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Part I – General Information

INTRODUCTION

Cape Cod Community College has a state of the art technology infrastructure. Nearly nine hundred Dell computers are located throughout the campus to support the educational process. Computers are leased to ensure frequent renewal of equipment. The campus network infrastructure was upgraded in 2006 with the latest and fastest fiber optic technology and CISCO routing and switching to ensure the highest possible performance. Internet access speeds were increased significantly in 2007, nearly quadrupling available bandwidth. Planning for further bandwidth increases is underway.

Security upgrades will continue in 2007-2008 to increase the protection data and the confidentiality of information. Access controls and encryption systems are being installed to make sure those who access the college network are authorized to do so and the communications they send are protected from hacker intrusions. Complex passwords and other requirements were implemented in 2007.

Wireless access to the Internet is available throughout the campus. Personal wireless laptops are able to use the wireless network to access the Internet. By the fall of 2008 a security system will be in place that will require personal laptop users to log into the college network via the wireless network. When they login their computer will be assessed for proper anti-virus, anti-spyware, and operating system updates. If the laptop is not properly configured the user will be directed to remediation sites to correct the issue before accessing the college wireless network. This action will protect all users of the network from malicious code on any private computers accessing the wireless network.

The College provides network data storage for all users, email accounts, online registration and bill-pay, and access to a variety of other resources to assist users in attaining their educational objectives.

If you have a question or need help with any technology related issue begin by contacting the Help Desk. The Help Desk is located in Room 116 of the Lyndon P. Lorusso Applied Technology Center (Tech Building) or you can reach them by calling extension 4004 or sending an email to helpdesk@capecod.edu.

INFORMATION TECHNOLOGY RESOURCE USE POLICY

General Principles

This document formalizes the policy for faculty, staff, students (both full and part-time) and all other individuals who have been granted use of the information technology resources of Cape Cod Community College (CCCC) ("Users").

Information technology resources include, but are not limited to: computers, local and wide area networks, printers, other peripherals, software systems, data, e-mail, and the Internet.

Access to CCCC’s computer systems and network imposes certain responsibilities and obligations as set forth in this document. Users are granted use of information technology resources subject to College policies, and local, state and federal laws.
Use of CCCC’s information technology resources shall constitute acceptance of the terms of this policy and any other applicable College policies, rules, and procedures.

Specific Principles

User Responsibilities

All information technology resources are owned and operated by Cape Cod Community College as an agency of the Commonwealth of Massachusetts. The College reserves all rights to these resources. It is the responsibility of any person using CCCC information technology resources to read, understand, and comply with this policy. Additionally, Users must comply with all other applicable College policies and procedures as well as state and federal laws. Any questions regarding this policy should be directed to the Vice President for Finance and Administration.

An account or user id is issued to faculty, staff and students when they begin their employment or studies with the College. An account or user id permits access to information technology resources. This account or user id is removed upon termination of one’s employment with the College or completion or withdrawal from an academic program.

Acceptable Use

The College’s information technology resources and services may be used only for academic, educational, or professional purposes which are directly related to official College business and in support of the College’s mission. The use of information technology resources is integral to enhancing productivity in the daily office routine and enabling faculty, staff, and students to make use of research and educational opportunities. Acceptable information technology uses may include but are not limited to:

♦ Using classroom and lab computers for class assignments
♦ Preparing instructional materials
♦ Publishable research
♦ Personal computing to improve computer literacy and to learn new software and/or hardware
♦ Accessing generally available individual and campus information
♦ Using the technology to support faculty and staff in performing their work
♦ Authorized and approved use of the College’s information and administrative systems
♦ Using the Internet to promote collegial and professional interaction, research, and productivity

Unacceptable Use

The following uses of CCCC information technology resources are unacceptable uses:

♦ Performing any illegal act, including violation of state and federal civil or criminal laws, and regulations
♦ Using these resources for any political purpose
♦ Conducting any commercial venture resulting in personal income or profit
♦ Using another person’s user id or sharing your user id with another person
♦ Sending harassing or threatening messages
♦ Accessing, downloading, storing, or transmitting child pornographic materials or obscene materials
♦ Infringing on any intellectual property rights
♦ Gaining or attempting to gain unauthorized access to any computer or network
♦ Doing anything that causes interference with or disruption of network users and resources, including
  ♦ propagation of computer viruses and any program that harms the operating environment
  ♦ Intercepting communications intended for other persons
Misrepresenting either the College or a person’s role at the College
- Distributing chain letters
- Accessing online games or gambling sites
- Libeling or otherwise defaming any person

This list of unacceptable uses is not intended to be exhaustive.

**Data Ownership and Confidentiality**

Data and information stored in the College’s computers and associated systems belong to the College, and its dissemination and use must comply with the College’s policies and procedures. Users shall not access, release, use, or disseminate confidential or proprietary information unless User is authorized by CCCC to do so and such access, release, use, or dissemination is consistent with state and federal law.

**Copyright Protection**

Pursuant to the Digital Millenium Copyright Act, 17 U.S.C. Section 1203(i)(I)(A), any user of CCCC’s technology resources who engages in copyright infringement shall have his/her access privileges terminated. Computer software is intellectual property. Software publishers and vendors can be very aggressive in protecting their property rights from infringement. These intellectual property rights extend to information published on the Internet, such as text and graphics.

Users who buy their own software agree to comply with any and all provisions of the software vendor in the software license agreement. Users are not permitted to copy software made available by the College to any other computer. In instances where a license agreement links a license number to specific computers by serial number, and the hardware is replaced or upgraded, the license agreement must be changed accordingly.

In instances where the College holds a site license, Information Technology Services (ITS) holds the site license. Even though copying for College use is allowed for these types of agreements, it must be done in coordination with ITS.

All software on all computers on campus must be properly licensed. ITS maintains inventories of all computers and all software products installed on each computer. When users have made their own software purchases, it is their responsibility to furnish a license agreement when audited.

**Malicious Code**

Viruses, worms, Trojan horses, and other malicious code can be embedded in text files, executable files, graphics, word processing documents, spreadsheets, and e-mail messages. The College uses technical methods, such as anti-virus, anti-spyware, anti-SPAM software, to reduce the probability of a successful attack or infection. However, a holistic approach is the best defense against introduction of malicious code. Users should exercise reasonable precautions in order to prevent the introduction of harmful files. Users should not disable virus scanning utilities and should use such utilities to scan files downloaded from the Internet or obtained from a questionable source, and to scan portable media such as floppy disks, compact disks, and universal serial bus (USB) sticks.

**Network Security**

CCCC computers are connected to a local area network, which links computers through the College and through the wide area network to computers in other locations. All users should avoid compromising the security of the network. Users should never share their passwords with anyone else and should promptly notify ITS personnel if they suspect their passwords have been compromised.
Users who leave their computers unattended for extended periods should either log off the network or enable the Lock Computer function by pressing <ctl>-<alt>-<del>.

**E-mail**

Microsoft Exchange Server with the Microsoft Outlook 2003 Client or Outlook WebAccess is the official College e-mail system.

E-mail is a tool provided by the College to complement traditional methods of communications and to improve administrative and educational efficiency. All e-mail accounts and all data transmitted or stored using e-mail facilities are owned by the College.

Broadcast messages to all staff and faculty using the #CCCC Faculty/Staff email group should be used only for essential College announcements of concern to the entire College community.

All users should consider e-mail messages to be the equivalent of formal written communications and thus, should be professional and courteous in tone. Remember that an e-mail message can be stored, copied, printed, or forwarded by recipients. A general rule of thumb is not to put anything in an e-mail message that you would not write in a memorandum, nor be willing to post on a bulletin board or discuss in a public meeting.

Public Folders within Outlook are provided as a service for posting general news, events, and other College-related information. These folders will be monitored by those responsible for their content. Any posted material deemed inappropriate will be removed without prior notification. Public Folders are also subject to specific guidelines suitable for that particular folder.

**Internet Use**

The Internet is a useful tool for supporting many types of academic and business-related research. The College is committed to promoting responsible Internet access. All users should view Internet access as a privilege. Users should be aware that many web sites gather and store information about visitors to their site. Care should be taken when registering for anything online, since this is analogous to giving your name, address, and phone number to a stranger.

Users must be aware of the potential for malicious code to be introduced onto the College network and computers by downloading and installing files from websites, even those that seem innocuous. Users should be extremely cautious when making decisions about downloading software from the Internet.

Users must be aware of the College’s limited Internet bandwidth. In addition to adhering to the College’s policy regarding acceptable and unacceptable uses, Users are discouraged from activities that consume large bandwidth (e.g. streaming audio from online radio stations and streaming video such as online Red Sox games), particularly during the peak daytime use periods. A single user can have a serious detrimental impact on all College Users by failing to follow this recommendation.

**Violations**

Failure to observe this policy may subject individuals to disciplinary action, including, but not limited to, loss of access rights, expulsion, termination of employment, and/or referrals to appropriate authorities in the event of violations of state or federal laws.
No Expectation of Privacy

CCCC information technology resources are the property of Cape Cod Community College and the Commonwealth of Massachusetts and are to be used in conformance with this policy. When reasonable and in pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace, CCCC will exercise the right to inspect any User’s computer, any data contained in it, and any data sent or received by that computer. Use of CCCC information technology resources constitutes express consent for CCCC to monitor network activity in any form that CCCC sees fit to maintain the integrity of the network. Therefore, Users shall have no expectation of privacy over any communication, transmission or work performed using CCCC information technology resources.

No Warranties

CCCC makes no warranties of any kind, whether express or implied, for the service it is providing. CCCC will not be responsible for any damages a User suffers. This includes loss of data resulting from delays, no-deliveries, or service interruptions caused by CCCC negligence or by the User’s errors or omissions. Use of any information obtained via the Internet is at the User’s own risk. CCCC specifically denies any responsibility for the accuracy or quality of information obtained through its services. Users need to consider the source of any information they obtain and consider how valid that information may be. Additionally, CCCC is not responsible for lost or deleted documents, files, e-mails, and other electronic resources.

CCCC also specifically denies any responsibility for a User’s encounter, access or use of any inappropriate or controversial materials from CCCC information technology resources, including the Internet. Users must notify the Executive Director of Information Technology if they identify information technology resources being used in a manner inconsistent with this Policy.

Computer Labs

The college maintains a number of computer labs for students to use to complete academic assignments and research. The computers in these labs are equipped with the Windows XP Professional operating system, the Microsoft Office 2007 suite, and many other popular applications. In addition to software, each lab has at least one laser printer, and high speed Internet access. A listing of the computer labs, their locations, and their hours follows:

Lyndon P. Lorusso Applied Technology Center, Room 116 – Open Computer Lab

This room contains 36 Dell desktop computers with 3 ½” floppy drives, DVD-CDRW drives, and flat screen monitors with USB plugs for flash sticks. Flash sticks can be purchased at the College bookstore. There are also three computers connected to scanners. These are located on the far right wall of the room with a sign above indicating their location. Portable USB ZIP250 drives and CD-RW drives are available to borrow from the Help Desk attendant. A valid CCCC ID must be left with the attendant when the drive is borrowed. These drives are only to be used in the Room 116 and are not to leave this room. Your college ID will be returned to you when you return the borrowed drive. This lab also has a color laser printer that can be used on a limited basis by students to print final versions of course related projects.

There is NO FOOD OR DRINK ALLOWED in any labs.

<table>
<thead>
<tr>
<th>Lab Hours</th>
<th>Monday – Thursday</th>
<th>7:30am – 9:30pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td></td>
<td>7:30am – 7:00pm</td>
</tr>
<tr>
<td>Saturday – Sunday</td>
<td></td>
<td>9:00am – 5:00pm</td>
</tr>
</tbody>
</table>
Holiday closings for the 2007-2008 school year.

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 3, 2007</td>
<td>Closed Labor Day</td>
</tr>
<tr>
<td>October 8, 2007</td>
<td>Closed Columbus Day</td>
</tr>
<tr>
<td>November 12, 2007</td>
<td>Closed Veterans Day</td>
</tr>
<tr>
<td>November 22-23, 2007</td>
<td>Closed Thanksgiving</td>
</tr>
<tr>
<td>December 25, 2007</td>
<td>Closed Christmas</td>
</tr>
<tr>
<td>January 1, 2008</td>
<td>Closed New Year's</td>
</tr>
<tr>
<td>January 21, 2008</td>
<td>Closed Martin Luther King Day</td>
</tr>
<tr>
<td>February 18, 2008</td>
<td>Closed President’s Day</td>
</tr>
<tr>
<td>March 17, 2008</td>
<td>Closed Evacuation Day</td>
</tr>
<tr>
<td>April 21, 2008</td>
<td>Closed Patriots Day</td>
</tr>
<tr>
<td>May 26, 2008</td>
<td>Closed Memorial Day</td>
</tr>
<tr>
<td>June 17, 2008</td>
<td>Closed Bunker Hill Day</td>
</tr>
</tbody>
</table>

Lyndon P. Lorusso Applied Technology Center, Room G02 – Writing Resource Center

This lab is staffed with personnel to help students with writing assignments of any type throughout the school year. The computers and software in this lab are identical to the computers in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center.
Lab hours (begin in October and run through the end of classes)
Monday – Friday      8:00am – 3:00pm
Call extension 4526 for additional information, or check postings on the door.

Science 112 – Math Lab

This lab is staffed with personnel to help students with Math assignments. The room contains 5 computers with the same software packages as those found in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center.
Lab hours are posted on door. Call extension 4626 for further information.

Lyndon P. Lorusso Applied Technology Center, Room 104 – Computer Hardware Lab

This lab is primarily for students taking computer hardware courses. The lab is equipped with Dells similar to those found in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center, but are equipped with specialized hardware necessary for these particular classes.
Lab hours are posted on the door of the classroom.

Library Reference Area

The Library reference area contains 15 computers identical to those found in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center, as well as a black and white laser printer.
This area is open during regular Library hours. Call extension 4342 for additional information.
Lower Library Lobby

There are 5 computers in carrels on the ground floor of the library. These computers are identical to those found in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center. This area is open during regular Library hours. Call extension 4342 for additional information.

North – Nursing Lab

This lab is equipped with 8 computers specifically set up for nursing students. In addition to the standard software packages found on the computers in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center, these machines have additional software specifically geared to nursing students. Please call extension 4587 for lab hours, or check postings on the door.

Help Desk

The Help Desk is located in the Open Computer Lab in Room 116 of the Lyndon P. Lorusso Applied Technology Center. It is staffed with personnel equipped to answer technical questions and solve many of the problems that arise on campus. The Help Desk is open during the same hours as the Open Computer Lab and is available at extension 4004, from off-campus by calling (508) 375-4004, or by sending an email to helpdesk@capecod.edu.

Students, faculty, and staff are encouraged to contact the Help Desk with any questions that may arise, such as forgotten passwords or usernames, problems with hardware or software, or for basic questions about how to use some of the software packages.
Part II - The Campus Network

LOGGING IN

Before a user can take advantage of the many IT resources available, he or she must log into the campus network.

In order to log into the campus network, each user must have a username and password. All registered students are automatically assigned a username that consists of (his/her first initial)+(his/her last name)+(his/her student ID number). As an example, a student named Chris Smith, whose student ID number is 123456 would have a username of CSmith123456. A username is NOT case sensitive and contains no spaces. Your starting default password is **Capecod+Student ID Number** – you must change your password after your first login according to the instructions in the next section.

When a student sits down at any of the campus computers, the screen will display a box like the one below (if the screen is black, press the space bar to wake up the computer).

![Log On to Windows](image)

As instructed, press **<Ctrl>+<Alt>+<Delete>**.
The Login screen will appear. It will have input boxes for a username and a password. You may also see a third box labeled Domain.
Enter your username and password in the appropriate boxes. If the Domain box appears it should read CCCC. If it does not, click on the down arrow and select CCCC from the drop down menu. Click OK. Eventually, the Windows desktop will appear, meaning you have successfully logged onto the college network.

**CHANGING YOUR SYSTEM PASSWORD**

Your default password is *Capecod+Sstudent ID number*. Because this information is somewhat public (it is part of your username and, therefore, your email address), it is important to change your password to keep other people from accessing your email and files. If you are logging on to the system for the first time, you will be prompted to change your password as soon as you log in and will not be able to proceed until you make that change.

You may change your system password at any time. It is a good idea to change your password periodically and you should always change your password if you suspect somebody else may have gained access to your account. Press `<Ctrl>+<Alt>+<Delete>` to bring up the Windows Security Screen and select Change Password, which is the button on the bottom left hand side of the box to bring up the Change Password dialog box. Note, if this is your first time logging onto windows, you will not have to perform this step, as the Change Password dialog box will appear automatically.

The dialog box will display your username in the User name field and “CCCC” in the Log on to field. In the Old password field, delete anything that may appear in the box (there will likely be a series of asterisks) and type your old password. When typing, you will not see the actual characters you type, but will see asterisks for each keystroke.

In the New Password box, type your new password. When typing, you will not see the actual characters you typed, but will see asterisks for each keystroke.

All user accounts at Cape Cod Community College must meet the following level of password complexity:

- All passwords must be at least 8 characters in length.
- Passwords must not have been used in 4 previous passwords.
- Passwords must not contain the individual’s name or account name.
- Passwords must contain at least (3) of the following (4) character groups:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Numerals (0 through 9)
  - Non-alphabetic characters (such as !, $, #, %)

**General Password Construction Guidelines**

Poor, weak passwords have the following characteristics:

- The password contains less than eight characters
- The password is a word found in a dictionary (English or foreign)
- The password is a common usage word such as:
  - Names of family, pets, friends, co-workers, fantasy characters, etc.
  - The user’s ID, or subset thereof.
  - Computer terms and names, commands, sites, companies, hardware, software.
  - Word or number patterns like aabb, qwerty, zyxwvuts, 123321, etc.
  - Any of the above spelled backwards.
  - Any of the above preceded or followed by a digit (e.g., secret1, 1secret)
Strong passwords have the following characteristics:

- Contain both upper and lower case characters (e.g., a-z, A-Z)
- Have digits and punctuation characters as well as letters e.g., 0-9, !@#$%^&*()_+|~-=\{\}[]:;"'<>?,./)
- Are at least eight alphanumeric characters long.
- Are not a word in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc.

Here is a list of "don’ts":

- Don't reveal a password over the phone to ANYONE
- Don't reveal a password in an email message
- Don't talk about a password in front of others
- Don't hint at the format of a password (e.g., "my family name")
- Don't reveal a password on questionnaires or security forms
- Don't share a password with family members
- Don't reveal a password to co-workers while on vacation

Do not use the "Remember Password" feature of applications (e.g., Eudora, Outlook, Netscape Messenger).

Passwords should not be written down or stored on-line. If one feels the password must be written down it should be placed in a location not associated with the computer such as a purse or wallet and the paper on which it is written should not be associated with the college or also contain the user login ID. When the password is fully memorized the paper should be destroyed.

In the Confirm New Password box, re-type your password exactly as you typed it in the previous box. When typing, you will not see the actual characters you typed, but will see asterisks for each keystroke. If the passwords you typed in the New Password and Confirm New Password fields do not match exactly, you will be prompted to start the process over again.

Click OK. If you were successful, you will receive notification that your password has been changed.

If you forget your system password, go to the Help Desk in Open Lab, Room 116, Lyndon P. Lorusso Applied Technology Center. Although they are not able to look up forgotten passwords, they do have the ability to reset passwords. They will reset your password to your Student ID number and you will be forced to change your password to something new during your next logon.

**Printing**

Students have legitimate needs for printing, but before sending a job to a printer, the user should ask three very simple questions:

1. *Is this is a copy job or a print job?* If you are printing multiple copies of a document, it is a copy job. If you are printing a single copy of a document it is a print job. It may be more convenient to print to a printer than to go to the copy center, but the cost is much higher. If you require 100 copies of a flyer or 20 copies of a 10 page document for your students it is a copy job, not a print job.

2. *Do I really need to send this print job to a color printer?* Printing to a color laser printer is more expensive than printing to a black and white printer. Only send a job to a color printer when it is absolutely necessary and you are printing a final copy, not a draft. Students require color printing for some graphics and other classes, but they should print drafts in black and white and final copies in color for submission of a project.

3. *Is a larger, more efficient printer preferred for this job?* Larger printers print much more efficiently. If at all possible print to a larger printer.
Students will have an assigned quota of 150 pages per semester. Students who exceed the 150 pages must go to the Business Office to pay a $10 fee for an additional 150 pages for the current semester. The Business Office will give the student a receipt to bring back to the HelpDesk. IT will release the additional 150 pages to the student.

The computer labs on campus all contain at least one printer for use in the lab. When you log onto the network, the system automatically determines which printer is closest to your particular workstation, and sets that to be your default printer. Most applications have a Print icon, which looks like a small printer 🗽. Clicking on this button, or pressing <Ctrl>+<p> will generally print one copy of the current document to that default printer.

There may be times, however, when you wish to select a printer other than the default printer or to change other aspects of the print job. Note, the following instructions are for printing from Microsoft Word, although the procedure for printing from other documents is almost identical.

Select File→Print from the menu bar, or press <Ctrl>+<p> to bring up the print dialog box.

To change the destination printer, click on the dropdown menu next to Name and select the new printer to which you wish to send your job.

To print only a section of your current document, enter the page(s) you wish to print in the Page Range dialog box. Individual pages may be entered, separated by a comma (i.e. 2, 5 will print pages 2 and 5) and ranges of pages may be entered separated by a dash (-) (i.e. 2-5 will print pages 2 through 5).

To print more than 1 copy, type the number of copies you want in the Copies box.

Once you have made your changes, click OK to print the document with the criteria you specified.

Regardless of which method you use to print your documents, they may not print immediately. Print jobs are placed into a queue and are then printed in the order they were received. If your job does not appear immediately, be patient, as it will likely be completed shortly. If you have further questions, contact the lab assistant for help.
The printers in the computer labs are for academic use only. They should not be used to print flyers, web pages (unless part of an academic assignment or research), emails, or other personal items. The lab assistants may delete print jobs that are not academic in nature.

**DISK DRIVES AND STORAGE**

Each lab computer is equipped with a number of different disk drives which students may use to store papers, assignments, or other files. To differentiate, each drive is assigned a letter for identification and is represented by a different icon when viewed in the My Computer window. To access this window, double-click the My Computer icon on the Windows desktop.

3 ½ Floppy (A:) – This drive represents the floppy drive, which is located on the front of the computer. Students can save files to a floppy disk, then remove that disk and take it when they go. Blank floppy disks can store 1.44 MB of information and may be purchased at the campus bookstore. Floppy disks are inexpensive but should be used with caution, as they are prone to failure. When disks fail, it is often not possible to recover information stored on them, meaning that information is lost. Files stored on floppy disks should always be backed up to some other location to prevent loss.

Local Disk (C:) – Almost all modern computers are equipped with a large-capacity, permanent drive called a hard drive. This is where the computer’s operating system and application programs are stored. While this is a common storage location for files on many home computers, students should NOT store any files here. All of the public computers on the Cape Cod Community College campus are equipped with special software that deletes new files from the hard drive each time the computer is restarted. Once files are deleted by this software, they cannot be recovered.

Compact Disc (D:) – Lab computers all have DVD-CDRW drives. In this case, the “RW” stands for “re-writable.” These “cd burners,” as they are called, use a special type of CD to permit users to create their own CD with their own files. There are portable USB CD-RW drives available at the Help Desk that can be borrowed with a valid CCCC ID to be used with any of the other computers in the lab. Discs may be purchased from the campus bookstore.

The monitors are equipped with USB ports that will accommodate flash sticks for saving data. Flash sticks are available for purchase in the campus bookstore.

Network drives – Each student user will see three network drives. These drives behave very much like a local hard drive, but do not reside on an individual workstation. Instead, these virtual drives reside on servers elsewhere on campus and will be accessible by the user, regardless of what on-campus computer he/she is using (network drives are not accessible from off-campus computers). The servers on which these virtual disks reside are backed up every night to prevent data loss.
Each student user will have three network drives:

<username> on 'FS1' (Y:) -- This is personal drive space. The user that owns the account is the only one who can save files to this drive, erase files, or even see what files are there. This space is designed for students to keep files they are working on so that they do not have to rely on unreliable floppy or zip disks. Students do have a limit as to how much they can store. Each student is allotted 250 MB of drive space. Students who reach that limit will not be able to save any additional files until files are removed to make room. Note, for lab and classroom computers, My Documents is the same as the student’s Y-drive. **All files are permanently deleted from all student “Y” drives in the last week of August before the start of the new academic year.**

faculty on 'FS1' (W:) – This drive may be used by faculty members to post assignments or other files needed for class. Students will be able to see all of the files on the drive and may open or copy them, but cannot create new files or delete those that are already there.

common on 'FS1' (X:) – This is common storage available to the entire 4Cs community. Any user logged into the network has permission to read, write, or delete from this drive. This is designed as temporary storage and any important data should not be stored here.

**LOGGING OUT**

When users are finished working, it is important they log off the system. If users fail to log off, the next person to sit at the computer will have access to all of the previous user’s files.

Click the Start button at the bottom left side of the Windows desktop.

Select Log off <username>. When the dialog box appears asking if you are sure you want to log off, select Yes. You should always wait to be certain the computer returns to the login screen to ensure your log off was successful. If you have unsaved files or other problems occur, it is possible the computer will not log off properly, leaving your account unsecured.

**WIRELESS ACCESS USING PERSONAL COMPUTER**

If you have a wireless network card in your laptop you can configure it for access to the campus wireless network. In your configuration tab you should be able to see and connect to the broadcast SSID named cccc as an available network. You should be able to connect to this SSID without any extra configuration steps. Once connected to the cccc SSID you will be able to browse the Internet, as well as connect to our internal Blackboard / Distance Learning web page. If you experience any problems please contact the Help Desk at xt 4004.
Part III - Outlook and Email

**EMAIL**

All registered students have been provided with an email account. Using this account and Outlook Web Access, students may communicate with instructors, other students, or anybody else with an Internet email account.

Locate and double-click the Internet Explorer icon on the desktop, which is a blue, lower-case ‘e’ to provide access to the World Wide Web.

In the address bar, type **mail.capecod.edu** (note, there is no ‘www’ at the beginning).

When you press <enter>, a sign in dialog box will appear. Enter your username and password and click OK to open your email In Box.

In the main section of the window are incoming email messages. Those that have been read will be in regular text. Unread messages will be listed in bold.
**Sending a message**

Click the **New** icon in the message options row to open a new, blank email message. In the **To** text box, type the complete email address of the recipient(s). If you wish to send the email to more than one person, separate their email addresses with a semicolon (;).

If you are trying to send an email to an instructor and you do not know his/her email address, you may click the **To** box. This will bring up a search dialog box.

Type the instructor's last name and click **Find**.

Select the instructor's name from the resulting list and click **To** to insert the instructor's email address.

(Optional) Type the email addresses of other recipient(s) in the **CC** and **BCC** boxes. **CC** is short for *Carbon Copy*. Addresses typed in this box will receive the email as if they were included in the **To** box. **BCC** is short for *Blind Carbon Copy*. Addresses typed into this box will receive the email as if they were included in the **To** field, but their email addresses will not appear in any of the headers.

(Suggested) Type a subject line into the **Subject** field. It is strongly suggested that you include a subject line that gives the recipient an accurate description of the subject of the message. Many people ignore received emails without a subject line and will delete them without ever opening the message.

(Optional) You may attach files to your emails. This feature is often used to send papers or assignments to instructors.

Click the **Attachments** button to open the Attachments dialog box.

Click the **Browse** button to locate the file you wish to include with the email.
When the path to the file appears in the *Choose a file to attach* field, click *Attach* to add it to the email. When you have added all of the files to your list, click *Close*.

Type the body of your message in the main message box at the bottom of the message window.

When you are satisfied your message reads the way it should, click *Send* to send the message to the name(s) on your list. If you wish to save the message and return to it later, click *Save* to save the message in your *Drafts* folder.

### Reading a message

Your In Box contains all of the messages you have received, but not yet deleted. Messages in regular type are those that have been read. Those in Bold are unread messages.

To read a message, double-click on the name in the *From* column. This will open the message in its own window. All of the information about the message, such as who sent it, the recipient list, and the subject line appear at the top of the window with a gray background. The message itself appears below that header information. Once you have read the email, there are several options.
Reply will open a new message with the To field completed with the sender’s email address and the original email quoted at the bottom. You may then type a message to the sender above the original, quoted section. This method is useful when two people are carrying on a “conversation” via email.

Reply to All is very similar to Reply, but the To field will be populated not only with the sender’s address, but also the addresses of all the other people who received the original email. This can be especially useful for groups to collaborate on a question or problem.

Forward will open a new message with the original message quoted in the body. You may then supply a new email address in the To field and add any comments to the main body. This feature is useful for sending a copy of the message to somebody who was not originally included in the recipient list.

Clicking on the Print icon will open the print dialog box, allowing you to print a copy of the email on the printer of your choice.

Clicking on the Delete icon (it looks like an ‘x’) will delete the email from your In Box and move it to your Deleted Items folder.

The up and down arrow icons allow you to go immediately to the email before (up) or after (down) the current email without having to go back to the main Outlook screen.

Contacts

Rather than having to remember email addresses for instructors and other students, Outlook offers a way of storing this information for you. Click on Contacts in Outlook Web Access to open Contacts.

Creating a new contact

After clicking the Contacts icon to open the Contacts page in Outlook, click New to create a new contact and open the New Contact dialog box.

Complete the form with as much information as you know, making sure to enter the proper email address.

Click Save and Close.

Using contacts to send an email

Once contacts have been saved, it is possible to send an email to those contacts without having to retype an email address.

From the Contacts screen, double-click the contact to which an email should be sent.
Click the *Send mail to contact* icon. This will open a new email message with the *To* field populated with this contact’s email address.

**Deleting email**

Once a message is no longer needed, users may delete it, thereby getting out of the In Box and keeping down clutter. To delete an email from the main Outlook page, single click on the message to select it (the background will turn blue). Once the email has been selected, click the Delete icon from the menu bar, which looks like an ‘x’.

Deleting a message does not remove it entirely. Instead, it moves that email from the In Box to the Deleted Items folder. To remove the message completely, users must click the Empty Deleted Items Folder icon, which looks like a trash can. Clicking on this icon will delete all of the messages stored in the Deleted Items Folder. Be aware when performing this function, that messages can not be recovered once this button has been clicked. It is important to clean out the Deleted Items Folder from time to time, as items in this folder count against your email quota and take up disk space.

**Logging Off**

When users are finished with email, it is important to log out of Outlook. From the shortcuts menu, select Log Off. Outlook will then ask if you wish to close the window to complete the log off process. Especially if you are working at a public computer, such as a computer in one of the computer labs, it is a good idea to close the window to completely remove your information from the browser’s history file.

**Part IV - Printing a Schedule**

Students are able to view or print their schedules from any computer with an Internet connection and a printer.

Open a Web browser, such as Microsoft Internet Explorer or Netscape Navigator.

In the address bar, enter campus-web.capecod.edu (note, there is no ‘www’ at the beginning) or click on Student Schedule from the Quick Links of the College web page.

Enter your Student ID number and PIN number provided by the Registrar’s Office and click Enter. NOTE: These are different than your network and email login and password.

When the schedule appears in the browser window, select File ➔ Print to open the print dialog box.

Select the proper printer and number of copies and click OK.
Part V – Blackboard

LOGIN

Access the Internet with Internet Explorer, Firefox, or Netscape (if you have AOL, start AOL, then once you are online, open I/E, Firefox, or Netscape)

a. Enter the web address http://blackboard.capecod.edu in the browser (you can also enter through the CCCC web site by clicking the Blackboard Icon)
b. Click the Login button
c. Enter your User Name (first initial+lastname+student ID). For example, John Smith with student ID of 654321 would enter jsmith654321. If your last name is greater than 13 letters, only the first 13 are used. Also, any hyphens, periods, apostrophes, or spaces should be omitted.
d. Enter your Password (initially this is your student ID number). WE RECOMMEND THAT YOU CHANGE YOUR PASSWORD ON YOUR FIRST ENTRY TO Blackboard (see below).
e. Click the Login button
f. You will be taken to a My_CCCC page in Blackboard. This page contains announcements from all your enrolled courses, and links to your courses
**CHANGING YOUR PASSWORD, EMAIL, AND OTHER INFORMATION**

Access the My_CCCC page (see above)
1. Click on **Personal Information** (upper left corner)
2. Click on **Edit Personal Information>Change Password** and follow instructions on the screen
3. **We recommend you use your CCCC email address for academic communications (default).** See your Student Handbook for instructions to access your CCCC email box.
4. If your course involves the use of a CD, you will need to tell Blackboard what drive letter is the CD drive on the computer you are using. You do so clicking **Edit Personal Information>Set CD drive,** and selecting the appropriate letter designation.
5. We recommend not changing the **privacy settings.**

**GETTING TO YOUR COURSE SITE**

If you are enrolled in a course and *your instructor has made the site available*, a link to your course should be on the My_CCCC page.
1. Click on the course link for the course you wish to enter
2. You will be brought to the entry page for that course
3. Click on the buttons on the left side of the screen to go to specific areas of the course site
4. You can also click on the “**Course Map**” to see an outline of the site and to go to a specific item
5. You can use the path at the top of any page to backtrack or any button or tab will bring you directly to the relevant page.

**TO ACCESS AN ITEM IN YOUR COURSE SITE**

Go to your course site entry page (see above)
1. Locate the item you wish to view, or print using the buttons on the left side of the screen and links (identified by blue underlining)
2. Click on the link of the document you wish to view, download, or print.

**EMAIL A CLASSMATE**

Go to your course site entry page (see above)
1. Although each course will differ slightly based upon the instructor preferences, the following general steps will be close. Your instructor will inform you if there is a major difference.
2. Click on the Communication button on the left side of the screen
3. Click on the Send Email item from the list
4. Click on the appropriate item based upon who you want to send email to, e.g., the class, the instructor, individual in the class, etc.
5. Type in your email message and add any attachments
6. When ready to send the email, click Submit (bottom of the page).
7. You will receive confirmation that your email has been sent. Click OK.
PARTICIPATE IN A DISCUSSION FORUM

Access a Particular Forum
1. From any screen in your course, click the Discussion button
2. You will see a list of forums for your course. Click on the link for the forum you wish to enter.
3. You will see a list of threads (usually, questions entered by the instructor) and responses from fellow students

Read/Reply to a Thread
1. Upon entering the forum (see above), click on the thread or reply which you wish to read (not the student’s or instructor’s name)
2. You will see the text of the thread or student reply. To reply or comment, click the Reply button to the right.
3. If the instructor has given students permission to “start a new thread”, click “Add a New Thread” at the top portion of the screen.

WHERE CAN YOU OBTAIN FURTHER INFORMATION ABOUT USING BLACKBOARD

Getting Help
1. On the Distance Learning web site (http://learning.capecod.edu) and then click “Student Help”, and you will find Frequently Asked Questions and a How To … Summary for Students.
2. Within Blackboard, there is an online student manual by clicking the Tools button from within a course.
3. If your question relates to a particular course, you should initially contact your instructor.
4. If your question relates to the Blackboard System rather than a particular course, call the IT Help Line at X-4004. They will redirect the call appropriately.