



Serf® Student Jumpstart Pamphlet

Welcome to the course *Internet Literacy*! This pamphlet is designed to jumpstart you into the course. Once you follow the jumpstart instructions provided here, you will be taken online into a virtual learning environment on the World Wide Web. Describing how exciting it is to learn this way, a student once described this environment as an E-ticket ride. We hope you will find *Internet Literacy* just as exciting. Soon you will get your ticket to ride; keep on reading!

What You Will Need

In order to take this course, you will need a Windows or Macintosh computer and an Internet account. Many schools and businesses provide Internet accounts to their students and employees. If you don't have an Internet account, check with your school or business to find out if you can get an account with them. If not, you can get an Internet account either from a local or a national Internet service provider (ISP). You can find your local ISP in the yellow pages of your telephone book listed under Internet services. The most popular national ISP is America Online (telephone 800-827-6364), which provides the kind of Internet service you need for around \$23.95 per month.

The specifications for the kind of Internet account you will need are described as follows:

- It must provide the basic Internet services of e-mail and access to the World Wide Web via Netscape Communicator, Firefox, Safari, or the Microsoft Internet Explorer.
- It must include at least four megabytes of Web space in which you will create your Web page assignments in this course.

All of the exercises in this course can be completed via modem over an ordinary telephone line. If you have a higher-speed connection, screens will appear more quickly, but the course has been designed to work over an ordinary telephone line.

Textbook

The textbook for this course is *Internet Literacy* by Dr. Fred T. Hofstetter, Professor of Instructional Technology at the University of Delaware. You can purchase a copy of this textbook at your campus bookstore. Most retail bookstores, such as Borders and Barnes & Noble, also carry *Internet Literacy*. You can also purchase it online at www.barnesandnoble.com. Make sure the copy you buy is the third edition. Some bookstores are selling earlier editions at a reduced price, but the earlier editions will not work for this course.

Going Online

Once you have the textbook, an Internet account, and either the Netscape Communicator or Microsoft Internet Explorer Web browser, you're ready to go online and begin the course. To logon to the course, use your browser to go to the following Web site:

serf.udel.edu

If you don't know how to go to a Web site, follow these steps:

- If you have Netscape, pull down the File menu, choose Open Page, type serf.udel.edu and click Open.
- If you have the Internet Explorer, pull down the File menu, choose Open, type serf.udel.edu and click OK.



Logging On

The first screen you will see is the Serf logon screen. Serf is the name of the Web-based distance learning environment you'll be using in this course. Before you can log on, you need to create a Serf name and password. To create your Serf name and password, follow these steps:



ticket

- Click the “Admit One--Ticket” button to make the Ticket Validation screen appear.
- In the blanks provided, type your first name and your last name.
- In the Ticket field, type your ticket number. Most often, this is your social security number. Unless you've been told to enter something different in the Ticket field, type your social security number, without any spaces or hyphens.
- Click the Submit button.

If Serf recognizes your name and ticket number, you'll be taken to a screen that let's you create a Serf name and password. Your Serf name is the name you will type every time you log on to the course, and your password is a secret word that you will be required to type in order to log on. When you choose a password, pick something you can remember. Do not use easily-guessed names such as your first or last name, your nickname, your hobby, or other words that people associate with you. Mixing letters and numbers in a password makes it harder for people to guess. Most important, remember your password. Although your instructor can reset your password in case you forget it, you should try to avoid needing to have this done by remembering your password. To select a Serf name and password, follow these steps:

- Type your Serf name into the Serf Name field.
- Type your password into the first Password field; asterisks will appear to keep your password secret.
- Type your password again into the second Password field. What you type in the second Password field must match exactly what you typed in the first Password field.
- Click the Create button to create your new Serf name and password.

If the Serf name you chose has already been taken by another user, Serf will inform you and ask you to choose a different name. Follow the on-screen instructions until your Serf name and password have been created.

From now on, you can sign on quickly and easily by going to serf.udel.edu, where the on-screen instructions will prompt you to enter your Serf name and password and click the Logon button.

Beginning the Course

Once you log on, you're jumpstarted into the course. From now on, all of the class instructions and assignments will come from the Web. As the course progresses, you'll notice how Serf knows where you are in the course, what you have and have not done, and what you should be working on each day. You'll also notice icons that denote different kinds of events on your syllabus, assignments you need to complete, how much each assignment counts toward your grade in the course, and how much time you have to complete them. There are dozens of features that make it easy to move around the course, study the materials it delivers, submit your assignments, and see your grades. The course delivery system used to create this environment is called Serf. The remainder of this pamphlet describes some of the options available to you while using Serf.

Note: When you log on, if you're enrolled in more than one Serf course, you'll be taken to the course you were working on last. To switch to a different course, scroll down to the System Options, and choose the option to Switch Courses.

What is Serf?



Serf is an acronym that stands for Server-side educational records facilitator. It's your servant on the Internet; hence the name Serf. Serf provides an environment for delivering courses anywhere in the world, using the World Wide Web as a distance education medium.

Serf provides support for students, teaching assistants, instructors, and administrators. The administrators use Serf to create courses and enroll students. Instructors use Serf to create their course syllabus, which consists of an ordered list of instructional events, assignments, and multimedia resources. Teaching assistants help the instructor provide services to students, and may assist in the grading of the assignments. The beneficiary is you, the student, who partakes in a learning environment rich in multimedia resources and Internet services.

How to Use Serf

At the top of every Serf screen is a menu bar that provides you with communication and navigation options. You'll find links to e-mail, news, and an index of items contained on the course syllabus. For more options, click the Options button, which will bring up a detailed list of the options available to you in this course.



Most of the pages are too long to fit on the screen all at once. Use the scroll bar at the right edge of the Serf window to scroll up and down the page. Click the arrows to move by small amounts, or click the blank space between the arrows to page up and down. You can also drag the slider to move any place on the page.

Remember that the Serf menu bar will always be at the top of every page, and the detailed navigation options will always be near the bottom. The detailed navigation options are divided into five sections, as you can see in the following illustration.

You are working on the course HEPP-533-194-05S: Internet Literacy.

Syllabus	Assignments	Calendar	E-Mail	System
Current Class		Daily		Logon
Brief Index	Inspect	Weekly	Instructor	Logout
Detailed Index	Submit	Monthly	Assistant	Password
Preamble	Grades	Add Event	Classmate	CD-ROM Setup
Search		Delete Event	Register	Switch Courses
View Complete		Change Event		Discussion Forums

1. *Syllabus options.* In the syllabus section, you'll find buttons that let you see the current class, which is the class that the instructor scheduled for the day you logged on. To move to any other class, use the Brief Index button, which lists the classes in the course. The Detailed Index button will bring up a complete list of all of the events in the course; use the detailed index when you're looking for a specific event. The Preamble button will display the course preamble, which is the information you get when you log on prior to the start of a course. If you want to search the syllabus for a particular word or phrase, click the Search button. Finally, to view the complete course syllabus, click the View Complete button.
2. *Assignment options.* In the assignment section, you can click the Inspect button to see a list of all the assignments in the course. If the list seems overwhelming, remember that you're looking at a complete list of all of the assignments, and you have the entire term to complete them. There's a Submit button that you'll use to submit assignments, and a Grades button that'll show you the grade you got on each assignment, along with a prediction of your final grade based on the work you've done so far. If you're curious, go ahead and click the Grades button. If you haven't submitted any assignments yet, no grades will be filled in, but you'll be able to see how convenient this will make getting a grade report during the course.
3. *Calendar options.* The calendar section provides buttons for seeing daily, weekly, and monthly views of your personal calendar. There's even a button that adds an event to the calendar. When you add an event, it gets added to your personal copy of the calendar. No one else in the course can see your personal calendar. You can add birthdays and anniversaries or other kinds of reminders to your personal calendar, and Serf will remind you as the date approaches.
4. *E-mail options.* The e-mail options make it quick and easy to send messages to your course instructor, teaching assistant, and classmates. When you click the Classmates button, you'll get an e-mail grid showing the names of all the students in the class. To send e-mail, simply click the name of a student. Before people can send you e-mail, however, you'll need to click the Register button and register your e-mail address in the course.
5. *System options.* You'll find system-related options in the System section. You can log off or change your password, for example. If you're enrolled in more than one Serf course, you can switch courses. There's also an option for setting up your CD-ROM drive. If a CD-ROM is being used along with this course, you should click the CD-ROM Setup option, and follow the on-screen instructions to set up your CD drive for use with this course. Last but not least, there's an option called Discussion Forums, which you can use to participate in online discussions with your classmates during the course.

Serf@Event115 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

chatroom e-mail listserv newsgroup options index search EXIT log out

Internet Literacy

Course Syllabus

Searching for Information

Class 14: Wed 9 Mar 2005

Reading *Internet Literacy*, chapter 11.

Topics The Internet is the richest source of information on the planet. Just about anything you could ever want to know is available online. Especially for students and scholars conducting research, the Internet is a fantastic resource for finding out what's been done in your field. The key to unleashing the research potential of the Internet is to know how to use the search engines. That's what this class is about.

Subject Searching Go to the [subject-oriented searching](#) section of the *Interlit* Web site, and use the subject index to find something you are interested in. Follow the link to Yahoo, for example, and use Yahoo's directory structure to find a subject you are interested in, such as your favorite hobby or your favorite subject in school.

Keyword Searching Keyword searching lets you look for specific things you want to know about. Use one of the [keyword search engines](#) at the *Interlit* Web site to search for something specific that you need to know.

Concept Searching Concept-oriented searches can expand an idea into related topics and search them automatically. Use one of the [concept-oriented search engines](#) to perform the same search you tried in the previous exercise, and compare the results you get.

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You are working on the course HEPP-533-194-05S: Internet Literacy.

Trusted sites

Troubleshooting



If you encounter any trouble in this course, here's how to go about getting help. If your question has to do with how to use Serf, click the Help button at the top of the Serf screen. This will connect you to the online Serf documentation and help system, which is full of helpful hints and suggestions.



If your question is related to the course, click the Questions button at the top of the Serf screen. This will bring up a list of frequently asked questions (FAQ), along with answers. Chances are that if other students have encountered the same problem you're having, you'll find the answer in the FAQ.



If your question deals with course content, scroll down to the e-mail options at the bottom of the screen, and send e-mail to your course instructor or teaching assistant, who are online frequently.

Finally, if you cannot solve the problem and you need to speak with someone in person, call the UD Online office at (302) 831-1500, or if you are calling long distance, dial toll-free (800) 597-1444. During normal working hours, there's always someone there to assist you.

Sign Your E-mail Messages

Whenever you send an e-mail message to your course instructor or teaching assistant, please remember to sign your message by including your full name and e-mail address at the bottom of the message. If you do not do this, your instructor may not be able to respond to you if the mailer you're using does not automatically include your correct e-mail address. This is especially frustrating at the beginning of a course, when the instructor wants to help you, but cannot respond because your correct e-mail address does not appear in your message.

Please form the habit of always including your full name and e-mail address at the bottom of any messages you send your course instructor or teaching assistant.

Remember to Log Out



When you're done using Serf, remember to log out and shut down the Web browser. This is especially important if you're using Serf in a computer lab where other students will be using your computer. If you do not log out, the student who uses the computer next could gain access to your records. You wouldn't want that to happen, so please remember to log out. Your records will expire after a while, but until then, the next user could possibly gain access. The best way of making sure your work remains private is to shut down the Web browser when you're done using the computer. Shutting down the Web browser guarantees that no one can gain access to any of your Serf screens.