English Department Technology Guide

Spring 2009
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Introduction

This guide is designed as a resource—to anticipate and answer your questions about teaching with technology and to provide information about the technology resources available for English faculty that you may not yet have had time to explore.

Please read it, keep it handy as a reference tool (especially if you are teaching in a computer classroom), and provide us with suggestions and ideas for information that you might like to see included in its next draft.

Dr. Karen D’Agostino
Faculty Coordinator
English Technology Group
English Technology Group

Faculty English Technology Coordinator

Dr. Karen D’Agostino serves as the English Department’s Faculty Technology Coordinator and administers all activities and projects related to Brookdale’s English Technology initiative. The coordinator sets direction, explores new technological applications, introduces new technology for faculty, supervises the English Technology Learning Assistant, creates the computer classroom schedules, serves as liaison on departmental and instructional issues with the Office of Information Technology (OIT) and Education Technology Services (ETS), and provides software recommendations and evaluates technology outcomes. If you have computer questions, software training questions, software recommendations or technology-related concerns, you can contact Karen in LAH 222-L, by e-mail at kdagostino@brookdalecc.edu, or by voice-mail at ext. 2634. Karen should also be the first point of contact for requests to have the English Technology Learning Assistant work on a project with you.

English Technology Learning Assistant

Responsibilities

The English Department has one English Technology Learning Assistant, Kelly Parr. Kelly provides real-time technical support to faculty, staff, and students, including:

- USB flash/jump drive assistance
- Document text recovery
- File management
- File conversion
- Assistance with Windows, Microsoft Office applications, the Internet, e-mail, and other network functions

The English Technology Learning Assistant also:

- Troubleshoots computer problems
- Places and tracks Department HELP Desk calls
- Supports and troubleshoots TutorTrac Writing Center appointment scheduling software
- Maintains computer classrooms
- Inventories hardware and software and plans for updates
- Provides computer training and technology instructions to faculty, staff, and students
Adapts, modifies, and researches software for the Department
Develops and maintains Department Web pages
Distributes and inventories writing classroom supplies

Hours and Contact Information

<table>
<thead>
<tr>
<th>Learning Assistant</th>
<th>Hours</th>
<th>Phone</th>
<th>E-Mail</th>
<th>Office</th>
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<tbody>
<tr>
<td>Kelly Parr</td>
<td>9:30 am to 2:30 pm M-F</td>
<td>732-224-2193</td>
<td><a href="mailto:kparr@brookdalecc.edu">kparr@brookdalecc.edu</a></td>
<td>LAH 218</td>
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</table>

For technical assistance when Kelly is not available, call the Help Desk at ext. HELP or 4357. Requests to have the English Technology Learning Assistant work on a project should be directed to Dr. Karen D’Agostino by e-mail at kdagostino@brookdalecc.edu or by voice-mail at ext. 2634.

Locations
All seven English computer classrooms are located in Larrison Hall on the Lincroft campus:

Second Floor
- LAH 211 (West Wing, 22 computers, cluster)
- LAH 229 (East Wing, 22 computers, peripheral)
- LAH 230 (East Wing, 22 computers, cluster)
- LAH 231 (East Wing, 22 computers, peripheral)

Third Floor
- LAH 312 (East Wing, 16 computers, cluster)
- LAH 313 (East Wing, 22 computers, peripheral)
- LAH 315 (East Wing, 22 computers, peripheral)
**Classroom Design**

Computers are integrated in all phases of composition instruction and classroom design is shaped by our pedagogical approaches. Each classroom has been designed to facilitate group interaction, allow easy transition from group work to individual composing, and to support and facilitate effective learning. All classrooms have u-shaped areas with tables to facilitate class discussions and introductory lectures in addition to a computer work area.

There are two approaches to the layout of the computers in our classrooms: three of our classrooms (LAH 211, 312, and 230) are designed with clustered work areas which encourage individual work and yet support student collaboration, while five (LAH 229, 231, 312, 313, and 315) are designed with peripheral computer work areas, where screens are visible from one central point in the classroom. These two designs support different teaching styles and all allow sufficient space at the computer for the teacher to meet and confer with students as they compose and revise. For discussions of room design considerations see K. D’Agostino *The Teacher-designed Computer Writing Classroom*; for discussions of pedagogy see K. D’Agostino and S. Varone *Implementing a Process Approach to Writing for Developmental Students*.

**Computers**

If a classroom computer is not working properly, please complete a Computer Classroom Out-of-Order Form (see Appendix B), attach the completed form to the problem computer, and call to notify the English Technology Learning Assistant of the problem. Forms can be found either in or on the classroom file cabinet.

**Contact for Help:** Kelly Parr, ext. 2193
Printers

Please fill printer paper trays after class. Classroom printers are left on except during long breaks. If printers are off, turn them on before turning classroom computers on. This helps ensure computers and printers communicate properly.

The Department has a limited budget for paper and toner, so please be selective with what you and your students print. Please do not use printers as photocopiers and keep Internet printing to a minimum. Internet printing is not only costly in terms of paper and toner; it also often involves large files and can cause the network to slow down and the printers to halt. Whenever possible, please limit student printing to two copies of English papers.

If a printer is not working properly, please complete a Computer Classroom Out-of-Order Form (see Appendix B), attach the completed form to the problem printer, and call to notify the English Technology Learning Assistant of the problem. Forms can be found either in or on the classroom file cabinet.

Contact for Help: Kelly Parr, ext. 2193

Replacing Toner

If a “Toner Low” message appears on the printer during class, remove the toner cartridge, shake it, and place it back in the printer. This usually enables the printer to print for a few more weeks.

If a printer runs out of toner during class, call the English Technology Learning Assistant.

Contact for Help: Kelly Parr, ext. 2193

Audio Visual (AV) Equipment

TVs and VCRs

TVs and VCRs are wall-mounted in some computer classrooms for your use and convenience. If you need a TV and VCR or a DVD player, contact ETS at ext. 2472.

Contact for Help: Education Technology Services (ETS), ext. 2472

DVD Player

In Technology Enhanced Classrooms (LAH 211, LAH 229, LAH 230, LAH 231, LAH 312, LAH 313, and LAH 315), DVDs can be played using the teacher workstation.
computer DVD drive and LCD projector. **The volume must be increased/decreased in the DVD player software, the system control panel (on desktop screen), and on the computer.**

To play a DVD in other classrooms, request a DVD cart from ETS (ext. 2472).

| Contact for Help: | Education Technology Services (ETS), ext. 2472 |

**Overhead Projector**

Classrooms are equipped with overhead projectors. Projectors are sometimes in the locked classroom storage closets (second-floor classrooms only). Key “GM 11” unlocks classroom storage closets. If you need a “GM 11” key, see Carol DiBuccio in the English Division Office.

**LCD Projection and Other Equipment**

As part of the English Department’s technology plan, we have acquired a laptop computer with DVD, CD-ROM, and floppy drives and an LCD projector for faculty demonstrations in **Larrison Hall classrooms only**. The “cart” is available for all English faculty, with priority given to ENGL 122 faculty, in accordance with the technology plan and is locked in the closet off LAH 222-A, the English adjunct work room. Please note:

- This is not a substitute for the LCD reservation for films. Please continue to use Education Technology Services (ETS) for that service, ext. 2472.
- The laptop computer is **not available** as a loaner for faculty or staff. Loaner laptops are available through the Teaching and Learning Center, located in the Bankier Library (ext. 2359).

To reserve the English Department LCD and laptop for your class, please call or e-mail Kelly Parr (ext. 2193, kparr@brookdalecc.edu). Kelly is responsible for reservations, training, and troubleshooting for this system.

You should call or e-mail Kelly at least one week in advance to provide adequate time for an orientation prior to your class session. Please allow about 15 minutes for the orientation, which should ideally take place in the classroom where you will be using this equipment. Schedule the orientation when you reserve the system for the first time.

Kelly cannot deliver this system. You must assume responsibility for delivery and its safe and timely return.
If the English Department cart is not available, you can request equipment from ETS at ext. 2472.

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<tr>
<th>Contact for Help:</th>
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<td>Education Technology Services (ETS), ext. 2472</td>
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**Supplies**

Each classroom teacher desk is equipped at the start of each semester with supplies (paper clips, pens, pencils, dry erase markers, stapler, tape, scissors, etc.). Additional supplies are located in the top drawer of the file cabinet in each classroom. Any student disks and USB/flash drives found in the classroom are placed in these cabinets as well.

**Paper**

Printer paper is supplied in each classroom and is typically located under printer tables.

**White Boards**

Boards should be erased by instructors at the end of each class session. Black dry erase and Expo 2 markers should not be used as the ink is hard to clean permanently. Marker becomes harder to erase over time. If erasing does not clean the white board completely, spray and wipe the board with the water bottle and paper wipes provided.

**Maintenance**

The English Technology Learning Assistant makes classroom maintenance rounds to check for computer “Out of Order” notification form postings, to straighten rooms, and to restock supplies. **Instructors are asked to leave a classroom the way they would like to find it.**

- Shut down computers properly
- Fill printer paper drawers
- Erase and then clean white boards with water and wipes
- Straighten room:
  - Clear desks and tabletops of all garbage
  - Move metal chairs to u-shaped lecture tables and wheeled chairs to computer stations

If you find a computer classroom left in disorder, please inform Karen D’Agostino at ext. 2634.
Food and Drinks

Food and drink are prohibited in computer classrooms.

Security

Swipe keys have replaced traditional metal keys to unlock Larrison Hall classrooms with two exceptions—key GM11 unlocks LAH 315; key AC25 unlocks LAH 316. Adjunct faculty who teach in computer classrooms who do not have swipe keys or metal keys must see Carol DiBuccio in the Division Office.

Students can not be left unattended or unsupervised in a computer classroom or smart classroom under any circumstances—an instructor or Learning Assistant must be present. Leaving rooms unlocked greatly increases the risk of theft and machine tampering.

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<th>Contact for Help:</th>
<th>Campus Police, ext. 2352</th>
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<td>Carol DiBuccio, ext. 2487</td>
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Orientations

The English Technology Learning Assistant is available to give one-on-one faculty as well as student/group orientations about computer classrooms, Microsoft Word, or TutorTrac Writing Center scheduling software, and the Department LCD/Laptop cart.

| Contact for Help: | Kelly Parr, ext. 2193 |

Smart Classrooms

One English Department smart classroom is located in Larrison Hall—LAH 316. LAH 316 is used primarily for ENGL 122 and Literature classes. LAH 316 has a faculty multimedia workstation equipped with a networked PC with Internet access, LCD projector (projects computer), document camera, DVD, and VCR for presentation and demonstration of course content and digital materials.

ETS, Education Technology Services, is responsible for all smart classroom-related issues (training, equipment setup and troubleshooting,
etc). For general information or in-class technology support, please contact ETS at ext. 2472.

LAH 316 is locked at all times when not in use. Key “AC25” opens LAH 316. If you do not have key AC25, see Carol DiBuccio, the English Division Administrator, in the English Division Office on the first floor of Larrison Hall. Carol can be reached at ext. 2487.

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<td>Carol DiBuccio, ext. 2487</td>
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**Technology Enhanced Classrooms**

The following computer classrooms are also Technology Enhanced Classrooms; as such, they have a teacher computer workstation and ceiling-mounted LCD projector.

- LAH 211
- LAH 229
- LAH 230
- LAH 231
- LAH 312
- LAH 313
- LAH 315

The DVD drive in the computer can be used to play/project DVDs in class. The volume must be increased/decreased in the DVD player software, the system control panel (on desktop screen), and on the computer.

The password required to log in to the teacher workstation is located on the instruction sheet taped to the teacher desk.

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Using the Computers

Turning Computers Off or Shutting Down

Computers must be shut down at the end of each class. To shut down a computer, select **Start/Shut Down**. The Shut Down Windows dialogue box will appear. Make sure **Shut Down** is selected. Click **OK**.

Monitors

Many students mistakenly turn off the monitor, not the computer. Monitor lights should be on at all times (green if computer is on; orange if off).

Repairing Disks

If you believe a student disk contains damaged files, the English Technology Learning Assistant may be able to repair it or recover all or part of the text. Send the student, with his or her disk, to see the English Technology Learning Assistant in LAH 233-C for disk repair assistance.

You can also attempt to repair the disk yourself as follows:

- Double click on **My Computer**.
- Right click on 3 ½” **Floppy (A:)**.
- Left click **Properties**.
- Left click the **Tools** tab.
- Left click **Check Now** and then check both boxes.
- Left click **Start**.
- A **Disk Check Complete** dialogue box will appear. Click **OK**.

To view a tutorial of the disk repair process, visit:
Brookdale Community College
English Department
Technology Guide

http://www.brookdalecc.edu/fac/writing/computers/Videos/diskrepairfinal.html

Contact for Help: Kelly Parr, ext. 2193

USB Thumb Drive/Flash Memory Removal

Follow the following steps before removing a flash/thumb drive from a USB port:

- Double-click the Safety Remove hardware icon in the bottom right section of the screen. A dialogue box appears.
- Click **Stop**.
- Click on the device you want to remove.
- Click **OK** to stop the device. A message bubble will appear indicating it is safe to remove the device.

Security Software

Deep Freeze Enterprise, our security software, erases files saved on the hard drive upon Shut Down. Students should save their work on a floppy disk, thumb drive, or to their instructor’s network folder (Larrison Hall English computer classrooms only), not to the hard drive (C:).

Saving Student Files to the Network (Larrison Hall Only)

If a disk or flash drive is not available or a student is having problems with a disk or flash drive, files can be saved to the college network. **Please note that students can only save to their instructor’s “Writing Students” or “Students” (the Windows Desktop abbreviation) network folder from English Department computers in Larrison Hall on the Lincroft Campus (LAH: 118, 211, 229, 230, 231, 312, 313, 315).**

Faculty network folders within the “Writing Students” or “Students” folder are temporary storage space for student work or a current day’s in-class instructional materials. To access these folders, follow these instructions:

- **From the Windows Desktop:**
  - Open the **Writing Students** folder.
  - Open the designated instructor’s folder; folders are named by instructor last name.
  - Save, copy, or retrieve files as needed.

- **From My Computer or Windows Explorer:**
  - Open the **Desktop**.
  - Open the **Writing Students** folder.
  - Open the designated instructor’s folder.
Save, copy, or retrieve files as needed.

**From Microsoft Word:**

- Select File.
- Select Open or Save for the desired file function.
- Select the Desktop from either the left toolbar or the top pull-down menu.
- Open the Writing Students folder.
- Open the designated instructor’s folder.
- Save, copy, or retrieve files as needed.

To prevent students from accidentally overwriting each other’s files, students should use file names that contain their names in the title, for example, annjonesessay1.doc.

The Writing Students network folders are meant to be temporary storage space for student files and are not for long-term storage. **Files saved to Writing Students are deleted at the end of each semester.** The Department has limited storage space on the Larrison server; the data dumps are required to prevent storage from reaching full capacity.

**Using Microsoft Word 2007**

Microsoft Word 2007 is the standard word processing software for the English Department. Students who use Microsoft Word 2003 at home should save their documents as .doc files, not in the .docx Microsoft Word 2007 default file format. This will enable such students to work on their Microsoft Word 2007 documents at home and on campus.

Students who use other word processing software at home, such as Microsoft Works or WordPerfect, should save files using the “.txt” (text) or “.rtf” (rich text format) extension. If a student did not save his or her file as a text file with the “.txt” or “.rtf” extension and needs to work on it in class using Microsoft Word, try the following:

- Open Microsoft Word.
- Select File/Open; a dialogue box appears.
- Go to the Files of Type drop-down box and scroll down to select Recover Text from Any File.
- Select the file you want to recover and click Open.
- A Show Repairs dialogue box will appear; click Close.
- Rename and save the recovered document.

To view an online video tutorial of the text recovery process outlined above, go to: http://ux.brookdalecc.edu/fac/english/tutorials/Text_recovery.html
095 Exercises for Word

Electronic read-only copies of the ENGL 095 exercises available in the English Department file cabinets in LAH 222 are accessible from any student computer on any Brookdale campus. In Larrison Hall English computer classrooms, there is a shortcut to these files on the computer Desktop. To access them from any other Brookdale student computer, follow these instructions:

- **From My Computer or Windows Explorer:**
  - Open “FS1 Apps on ‘studentsfs1.campus.ads.brookdalecc.edu’.”
  - Select the 095 Exercises folder.
  - Open the desired document.

- **From Microsoft Word:**
  - Select File.
  - Select Open.
  - Open “FS1 Apps on ‘studentsfs1.campus.ads.brookdalecc.edu’.”
  - Select the 095 Exercises folder.
  - Open the desired document.

**Using the Network**

**Connecting to the Network (Active Directory)**
When a classroom computer is turned on, it should automatically connect to
the network. However, if the computer fails to print or access e-mail and
the Internet, it has not established a network connection. Network
connections also go down from time to time.

There are one or two student computers in classrooms that require a
password to log in to the network. The password is posted on the monitor of
these computers.

| Contact for Help: | Kelly Parr, ext. 2193 |

**English Department Web Pages**

The English Department home page on the Brookdale Community College
Web site is set as the default home page for all Larrison Hall English
classroom computers. When a student double-clicks on the Mozilla or
Internet Explorer desktop icons to access the Internet, they will be taken
directly to the English Department home page. From there, they can explore
other Web locations.

Please notify Kelly Parr if your contact or other information needs to be
updated on the English Department Web pages.

| Contact for Help: | Kelly Parr, ext. 2193 |

**Faculty Web Pages**

Faculty are encouraged to create and post Web pages. Faculty who would
like to create or modify their Web page should make an appointment with
Dan Greenwood (ext. 2578) in the Teaching and Learning Center (TLC),
which is located in the Bankier Library.

The College uses a program called Sitebuilder to create and maintain Web
pages. Dan can set up your faculty Sitebuilder account and provide
instructions for working with the program. With Sitebuilder, there is no
need for faculty to learn html or Web page design software, such as
Dreamweaver or FrontPage.

Once your page has been created, notify Dan who can link your page to the
Brookdale Web site faculty page and also contact Kelly Parr at ext. 2193 so
she can link your faculty Web page to the English Web site.

| Contact for Help: | Dan Greenwood, TLC ext. 2578 |

**Angel**

To use Angel with your class, contact Norah Kerr-McCurry (ext. 2628) in
the Teaching and Learning Center to have your course Angel account
created. The TLC also offers Angel workshops throughout the year.
Use Mozilla when working with Office 2007 documents, even if the Office Compatibility Pack has been installed on the computer.

| Contact for Help: | Norah Kerr-McCurry, TLC, ext. 2628 |

**E-mail**

Brookdale Community College provides all faculty, staff, and students with an e-mail account. Adjunct faculty, part-time staff, and students manage their e-mail accounts through “SquirrelMail”, a Web-based e-mail program that can be accessed anywhere, on-campus or off, via the Internet. Additionally, full-time faculty and staff have a local Eudora Pro e-mail account that is installed on their desktop computers or laptops. Whether you will be using SquirrelMail or Eudora Pro, the same username and password apply. If you are a new faculty or staff member, please contact Carol DiBuccio in the English Division Office (ext. 2487) to have an e-mail account issued to you.

**SquirrelMail**

SquirrelMail is Brookdale Community College’s standard Web-based e-mail and is recommended for Adjunct Faculty, part-time staff, and students. SquirrelMail is offered to make it easier to check your Brookdale e-mail virtually anywhere with an Internet connection. SquirrelMail instructions are available on the Brookdale Community College Web site and in Appendix A of this guide.

To log in to SquirrelMail, type http://webmail.brookdalecc.edu/src/login.php in the location or address bar of an Internet browser. Enter your username and password, and click “Login”. *Please note: Your username and password are the same for both SquirrelMail and Eudora Pro.*

**Adjunct Faculty Access**

New adjunct e-mail accounts are set up by OIT through Carol DiBuccio, the English Division Administrator. Carol is responsible for coordinating adjunct services which, in addition to new e-mail accounts, includes 4-digit voice-mail extensions and keys. If you have any questions about your initial account activation, please call her at extension 2487. If you still can not access your e-mail, please call OIT directly at ext. HELP. Be sure to tell them it is a new adjunct e-mail account and give your full name and 4 digit extension.

Once the account has been activated, you will need the following information to get started:

**User Name:** User’s first initial followed by last name

*Example:* John Smith = jsmith (lower-case, no spaces).

**Adjunct Password:** User’s initials followed by four-digit extension.
Example: John Smith, ext. 1234 = js1234 (lower-case, no spaces).

E-mail Address: User Name followed by @brookdalecc.edu.

Example: John Smith = jsmith@brookdalecc.edu

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<th>Contact for Help:</th>
<th>HELP Desk, ext. 4357</th>
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<td>Carol DiBuccio, ext. 2487</td>
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**Student Access**

To access SquirrelMail, students will first need to look up their e-mail address and password: [https://bluesweb.brookdalecc.edu/cgi-bin/wwiz.exe/wwiz.asp?wwizmstr=B74.EMAIL.LOOKUP](https://bluesweb.brookdalecc.edu/cgi-bin/wwiz.exe/wwiz.asp?wwizmstr=B74.EMAIL.LOOKUP)

**How to Access Student E-Mail**

- Go to the Brookdale Community College Homepage:
  [http://brookdalecc.edu/pages/1.asp](http://brookdalecc.edu/pages/1.asp)
- Click **Web Based E-Mail** from the center menu.
- Click **Students enter here**.
- Enter **Name**.
- Enter **Password**.
- Click **Login**.

| Contact for Help:             | Information Commons Help Desk, Bankier Library, ext. 2632 |

**How to Set Up Automatic Mailboxes**

The instructions below will guide you through the one-time process for setting up automatic mailboxes (Sent, Trash, and Drafts).

- Access your SquirrelMail account from Brookdale’s home page.
- Select **Folders** from the **top** menu.
- In the **Create Folder** box, type SENT (uppercase). Click **create**.
- Again, in the **Create Folder** box, type TRASH (uppercase). Click **create**.
Once more, in the Create Folder box, type **DRAFTS** (uppercase). Click **create**.

Click on **Options** from the top menu. Select **Folder Preferences**.

Under **Special Folder Options** select the following:

- For Trash folder, select **TRASH** from the drop down box.
- For Sent folder, select **SENT** from the drop down box.
- For Drafts folder, select **DRAFTS** from the drop down box.
- Click **submit** to save your folder preferences.
- Click **refresh folder list** from the left menu. Your mailboxes will appear.

Test your mailboxes by sending and deleting a test message.

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**Eudora E-Mail**

Eudora Pro is the electronic mail software system installed on Brookdale faculty and staff computers. Eudora has many e-mail management features. For example, Eudora:

- Notifies you when messages are received.
- Allows you to attach documents to send along with your e-mail message—such as a Microsoft Word document or an Excel spreadsheet.
- Organizes your mailbox folders by category.
- Spell Checks your message.
- Allows you to keep your common contacts and their addresses in an Address Book.
- Searches your messages by addresses or keywords.

Full-time faculty can access Eudora Pro e-mail from their office computer. It is recommended that faculty use SquirrelMail to access their e-mail using any other computer.

**How to Create an E-mail Address List in Eudora**

- Click **Tools**.
- Click **Address Book**.
Click **New**.
- On the right-hand side of the screen, where it says “Nickname”, enter a name for your address list. **Example:** Adjunct
- In the large text box, enter your e-mail addresses—hitting the enter key between each one.
- Close the Address Book to Save entries. (Click on the bottom “X” button in upper-right corner).

SpamAssassin

SpamAssassin is a filter that identifies spam e-mail and sends it directly to an e-mail folder so that it does not clog up your regular e-mail Inbox. It will not eliminate ALL spam, but it does significantly reduce the amount you receive. It periodically identifies legitimate e-mail as spam. **You must empty your Spam folder (SquirrelMail) or mailbox (Eudora) weekly.**

**Settings**

All SpamAssassin settings are controlled through SquirrelMail. Even if you never use SquirrelMail for checking e-mail, you must go to SquirrelMail to set up SpamAssassin for use with Eudora. Please note that you cannot turn on the filter for both Eudora and SquirrelMail at the same time; set up the filter for the e-mail software you use most. Follow these steps to set up the filter:

- From the Brookdale homepage, [http://brookdalecc.edu/pages/1.asp](http://brookdalecc.edu/pages/1.asp), click on **Web Based E-mail.**
- Next click on **Faculty and Staff Enter Here.**
- Enter your login and password.
- From the SquirrelMail menu bar, click on **Options.**
- Next select **Spam Filter Configuration.**
- Indicate your choice to filter SquirrelMail or Eudora by selecting either:

Please note that you cannot turn on the filter for both Eudora and SquirrelMail at the same time; set up the filter for the e-mail software you use most. You must empty Spam weekly in SquirrelMail or Eudora.
- **Header tagging for Eudora** – This option judges e-mail and assigns a header tag to e-mails it concludes are spam. You create a filter to move it to a new folder automatically.

- **Web folder for SquirrelMail** – This option automatically moves spam.

  - Click **Set Preferences**.

**How to Use SpamAssassin with SquirrelMail**

This option only requires that you:

- Click on the radio button (circle) next to the option **Web folder for SquirrelMail**.
- Click **Set Preferences**. SquirrelMail will automatically create the “Spam” folder.

**How to Use SpamAssassin with Eudora**

- Click the radio button (circle) next to the option **Header tagging for Eudora**.
- Click **Set Preferences**. SquirrelMail will automatically create the “Spam” folder.
- Log out of SquirrelMail.
- Log in to Eudora
- Once in Eudora, go to the top menu and select **Tools** and then **Filters**.
- A filter window will open on your screen.
- Click the **New** button.
- Create an entry as follows:

  - In the **Match** section, **Incoming** should be checked, **Outgoing** and **Manual** should be unchecked.

  - In the box labeled **Header**, carefully type the following (it’s case sensitive and has a colon at the end): **X-Spam-Flag:**

  - Directly under that, make sure that **contains** is selected, and in the box to the right, **type the word YES (in upper case).**

  - In the **Action** section, in the first box, pull it down and select **Transfer to**. To the right of that box, a new box will appear labeled **In**.
Click on that **In** box and select **New**.

A window will open to allow you create a new mailbox. Name the mailbox Spam, make it a folder box unchecked, and click **OK**. At this point, your filter should look very much like the example below.

- Select **File/Save** to save these settings.

**Contact for Help:**
HELP Desk, ext. 4357  
Kelly Parr, ext. 2193

**Emptying Spam**

It is essential that you empty your Spam folder or mailbox weekly. If you receive an error message when trying to empty the Spam folder in SquirrelMail:

- Click **Options**.
- Click **Folder Options**.
- Select **Do Not Use Trash** in the drop-down box next to the Trash.
- Scroll down and click **Submit**.

You should now be able to delete unwanted messages.

**How to Prevent Spam from Capturing a Legitimate Sender**

Spam sometimes captures e-mail messages from legitimate senders. To prevent this from happening, follow the steps below:

- Log in to **SquirrelMail**.
- Click **Options**.
- Click **Spam Filter Configuration**
Enter the e-mail address that should never be judged as Spam and click the icon to the right of the field to save the new entry. Note the SquirrelMail white list accepts * wildcards. Therefore, *@example.com means that all mail originating from example.com will never be marked as spam.

Contact for Help:  HELP Desk, ext. 4357
                    Kelly Parr, ext. 2193

Writing Center

Computers
The Lincroft campus Writing Center, located in LAH 118, has 16 computers available for student use. Students can visit the Center for writing assistance and for assistance using the computer as a writing tool. No appointment is necessary to use the Writing Center computers; however, priority goes to ENGL-095 and other developmental writing students.

Printers
The Writing Center printer is available for students to print two copies each of English course text files only. Students are not permitted to print graphic files or files from the Internet in the Writing Center.

Scheduling Writing Center Appointments Using TutorTrac
TutorTrac is the appointment scheduling, tracking, and reporting software used by the Brookdale Community College Writing Center, both on the Lincroft campus and at all Higher Education Centers.

All students except ENGL 094 Writing Skills Lab Study students MUST use TutorTrac to schedule and cancel Writing Center appointments.
Visit the TutorTrac Web page for both written and video instructions on how to schedule and cancel appointments.
http://tutortrac.brookdalecc.edu/TutorTrac/Default.html

Contact for Help:  Writing Center, Lincroft, ext. 2941
                    Kelly Parr, ext. 2193

Scanning Text
The English Department scanner is in Kelly Parr’s office, LAH 218. Faculty and staff who need to use the scanner should contact Kelly.

Contact for Help:  Kelly Parr, ext. 2193
## Important Phone Numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karen D’Agostino, English Technology Faculty Coordinator</td>
<td>2634</td>
</tr>
<tr>
<td>Kelly Parr, English Technology Learning Assistant</td>
<td>2193</td>
</tr>
<tr>
<td>Carol DiBuccio, English Division Administrator</td>
<td>2487</td>
</tr>
<tr>
<td>Carl Calendar, English Division Chair</td>
<td>2514</td>
</tr>
<tr>
<td>Scott Ridley, English Department Chair</td>
<td>2091</td>
</tr>
<tr>
<td>Karilyn Hapstak, Writing Secretary</td>
<td>2513</td>
</tr>
<tr>
<td>Lillian Albano, Literature Secretary</td>
<td>2489</td>
</tr>
<tr>
<td>Writing Center</td>
<td>2941</td>
</tr>
<tr>
<td>Bankier Library (to reserve computer rooms)</td>
<td>2477</td>
</tr>
<tr>
<td>Bankier Library Information Commons (open computer lab)</td>
<td>2443</td>
</tr>
<tr>
<td>Teaching and Learning Center (Angel, Web page assistance)</td>
<td>2089</td>
</tr>
<tr>
<td>HELP Desk (computer problems)</td>
<td>4357 (HELP)</td>
</tr>
<tr>
<td><strong>Lincroft Campus ONLY</strong></td>
<td></td>
</tr>
<tr>
<td>Education Technology Services (ETS) (for TV/VCR assistance and Smart and Technology Enhanced Classroom help/support/instruction)</td>
<td>2472</td>
</tr>
</tbody>
</table>
Appendix A

SquirrelMail WebMail Quick Start Guide
SquirrelMail – WebMail for Nuts
Quick Start Guide

To Login to SquirrelMail
- Type http://webmail.brookdalecc.edu in the address bar of a browser.
- Enter your username and password.
- Click Login.

To Read a Message
- Click on the subject of the message.

To Compose a New Message
- Click Compose on the Toolbar.
- Type the recipient’s email address in the To, Cc, and/or Bcc fields.
- Type a description in the Subject field.
- Type the body of the message in the large text box.
- Add any attachments.
- Click Send.

To Add an Attachment
- If you know the path for the file, type it in.
- If not, click Browse to search for the file.
- Click Add.

To Delete an Attachment
- Check the checkbox next to the name of the attachment.
- Click Delete selected attachments.

To Delete a Message from the Inbox
- Check the checkbox next to the message.
- Click Delete under Transform Selected Messages.

To Delete an Open Message
- Click Delete on the Toolbar.

To Reply to a Message
- Open the message.
- Click Reply on the Toolbar.
- Type your reply in the text box.
- Add any attachments.
- Click Send.

To Reply to All Recipients of a Message
- Open the message.
- Click Reply All on the Toolbar.
- Type your reply in the text box.
- Add any attachments.
- Click Send.

To Forward a Message
- Open the message.
- Click Forward on the Toolbar.
- Type the recipient’s address in the To field.
- Type your reply in the text box.
- Add any attachments.
- Click Send.

To Add an Entry to the Address Book
- Click Addresses on the Toolbar.
- Type in a Nickname.
- Type in the email address.
- Type in the first name.
- Click Add address.

To Delete an Entry from the Address Book
- Click Addresses on the Toolbar.
- Check the checkbox next to the name you want to delete.
- Click Delete selected.
To Edit an Entry in the Address Book
• Click Addresses on the Toolbar.
• Check the checkbox next to the name you want to edit.
• Click Edit selected.
• Make the necessary changes.
• Click Update address.

To Add Recipients Using the Address Book
• Open the message (reply, forward, or compose).
• Click the Addresses button.
• Check the checkbox next to the recipient and under the column where you want the recipient to go (To, Cc, or Bcc).
• Click Use Addresses.

To Search the Address Book
• Click Search on the Toolbar.
• Enter keywords.
• Click Search.
• To see all names in your address book click List all.

To Create a New Folder
• Click Folders on the Toolbar.
• Type a name for the folder.
• Click Create.

To Rename a Folder
• Click Folders on the Toolbar.
• Select the folder using the drop down menu.
• Click Rename.
• Type a name for the folder.
• Click Submit.

To Delete a Folder
• Click Folders on the Toolbar.
• Select the folder using the drop down menu.
• Click Delete.

To Customize SquirrelMail
• Click Options on the Toolbar.
• Click on the section you want to customize.

To Add a Signature
• Click Options on the Toolbar.
• Click Personal Information.
• Type the text for your signature in the Signature text box.
• Check the Yes radio button next to Use Signature under Signature Options.
• Click Submit.

To Forward Your Brookdale Email to Another Account
• Click Options on the Toolbar.
• Click Vacation Message.
• Type the complete email address in the text box.
• Click Forward Email.

To Remove a Forwarding Address
• Click Options on the Toolbar.
• Click Vacation Message.
• Click Stop Forward.

To Add a Vacation Message
• Click Options on the Toolbar.
• Click Vacation Message.
• Type the message in the text box.
• Click Change Message.

To Change a Vacation Message
• Click Options on the Toolbar.
• Click Vacation Message.
• Delete the old message.
• Type the new message in the text box.
• Click Change Message.

To Delete a Vacation Message
• Click Options on the Toolbar.
• Click Vacation Message.
• Click Delete Message.
Appendix B

Computer Classroom Out of Order Form
Fill out this form
Attach it to the malfunctioning machine
Call Kelly Parr (2193).

DATE

NAME

ROOM (please circle)
First Floor
LAH 118

Second Floor
LAH 211
LAH 229
LAH 230
LAH 231

Third Floor
LAH 312
LAH 313
LAH 315

Machine ID#

PROBLEM: (Please be specific)

☑ Please check when completed:

☐ Called Kelly Parr at ext. 2193
# Appendix C

## Who to Call for Help

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Extension</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kelly Parr—English Technology Learning Assistant</strong></td>
<td>2193</td>
<td>Computer problems in the following classrooms <em>only</em>:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o LAH 118</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o LAH 211</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o LAH 229</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o LAH 230</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Toner for rooms listed above <em>only</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reserve English Dept. cart for Larrison Hall classes <em>only</em></td>
</tr>
<tr>
<td><strong>OIT—Office of Information Technology</strong></td>
<td>HELP or 4357</td>
<td>Faculty/staff computer problems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Problems with teacher workstation computers in classrooms with ceiling-mount projections</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Computer problems/questions in non-English computer classrooms (all rooms except LAH 211, 229, 230, 231, 312, 313, 315)</td>
</tr>
<tr>
<td><strong>TLC—Teaching and Learning Center</strong></td>
<td>2089</td>
<td>Training/Workshops</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Angel</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Faculty Web pages</td>
</tr>
<tr>
<td><strong>ETS—Education Technology Services</strong></td>
<td>2472</td>
<td>Smart and Technology Enhanced Classroom (TEC) problems/questions/training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Problems with PROJECTOR in classrooms with ceiling-mount projectors</td>
</tr>
<tr>
<td><strong>Carol DiBuccio—English Division Administrator</strong></td>
<td>2487</td>
<td>Keys (swipe and traditional)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Room assignments (notify Scott Ridley as well)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Furniture problems</td>
</tr>
<tr>
<td><strong>Campus Police</strong></td>
<td>2352</td>
<td>Problems opening/locking rooms</td>
</tr>
</tbody>
</table>