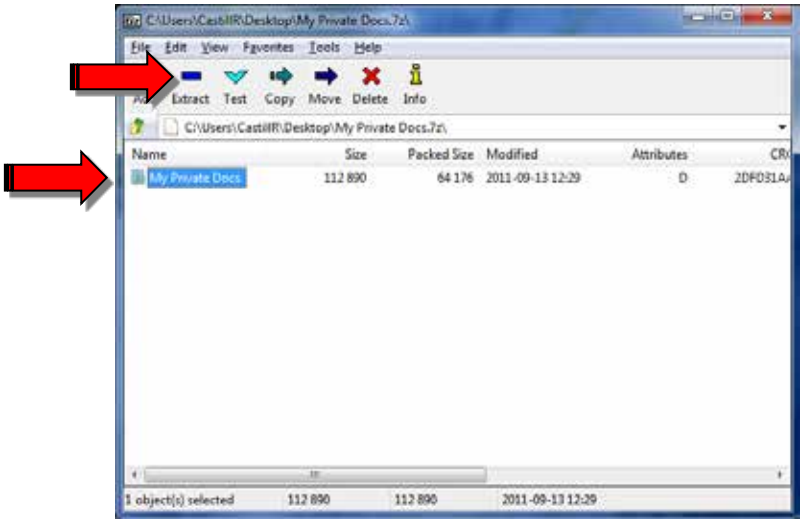


A separate folder is created with the 7z extension name (folder name.7z).

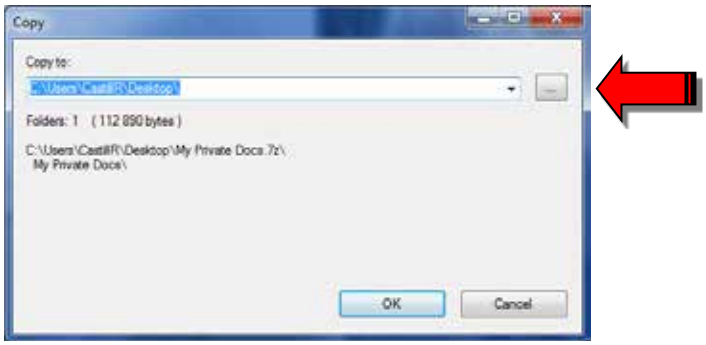
3. To open the 7z folder, right click on it, click on **7-Zip** and **Open Archive**.



4. Click on the folder name from the list to select it.
5. Click on **Extract**.



6. Click on the **three dotted button** to select the location where you want to extract the folder.

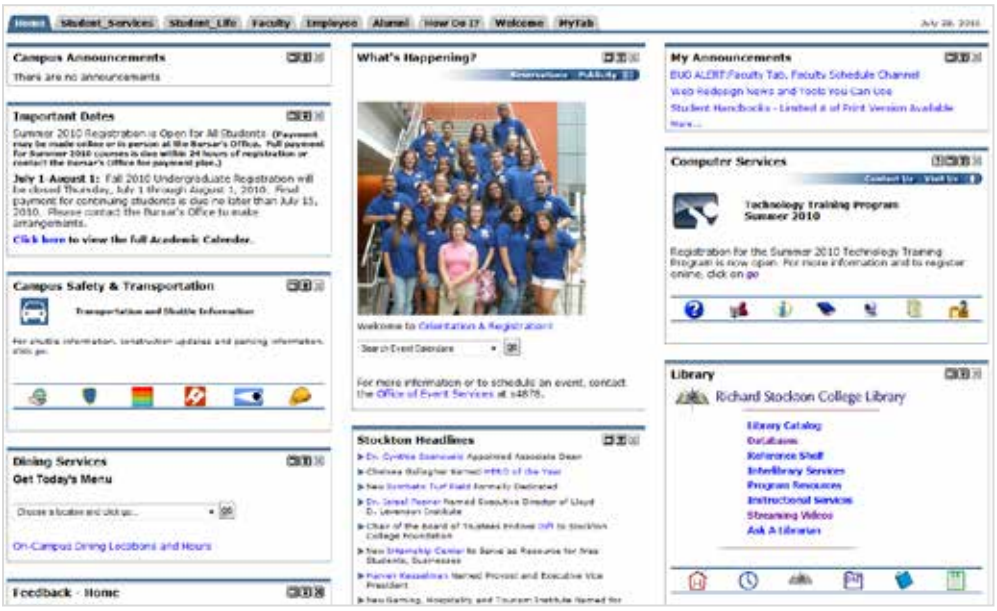


7. Enter the password and click on **OK**

The password for a password-protected compressed file is not recoverable. If you lose the password, you will be unable to access the file.

Accessing Library Databases

The Library Channel in the goStockton Portal is the starting point for serious research needs.



Library Catalog

Search the Library's book and video collection through the Library Catalog. The Catalog allows for author, title, subject searches. "Power Search" enables the searcher to conduct more focused searches utilizing various limiters and field searches (See College Library Web-Based Catalog System on page J-54 for more information.)

How do I find a list of the videos the Library owns?

- Log into the Library Catalog library.stockton.edu
- Select POWER SEARCH under the search box
- When the next screen comes up scroll down to the TYPE line. Select VHS-DVD
- Click SEARCH

The resulting list will show the Library's video holdings in alphabetical order.

Periodical Databases

Over 25,000 journals are available electronically from the Stockton library. These are periodicals indexed in our various electronic databases. Examples of some of the databases available are listed below**:**

ABI/Inform
Academic Search premier
Historical New York Times
JSTOR
Lexis-Nexis Academic Universe
Omnifile Full Text
Westlaw Campus

These electronic research databases are available 24/7 through the library's web pages. To find the electronic databases available to you, click on the DATABASES link in the Library Channel on the goStockton Portal.

Your Portal email account ID and Password serve as the ID and password to access these databases from off campus.

Journals and Magazines

To find if Stockton has a particular journal check the *Stockton Journal Lis*t. It will give you the titles of the journals, the Library can access both in print and in full -text online.

What do I do if Stockton does not own the journal I need?
First check the *Stockton Journal List* to be sure Stockton doesn't have the journal. If the library does not own a copy of the journal, you can submit an Interlibrary Loan Request using **Illiad.** This is available from the Library's Homepage. Click on the Interlibrary Services link. The service is free but you need to register before using it.

What is the difference between using Google and using the Library resources?
When you use Google or other search engines, you are searching a wide ocean of information. You are spreading your net very widely. Your chances are good for finding something but in the process you will have to cull through a lot of other fish to discard. Much of the information in search engines, like Google has not been reviewed for accuracy.

The library databases offer access to a more focused universe than the World Wide Web. These databases have been reviewed and selected to provide precision, depth and reliability. Material is usually copyrighted and not available elsewhere.

For help, either stop by the Information Desk or call 652-4266 and ask to speak to a librarian.

Library Phone Numbers

Circulation Desk 652-4346
Information Desk 652-4266
Library Administration Office 652-4343

College Library Web-Based Catalog System

Log in to the goStockton Portal and click on **Library Catalog** in the Library Channel on the Home tab.

To begin searching, type a term in the search box and choose one of the following:

- Words or phrase
- Author
- Title
- Subject
- Series
- Periodical title

Your search results may be a single catalog record or a list of catalog records.

Click **Power Search** to further refine your initial search.

On the right hand side, click **Browsing** to browse on authors, titles, subjects, series, or periodical titles.

Click **Call Number** to search for a specific call number.

Power Search combines search elements to refine a search, or limit a search based on criteria configured by the Library. You can also produce a browse list of specified items, or perform a call number search.

Searches can include a single word or several words with operators and special punctuation.

Combining Search Elements

You combine search elements in Power Search by using Boolean operators. You can combine word or phrase, author, title, subject, series, and periodical title searches.

- Type a Word or Phrase for a typical search.
- Type an Author to search for the name. You can search for an author by the first name, last name, or initials. However, searching by an author's last name produces a more complete list of search results.
- Type a Title to search for an item by title. The search ignores articles as well as other stopwords.
- Type a Subject to search the subject index.
- Type a Series to search for a series title.
- Type a Periodical Title to search the periodical keyword index.

Click **Search** to start your search or **Reset** to start over.

Limiting the Search

Use Power Search to limit your search based on criteria configured by the Library.

· From the pull-down boxes select **Language**
Item Type
Shelving Location

· You can have your search match on a particular part of a catalog record (such as keywords only) by selecting a portion to **Match On**.

· In the **Pubyear** box, type the year the item was published.

· You can sort your power search results by selecting criteria in the **Sort By** box.

Click **Search** to start your search.

If you have questions, call a Librarian or the Information Desk at ext 4266.

Guide to Turnitin.com, a Plagiarism Prevention System

STEP I Registering in *Turnitin*

Go to **www.turnitin.com**

1. Click on "create a user profile" link (upper right of the screen)
2. Select your user type (student or instructor) and click *next*
3. Enter the Turnitin account number/class ID and the *Turnitin* password (provided by your institution's account administrator)
4. Enter your e-mail address
5. Fill out your profile information and give yourself a personal password
6. Once you have created your profile, click the *start class setup wizard* to create your first class

STEP II Setting up a class

1. On your homepage, you will see the class you created using the class setup wizard. If you want to create another class or if you did not use the class setup wizard, click the *add a class link*
2. On the class creation page, enter a class name and a class enrollment password (You will need to share this information with your students if you want them to upload their papers. The enrollment password is the password your students will use to enroll in your class. Pick a password that is easy for your students to remember and that contains all lowercase letters. If you want to let students enrolled in your class view their own Originality Reports, select yes using the pulldown. By default, students do not have access to their own reports.)
3. Click *submit* to add the class to your Turnitin homepage

STEP III Submitting Papers

Students should be asked to upload their papers *before* submitting them to the instructors. Instructors should not submit student papers to Turnitin after receiving them from students. To do so, by sharing student work with a third party without their permission, may constitute a violation of FERPA**.**

Students register in Turnitin and join a class using the class ID number and class password provided by the Instructor. To submit paper students should do the following:

1. Click on the class name. The assignments created for the class will be listed there.
2. Click on the Submit button to the right of the assignment name. Select single file upload from the choose a paper submission method. Click Browse button and select the file to upload from your computer or flash drive. Fill in the title of the paper. Click upload. Review the preview panel. Confirm that it is the correct version of the paper to send and click submit.
3. They will receive a digital receipt which will also be mailed to them.

Instructors should check their Turnitin box in 24 hours (or less), If the report icon is lit, the assignment has been checked and a report is ready. Click on the report icon to view.

More questions? Contact Carolyn Gutierrez, Account Administrator, **gutierrc@stockton.edu** or go to the Turnitin homepage, **www.turnitin.com** and click on *New to Turnitin or Training.*

Password Protection

System Security Begins With You

There are two classifications of individuals who try to break into computer systems -- hackers and crackers. *Hackers* are individuals with proficient computer skills who exploit weaknesses in system programming in order control a computer system. *Crackers* break into computer accounts and damage the system using the privileges that are available to the stolen account or use the stolen account to mask their identity when attempting to break into other computer systems on the local network or the Internet.

How can these renegades be foiled? The *hacker* is stopped by closing down the "holes" the s/he finds. Computer & Telecommunication Services regularly installs software patches to close down security holes and continuously monitors possible break-in points. The *cracker* is stopped by good password security and good password security is in your hands.

Keep your password secure

Never tell someone else your password. Richard Stockton College feels so strongly about this aspect of password protection that it is specifically stated in the acceptable use policy in Standard 2.

> "Users may not disclose the password of an account or otherwise make the account available to others who have not been authorized to use the account. Users are responsible for all usage of their accounts and are expected to take appropriate safeguards to assure that their passwords are not known to others."

Never write down your password. Anyone observing your login will see where it is located and can retrieve it for their use -- or *mis*use -- when you aren't around. Even if they don't observe your login, they will look for anything written down and posted in the vicinity of your workstation (e.g., the side of the monitor, bottom of the keyboard, on the keyboard tray.).

Never send your password to someone else in an electronic mail message. You cannot be sure of the security measures taken on the systems that your message passes through or the security of the system where your message is delivered.

Never use software that automates your login. This type of feature embeds your password into a configuration file or programmable keyboard key. Anyone sitting at your computer has immediate access to your password.

Use a password that you can type easily and quickly. This will thwart anyone attempting to get your password by watching over your shoulder as you type.

Change your password regularly

All of our central systems and file servers require you to change your password every ninety days. If you suspect someone might know your password, don't wait for it to expire. *Change it immediately!*

Avoid password pitfalls

Don't pick a password that can be found in the dictionary. Our central computers check your password against a system dictionary, but there are many different dictionaries available. A word that is not in our system dictionary just might be in the crackers' dictionary. This includes foreign language dictionaries as well.

Don't choose a password that uses personal information that someone could easily find out about you. This includes information such as:

- Your name, username, or nickname
- Names or nicknames of friends, relatives, pets, or locations that are special to you
- Numerical data about you such as birth date, social security number, license plate number, phone number, address, or zip code
- Technical terms or names of prominent individuals in your field of expertise
- Variations of any of these (e.g., your nickname spelled backwards)

Don't choose a password that others might also choose. You should avoid:

- Names of famous people such as sports figures, literary characters, mythological figures, biblical figures, actors, or political figures
- Names of computer systems or software products
- Any commercial brand names
- Names of cartoon characters or science fiction characters (especially Star Trek and Tolkein)

Remember, the cracker wants to get into your account with as little trouble as possible. In addition to using dictionaries and password cracking programs, crackers also share lists of common passwords. The words below were extracted from a commonly used password list published on a cracker bulletin board. None of these types of words are likely to be in a dictionary, but a cracker will try them.

albany	bacchus	Batman	beethoven	beowulf	berkeley
berlin	celtics	Charon	daemon	disney	egghead
einstein	euclid	Fermat	forsythe	fourier	gabriel
garfield	harvey	Ingress	kermit	macintosh	merlin
michael	mozart	napoleon	newton	orwell	osiris
phoenix	pierre	polynomial	rachmaninoff	snoopy	socrates
toyota	wombat	yosemite			

In addition to the types of words already mentioned, there are also non-words that should be avoided. Don't use strings of all the same character, for example XXXXXXXX. Don't use numeric patterns such as 246810. Don't use keyboard patterns such as QWERTY or YTREWQ.

Choose a good password

What is a good password? A good password is one that is easy to remember but hard to guess. There are several methods you can use.

You can use real words as long as you use them wisely. One method is to concatenate two unrelated words. Example are LAMPFISH or BOATAPPLE. Another method takes this idea a step further. Use two common words, but separate them by a non-alphanumeric character. Examples are SPIDER_STAR or SILVER$BOOK. A third method is to intentionally misspell a word or words. For example, the word TEACHER could become TEECHUR.

You can create a pseudo-word by alternating consonants with one or two vowels. These words are pronounceable and easy to remember, but hard to guess. Examples are BOUGAMIT or EXOJUK

Finally, you can create a password like you might create a mnemonic device. Take a phrase that you can easily remember and use the first character of each word. If possible, include numbers and non-alphanumeric characters. For example, the phrase “Four score and seven years ago” could translate into the password 4SA7YA.

Changing Your Active Directory Password

Once you have logged onto your computer, please use ONE of the following methods to change your password.

METHOD 1
From your computer (Only from your office computer):

1. Log into a Windows machine using randomly generated password
2. Hold down *Ctrl* and *Alt* keys, then press *Delete* key
3. Click *Change Password* button
4. The “Username” and “Log On To” field will already be completed
5. Enter in the randomly generated password for “Old Password”
6. Enter your new password into the final two “New Password” areas
7. Press “OK”
8. Press “Log Off”
9. Now you may logon with your newly created password

>> **OR** <<

METHOD 2
From Outlook Webmail (Not the Outlook client, but can be done from any computer):

1. Log on to Outlook webmail (https://webmail.stockton.edu) using randomly generated password
2. Down at the bottom left click “Options”
3. The second to last option over on the right pane will now be “Change Password”
4. Enter “Stockton” without the quotes for “Domain”
5. Enter in the randomly generated password for “Old Password”
6. Enter your new password into the final two “New Password” areas
7. Press “OK”
8. Logout of Webmail and Log back in using your new password

If you have any problems please contact the helpdesk at x4309 for assistance.

Unsolicited E-mail (aka “spam”)

How would you like to re-finance your mortgage at an incredibly low interest rate? No? Well, how about a sure fire way to lose 25 pounds this weekend? Still not interested? Well then, visit our web page and get free webcam so you can keep an eye on your pet Schnauzer from your office PC.

Chance are, most members of the campus community have received messages like these. They are called "unsolicited commercial e-mail" (UCE) and are also known by the term "spam" after an old Monty Python comedy routine. No matter what you call these messages, they are annoying. They use up valuable bandwidth, disk space, and time.

There are strategies that the college has in place to reduce unwanted e-mail and there are strategies that members of the campus community can employ to help reduce the amount of unwanted e-mail they receive.

How does e-mail work?
E-mail systems are very much like their hard copy cousins. When you wish to send a letter, you sit down with pencil and paper, commit your thoughts to paper, put the letter in an envelop, address it, affix postage, and drop it in a mailbox. The Postal Service reads the address and transports the letter to its destination. The recipient opens his/her mailbox and reads the letter or tosses it in the trash. In the Internet world, the postage is part of the fee you pay to access the Internet. You use an e-mail program to compose your message. You provide an address and send the message. A mail server determines how to route the message and sends it to another mail server at the destination computer for delivery. The recipient opens his/her mailbox and reads the message or files it in the electronic wastebasket.

Where does spam come from?
Spam comes from exactly the same place that the junk mail in your home mailbox comes from. Someone has collected a list of addresses and has sent out a message expecting that the recipients will be interested.

Don’t Internet service providers have rules against spam?
Yes, most of them do. Unfortunately, spammers rarely operate from the same electronic location for very long. Spammers generally "hit and run." They search the Internet for vulnerable systems, use them to send a slew of unwanted messages, and move on. Additionally, Internet service providers outside of the United States may view the Internet as a communication medium to be exploited for potential commercial gain and may not have policies banning spam.

How does a spammer get my e-mail address and how can I protect my e-mail address?
Most of the time you give your address to a spammer. Here are some common scenarios and methods for defending against them.

Scenario: Users of a web site are required to register their e-mail address in order to gain access to information or purchase goods.

Defense: Before supplying your e-mail address, read the privacy policy for the site. Reputable sites will clearly spell out how any information provided will be used and often carry the TRUSTe logo. They will also allow you a choice of electing not to receive e-mail communications. If the site does not have a privacy statement or their policy indicates that they will provide your address to other organizations, don’t give them your address. Use an alternative method of contact (e.g., telephone, fax, US mail). Also, you should avoid using your Stockton address for personal transactions. Keep your business and personal communications separate. A variety of online services (e.g., Hotmail, Lycos, Yahoo) provide free and/or low cost web mail access for personal e-mail.

Scenario: Visitors to a web site sign the guest book and include their e-mail address

Defense: Don't sign electronic guest books.

Scenario: Web page owners post their e-mail addresses on their home page. These are then harvested by automated search programs.

Defense: Don't use the "mailto:" tag that is built into HTML. Use javascript instead. A sample is of this code is available online at http://javascript.internet.com/page-details/email-protector.html

Scenario: E-mail users receive unsolicited messages even though they limit the distribution of their e-mail address.

Many unwanted messages can result from a computer infection. The best defense is to keep antivirus software up to date to prevent infection and scan regularly to detect infection. Newer worms check many files on the infected hard drive looking for e-mail addresses, not just the address book. These files include the browser cache (temporary files created by Internet Explorer or Netscape as you visit web pages), Word documents, and text files. Some worms even build likely addresses from words found in these files.

What is Stockton doing to reduce spam?
Three major strategies are in place:

Reverse address look-up: Any mail message from a non-existent domain name is automatically rejected by the mail server. For example, a message from Lois.Lane@metropolis-daily-planet.com would be rejected because "metropolis-daily-planet.com" does not exist.

Address blocking: Message deliveries are logged by the mail server. When messages are persistently sent from a particular network, and a complaint is lodge with Computer and Telecommunication Services, the college consults a variety of Internet database to determine if prior complaints have been filed. If an IP address has been blacklisted, it will be blocked.

Heuristic blocking: A special appliance sitting on the edge of the network monitors incoming mail. Messages that have specific characteristics of known spam are blocked before delivery. Since the installation of this device in Spring 2004, spam has been reduced by about 90%.

What about spam filters?
Although filters are in use, filtering e-mail messages is a never-ending battle. Blocking usernames, domain names and subject lines will only work for a very short period of time. Spammers regularly change the text used in each of these fields and change the networks that they use. In addition, legitimate mail can be blocked by mistake.

What about using the unsubscribe process described in the e-mail message?
Unless the unsolicited message is from a company that you know is legitimate, do NOT follow the unsubscribe instructions in the message. This will confirm that your address is active and can result in even more spam.

Is there anything else that can be done?
The Direct Marketing Association sponsors an "opt-out" database of e-mail addresses that is used by its members. Although, it can be helpful in reducing unwanted e-mail, there are two problems. First, users have to keep re-subscribing. Records are only kept for two years. Second, most spammers are not members of the Direct Marketing Association and do not consult this database.

If you wish to register your e-mail address, visit their web site at

http://www.dmaconsumers.org/optoutform_emps.shtml

Although laws can't stop unsolicited e-mail, they do provide for penalties. Contact your state and federal representatives to support for anti-spam legislation which requires companies to prove that e-mail recipients have "opted in."

How should I handle unsolicited messages?
You should delete unwanted messages and messages with the following characteristics:

-- Messages from unfamiliar usernames
-- Messages from familiar usernames sending unexpected attachments
-- Rejection notifications for messages you never sent
-- Messages with garbled subject lines
-- Messages with garbled text

If you are repeatedly receiving unwanted messages from the same apparent source or with the same subject line in your Stockton mail, contact Computer & Telecommunication Services for assistance.

StockTalk Discussion List

StockTalk is an e-mail discussion forum for Stockton employees. Employees may leave or rejoin the list at any time. Instructions for leaving and rejoining the list are attached to the bottom of each message. The sender of a message also receives a copy of his/her posting. The subject line of all messages from StockTalk include "[STOCKTALK-L]". Any replies to messages with this text in the subject line are sent to the entire list.

To post a message to this list, log in to Outlook and send an email message to "StockTalk".

To leave this list, log into Outlook and send an email message to LISTSERV@STOCKTON.EDU containing the following text:

UNSUBSCRIBE STOCKTALK-L

To rejoin the list at a later date, log in to Outlook and send an email message to LISTSERV@STOCKTON.EDU containing the following text:

SUBSCRIBE STOCKTALK-L your-first-name your-last-name

StockTalk is only accessible via your Outlook email account.

All postings on the StockTalk list must be consistent with the College Code of Ethics and Acceptable Use Policy.

INSTRUCTIONS FOR TEST SCORING

- USING A NO. 2 PENCIL, OR A BLUE OR BLACK PEN, FILL IN A GENERAL PURPOSE ANSWER SHEET WITH CORRECT RESPONSES TO BE USED AS THE KEY. CODE UNDER NAME: KEY, A SPACE, INSTRUCTOR'S LAST NAME, A SPACE AND INSTRUCTOR'S FIRST INITIAL OR YOU MAY CODE ANOTHER REFERENCE UNDER NAME. THE **KEY MUST HAVE A 1** CODED UNDER LETTER J OF IDENTIFICATION NUMBER. A KEY MUST BE SUBMITTED FOR EACH COURSE AND EACH SECTION EVEN IF THE KEY IS THE SAME.

- **TO OMIT A QUESTION**, LEAVE THE APPROPRIATE BUBBLE BLANK ON THE ANSWER KEY. (YOU MUST USE LIQUID WHITEOUT IF AN ANSWER WAS PREVIOUSLY CODED).

- USE **"A" AND "B"** FOR **TRUE AND FALSE** RESPECTIVELY.

- **TO GIVE CREDIT FOR A QUESTION**, CODE IN ALL THE BUBBLES FOR THAT QUESTION. IT WILL BE CODED AS AN ASTERISK ON THE REPORT. **FOR SURVEYS**, PLEASE CODE "A" AND "B" FOR EACH QUESTION TO ACCEPT ANY RESPONSE.

- IF YOU SUBMIT MORE THAN ONE POSSIBLE ANSWER FOR ANY QUESTION ON THE ANSWER KEY, ANY ANSWER SUBMITTED BY A STUDENT WILL BE CONSIDERED CORRECT (EVEN A BLANK).

- USE RED INK OR RED PENCIL TO MAKE UNSCANNED COMMENTS ON YOUR KEY.

- ALSO USING A NO. 2 PENCIL, OR BLUE OR BLACK PEN, STUDENTS SHOULD COMPLETE A GENERAL PURPOSE ANSWER SHEET WITH THEIR RESPONSES TO EACH QUESTION, THEIR LAST NAME, FIRST INITIAL, AND SOCIAL SECURITY NUMBER UNDER LETTERS A-I OF IDENTIFICATION NUMBER.

- SUBMIT TO COMPUTER SERVICES FOR PROCESSING, A COMPLETED TEST SCORING REQUEST FORM, ANSWER KEY, AND STUDENT ANSWER SHEETS. ANSWER SHEETS AND TEST SCORING REQUEST FORMS ARE AVAILABLE IN D-127, COMPUTER SERVICES. THE ANSWER SHEETS ALLOW 200 QUESTIONS WITH FIVE CHOICES (A-E).

- **WHEN USING INK, YOU MUST USE LIQUID WHITEOUT TO MAKE ANY CHANGES.**

- **DO NOT ALLOW STUDENTS TO USE RED INK OR RED PENCIL.**

- **PLEASE BRING WHITEOUT TO CLASS FOR STUDENTS TO CHANGE INK ANSWERS.**

- **PLEASE MAKE SURE ALL FORMS ARE STACKED THE SAME WAY (THERE IS AN UPPER RIGHT CORNER CUT ON FORMS TO QUICKLY SIGHT CHECK BY).**

- TESTS ARE RUN MONDAY THROUGH FRIDAY AT 9 A.M. AND 2 P.M.

Guide to obtaining Class lists Online

Class lists are available online in the *go*Stockton Portal. On the Faculty Tab, in the Instructional Resources channel, click on the Class Lists for Excel Import link.

Class Distribution Lists

We have added class distribution lists to the college's e-mail system. These new distribution lists will allow Outlook users to easily e-mail to students enrolled in a particular class. Distribution lists are updated the week before each semester and every other day during the drop/add period.

To use this feature, create a message and enter into the TO field the class acronym, number and section followed by @stockton.edu. For example, to mail to the students in CSIS 1180 009 you should enter:

csis1180009@stockton.edu

A personal e-mail account is created for each student when they enroll in the college for the first time. The class distribution lists e-mail to these addresses.

Distribution List for Preceptors

This distribution list allows preceptors to send e-mail to all their students. Just type your username (first seven letters of your lastname plus first initial) at the **to:** prompt, followed by ***-advise@stockton.edu***. For example, professor John Doe would enter the following:

doej-advise@stockton.edu

LAN School gives the instructor the ability to broadcast the Lectern PC to the Student Workstations and view individual Student Workstations at the Lectern PC in an Electronic Classroom.

View a Student's Screen:

1. Right Click on LAN School in the task bar
2. Select "LAN School Console"
3. Double click on the machine to view from the list of machines
4. When done click on Monitor on the tool bar and then Stop Viewing or Remote Controlling from the list

Broadcast Lectern to Students:

1. Right Click on LAN School in the task bar
2. Select "Show Teacher's Screen"
3. Select "Stop Showing Teacher's Screen" to stop

Blank Student Screens:

1. Right Click on LAN School in the task bar
2. Select "Blank All Screens"
3. Select "Unblank All Screens" to stop

Using the Classroom Control Systems

This system provides the college community with an intuitive LCD panel that can be used to remotely control several aspects of the classroom including:

- Projector (Computer / Video)
- Sound (Speakers / Amplifier)
- Scheduled Media
- Lectern Computer
- Lighting*
- Screen Control*

In these classrooms, the Hitachi Starboard LCD Display works cooperatively and independently of the computer to create a rich environment. The StarBoard is shown in the picture above, it features a pen which can be used to annotate directly on its screen, allowing the user to write directly on an adjustable and ergonomic surface while having the ability to integrate annotations within PowerPoint / Word.

The pen is also the primary means of controlling most of our electronic classrooms. The system has two modes, presentation mode and control mode. If the StarBoard is displaying the *control* screen, you'll see some of the following options…

- ON / OFF
- Black Burst (Blacks out projector temporarily)
- Source / Local (Plays Video from TV network or DVD/VCR)
- Scheduled Media (Controls your pre-scheduled media event)
- Laptop (Allows you to connect a laptop to the projection and audio systems)

If you approach a StarBoard and do not see the aforementioned options on the screen, look in the bottom center of the screen for a translucent block that reads

RETURN TO CONTROL

Using the pen, press this block to leave the presentation interface and return to the control interface.

FOR ALL ROOM SUPPORT, CALL EXTENSION #4309

Using the control interface, you can turn on the projector, use the Document Camera, and watch video feeds without ever turning the computer on. The StarBoard touch panel features on-screen windows that allow users to preview computer and video feeds while the system is off / blackbursted.

The system integrates the lectern computer with a laptop computer input, a document camera (found in the pullout drawer), a DVD/VCR, and the campus video distribution system.

To begin, make sure the Starboard LCD Display is turned on. If there is no light on the front of the screen, press the power button in the middle below the screen. The Starboard functions are controlled by the Stylus Pen attached to the base. Make sure the Stylus power button, located on the top, is clicked in, and then touch the tip to the screen. Using the pen you can turn the projector on and off, switch between the different inputs sources, as well as control the PC with the stylus as a touch-screen mouse.

In addition to the connection to the video distribution system at the Media Center, each room is equipped with a VCR/DVD player that is controlled directly at the Starboard LCD Display. To play a videotape, simply place the tape in the VCR, select DVD/VCR on the left side of the Starboard display, and press play. To play a DVD, press the DVD button on the window that appears when DVD/VCR is pressed.

TURN SYSTEM OFF WHEN NOT IN USE
(including wireless presenter and stylus pen)

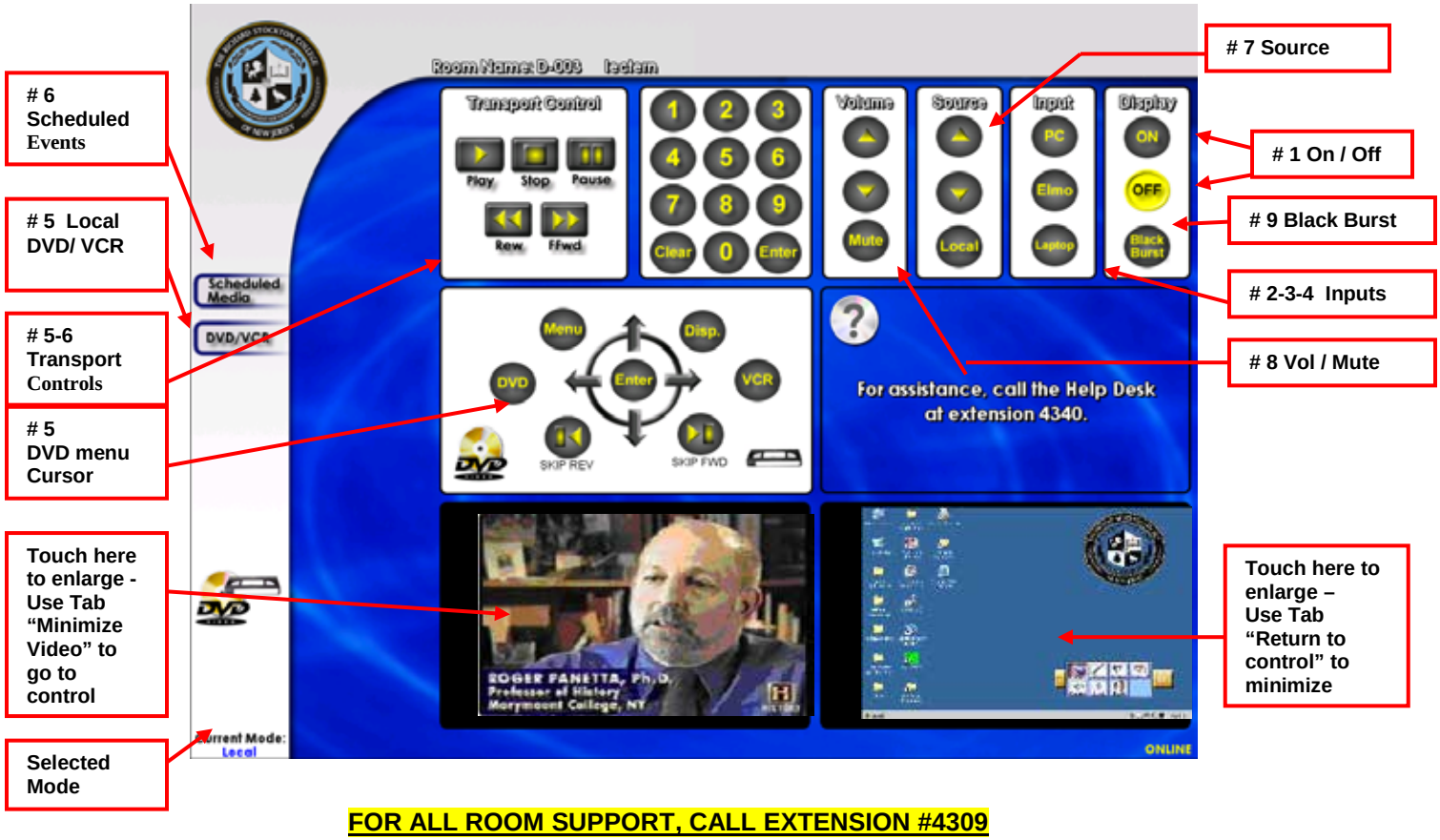
PLEASE LOCK PODIUM BEFORE LEAVING

The following rooms are configured with the Starboard Control System:

A	B	B	C	D/E	100-F	200-F	G/H	J/K/M	RES
ALTON	B001	B101	C001	D003	F103b	F202	G108	J102	TRLC
	B002	B102	C008	D004	F111	F203	G138	J102a	LSL
	B003	B103	C009	D009	F114	F204	G139	J103	
	B004	B104	C011	D018	F115	F205	G201	J201	
	B005	B105	C012	D019	F118	F212	G203	K101	
	B008	B125	C102	D027	F119	F221	H102	K102	
	B010	B126	C103	D120	F120	F222	H116	K141	
	B011		C134	E210	F121	F223			
	B012		C135	HRC		F224			
	B014		C136			F225			
	B015					F226			
	B016					F245			

Control System Functions – *At a Glance*

1. **Turn Projector On or Off**, select "***ON / OFF***" on Starboard control interface
2. **Select Computer**, select the "***PC***" button using the stylus pen
3. **Select Laptop Computer**, select the "***Laptop***" button using the stylus pen
4. **Select Document Camera**, select "***Doc-Cam/Elmo***" using the stylus pen
5. **Select the local VCR/DVD player**, select "***DVD/VCR***" on tab at left of screen
6. **Scheduled Media Events**, select "***Scheduled Media***" to play events scheduled through the video distribution system
7. **Source Control:** The "Source/Local" control allows you to watch cable channels
8. **Audio control:** The "Volume" and "Mute" buttons control audio of the selected device
9. **Black Burst:** - Will black-out projector display, without the need to power down the projector



FOR ALL ROOM SUPPORT, CALL EXTENSION #4309

Stylus Pen Operation

Control of the system is made possible through the use of the stylus pen that is attached to the Starboard Monitor.

Wireless Presenter Operation

Laptop Connection

To connect your laptop to the projector, open up the Cable Cubby on the top of the lectern. There are three cables inside: VGA for display, Ethernet for Internet access, and Stereo mini-jack for sound. After hooking up the VGA cable, set your laptop to the LCD option (FN + F8 on most laptop models). When setting up audio, plug the mini-jack into your headphone port. The network will automatically assign an IP address to give you Internet Access. If you have an Apple computer, an additional

adapter may be required to connect the VGA cable (Computer| Services does not provide this accessory).

USB Flash Key / Thumb Drive Access

To access files from your USB thumb drive, plug it into the USB Port on the top of the lectern. Your drive will show up in My Computer

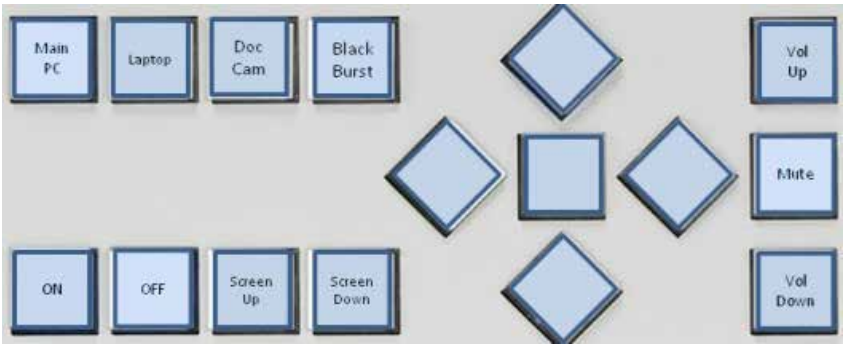
Document Camera Operation

To use the document camera, select the Elmo button on the Starboard LCD Display. Turn on the device by flipping the power switch on the back ELMO Document Camera. Focus and Zoom controls are located on the front of the Document Camera base.

Carefully unfold the arm(s) and please return to the folded position when finished.

More recently, the college has begun designing simplified teaching spaces that feature our new keypad based control systems. These controllers are less expensive than their touch based predecessors and represent a significant cost savings to the campus community.

The keypad system uses a series of buttons to offer several commands to the end user. The buttons can be used to control the electric screen and projector, the room audio level, and the video / audio input sourcing.



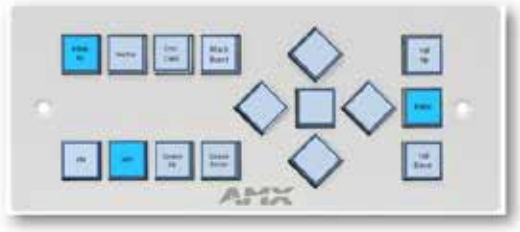
7 **The 16 button keypad**

Rooms featuring the new keypad

West-Quad 103, 104, 123, 203, 224, 226
CM103*, H115, H116*, AS102**, D017**, E032
Manahawkin Classrooms

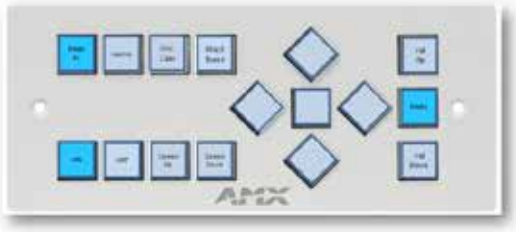
* Room conversion will take place Fall 2012
** Denotes rooms with 8 button controllers

Buttons glow a faint blue color when connected to the system...



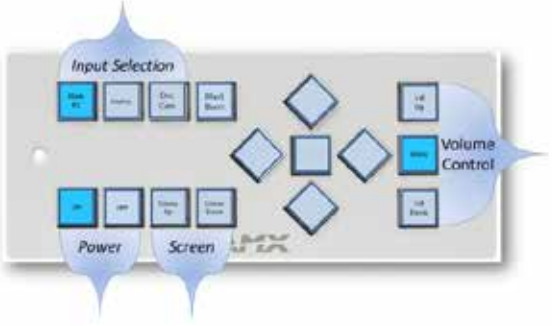
If the keys don't glow blue, the keypad probably isn't connected properly.
If you need assistance, contact the Computer Services Help Desk x4309.

This helps in determining what state the system is in.

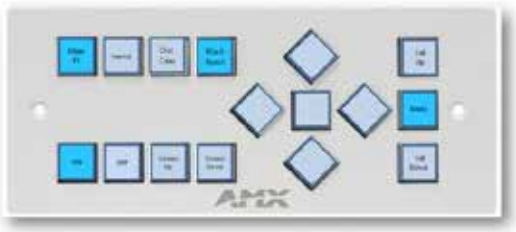


In this case, the projector is ON with the PC selected, and the audio muted.

Overview of Keypad Control Groups



The Keypad will blink while *Black Burst* is active and the projector will temporarily stop projecting.



FOR ALL ROOM SUPPORT, CALL EXTENSION #4309

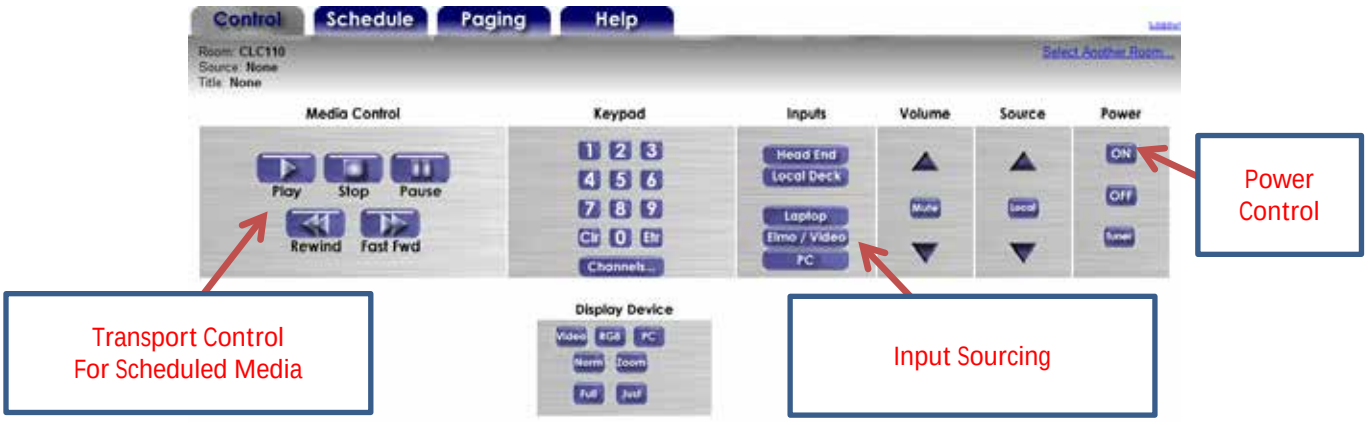
Note: **Some classrooms do not have a StarBoard or do not use a StarBoard or keypad for control, these rooms are controlled using the Phoenix32 System**. In these rooms, classroom control is accomplished using an icon on the desktop of the lectern computer. The Phoenix32 Icon is shown to the right. **To use the Phoenix based systems, you must turn on the lectern PC.**

Phoenix32

The following rooms use the XGEN system.

Arts & Science		C	E	Carnegie Library		West Quad	Bldg 80
AS110	AS203	CM103	E004	CLC110	CLC211	WQ216	Classroom
AS139	AS209		E012	CLC114	CLC303	WQ220	Lab
AS140	AS234			CLC202	CLC305		
AS142	AS239			CLC206			
AS202	AS241						

Turn the podium workstation on and start Phoenix for Room Control



Using the Phoenix Handheld Remote Control

The following table describes the control options for local televisions.

Operation	Function	Description
TV	General	The TV control buttons operate the classroom television. The following functions are always available.
	On/Off	To turn on or off the classroom television power: · Press the ON/OFF button. ***NOTE: Only the educator can control television power***.
	Volume	To control television volume: · Press VOLUME r (up) to increase volume. · Press VOLUME s (down) to decrease volume.
	Mute	To activate or deactivate the volume mute: · Press MUTE to turn the mute feature on and off.
MODES		The TX-CT5 has two operation modes, Media Mode and Local Mode.
Local Mode	Source	The Local Mode is active whenever one of the following occurs: · There is no media scheduled to that classroom. · Press SOURCE r (up) to select the next instructional channel. · Press SOURCE s (down) to select the previous instructional channel.
Media Mode	Source	The Media Mode is active whenever there is a media source, broadcast channel, or media plan scheduled to a classroom. · Press SOURCE r (up) to pause current media, select next source assignment, and then play assigned media source. · Press SOURCE s (down) to pause current media, select previous source assignment, and then play assigned media source. ***NOTE: You can select up to 10 sources***.

The following table describes the head-end system media control features.

Operation	Function	Description
MEDIA CONTROL		The TX-CT5 has a standard set of motion control buttons located on the right side.
Motion	Control Symbols	To control the motion of the media, use the following buttons: w PLAY ¨ STOP □□ PAUSE ww FFWD (Fast forward) v v REV (Rewind) □w FWD (Step forward) v□ REV (Step reverse)

Starboard Software Instructions

Loading the Starboard software

Double click on the "Special Applications folder" and then double click on the "Starboard Software" icon.

Click on the "Toolbar" setting on the left side because it will be easier to navigate using this plus other applications. If you prefer the Main Menu full screen you can click the "Full Screen" icon on the toolbar.

Utilizing the software with the Pen

Click on the "Standalone" icon on the toolbar. This will give you access to the **PEN** tool.

PEN: If you click on the "Pen" icon you will be able to draw on the screen to highlight or emphasize an item, but will not have mouse control until you click the icon "Mouse".

MOUSE: Clicking on the "Mouse" icon will give you normal access and the Pen at this point will not work.

ADD: Clicking on "Add" will let you choose a "Background" to display if you wanted something pertaining to a certain category.

LIST: The "list" option will show you each slide or document you've saved and you can pick which one you want to load.

OPEN: If you click "open" and you will have access to "Favorites", "Saved Data", "other data".

PRINT: This will "print" one of slides saved in the saved data area.

SETTINGS: Under this option you can manipulate the toolbar settings, pen settings, and calibration features, but this will rarely be used.

A Icon: This option is used for the "Simplewrite" program that needs to be loaded from the "Windows Applications" folder. This feature will let you write actual characters with the pen inside spreadsheets, word documents, etc.

EXIT: **This is very important**: when clicking on "Exit" this is where you will save your data so it can be accessed from the "Saved Data" area on the toolbar. In order for the Pen marks and changes to be saved that have to be saved in the "Saved Data" area that the Starboard software uses rather then a normal file on disk.

ACCESSORY: This icon has access to the following:

Spotlight: click on the spotlight area and drag around the screen to spot beam something on the screen.
On-screen keyboard: clicking on this will let you use an onscreen keyboard if need be.
Stopwatch: This feature will let you use a timer on the screen that can either start from 0 or countdown from a specific time you set.

This is the toolbar listed below when the Mouse icon is enabled.

Pen Options

WIDTH: This will let you change the Pen's width for drawing lines.

PALETTE: This option lets you choose a specific color or style to use with the Pen. You can also choose "Add/Dlt" and make custom styles of your choice.

ERASER: Lets you erase items you have drawn just like a pencil eraser.

CLEAR: This will clear the whole document or page of Pen markings.

The pen features are listed below on a more expanded toolbar:

Using Saved Data:

When you first load up the toolbar for the Starboard Software click on the "Saved Data" icon. This is where anything you use the pen with is saved. This is on the local hard drive. To save it do disk, click on the "blue down arrow" on the left side of the file and then click "Save as a file". This will enable you to save your file to disk so you can have a copy of it. This is also the area where you can just **view, open, rename, or create a copy**, of the files.

> **NOTE:** The files created with Starboard will only open with the Starboard Software to edit and make changes, but if you want to view it on other computers you need to save it as an "HTML" file. For example: starboard.html.

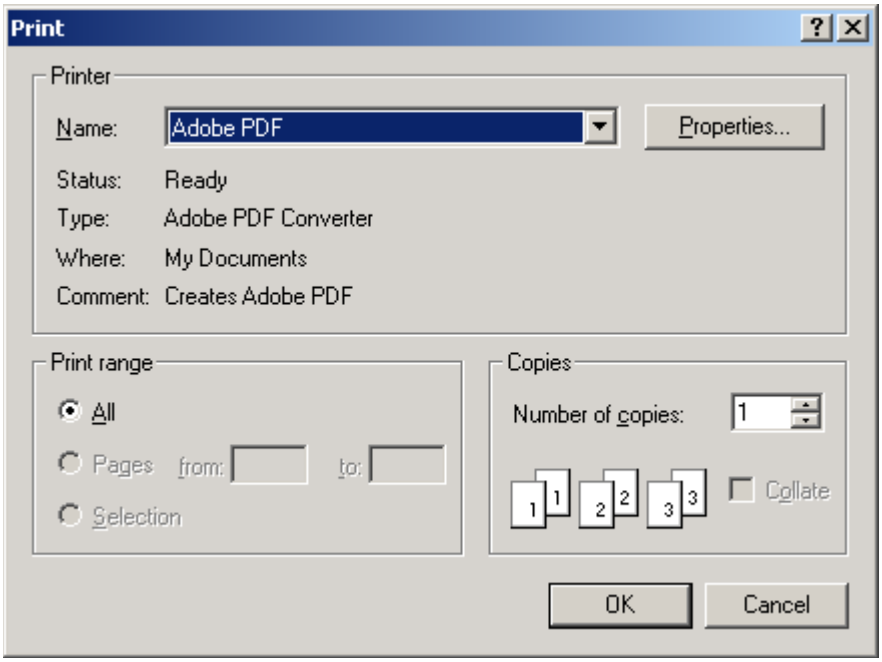
Saving As an "Html" File:

Click "SAVED DATA" on the Starboard toolbar

Click on the blue button on the left and click "SAVE AS" and then choose a name followed by html. For example: **starboard.html**

Saving As A PDF:

Open your HTML file and then "PRINT" it using the "ADOBE PDF" instead of the default printer. The screen capture below is what you will see. Then SAVE it to your disk, CD, or wherever you want to save it.



Saving Files by BURNING TO CD

1. Double click on "Utilities" folder then double click on the "CreateCD" icon.
2. Then click the middle tab "Make a DATA CD", then click to the right of it "Data CD Project".
3. Then you basically find your file and drag it down to the bottom window or click on the file and then click "add".
4. Then click "Record" at the bottom, and then click "start recording" to burn the CD.
5. When it finishes, you can just click ok and exit out of the program and then remove the CD.

Starting a Lesson Plan

1. Load the Starboard Software.
2. Click "Standalone"
3. Then you will have the option buttons to alternate between which are "PEN" and "MOUSE"
4. Choose the program you want to screen capture, for instance PowerPoint. Click "Pen" to make changes and then when you go back to clicking "MOUSE", one slide will be created of that exact screen.
5. Continue to go through your lesson choosing different programs and editing with the "Pen" and then going back to the "Mouse" in order for it to capture each slide.
6. When done click "EXIT" and name the file. This will save it in the "SAVED DATA" area which in turn you can save from there as an HTML file.

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