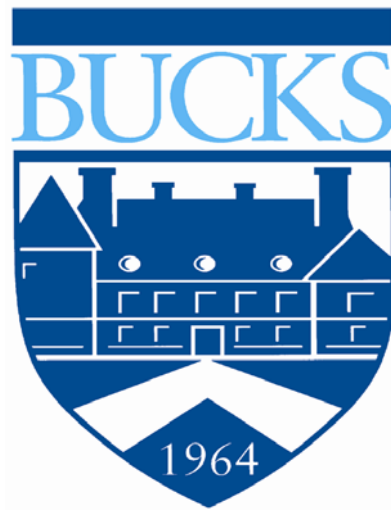


Bucks County Community College



Faculty Technology Guide

Academic Computing Service
L114 X8002
April 2004



BCCC User Support Mission Statement

Information technology support for the students, faculty, and staff of Bucks County Community College is coordinated through a common help desk, with services provided by Academic Computing Services, Information Network Services, Media Services, Media Service Operations, Web Services and the college Library.

- We are committed to quality help desk services through teamwork and a proactive approach to identifying and solving problems.
- We are committed to effectively resolving problems and requests and keeping the user informed of our progress.
- We are committed to providing technical assistance and training for teaching and learning with technology, and for administrative systems that support College operations.

Our goal is to make the use of information technology at BCCC easier and more reliable.

Welcome

Webster defines technology as “the system by which a society provides its members with those things needed or desired.”

This definition is meaningful here at BCCC where our eyes are on the future. Just as electricity brought cultural and social changes when it brightened the world, current technology provides tools to our generation that will bring greater change than ever before.

The technology at BC3 provides our campus with the tools to communicate, to teach, and share ideas. It helps us to track student records, class schedules, budgets and other administrative information. It allows us to communicate with each other, our students and the world.

The Internet not only is used to provide more effective instruction in classrooms, but also allows us to provide distance learning. Technology gives us instant access to information and resources here on campus and anywhere in the world.

The Faculty Technology Guide describes the resources available to you here at Bucks. It also gives information on training and support needed to use them.

We expect that you will continue to learn new ways to incorporate the use of technology into instruction, and we are committed to providing support for that to happen.

We have equipped our classrooms to make use of various levels of multimedia and portable presentation devices for face-to-face instruction. We have added the capacity to extend that richness to online instruction. Reaching those who cannot attend class on any of our campuses has become a part of our mission. We are proud of our impact in the Distance Learning community and support it with workshops and seminars. We also offer faculty grants for research to support innovative teaching and learning at Bucks.

This Guide is a starting point. We hope that knowing what’s available will assist you to move in new directions here at BCCC. We wish to encourage you to use these tools to enrich student learning, and we are committed to support your efforts to do so.

**Dr. Annette L. Conn,
Vice President and Dean of Academic Affairs**



Dr. Annette L. Conn,
Vice President and Dean
of Academic Affairs
conna@bucks.edu

Table of Contents

User Support Mission Statement	2
Welcome	3
Users' Guide	6
Your Workstation	7
Faculty computers	7
Software Policy.....	7
BCCC Computer Network	7
College Network	8
Logging In.....	8
Changing Your Password.....	8
Document Storage/Backup/File Sharing	10
Accessing Files from Different Locations	11
Virus Protection	11
Campus EMail	11
bccinfo-digest.....	12
Help with Problems.....	12
Help Guides and FAQs.....	13
Internet Accounts.....	13
And Now to Your Phone	13
Voice Mail	13
Handy Functions.....	14
Student Tools/Policies	14
Student Internet, Email Access	14
Computer Labs	14
Computer Lab Rules.....	15
Policies and Procedures.....	15
WebAdvisor	15
Online Help with Study Skills.....	16
Student Distance Learning Information	16
Help for Students with Disabilities	17
Scheduling a Computer Lab	18
Saving Files on Lab Computers	18
Technology for Instruction	19
Technology-Equipped Classrooms	19
Smartboard and Smartcart	19
WebCT	19
WebCt Course Space.....	20
Library Technology Resources	20
Library Links	20
NetLibrary	21
Off-Campus Library Access	21

Library Tutorials.....	22
Electronic Reserve	22
BCCC Web Site.....	22
Web Page Policies	23
Personal Web Pages.....	23
Web Page Tutorials.....	23
Multimedia Services.....	23
Satellite Broadcasting.....	24
Teleconferencing	24
Visual Information System	24
Professional Development	24
Faculty Workshops	25
Technology Projects	25
TLTR	25
Appendix 1	
Responsible Use of Electronic Communication Policy	26
User Responsibilities.....	26
Consequences of Failure to Comply	27
Appendix 2	
FAQs.....	28
Help Numbers.....	29
Appendix 3	
Diagram of Bucks Computer Network	30

BCCC Computer Haiku

Top 5 Windows Error Messages converted to Haiku Poetry:

5. *Windows crashed. I am the Blue Screen of Death. No one hears your screams.*
4. *Impermanence. A crash reduces this expensive computer to a simple stone.*
3. *You step in the stream, but the water has moved on. What you seek is not here.*
2. *Serious error. All shortcuts have disappeared. Screen. Mind. Both are blank.*
1. *Yesterday it worked. Today it is not working. Windows is like that.*

Users' Guide



College Network

When BCCC was founded in 1964, no one could have envisioned the labyrinth of wires, cables, switches and servers that now connect the buildings and campuses. The ubiquitous Internet was not such a factor then.

Think of this once bustling country estate being outfitted to act not as a dowager, but as a super-conductor of higher education.

BC3 Computer Network

You will find a diagram of the campus network appended to this Guide.

The purpose of this Guide is to give you a conceptual overview of technology resources at BC3, and to guide you to the places where you can find details to use these resources effectively. Because technology is constantly changing, you will be referred to the college's web site for the most current information. **Whenever information appears in boldface in the body of this Guide, look for a URL, phone number or reference to the topic in the column to the left which you can use for quick reference.**

The Faculty Technology Guide goes from explaining the technology at your desk to the network that links you to the college resources, and through the Internet, to the world beyond.

You will learn about the computer in your office and how it connects to college resources. As you download and create files, you will want to know where on your computer is private space and where you can share files with your students and colleagues. You also will learn how to access Datatel, the college software that helps you manage courses and track students.

Some handy tips for using your phone and where to get help setting up voicemail are also covered.

You will use the **college network** to print, copy and share documents. And, of course, email which you can check from your office or through the college web site.

You will be referred to pages on the college web site which provide the most current information about policies, departments, classes, resources and support. You also will be given addresses on the college site where you submit reservation requests for computer labs, classrooms and media equipment.

The **BC3 computer network** is the system that brings electronic resources to your desktop and connects to the Internet. The network is expanding regularly to meet the growing needs on campus. You can see a diagram of the network system at the end of the Guide.

The technology at Bucks not only helps manage the campus, but also is a teaching tool. Using the Internet in your classes or as support for your courses helps prepare our students for what they will find in the work world. We've listed Information on computer labs, schedules, technology equipped classrooms, Distance Learning tools, portable presentation equipment and support resources like the college web site and library.

There are numbers to call for support, URLs to link to, and answers to questions most frequently fielded by staff. We hope the Guide provides information that will ensure success using technology at Bucks.

Academic Computing Services

Your Workstation

Your computer not only is a private workstation, but it also is your launch pad to access college information, resources and administrative records. By logging on to the network using your Novell username and password, you are connected to a shared laser printer, network file storage and the Internet.

Faculty Computers

The college leases desktop computers for faculty on a three-year replacement plan. Office computers are installed with the latest version of Microsoft Office Suite, Internet Explorer, Netscape, Adobe Acrobat Reader, Norton Anti-Virus, Respondus Test Manager (by request), along with access to email and Datatel, the college's administrative software system. Course specific software may be added to your computer according to licensing agreements.

Software Policy

Computer workstations are issued to faculty and staff with college licensed software installed. Requests for additional software should be made to your department chair who will forward them to Academic Computing Services. Software can only be installed by college authorized staff after proper license information has been supplied to either Academic Computing Services or Information Network Services. The college does not permit any unauthorized copying of software. This policy is outlined on the **Appropriate Use of College-Owned Software and Passwords** link of the Web Policies and Procedures Web page on the college site (www.bucks.edu/acs/software_policy.html).

BCCC Computer Network

The computer on your desk connects to the rest of the campus and to the rest of the world through an intricate system of wires, hubs and servers. The backbone of the college **network system** runs roughly down the center of the Newtown campus.

The computers in faculty and staff offices, labs, and classrooms in academic buildings are connected through this network to each other. Our Internet Service Provider, Voicenet, connects the college network to the Internet.

The Upper County Campus and the Bristol Center are also linked to the campus network. This connection gives those campuses access to the resources on the Newtown campus and the Internet.

The diagram provided at the end of the Guide will give you a simplified representation of how all this fits together.

Respondus Tutorial

www.respondus.com/products/userguide.shtml
A print version is available from Distance Learning
X8052

Appropriate Use of College-Owned Software

www.bucks.edu/acs/software_policy.html

BCCC Network System

A diagram of BCCC's network system is shown at the end of the Guide.



To Change Your Passwords:

www.bucks.edu/acs/passwords.htm



College Network

College functions are handled by the following servers on the network, each of which requires a username and password:

- Email server is storm.bucks.edu
- Datatel server is bambam.bucks.edu
- WebAdvisor server is pebbles.bucks.edu which connects to Datatel (administrative) information. It is accessed through the college's Web site.
- Rogue, a Unix server, is rogue.bucks.edu.
- WebCT server is xena.bucks.edu.
- Novell network is used for remote file storage and printing

Logging In

Your office computer connects to the local area network (Novell LAN) for printing, data storage, file backup and access to the Internet. This is also your connection to resources like the college's library catalog and electronic databases.

When you start your computer, you will be prompted to log into the Novell network. To do this you must enter your username (your last name and in some cases first initial, up to 8 characters) and password (your birthdate in mmddyy format).

Your username should already be entered in the first dialogue box. Enter your password and click OK.

If you click CANCEL here, you will not connect to the network and will not be able to print or access network drives. However, you will still be able to use your computer workstation in standalone mode off the network.

Changing Your Password

You can change your password on each of these servers. These instructions are also on the college web site at <http://bucks.edu/acs/passwords.htm>.

How to Change your Storm / Email password:

1. Click on the Storm icon on your desktop to connect to Storm/e-mail (If there is no Storm icon, go to Start, Programs, QvtNet, Qvt/Term. Click on File, Open and type: storm.bucks.edu)
2. At Login prompt, type your storm account username, press Enter.
3. Type in your Storm password, press Enter.
4. At the Storm:/usr/users/yournetworkname> prompt, type passwd, press Enter.
5. Type in your current password at the Old Password prompt.
6. From the list of password options, type p to pick your password.
7. Type in the new password at the New Password: prompt, then

retype it at the re-enter prompt, it must be 6 characters or longer, and will be case sensitive.

8. This should automatically bring you back to the Storm prompt.
9. At the Storm prompt, type exit, press Enter.

How to Change your BamBam / Datatel password:

1. Click on the BamBam icon on your desktop to connect to Bam--Bam/Datatel (If there is no BamBam icon, go to Start, Programs, QvtNet, Qvt/Term. Click on File, Open and type: bambam.bucks.edu)
2. At Login prompt, type your BamBam account username, press Enter.
3. Type in your password, press Enter.
4. Type "xu" for Utilities Menu.
5. Type "xpd" for change password, press Enter.
6. Type in old password, press Enter.
7. From the list of password options, type "4" to pick your own password.
8. Type in new password, 6 characters or longer, it will be case sensitive, and Enter.
9. Retype your new password, press Enter.
10. This will bring you back to the Utilities Menu.

How to Change your Novell Password in Windows 2000 and Windows XP:

1. On your keyboard, press Ctrl+Alt+Del together.
2. Click on Change Password.
3. Under "To change passwords for the users listed below on selected resources" click on your name.
4. Type in your old password next to Old Password.
5. Type in new password next to New Password.
6. Type in new password next to Confirm Password.
7. Click on the OK button.

Document Storage/Backup/File Sharing

The C:\ drive on your workstation is where you would work if you did not log into the network. That drive (because it is offline) is not part of the nightly system **backup**. You are responsible for backing up any of the files stored there.

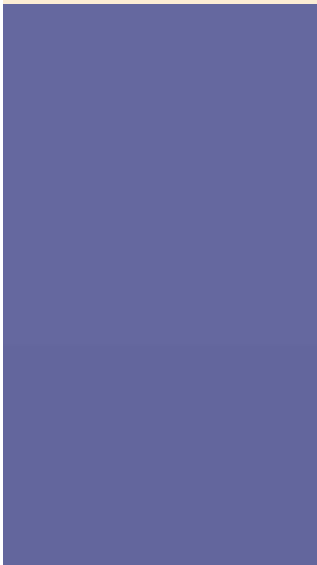
To take advantage of the nightly backup, you can work in the M:\ or for some offices, the X:\ drive on the Novell network. Each instructor has 100 megabytes of storage space on these drives. More can be requested through Academic Computing Services (X8002).

Even if you work on the Novell network, it still is advisable to keep important files in multiple locations (disk and hard drive). If a system failure occurred, it would be faster to restore from your own backup



Backup Help
Academic Computing

X8002



than wait for a recovery from the system backup files. If your computer has a CD-RW drive, burning your documents on a CD is recommended for backup. 10

If you need help to **back up** data, contact Academic Computing Services (X8002).

The network drives also allow you to share files with colleagues and students.

- The M:\ and X:\ drives, as mentioned above, are private. You can save personal files there and no one else will be able to access them.
- The T:\ drive is for files that you wish to share with other instructors.
- The J:\ drive on lab computers is for class files that you wish to share with students.

Because the T:\ and J:\ drives are shared by others, be sure to organize your files in folders that are clearly designated as your work.

Accessing Files from Different Locations

Instructors who teach in various buildings or labs can access files on any of the network drives from any location. For instance, an instructor can place files on the J:\ drive of a particular computer lab from an office workstation.

Here's how to copy files from a workstation:

Log into the Novell network from your office workstation with your username and password. In the Network Neighborhood menu, click on Novell Connectors. Select BCCC tree, then BCCC folder, choose a location, select the J:\ drive designated for class files. Create a folder and copy your files to this location.

And similarly, an instructor can access their workstation network files from a teaching station in a computer lab.

Here's how to access network files from a teacher station:

From the Start Menu go to Programs, select Novell, and click on Novell Login.

Log into the network with a username that starts with a dot, then identifies the building where your office is located, followed by .bccc. That is: *.smithj.founders.bccc*. You will be able to access your M:\ drive as if you were in your office.



Web Mail

www.bucks.edu/mail/mail.cgi

Virus Protection

11

The college is licensed to have Norton Antivirus Corporate Edition on all desktop computers. The program is scheduled to do a live update, which means it is checking for new viruses at regular intervals.

New viruses are always being developed; therefore, when prompted by Norton, always allow it to update. The process usually takes less than a minute to complete, and will protect your computer.

Some tips on viruses:

1. Make sure the email or file you are opening is from a reliable source.
2. If the file looks out of ordinary, don't open it. Delete the message.
3. Never open a file with a .vbs extension.
4. If in doubt, run the virus-scanning program.
5. Contact Academic Computing Services if you have questions on viruses. (X8002)

Campus E-Mail

All faculty members are given a campus email address. When your office computer is set up, the technician will configure Outlook, an email and management program, to receive email from the college server.

You also can access your college email account from any Internet capable computer through the **Web Mail** program on the BC3 web site. The URL is www.bucks.edu/mail/mail.cgi

bccinfo-digest

You are also automatically signed up to receive the bccinfo-digest, a daily campus email bulletin. You may also use the digest to distribute messages to every one on the campus-wide mailing list. Here are some guidelines:

- Sign all messages.
- Post only messages that are of general interest to the entire college community.
- Messages must be sent to the list prior to 8 p.m. to be included in the next morning's info digest.
- Respond directly to the author of the message, and not the list.

You can unsubscribe to the list at any time by sending an email to majordomo@storm.bucks.edu. Leave the subject box blank. In the body of the message, type *unsubscribe bccinfo-digest*.



Technical Help

X8191

Helpdesk@bucks.edu

X8400

For Datatel, WebAdvisor, software password problems.

Help with Problems

12

Several groups with distinct responsibilities provide support for the computer network at Bucks.

- Academic Computing Services (ACS) work directly with faculty and students to coordinate instructional needs. They also encourage and help with the use of technology in teaching and learning.
- Media Services provide support for audiovisual services, academic local area networks, hardware problem resolution, and teleconferencing.
- Web Services support the college's web site and WebCT server.
- Information Network Services (INS) is responsible for telephone, administrative systems (Datatel), email, and the network backbone.

When experiencing problems, call the help desk at X8191. This is the primary technical support line for faculty and academic support offices.

Technicians will be able to diagnose your problem and coordinate the services necessary to resolve it. The **tech help** hours are from 8 a.m. to 8 p.m., Monday through Thursday and 8 a.m. to 4 p.m. Friday and Saturday while classes are in session. You may also use email (Helpdesk@bucks.edu) to report problems or ask questions. ACS monitors the email help account Monday through Friday from 8 a.m. to 6 p.m.

For assistance with Datatel, WebAdvisor or administrative software password problems, contact INS Software Services (X8400). For assistance with WebCT problems, contact Distance Learning (X8052).

Help Guides and FAQs

For links to instructions on how to scan text and images, QVT-FTP (File Transfer Protocol), Webmail, How to Change Passwords, see Academic Computing's **Help Guides and FAQs** web page www.bucks.edu/acs/help.htm.

Check the side panel of this page for Web addresses of other **helpful tutorials** available on the Web.

Internet Accounts

Voicenet, the college's Internet Service Provider (ISP), offers low-cost Internet access to students, faculty and staff.

To contact Voicenet, call 1-888-647-4373. Select option 1 for Internet Sales. Ask for the BCCC discount (Voicenet rate group 89). A technical support person will guide you through the configuration of your computer.

And Now to Your Phone

13



Help Guides, FAQs

www.bucks.edu/acs/help.htm

Helpful Tutorials:

Outlook

<http://ipr.iupui.edu/outlook/>

Windows

www.annoyances.org
www.webreference.com/is/tutorial1

Word

www.learnthat.com/courses/computer/word/

Word for Mac

www.atomiclearning.com/word98.shtml

Telephone Services

metzgerd@bucks.edu
X8304

Phone, Directory:

www.bucks.edu/college_directories/fs_phone.html

The college **phone directory** gives instructions on how to use all of the functions on your phone. You can get a phone directory from Telephone Services (X8304). An electronic directory of phone numbers and email addresses of faculty and staff is available on the college web site (www.bucks.edu/college_directories/fs_phone.html).

Here is some basic information to get you started:

- The main college telephone number is 215-968-8000.
- The main college voice mail number is 215-504-8500.
- Your primary number is the first number that appears on your telephone keypad.

Telephone Services activates your account when notified of your hiring by the department chair.

Voicemail

Every faculty member has a telephone voicemail box. Contact **Telephone Services** (metzgerd@bucks.edu, X8304) for help setting it up.

- To use voicemail, call the system phone number (8500 on campus /215-504-8500 from off campus)
- Press * on campus/Press # from off campus
- Enter your mail box number (phone extension)
- Enter your password
- To review your messages, press 1-1.
- To erase a message, press 7.
- To reply to a message, press 8.
- To reply by calling an extension, press 8-8.
- To save a message, press 9. To exit, press *.
- To send a voicemail message on campus: Press 2 and record the message. When finished, press #.

Handy Functions

To transfer a call, press the TRF button. You will hear an interrupted dial tone. Enter the number. When the called party answers, announce the call, and then hang up.

To use the speaker function, press the SPKR button to make a hands free call. MIC light must be activated.

Contact Diane Metzger (X8304) in Telephone Services with questions or problems.

Student Tools/Policies

14

The following sections will help you guide students in the use of college resources and technology.

Student Internet, Email Access

The Open Access Labs in all campus libraries are available for students to check email and complete assignments outside of regular class time.

Computer Labs

Computer access is available to currently registered students in labs on each of the campuses and in the Open Access area in each of the college libraries. The Open Access Lab in the library is available during library operating hours. Assistants staff each of the labs to provide individual help with computer technology and software applications.

Information about student computer support, policies and rules is on the college web site on the ACS user support page www.bucks.edu/acs/student.htm.

You can also check the **Computer lab schedules** and software availability on the web site www.bucks.edu/acs/labs.htm. Office XP, Internet Explorer and Netscape are installed on all lab computers. All of the software available in labs and classrooms is available on the Open Access Area machines in the libraries.

Computer lab schedules are distributed to academic departments at the start of each semester. The schedule is also posted on the doors of all computer labs.

A current BCCC Student ID is required to use the college's computers. Student IDs are distributed at the Circulation Desk in the library.

Students can volunteer as a **New Arts graphic lab assistant** or take advantage of work-study opportunities by contacting Liz Sette in Academic Computing (X8337) or as a **Library computer lab assistant** by contacting Martha Czop at 8055.

Computer Lab Rules

- ID cards are required during lab time.
- Food or drink is not permitted in the lab.
- Installing programs is prohibited.
- Game playing is prohibited.
- Downloading software and music is prohibited.

Computer Lab Info:
www.bucks.edu/acs/student.htm

Schedule:
www.bucks.edu/acs/labs.htm



Computer Lab Assistant Workstudy:

settel@bucks.edu

X8337

Web Policies and Procedures:

www.bucks.edu/about/ethical.html
www.bucks.edu/about/policies.html

WebAdvisor

<http://pebbles.bucks.edu/datatel/openweb/>

Help:
INS at X8472

Policies and Procedures

The college's **Web Policies and Procedures** (www.bucks.edu/about/policies.html) are detailed guidelines for the appropriate use of campus computers and software.

The college's policies on ethical use and responsibility for electronic equipment are on the **Ethical Guidelines** page of the college site www.bucks.edu/about/ethical.html. See Appendix 1 in this Guide.

WebAdvisor

WebAdvisor is a web-based interface to the college's student information system, Colleague. It provides students the ability to look up grades, transcripts, schedules, account balances, and also search and register for classes.

For faculty, WebAdvisor displays class rosters and teaching schedules, and also provides for online grading.

You access the system with your email account name as the username and birth date in mmddyy format as the password.

For help with Web Advisor, contact Information Network Services at X8472.

Online Help with Study Skills

The college's **Basics of Effective Learning** on the web site is a great tutorial on study skills and learning styles. (www.bucks.edu/~specpop/index.htm).

Study skill topics are:

- Managing Your Time and Study Environment
- Reading College Texts
- Listening, Note-taking and Using Visual Organizers
- Research and Writing Papers
- Taking Tests

Concepts of Learning:

- Knowing Yourself as a Learner
- Getting the Big Picture/Dealing with Details
- Breaking Tasks into Meaningful Chunks
- Questioning and Using Cognitive Structure
- Memory and the Importance of Review

Students also will find many links to helpful learning web sites under categories:



Basics of Effective Learning explores learning styles, techniques and skills.

www.bucks.edu/~specpop/index.htm



Distance Learning

www.bucks.edu/distance

Help: X 8052
learning@bucks.edu



- Learning Styles, Assessments and Information
- Information on Learning Disabilities
- Time Management/Environment Control
- Reading
- Listening and Note-Taking
- Writing, Essays and Research Papers
- Memory and Memory Aids
- Test Taking
- Special Topics: Other language sites, ESL, Tips for International Students

Student Distance Learning Information

BCCC **Distance Learning** courses are supported by the Distance Learning Department (X8052). Guides, tutorials, lists of courses, explanatory tours, and information can be found on the Distance Learning web page (www.bucks.edu/distance).

To participate in an online course, students need access to a computer with an Internet connection.

Here is some basic information that may be helpful to your students who are considering a Distance Learning class.

- An inexperienced computer user can take a distance learning class. After the first two weeks of the semester, most students are fairly comfortable in their online course.
- In addition to the online guides and instructions, students may make an appointment with Academic Computing Services(X8002) for individual help. ACS will provide email and/or Internet orientation and training.

For questions or assistance, or to get a **Distance Learning student handbook**, contact the Distance Learning office (X8052).

Help for Students with Disabilities

The **Disability Services** Office provides one-on-one training in the use of adaptive technologies to support students with physical or learning disabilities. The lab has two computers adapted for this training and for use by students with disabilities.

Adapted work stations are in each Gateway lab as well as the Library Open Access Lab, and on the Bristol and Upper Bucks campuses. The stations include adjustable tables for students using wheelchairs.

Software programs developed to assist with learning disabilities may also be of general use. Adaptive software available is:

- Kurzweil 3000 -- Scan and read software, useful for learning and low-vision disabilities and for mobility-impaired users.



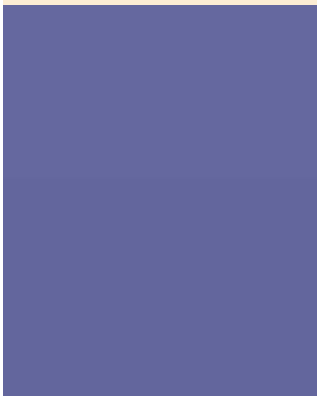
Distance Learning Student Handbook

www.bucks.edu/distance/handbook.htm
X8052



Disability Services

Rollins Center, Room 08-08
X8104
grayp@bucks.edu



- JAWS for Windows -- Screen reading software for blind users.
- ZoomText Xtra level 2 -- Screen magnification and limited screen reading software for low vision users.
- Inspiration -- Mind mapping software to help organize ideas and thoughts for students with learning disabilities.
- TextHelp -- This is a vocabulary support (word prediction, word suggestion), text to speech software for dyslexia and learning disabilities.
- DragonDictate -- This speech to text software allows for complete hands-free computing. Requires discrete speech (separation of each word).
- L & H Dragon NaturallySpeaking -- This is speech to text software that allows for almost hands-free computing using natural speech.
- L & H VoiceXpress -- This is a similar program to L & H Dragon NaturallySpeaking.

Other adaptive technology available:

- Alpha Smart 3000 -- Portable word processor that can be connected to any computer to upload files into a word processor for editing, printing, or saving to disk. Useful for students who have difficulty writing notes in class.
- Rocket Book -- Electronic book, capable of storing up to 40 books. Useful for students who can't carry a lot of books. Pushbutton page turning allows for easier use by students with mobility impairments.
- CCTV -- Magnification tool for low vision.
- Ergonomic keyboards -- Useful for repetitive stress injuries. Also available with track pad if mouse use is difficult.
- Alternative input devices -- Trackball for Macintosh, Kensington trackball.
- Tape recorders -- For use by students to assist in note taking, test taking, etc.
- Laptop computers -- multiple use, speech recognition software installed and real-time captioning software installed for students with hearing impairments.
- Talking calculator -- Useful for blind and low-vision students
- Reading Pen -- Displays scanned words in extra large font, pronounces them aloud, spells them aloud with definitions.
- Braille Writer -- For blind users to create Braille documents.
- Tactile Image Enhancer -- For blind users. Converts maps and charts into tactile format.
- 21" computer monitors for the visually impaired.

Scheduling a Computer Lab

Computer labs can be scheduled for occasional use or for an entire semester. Requests for **computer lab reservations** must be made on the ACS reservation web page www.bucks.edu/acs/lab_reservation.htm.



Computer Labs

Reservation request:

[www.bucks.edu/acs/
lab_reservation.htm](http://www.bucks.edu/acs/lab_reservation.htm)
X 8002
castello@bucks.edu

List of software Installation, lab schedules:

[www.bucks.edu/acs/
labs.htm](http://www.bucks.edu/acs/labs.htm)

Deep Freeze

For more information on the desktop protection program installed in computer labs:

[www.bucks.edu/acs/
deepfreeze.htm](http://www.bucks.edu/acs/deepfreeze.htm)

The following information must be supplied: Instructor's name, 18 phone extension, course number, section, name of course, date (s), day(s), start time, finish time, room requested, number of participants, technology required for course (i.e. software, projectors, microphones, headsets).

Instructors should submit requests for **software installation**, along with media and license information, to Academic Computing Services before each semester (www.bucks.edu/acs/labs.htm). Allow three weeks for installation, configuration, and testing of new software. For a complete **listing of the software** installed in each lab and **lab schedules**, check the ACS web page at www.bucks.edu/acs/labs.htm

Saving Files on Lab Computers

Class files can be stored on lab computers on the D:\ drive (1.5 GB). This will not be affected by the **Deep Freeze** software. All computers in college labs use the Deep Freeze desktop protection program. The software allows users to explore and change facets of Windows desktop operating system and applications. But, it does not maintain these changes when the system is restarted. It also does not retain any data files saved to the PC's hard drive C:\. However, anything stored on D:\MyDocuments will remain secure after restart.

If you have files that you wish to make available to students in any lab, you can use the T:\ drive on the Novell network. Academic Computing Services can help with questions about saving files (X8002) on lab computers.

Technology in Instruction

Instructors at Bucks use technology in their classrooms in many forms. The college supports web-based course tools to develop distance courses or to use as a resource for face-to-face classes.

Technology-Equipped Classrooms

Many classrooms are equipped with multimedia capability. If you have been scheduled in a classroom with multimedia capability, plan to spend an hour there to familiarize yourself with the equipment. If you need assistance and would like someone to demonstrate the equipment, contact Academic Computing Services (X8002) to arrange for an orientation session.

Gateway has a **Teacher's Station Operation Guide** (www.bucks.edu/acs/teacher_operation.htm). The web site shows diagrams and explains how to control the camera, VCR, DVD, and Video projector. It also provides troubleshooting and tells how to report problems.



Teacher's Station Operation Guide

www.bucks.edu/acs/teacher_operating.htm

X8191



WebCT Guided Tour
webct.bucks.edu:8900

WebCT FAQs
www.bucks.edu/acs/WebCT_Faqs.htm

Experience a WebCT Course
http://webctguest:guest@webct.bucks.edu:8900/SCRIPT/Orientation/scripts/serve_home

To Request a WebCT Course Space go to
www.bucks.edu/acs/course_req.htm

Smartboard and Smartcart

19

Some classrooms are equipped with SMARTCARTs, which house multifunctional presentation equipment. The unit is also attached to a SMARTBOARD which can be used with dry erase markers. When using a laptop with the SMARTBOARD, software may be obtained at www.smarttech.com/support/software. For instructions on using the SMARTCART, call Media Services (X8089).

Media Services Operations train, schedule, set-up and support the portable presentation equipment. It is recommended that you call ahead as far as possible since demand for these resources is high.

WebCT

WebCT is a web-based course tool that many instructors use to create online courses. Each course has space on the WebCT server, and is administered by the Distance Learning office.

To learn more about WebCT go to the **Guided Tour** on the WebCT site (<http://webct.bucks.edu:8900>) or the **WebCT FAQs** page (www.bucks.edu/acs/WebCT_Faqs.htm). To **Experience a WebCT Course**, go to http://webctguest:guest@webct.bucks.edu:8900/SCRIPT/Orientation/scripts/serve_home.

Disability Services offers assistance to students who may need it with WebCT courses. Information is available by calling them at X8104.

WebCT Course Space

Faculty planning to use WebCT for online instruction or supplemental instruction must complete the online form to **request course space** on the WebCT server (www.bucks.edu/acs/course_req.htm). The WebCT server is backed up nightly. At the end of each semester, courses must be backed up on zip disk, your hard drive or a CD-ROM.

Instructions for downloading and backing up files can be found on the WebCT pages (www.bucks.edu/acs/webct_upload.htm). If you have questions about these procedures, contact Distance Learning (X8052).

Library Technology Resources

The Bucks County Community College Library is both a physical and virtual learning resource for faculty and students. It offers multiple services that aid in the use of technology.



Library

Homepage:
www.bucks.edu/library

Online Reference Desk:
www.bucks.edu/library/ref_desk_form.htm

Catalog:
<http://web2.bucks.edu/>

Circulation:
www.bucks.edu/library/library.html

You can access the library online at the following sites:

Online Reference Desk (www.bucks.edu/library/ref_desk_form.html)

Library network catalog (<http://web2.bucks.edu/>)

Circulation (www.bucks.edu/library/library.html)

Online features include being able to suggest book purchases, direct request of inter-library loans, and access to full-text journal articles. The library staff also can advise on the reference materials used in Distance Learning.

Library Links

The Library homepage (www.bucks.edu/library) is the starting point for a list of services and library hours. On that page you will find links to:

- BCCC Library Catalog
- Electronic Resources
- Library Reserves
- Internet Searching
- About the Library
- Library Services
 - General Services
 - Distance Learning Services
 - Faculty Services
 - Reference Desk Online
- Library FAQs
- Help: Tutorials and Guides for Searching

NetLibrary

NetLibrary is a collection of electronic materials online (eBooks). When using NetLibrary, you can access a wide range of scholarly and reference materials online.

It is searchable by author, title, subject and keyword. Initial registration for NetLibrary must be done in order to set up an individual account for checking out materials.

Off-Campus Library Access and Electronic Resources

Off-campus access to Library journals, newspapers, and databases is available to currently enrolled students, faculty, and staff through EZ-PROXY.

To use the library databases connect to the BC3 library web site (<http://www.bucks.edu/library/proxyinfo.html>) and select from the menu of journals, newspapers, and databases. You will be prompted for the user ID (employee number) and password (birth date in the mmddyy format..

For help, call X8013, the Library Information Desk or Online Reference Desk.

All of the library databases can be accessed from any computer on campus or from offsite via the library web site, with the exception of the Philadelphia Inquirer. Available databases are:

- Access Pennsylvania—An online catalog for 1,400 Pennsylvania libraries including the Bucks County Library System
- Biographies Plus—Biographical profiles with images and links
- CINAHL - Nursing and allied health
- Contemporary Authors - a bio-bibliographical guide to current writers in fiction, general nonfiction, poetry, journalism, drama, motion pictures, television, and other fields
- EBSCOhost – Full-text journal articles and indexes. Provides multiple full-text databases: General, business, health, newspapers
- Education Full Text—Full-text journal articles and indexes on education
- Ethnic NewsWatch - Full-text collection of newspapers, magazines, and journals of ethnic, minority, and native presses
- Grove's Dictionary of Art - All aspects of the visual arts from prehistory to the present
- Lexis-Nexis Academic Universe - Citations and full-text information in five research categories: news, business, legal research, medicine, and general reference
- Literature Online Reference Edition (LION) -Full-text collection of English and American literature featuring criticism, leading reference and biographies
- MLA Bibliography by Modern Language Association of America - Literature, languages, linguistics, folklore
- Opposing Viewpoints—Provides information on social issues from diverging points of view
- NetLibrary—Search for thousands of electronic books online
- Oxford English Dictionary – OED online
- Philadelphia Inquirer – Electronic Edition of the paper
- PsycARTICLES - Full-text database of psychology articles
- Safari Tech Books Online—Computer and Information Technology books online
- Sports Business Research Network (SBRnet—full-text database of sports market articles

Library Tutorials

The library Web site offers **tutorials and guides** for using online catalogs, NetLibrary, and databases (www.bucks.edu/library/help.html).

Off-Campus Access
www.bucks.edu/library/proxyinfo.html

Help:
 Information desk
X8013



Library Tutorials and Guides

www.bucks.edu/library/help.html

ERes Electronic Reserve

bucks.docutet.com

X8013

Web Page

People Directories:
www.bucks.edu/college_directories/

Web Policies and Procedures:
www.bucks.edu/about/policies.html

Upload a page:
www.bucks.edu/about/persproc.html

Tutorials also can be found for Searching the Internet, Finding Information on the Internet and How to Cite Sources on the Internet on the Help pages of the college library site. 22

Electronic Reserve

ERes enables faculty and staff to make reserve library material available online, 24 hours a day, 7 days a week. Students can get the benefit of online reference services, electronic document delivery, and easily managed Internet resource listings.

If you plan to use the library reserve service, contact the Reference Desk at X8013 or on the Library Web site (<http://bucks.docutet.com>).

BCCC Web Site

The BCCC web site is the central go-to place for information about the college. This extensive site (over 10,000 pages) offers a broad spectrum of institutional information to a large number of people on campus, in the community, and beyond. It offers information from Academic Departments, Administration, Registration, Academic Advising, Student Information, Campus Life, Distance Learning. Each area site offers information and links to related or helpful pages.

Included on the pages of many departments are tutorials and learning resources. Distance Learning offers hardware and software requirements, plug-ins, instructions, and guided tours of web classes and other tools that support students in learning.

The college site is a resource for department interaction like reservations, training events, and finding people. The **People** Quick Link (www.bucks.edu/college_directories) will help you locate departments, faculty/staff, personal web pages, and students. The web site is an instructional manual, a campus tour, a how-to guide and a colorful hodgepodge of life at Bucks. Here are a few things that you need to know to participate in our cyber village.

Web Page Policies

The Bucks Policies Web site provides information on:

- Web Policies and Procedures
- Definitions of Institutional and Personal Web Pages
- Procedures for Posting Pages
- Guidelines for Creating ADA Compliant Web Pages
- BCCC Web Page Template
- Standard Web Page Disclaimer
- Responsible Use of Electronic Communications

Personal Web Pages

The web provides the opportunity for faculty and staff to present pages of a non-institutional nature.



Upload a web page:
www.bucks.edu/about/persproc.html

**Media Services
Equipment and Ser-
vices:**

www.bucks.edu/media
X8147
X8089
X8149

All faculty and staff who have email accounts on Storm have 23 space on the college site. Instructions on how to **upload a page** can be found on the college site (www.bucks.edu/about/persproc.html).

Because of their high visibility, institutional web pages must follow some basic style and content guidelines in order to represent the college in a coherent and appropriate manner. The style, content, and accuracy of information posted on personal web pages are at the discretion of the authors of those pages. A template is available for those who wish to follow the design format already established on the college site.

Pages should provide contact information since communication should be directed to the page author.

Web Page Tutorials

There are tutorials on the web that can help you create a web page. You can use a tool that comes with your browser, like Netscape Composer, which you'll find under the Tools bar in Netscape, or any authoring program on the market. Netscape also has tutorials in their Help Index.

Multimedia Services

Special events or speakers can be taped or recorded with the help of **Media Services**. Proper release forms need to be obtained at the time of the taping. Media Services Operations can assist with this process (www.bucks.edu/media or X8147 or X8089).

The college provides multimedia support for classroom guest speakers and demonstrations. Equipment such as, Notebook PCs, EIKI projectors, overhead and 35mm slide projectors, Digital Cameras, TV/VCRs, PA systems and Lectern with speakers are available.

For a full description and location of this equipment go to the Media Services Operations web site (www.bucks.edu/media). Request forms are also available on the site. When completing the request form, provide as much detail as possible about how you will be using the equipment so it can be set up to meet your needs.

Satellite Broadcasting

BCCC has the ability to download broadcasts through satellite transmission. Instructors can take advantage of the Adult Learning Satellite Service offered by the Public Broadcasting System. Some of the programs are free and can be found on the PBS web site.

If you are interested in any of the PBS **satellite programs**, they can be taped for future use or directed to the Video Conference



**Satellite Broadcasting
PBS programs**
www.pbs.org

Teleconferencing:
www.bucks.edu/media.



**Visual Information Ser-
vices**
www.bucks.edu/media



**Faculty Center for
Teaching & Learning:**
[www.bucks.edu/
facultycenter/](http://www.bucks.edu/facultycenter/)



Center in Gateway or into some classrooms in other areas on campus.

Teleconferencing

The Video Conferencing Center in Gateway is available for teleconferencing meetings or guest speakers. Information about teleconferencing can be found on the Media Services Web site (www.bucks.edu/media).

Visual Information System

Monitors around campus scroll community messages and college information. This information is broadcast on campus and on Comcast Cable television by **Visual Information System**. Information on how to submit items for this delivery is on the Media Services Operations web site (www.bucks.edu/media).

Professional Development

The **Faculty Center for Teaching & Learning** at Bucks was established to foster the art of teaching by providing opportunities for instructors to continue to learn about learning.

Links on the homepage (www.bucks.edu/facultycenter/) offer information on programs, projects, policies and procedures, and resources related to teaching and learning. You will also be able to see issues of the TLC newsletter published by the faculty center and the FLC, an in-house discussion list for interaction on teaching and learning issues.

The center is located in the Cooper Homestead, the small stone building in the heart of campus.

Faculty Workshops

Many types of **technology training** are scheduled for full-time and part-time instructors throughout the year by Academic Computing Services (www.bucks.edu/acs/faculty.htm).

Training opportunities are available in the following formats:

- Technobytes, 30-minute sessions designed to teach specific skills
- Technology Speakeasies, one-hour sessions to highlight best practices and the discussion of teaching and learning strategies
- Workshops, up to two-hour sessions to teach more in-depth skills
- Institutes, semester-long professional development
- Technology Days, demonstrations and presentations by publishers, faculty and staff. These are usually scheduled during holiday periods.



Technology Training:
www.bucks.edu/acs/faculty.htm

Faculty Training Calendar:
www.bucks.edu/news_calendar/

IT Facilitator Applications:
www.bucks.edu/acs/IT_Facilitator_application.htm

Teaching and Learning with Technology Roundtable
www.bucks.edu/tltr/

Specific dates and times for the training are published on the **Faculty Training Calendar** on the college web site. 25

For access to the calendar, go to News and Calendars on the homepage toolbar, then click on Academic Training Calendar on the Navigation bar in the left panel.

Technology Projects

The college supports **Instructional Technology facilitator** projects each semester. Priority is given to proposals that address specific areas related to the school's academic computing plan.

Those selected as IT facilitators receive three credits of release time or more if the project requires it. Faculty may apply as individuals or teams.

IT facilitator applications can be found on the ACS pages of the college web site (www.bucks.edu/acs/IT_Facilitator_Application.htm).

TLTR

The **Teaching and Learning with Technology Roundtable** (TLTR) (www.bucks.edu/~tltr/) at Bucks is modeled on the principles of the TLT Group, a non-profit corporation that is the affiliate of The American Association for Higher Education.

Bucks' TLTR meets one Friday a month for a work session and best practices presentation. Action teams are work groups that examine particular issues related to teaching and learning with technology.

Appendix 1

Responsible Use of Electronic Communication Policy

Access to Bucks County Community College's electronic information and communication sources is a privilege granted to students, faculty, and staff members of the College. BCCC aims to provide the best possible information services with the fewest restrictions to members of the college community.

Electronic means of information access and exchange, such as voice mail and email accounts, the information stored in local and remote databases, or personal computers, telephones, and fax machines, are to be used only for the purposes for which they are assigned. Appropriate uses fall within the college priorities of instruction, research, and other related educational communications.



BCCC along with many other institutions of higher education, supports the following statement from the 1989 brochure, "Using Software," distributed by EDUCOM:

26

Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgment, right to privacy, and right to determine the form, manner, and terms of publication and distribution.

Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Violations of a writer's integrity, including plagiarism, invasion of privacy, unauthorized access, and trade secret and copyright violations, may be grounds for sanctions against members of the academic community.

User Responsibilities

BCCC is very concerned that respectful care be used with the privileges of access to electronic information and communication. All users benefit from the proper care of the work environment, consisting of equipment, software, and data.

Every user (student, staff, or faculty member) is obligated to treat the work environment appropriately, and to return all documentation to its rightful location.

The College Catalog publishes policy and penalties for the following:
Plagiarism — Plagiarism and other forms of academic cheating are unacceptable and are considered as major infractions of the Student Code of Conduct and College Policy. The policy applies to electronic forms of information and communication as well as to more traditional formats.

Software — Every user is expected to be diligent in preventing software piracy. Quality software is valuable, and violating a program's license agreement is illegal. No one other than authorized personnel is allowed to install software on college equipment. Users are responsible for taking precautions, such as scanning discs for viruses, to protect college equipment and networks.

Equipment — Equipment used in electronic communication is expensive, and money available for its replacement is limited. All users of such equipment are expected to take excellent care of it. Any malfunction must be reported immediately and a notice of malfunction placed on the appropriate equipment. No one other than authorized personnel is allowed to repair or modify the equipment, and theft or vandalism of equipment, software, or documentation will be subject to disciplinary action.



Password Security — Password security is every user's responsibility. Users may not give their password to any other individual or allow it to become known and are encouraged to change passwords frequently. Incorporating symbols and numbers (e.g.,*)9/@) along with letters minimizes opportunities for misuse of a password. Before leaving a workstation, users must log off to prevent unauthorized access to files. 27

Privacy — Every user's right of access to public sources of information carries with it the right to privacy of personal files. Every user is responsible for honoring the privacy of other users. Using accounts or files for which a user is not authorized is considered a breach of privacy and is unacceptable.

Consequences of Failure to Comply

Abuse of privileges of access to electronic information and communication is subject to disciplinary action as specified in the Student Code of Conduct, published in the College Catalog, and according to College Policy.

Unauthorized use may be traced electronically. In severe cases, disciplinary action may lead to prosecution under the laws and statutes of the Commonwealth of Pennsylvania or under Federal statutes and regulations.

The aim of this policy is to respect the rights and needs of all authorized users of electronic information and communication sources at BCCC. Both providers and users of electronic means of communication at BCCC share responsibility for valuing and protecting the privilege of access to these resources.

Appendix 2

FAQs

I can't open my email attachment.

Check to make sure your software can read the attachment. If you still are having difficulty, call Academic Computing Services, X8002.

I can't remember my Datatel or email password.

Call Information Network Services, X8472, to have your password reset.

I can't remember my Novell password.

Call Media Services, X8191, to have your password reset.

I can't Print

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Make sure that you have logged into the Novell network properly and that you have selected the correct printer. If you are still having problems, call Media Services, X8191. 28

I need special software installed.

Contact your department chair who will forward the request to Academic Computing Services.

I need specific training.

Consult the Faculty Training Calendar at www.bucks.edu/staff/. If the desired training is not scheduled, call Academic Computing Services, X8002, to discuss your training needs.

My Datatel function keys are not working.

Your keyboard map needs to be loaded. Call Academic Computing Services, X8002, for assistance.

My computer has a “non-system disk” error.

Remove floppy disk from your A:\ drive.

How do I arrange for a TV/VCR?

Call Media Services Operations, X8050, or request the equipment online at www.bucks.edu/media.

How do I get a classroom or computer lab unlocked?

Call Security and Safety at 8395.

How can I access my email from home or from another location when I am traveling?

The easiest way to access your mail is through Webmail at www.bucks.edu/mail/mail.cgi.

I would like to do a PowerPoint presentation for my lecture class. Are there laptops and projectors available for that purpose?

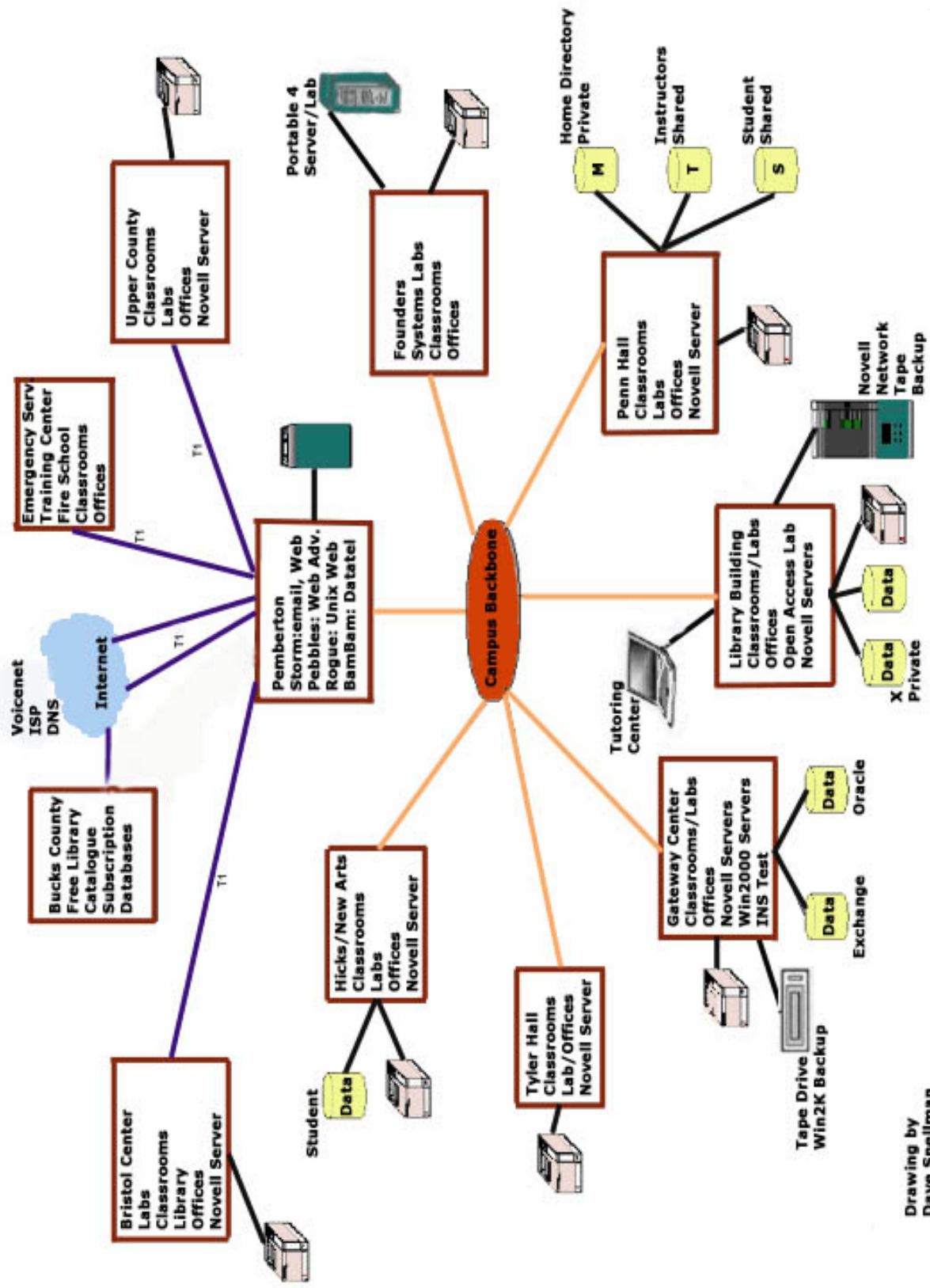
Call Media Services Operations, X8050, or request the equipment online at www.bucks.edu/media.

Help Numbers

Academic Computing Services	X 8002
Information Network Services	X 8472
Media Services Help Line	X 8191



Media Service Operations	X 8050
Distance Learning	X 8052
Physical Plant	X 8390
Security & Safety	X 8395
Telephone Services	X 8304
Web Services	X 8296



Drawing by Dave Snellman April 2, 2002