

Serf[®] Administrator Guide



Version 4.0

by

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Introduction

Welcome to Serf! You are about to enter an educational environment that unleashes the power of the World Wide Web for delivering instruction and improving communications among instructors and students, both on and off campus, at home or at school. Before you log on, however, you need to understand the hierarchy of user types that exist in the Serf environment. There are five kinds of users in Serf:

1. *Serf Sysadmin.* At the top of the hierarchy is the Serf sysadmin, which stands for system administrator. The sysadmin, who is the only user above you in the hierarchy, is in charge of running the Serf server. Your Serf logon will have been created by the Serf sysadmin.
2. *Administrator.* The administrator creates and maintains the lists of objects with which instructors and students work. These lists include rosters, calendars, syllabi, rooms, and styles. The administrator creates courses by linking these objects together and assigning them to an instructor. The administrator can create portals and associate a portal with a course or channel that end users will be served upon entering the portal.
3. *Instructor.* The instructor is the person to whom the administrator assigns the responsibility for teaching a course or authoring a portal channel. Depending on the options chosen by the administrator, the instructor will normally be able to create and edit the course syllabus, add and modify dates on the course calendar, adjust the style parameters that control the on-screen appearance of the course, and add or drop students from the roster. The instructor also has access to the course gradebook, which is used to monitor student progress, grade assignments, and compute final grades.
4. *Teaching Assistant.* Each course can have one or more teaching assistants. The teaching assistant helps the instructor communicate with students, grade assignments, and maintain the course roster. In practice, however, smaller courses tend not to have teaching assistants.
5. *Student.* Last in the hierarchy but certainly not least in terms of importance is the student. The student side of Serf is where all of the options described above combine to create a unique and powerful way of exploring, discovering, constructing, and assessing knowledge over the Web.

Although you, the administrator, are listed second in the Serf hierarchy, the role you will play is in many ways the most important, because you create and assign the resources that instructors use to create and deliver courses to students. Before you learn how to perform this role, it is important for you to understand the nature of a Serf course.

A Serf course is the combination of an instructor, a student roster, a syllabus, a calendar, and a presentation style. Reread this paragraph and reflect on it, because realizing how objects combine to create courses is the key to understanding your role as Serf administrator.

Serf is object-oriented! You can combine a syllabus object, for example, with different calendar objects to create courses that begin and end at different times. Instead of having to retype a syllabus with new dates for use next semester, you can simply attach next semester's calendar, and the syllabus will inherit next semester's dates. If a group of students needs a little more time to complete a course, you can extend the dates on their calendar, to which the events on the syllabus will adjust automatically.

In addition to serving the needs of students, courses can also be created as channels that enable end users to log on to a portal, access information, update records to which the user has been granted access, and participate in threaded discussion forums, document sharing, and electronic magazine (ezine) services that are powered by Serf. This booklet will teach you how to create and assign these objects for use by instructors, teaching assistants, and students. We begin by learning how to log on to Serf.

Logging On to Serf as an Administrator

To log on to Serf, use your Web browser to go to the URL (Web address) of your Serf server. Imagining that you work for Santa Claus, and your Serf server's address is <http://northpole.com/serf>, you can browse to that server as follows:

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

The Serf logon screen will appear as illustrated in Figure 1. Notice how it asks you to enter your Serf name and password to log on. Your Serf sysadmin will have given you either a Serf name and password, or a ticket whereby you can create your own Serf name and password.



Figure 1. The Serf logon screen.

Cashing In a Ticket to Use Serf

If your Serf sysadmin gave you a ticket, 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 were 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 will be taken to a screen that lets you create a Serf name and password. Follow the onscreen instructions until your Serf name and password have been created.

Logging On to Serf

To log on to Serf, browse to your Serf server’s Web address, and when the logon screen appears, type your Serf name and password into the blanks provided, and click the Logon button. Serf will recognize you as an administrator and display the System panel, as illustrated in Figure 2.

System Staff	Administrators	Instructors	Assistants	Students
List Create Delete	List Create Delete	List Create Delete Team	List Create Delete Assign Unassign	List Create Delete Add to Roster Drop from Roster
Users	Courses	Calendars	Rosters	Rooms
Find List States Records Backpacks	List Create Delete Edit Switch	List Create Delete Reconfigure Edit Current	List Create Delete Reconfigure View Current	List Create Delete
System Commands	Syllabi	Translations	Styles	This Course
Logout SQL Your Password Other's Password CD-ROM Setup Upload	List Create Delete Reconfigure Reload Edit Current	List Create Delete Reconfigure Edit	List Create Delete Reconfigure Edit Current Edit Default	Gradebook View Roster Roster a Student Export Discussion Forums Edit
Change Levels	This Syllabus	My Calendar	Student Views	E-Mail
System Administrator Instructor Assistant Student Roles	List View Edit Brief Edit Index Detailed Index Preamble	Daily Weekly Monthly Add Event Delete Event Change Event	Current Class Brief Index Detailed Index Preamble Search Syllabus	Instructor Assistant Classmate Register
Wizards	Monitor	Import	Export	Database
Affinity Clusters Clean Database Drop/Add Jumpstart Author Versioning	Console History Memory Portals Threads Trace	Calendar Roster Style Syllabus Translations Modules & Pools	Calendar Grades Style Syllabus Translations Modules & Pools	Backup Indexes Locks Restore Sources

Figure 2. The System panel for administrators.

Perusing the System Control Panel

As you scroll down to peruse the system options, you will notice how they are organized in rows according to the kinds of functions they perform. The first row enables you to list and create users. The second and third rows contain options that you will use to create and manage courses and channels. The fourth row provides access to your personal calendar and the communication options. The fifth and final row contains options you will use to monitor the system and import and export courses and grades.

You may notice that a few of the options are not active, such as the Backup and Restore options in the Database section in Row 5, Column 5 of the System panel. These options are active only when a Serf sysadmin logs on. If you ever need to use options that are not active, consult with your Serf sysadmin, who can either perform those functions for you, or advise you of another way to complete your task.

Listing, Creating, Deleting, and Finding Users

One of your primary tasks as a Serf administrator is to create users. That is why the top row of the System panel is devoted to that purpose. Column 1 contains controls that list, create, and delete Serf system staff, who are the Sysadmins. Column 2 is devoted to administrators. Columns 3, 4, and 5 handle instructors, teaching assistants, and students, respectively.

How to List Users

It is convenient to be able to list users from time to time. You might want to know the name(s) of your Serf sysadmin(s), for example, which you can learn by listing the system staff. To help a student who may be having trouble logging on, you can list the students and check the spelling of their names. To list users, follow these steps:

- In the first row of the System panel, click the List option in the column representing the type of users you want to list.
- Serf will display the list of users, as illustrated in Figure 3.
- If the list is long, and you are looking for the name of someone specific, pull down your browser's Edit menu, choose the option to Find in Page or Search the Page, and use the Search dialog to find what you are looking for.

UserID	SerfName	Password	FirstName	LastName	UserType	Email	CD	Ticket	CourseID
343	Ben	*****	Ben	Jones	2			999426735	0
344	John Doe	***	John	Doe	2			999874637	0
345	Mary Smith	*****	Mary	Smith	2			999865940	0

Figure 3. How Serf displays the list of users.

How to Create Users

Depending on their level in the Serf hierarchy, Serf users have different levels of creation powers. The sysadmin can create any kind of user, including another sysadmin. Administrators can create instructors, teaching assistants, and students. Instructors can create students. You can tell what kind of users you can create by looking at the Create options in the first row of the System panel. If the Create option is underlined, that means it is active, allowing you to create that kind of user. To create a Serf user, follow these steps:

- In the first row of the System panel, click the Create option in the column representing the type of user you want to create.
- Serf will display the user creation form, as illustrated in Figure 4.
- In the First Name field, type the user's first name.
- In the Last Name field, type the user's last name.
- You must decide whether you want to preset the user's Serf name and password, or give the user a ticket that the user can use to choose their own Serf name and password.
- If you want to preset the user's Serf name and password, enter them in the Serf Name and Password fields, respectively.
- If you want to give the user a ticket, leave the Serf name and password fields blank, and type the ticket into the ticket field. Normally the ticket is the user's social security number, typed without any spaces or hyphens. E-mail addresses can also be used as tickets, since everyone has a unique e-mail address.

Enter the real first name and last name of the new instructor.

First Name Last Name

If you want to preset this person's Serf name and password, do so in the Serf name and password fields.

Serf Name Password

You may also set a unique ticket. If you leave the Serf name and password fields blank, the person using this ticket can choose his or her own Serf name and password on the first logon.

Ticket

Click the Create button to create the new user.

Figure 4. The Serf user creation form.

If you give the user a ticket, all you need to tell the user is to browse to your Serf server's address, click the Ticket button at the top of the Serf screen, and follow the onscreen instructions to cash in their ticket and select their own Serf name and password.

Tip: The ticket solves a large problem that institutions offering courses at a distance might otherwise face. If you do not give the user a ticket, then you need to assign the user a Serf name and password. Figuring out what these should be is a huge administrative task that you can avoid by using tickets instead.

How to Delete Users

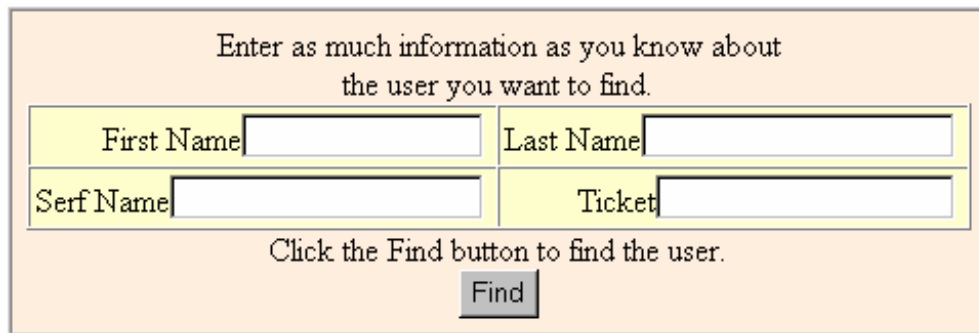
Only the Serf sysadmin can delete users. The reason why the delete function is available only to the Sysadmin is because deleting a user orphans any work done by that user. If you later discover that the user should not have been deleted, it will be impossible to reconnect that user to the orphaned records, which may contain assignments and grades if the user is a student, or syllabi and calendars if the user is an instructor.

By not permitting you to delete users, Serf is protecting you against unintentionally orphaning someone's work. If you really need to delete a user, ask your Serf sysadmin to perform the deletion for you.

Serf does permit you to add and drop students from rosters, however, as you will see later in this booklet. Dropping a student from a roster is a kind of deletion, because you are deleting that student's entry on the roster. The student's records remain intact, however, even though you removed the student from the roster. Since you cannot actually delete the student, if you later discover that the student should not have been dropped from the roster, you can simply reattach the student to the roster, and all of the student's records will reconnect automatically.

How to Find Users Quickly

If you ever need to find a user quickly, scroll down to the Users section of the System panel (row 2, column 1), and click the Find option. Figure 5 shows how Serf will prompt you for as much or as little information as you know about the user. When you click the Find button, Serf will provide you with a list of the users who match the information you provided.



Enter as much information as you know about
the user you want to find.

First Name	<input type="text"/>	Last Name	<input type="text"/>
Serf Name	<input type="text"/>	Ticket	<input type="text"/>

Click the Find button to find the user.

Figure 5. The Find a User form.

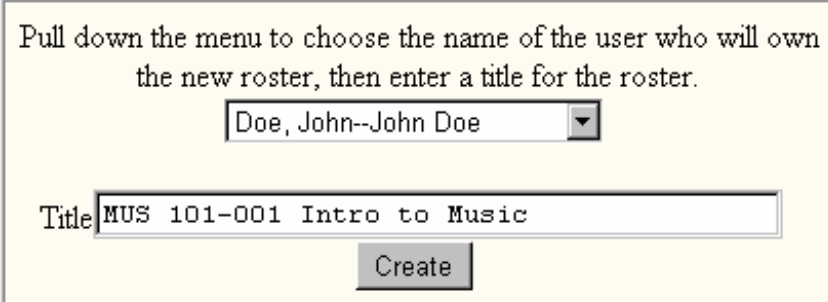
Creating the Objects that a Course Comprises

As mentioned earlier, a course is the combination of an instructor, a roster, a syllabus, a calendar, and a presentation style. So far, you have only learned how to create the instructor. Now it is time to learn how to create the other objects that a course comprises.

How to Create a Roster

A roster is a list of the students or end users who have enrolled in a course or have been provided access to a Serf portal channel. Creating rosters is one of your most important duties as a Serf administrator. There are two ways to create a roster. You can just create the roster by itself, without enrolling any students on it, or you can import a roster, which both creates the roster and enrolls the students listed on it. Described here is the method for creating a roster by itself, without enrolling any students on it. Later on, you will learn how to import a roster from a student information system, as described in the Importing and Exporting section of this booklet. To create a roster without enrolling any students on it, follow these steps:

- Go to the Rosters section of the System panel (row 2, column 4).
- Click the Create option; the Create a New Roster form appears as illustrated in Figure 6.
- Pull down the menu and select the name of the user who will own the roster. If you do not want the instructor to be able to add or drop students from the roster, make yourself be its owner. Otherwise, you should let the instructor who will be teaching the course own the roster.
- In the title field, enter a descriptive title for this roster. It is a good idea to include the name of the course in the roster's title. If the course is Music 101 section 001 in the fall of 2003, for example, you could make the title of the roster be Music 101-001 Fall 2003. You are free to title the roster any way you want, however, as long as each roster you create has a unique title.



Pull down the menu to choose the name of the user who will own the new roster, then enter a title for the roster.

Doe, John--John Doe

Title MUS 101-001 Intro to Music

Create

Figure 6. The Create a New Roster form.

Tip: If you make the course instructor be the owner of the roster, both you and the instructor will be able to add and drop students from the roster. If you make yourself be the owner of the roster, the instructor will not be able to modify the roster.

How to Create a Syllabus

A syllabus is an ordered list of the events in a course or channel. There are two ways to create a syllabus. You can just create the syllabus by itself, without entering any events on it, or you can import a syllabus, which both creates the syllabus and enters the instructional events on it. Described here is the method for creating a syllabus by itself. Later on, you will learn how to import a syllabus, as described in the Importing and Exporting section of this booklet. To create a syllabus without importing any events onto it, follow these steps:

- Go to the Syllabi section of the System panel (row 3, column 2).
- Click the Create option; the Create a New Syllabus form appears as illustrated in Figure 7.
- Pull down the menu and select the name of the user who will own the syllabus. If you do not want the instructor to be able to modify the syllabus, make yourself be its owner. Otherwise, you should let the instructor who will be teaching the course own the syllabus.
- In the title field, enter a descriptive title for the syllabus. It is a good idea to include the name of the course in the title. If the course title is Introduction to Music, for example, you could make the title of the syllabus be Introduction to Music. You are free to title the syllabus any way you want, however, as long as each syllabus you create has a unique title.

Pull down the menu to choose the name of the user who will own the new syllabus, then enter a title for the syllabus.

Doe, John--John Doe

Title Introduction to Music

Click the Create button to create the new syllabus.

Create

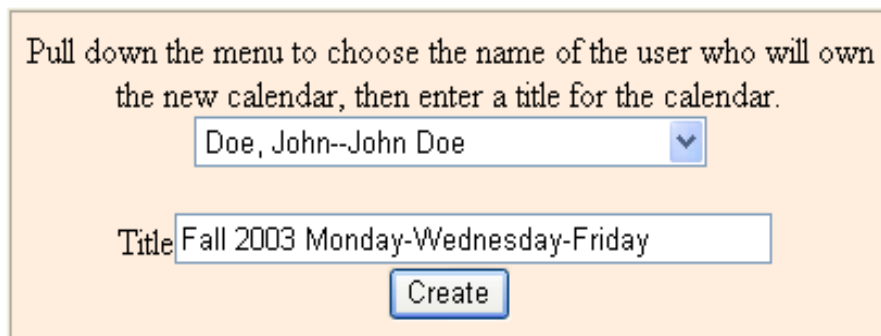
Figure 7. The Create a New Syllabus form.

Tip: If you make the course instructor be the owner of the syllabus, both you and the instructor will be able to modify the syllabus. If you make yourself be the owner of the syllabus, the instructor will not be able to change the syllabus.

How to Create a Calendar

A calendar is a list of dates that schedule the events in a course or channel. There are two ways to create a calendar. You can just create the calendar by itself, without entering any dates on it, or you can import a calendar, which both creates the calendar and enters the imported dates on it. Described here is the method for creating a calendar by itself. Later on, you will learn how to import a calendar, as described in the Importing and Exporting section of this booklet. To create a calendar without importing any dates into it, follow these steps:

- Go to the Calendars section of the System panel (row 2, column 3).
- Click the Create option; the Create a New Calendar form appears as illustrated in Figure 8.
- Pull down the menu and select the name of the user who will own the calendar. If you do not want the instructor to be able to modify the calendar, make yourself be its owner. Otherwise, you should let the instructor who will be teaching the course own the calendar.
- In the title field, enter a descriptive title for the calendar. It is a good idea to include the name of the academic term in the title. If the calendar schedules classes on Monday, Wednesday, and Friday in the Fall of 2003, for example, you could make the title of the calendar be Fall 2003 Monday-Wednesday-Friday. You are free to title the calendar any way you want, however, as long as each calendar you create has a unique title.



Pull down the menu to choose the name of the user who will own the new calendar, then enter a title for the calendar.

Doe, John--John Doe

Title Fall 2003 Monday-Wednesday-Friday

Create

Figure 8. The Create a New Calendar form.

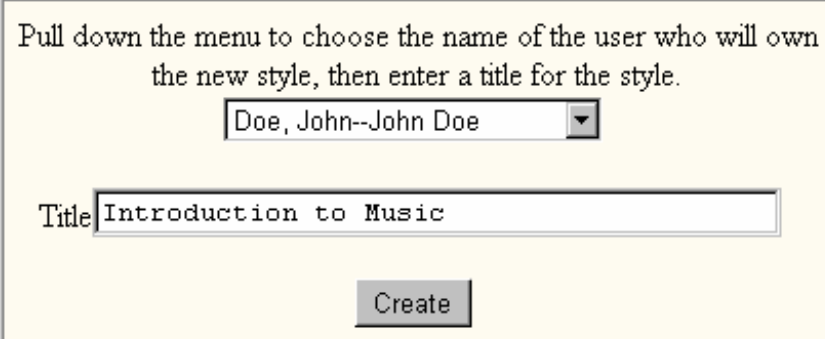
Tip: If you make the course instructor be the owner of the calendar, both you and the instructor will be able to modify the calendar. If you make yourself be the owner of the calendar, the instructor will not be able to change the calendar.

How to Create a Style

A style is a list of parameters that control the look and feel of Serf. These parameters control what icons appear on screen, for example, and what happens when the user clicks the icons. Perhaps the most important style parameter is the course banner, which appears at the top of every student screen to denote what the course is.

There are two ways to create a style. You can create the style by itself, without entering any parameters into it, or you can import a style, which both creates the style and enters the imported parameters. Described here is the method for creating a style by itself. Later on, you will learn how to import a style, as described in the Importing and Exporting section of this booklet. To create a style without importing any parameters into it, follow these steps:

- Go to the Styles section of the System panel (row 3, column 4).
- Click the Create option; the Create a New Style form appears as illustrated in Figure 9.
- Pull down the menu and select the name of the user who will own the style. If you do not want the instructor to be able to modify the style, make yourself be its owner. Otherwise, you should let the instructor who will be teaching the course own the style.
- In the title field, enter a descriptive title for the style. It is a good idea to include the name of the course in the title. If the style is intended for use in the Introduction to Music course, for example, make the title be Intro to Music. You are free to title the style any way you want, however, as long as each style you create has a unique title.



Pull down the menu to choose the name of the user who will own the new style, then enter a title for the style.

Doe, John--John Doe

Title Introduction to Music

Create

Figure 9. The Create a New Style form.

Tip: If you make the course instructor be the owner of the style, both you and the instructor will be able to modify the style. If you make yourself be the owner of the style, the instructor will not be able to change the style.

Creating Courses

A course is the combination of a student roster, a syllabus, a calendar, and a presentation style. Once you have created these objects, you are ready to create a course. Follow these steps to create a course:

- Go to the Courses section of the System panel (row 2, column 2).
- Click the Create option; the Create a New Course form appears as illustrated in Figure 10.
- Fill in the blanks at the top of the form to specify the prefix, suffix, section, term, and title of the course. Figure 10 shows how to fill these out for an Introduction to Music course, for example.
- Use the Course Instructor menu to select the instructor who will own this course. If you do not know this, or if you have not created the instructor yet, choose None Right Now.
- Use the Student Roster menu to select the roster of students who will take this course. If you do not know this, or if you have not created the roster yet, choose None Right Now.
- Leave the Virtual Room menu set to None Right Now. You will learn how virtual rooms work in the Virtual Room section of this booklet.
- Use the Course Calendar menu to select the calendar that will schedule the classes for this course. If you do not know this, or if you have not created the calendar yet, choose None Right Now. If you leave the calendar set to None Right Now, the course will be taught without a schedule.
- Use the Presentation Style menu to select the course's style. If you do not know this, or if you have not created the style yet, choose None Right Now, which will cause this course to inherit the default presentation style.

Fill in the blanks to give this course a name and title.

Prefix Suffix Section Term

Title

If you know the following information, you can pull down the menus and provide it now, or you can make these assignments later on.

Course Instructor	<input type="text" value="Doe, John -- John Doe"/>
Student Roster	<input type="text" value="None Right Now"/>
Syllabus	<input type="text" value="None Right Now"/>
Virtual Room	<input type="text" value="None Right Now"/>
Course Calendar	<input type="text" value="None Right Now"/>
Presentation Style	<input type="text" value="None Right Now"/>

To create the course, press the Create button.

Figure 10. The Create a New Course form.

Tip: If you ever need to change any of the information on this form, you can do so by choosing the Edit option in the Courses section of the System panel (Row 2, Column 2).

Jumpstarting New Authors

To save you some valuable time when you set up an instructor to begin authoring a new course, Serf has an option called Jumpstart Author. In one easy step, the Serf Author Jumpstarter will create a new syllabus, calendar, roster, and style, and combine them to create the new course, which you can assign to an existing instructor, or a newly created author's ticket. The jumpstarter also provides the option of importing into the newly created objects a pre-existing syllabus, calendar, or style.

The Serf Author Jumpstarter is self-documenting. To use it, click the Jumpstart Author option in the wizard section of the System panel (row 5, Column 1).

Using Teaching Assistants

Earlier in this booklet, in the section on creating users, you learned how to create a teaching assistant. After you create the course roster in which you want to use the teaching assistant, you will need to assign the teaching assistant to the roster.

Assigning a Teaching Assistant to a Roster

To assign a teaching assistant to a course roster, you must first have created the teaching assistant, the course, and the roster. Then, to assign the teaching assistant to the roster, follow these steps:

- Go to the Assistants section of the System panel (row 1, column 4).
- Click the Assign option; the Assign a Teaching Assistant to a Roster form appears as shown in Figure 11.
- The form identifies the name of the current course. To add an assistant to a different course, scroll down and choose the option to switch courses.
- Use the menu to choose the assistant whom you want assigned to the roster.
- Click the Assign button to make the assignment.

When the teaching assistant logs on to Serf, the teaching assistant options will appear. To familiarize yourself with these options, you should study the Teaching Assistant booklet. Basically, the teaching assistant has the same options in a course as a regular student, except that instead of submitting assignments to the instructor, the teaching assignment helps the instructor grade the assignments. The teaching assistant can also view the roster and add and drop students from it. The teaching assistant cannot delete students, however. If the teaching assistant drops the wrong student from a roster, you can put the student back on the roster without losing any of the student's records in the course.

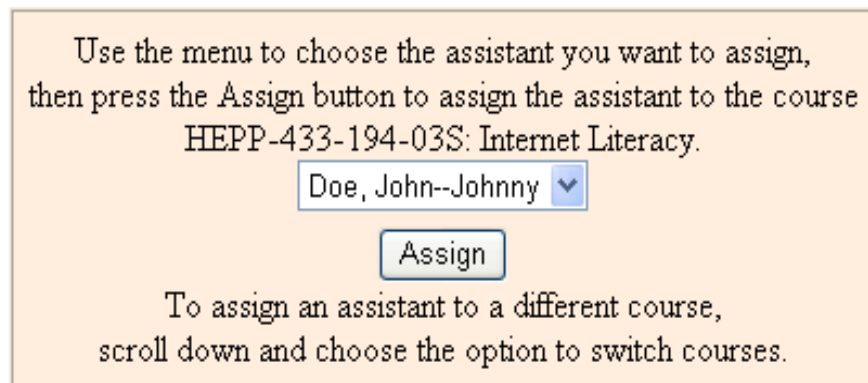


Figure 11. The Assign a Teaching Assistant form.

Unassigning a Teaching Assistant from a Roster

If you ever need to unassign a teaching assistant from a roster, follow these steps:

- Go to the Assistants section of the System panel (row 1, column 4).
- Click the Unassign option; the Unassign a Teaching Assistant to a Roster form appears as shown in Figure 12.
- The form identifies the name of the current course. To unassign an assistant from a different course, scroll down and choose the option to switch courses.
- Use the menu to choose the assistant whom you want unassigned from the current course roster.
- Click the Unassign button to remove the assistant from the roster.

The teaching assistant assign and unassign options enable you to add or drop teaching assistants as necessary during a course. This has no effect on the student records in the course, other than changing the name of the person assigned to inspect and grade the assignments.

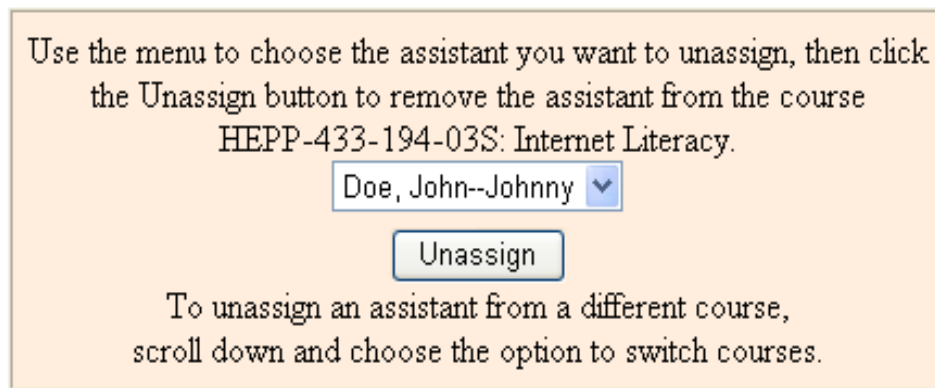


Figure 12. The Unassign a Teaching Assistant form.

Adding and Dropping Students from a Roster

It is important for the administrator to know how to add and drop students from a roster. Even when you import an entire roster, as will be explained in the Importing and Exporting section of this booklet, changes in student registrations will sometimes require that you add or drop an individual student from a roster.

The Add to Roster and Drop from Roster options are found in the Students section of the System panel (row 1, column 5). These options are self-documenting. If you have any trouble following the onscreen instructions when you click these options, please refer to the detailed instructions for adding and dropping students that are provided in the *Serf Instructor Guide*.

A quick way to roster a new or existing student into an existing course is to go to the current course section of the System panel (row 3, column 5), and choose the option to Roster a Student. To view the roster for the current course, click the View Roster option. To switch to a different course, go to the Courses section of the System panel (row 2, column 2) and click the Switch option.

Drop/Add Wizard

Serf has a Drop/Add wizard that can automatically compare a roster exported from a Student Information System to a Serf roster, and automatically add to the Serf roster students who have added the course, and remove students no longer enrolled in it. The Drop/Add wizard is self-documenting, which means you will find all of the instructions you need onscreen. To use the Drop/Add wizard, go to the Wizards in row 5, column 1 of the system panel, and click the Drop/Add wizard.

Virtual Rooms

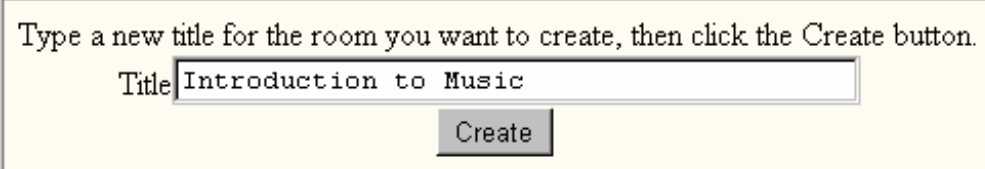
If you assign an instructor to teach many sections of the same course, you may wish to consider creating a virtual room. As you will recall, the course creation form enables you to assign courses to a virtual room. When two or more courses are taught in the same room, special things happen both for the course instructors and the students enrolled in those courses. On the instructor side, when the instructor asks to see the gradebook for a course taught in a virtual room, all of the courses being taught in that room appear in the gradebook. This can save the instructor a lot of time grading, because the instructor does not have to switch courses in order to see the other students in the room.

Similarly, on the student side, when a student asks to send e-mail to a classmate, the student will see point-and-click e-mail addresses for every student in the room, instead of just the students in the current course. Thus, the virtual room provides you with a way to create communities of learners inside Serf.

How to Create a Virtual Room

To create a virtual room, follow these steps:

- Go to the Rooms section of the System panel (row 2, column 5).
- Click the Create option; the Create a New Room form appears as illustrated in Figure 13.
- In the title field, enter a descriptive title for the room. It is a good idea to include the subject matter in the title. If the room is for all of the Introduction to Music course sections, for example, you could make the title of the room be Introduction to Music. You are free to title the room any way you want, however, as long as each room you create has a unique title.



Type a new title for the room you want to create, then click the Create button.

Title

Create

Figure 13. The Create a New Room form.

How to Put a Course in a Room

To put a course into a room, follow these steps:

- Go to the Courses section of the System panel (row 2, column 2).
- Click the Edit option; the Select a Course to Edit form appears.
- Use the menu to select the course you want to modify, and click the Edit button.
- When the Edit a Course form appears as shown in Figure 14, pull down the Virtual Room menu and select the room in which you want the course to meet.
- Click the Edit button to record the change.

You are editing the course HEPP-433-194-03S.
You may change the course identifiers as long as no other course is using them, and you may change the course title if you want.

Prefix	HEPP	Suffix	433	Section	194	Term	03S
Title		Internet Literacy					

Pull down the menus if you want to reassign the course.

Course Instructor	Hofstetter, Fred--hofstetter
Student Roster	HEPP-433-194-03S
Syllabus	Internet Literacy
Virtual Room	Internet Literacy
Course Calendar	Spring 2003 M-W-F
Presentation Style	Internet Literacy Style

To register your changes, press the Edit button.

Figure 14. The Course Edit form.

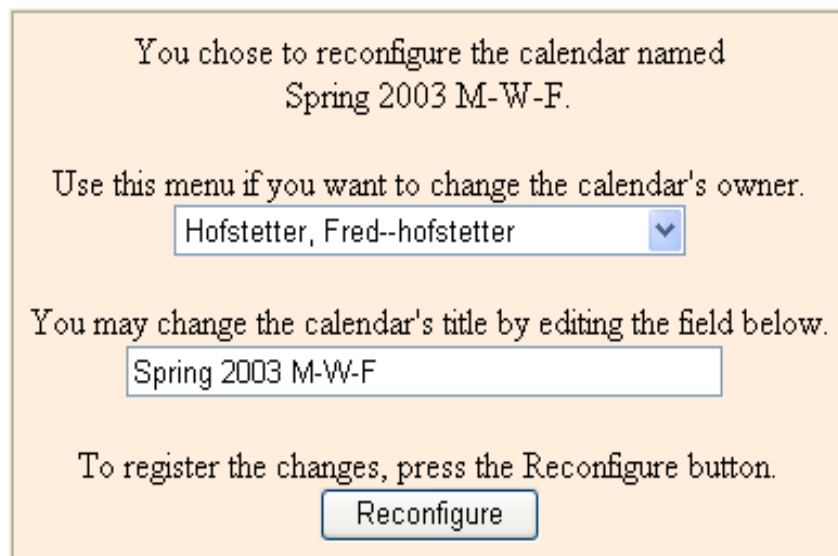
Reconfiguring Things

No matter how carefully you set up your course rosters, calendars, syllabi, and styles, you will inevitably find it necessary to reconfigure something. An instructor who just got a grant may need to be reassigned, for example, or a course name could need to be changed. Happily, Serf makes it easy to reconfigure things.

Reconfiguring a Calendar, Roster, Syllabus, or Style

You have probably noticed by now that the Calendar, Roster, Syllabi, and Style sections of the System panel contain Reconfigure options. To reconfigure one of these objects, follow these steps:

- Go to the section in the System panel corresponding to the object you want to reconfigure; this will either be the Calendars section (row 2, column 3), the Rosters section (row 2, column 4), the Syllabi section (row 3, column 2), or the Styles section (row 3, column 4).
- Click the Reconfigure option; a menu will prompt you to select the object you want to reconfigure. Select the object, and click the Reconfigure button to make the Reconfigure form appear.
- Figure 15 shows how the Reconfigure form appears when you ask to reconfigure a calendar, for example.
- Use the menu to change the calendar's owner, if you want, and type the title you want the reconfigured object to have.
- Click the Reconfigure button to record the change.



The screenshot shows a light orange rectangular form with a thin border. At the top, it says "You chose to reconfigure the calendar named Spring 2003 M-W-F." Below this, it says "Use this menu if you want to change the calendar's owner." followed by a dropdown menu showing "Hofstetter, Fred--hofstetter" with a blue arrow pointing down. Then it says "You may change the calendar's title by editing the field below." followed by a text input field containing "Spring 2003 M-W-F". At the bottom, it says "To register the changes, press the Reconfigure button." followed by a button labeled "Reconfigure".

Figure 15. The Reconfigure form.

Reconfiguring a Course

To change the instructor, calendar, roster, syllabus, room, or style of a course, you use the Edit option in the Courses section of the System panel. Follow these steps:

- Go to the Courses section of the System panel (row 2, column 2).
- Click the Edit option to make the Select a Course to Edit form appear.
- Pull down the menu, select the course you want to edit, and click the Edit button.
- The Edit a Course form will appear as illustrated in Figure 16.
- You may change the course title if you want by modifying the title as displayed in the Title field.
- Pull down the menus to change the instructor, student roster, syllabus, virtual room, course calendar, or presentation style that has been assigned to this course.
- Click the Edit button to record the changes, which will take effect immediately.

You are editing the course EDUC-885-010-03S.
You may change the course identifiers as long as no other course is using them, and you may change the course title if you want.

Prefix Suffix Section Term

Title

Pull down the menus if you want to reassign the course.

Course Instructor	<input type="text" value="Hofstetter, Fred--hofstetter"/>
Student Roster	<input type="text" value="EDUC-885-010-03S"/>
Syllabus	<input type="text" value="Advanced Web Design"/>
Virtual Room	<input type="text" value="Advanced Web Design"/>
Course Calendar	<input type="text" value="Spring 2003 Mondays"/>
Presentation Style	<input type="text" value="Advanced Web Design"/>

To register your changes, press the Edit button.

Figure 16. The Edit a Course form.

How to Edit a Course Syllabus, Calendar, and Style

As an administrator, you should become familiar with how instructors create courses with Serf, so you will be able to answer questions your instructors may have. Indeed, if you are using Serf at a small institution, you may be serving both the roles of administrator and instructor! Detailed instructions on how to edit a course syllabus, calendar, and style are provided in the *Serf Instructor Guide*. To save space in this manual, those instructions will not be repeated here.

Creating Portals

In Serf, a portal is an entity that associates a domain name with a course or channel. When a user browses to a Serf portal's domain name, Serf responds by serving up the portal's associated course or channel. Thus, a single instance of Serf can provide totally different environments to different users, depending on the domain name through which the user enters the site.

Registering a Portal's Domain Name

The first step in creating a Serf portal is to register its domain name. You can register the name at any one of the Internet's naming authorities, such as NetworkSolutions.com. When you register the name, set its domain name server to point that name at your Serf server's IP address.

Defining a Portal's Course or Channel

After you have registered the domain name that you want associated with a specific Serf course or channel, you are ready to create the Serf portal through which users who browse to that domain name will be routed to that course or channel. Follow these steps:

- In row 5, column 2 of the Serf system control panel, click Portals.
- When the portal options appear onscreen, click the option to create a portal.
- Figure 17 shows how the Create a Portal form appears onscreen.
- In the Title field, type the portal's name, which is the title that will appear on system menus to help you identify the portal. End users will never see this title.
- In the Domain Name field, type the portal's domain name exactly the way end users will browse to it, including the http prefix.
- Pull down the Portal Owner menu and choose the author or instructor who will own this portal. If you will be the author, make yourself be the portal's owner.
- Pull down the Course menu and choose the course or channel that you want end users to get when they browse to this portal's domain name.
- In the Title Bar field, type the title that should appear in the browser's title bar when users visit this portal.
- Click the Create button to create the portal.
- To test the portal and make sure it works properly, use a Web browser to go to the portal's domain name. The course or channel you associated with this portal should appear.

Reconfiguring a Portal

If something is wrong or needs to be updated, you can reconfigure the portal settings. Follow these steps:

- In row 5, column 2 of the Serf system control panel, click Portals.
- When the portal options appear onscreen, click the option to reconfigure a portal.
- Follow the onscreen instructions to change the portal settings as you wish.
- Click the Reconfigure button to register the changes.
- Browse to the portal's domain name to make sure it works properly.

Fill in the blanks to give this portal a title and domain name, which is the http address to which students will browse to visit this portal

Title: Neth Pole Enterprises

Domain Name: http://www.northpole.com

If you know the following information, you can pull down the menus and provide it now, or you can make these assignments later on.

Portal Owner: Claus, Santa - santa

Course: Toys for Girls and Boys

Title Bar Text: Santa's Workshop

To create the portal, click the Create button.

Create

Figure 17. The Create a Portal form.

Affinity Clusters

An affinity cluster is a groupware workspace based on a special interest, or affinity, regarding which a community of users wishes to discuss ideas, share documents, and be able to contact one another. An author who owns an affinity cluster can create affinities within that cluster, enroll users into the cluster, and set permissions for users to perform various functions in the affinity. Upon entering an affinity, end users can engage in threaded discussion forums, share documents in libraries, and choose whether to receive e-mail notifications including newsletters and other kinds of electronic magazine (e-zine) services.

Creating Affinity Clusters

To create an Affinity cluster, follow these steps:

- In row 5, column 1 of the Serf system control panel, click Affinity Clusters to make the affinity cluster options appear.
- Click the option to Create an Affinity Cluster; Figure 18 shows how the Create a New Affinity Cluster form will appear onscreen.
- In the Title field, give the affinity cluster a descriptive title.
- In the Owner field, pull down the menu and choose the name of the author who will own this affinity cluster. The owner will have full control over this affinity cluster.
- If you want this affinity cluster to have its own special menu bar, pull down the menu bar choices and select the menu bar you want.
- Do likewise for the banner, sidebars, control panel, and trailer, if you want them to be different from the default objects that otherwise appear onscreen. It is perfectly OK to leave these set for no replacement; you can always customize these objects if you need to later.
- Click the Create button to create the affinity cluster.
- If you ever need to change any of the settings, click the option to reconfigure an affinity cluster, and follow the onscreen instructions.

Fill in the blanks to give this affinity cluster a title.

Title

If you know the following information, you can pull down the menus and provide it now, or you can make these assignments later on.

Owner	<input type="text" value="Claus, Santa - santa"/>
Default Custom Menu Bar	<input type="text" value="Item 748: Navigator Menu Bar"/>
Default Custom Banner	<input type="text" value="No Replacement"/>
Default Custom Left Sidebar	<input type="text" value="No Replacement"/>
Custom Right Sidebar	<input type="text" value="No Replacement"/>
Default Custom Control Panel	<input type="text" value="Item 754: Site Map"/>
Default Custom Trailer	<input type="text" value="Item 705: Navigator Trailer"/>

To create the affinity cluster, click the Create button.

Figure 18. The Create an Affinity Cluster form.

Changing Affinity Roles

Affinity clusters use a role-based security model that provides end users with access to different affinity privileges, depending on the role that the affinity owner chooses to assign to a given user. Built-in roles include Administrator, Moderator, Author, and Reader. The role of Administrator has the power to create, reconfigure, and delete affinities that are contained within the cluster. The role of Moderator can create,

cancel, or delete discussions, libraries, and ezines within an affinity. Authors have read/write access, and the role of Reader can browse but not write in an affinity.

By clicking the Affinity Roles option, you can inspect or modify the privileges that these roles have, and you can create new roles. It is recommended that you not modify the built-in roles, however, unless you have a really good reason for doing so.

Administrative Options and Responsibilities

As a Serf administrator, you have the ability to inspect user states and monitor the status of the Serf server. You can switch into any course to inspect what's happening in it. You can enter the course as an instructor, or you can view it through the eyes of a student, to see how it looks on the student side.

Inspecting User States

Many users do not realize that when you use the Web, the Internet keeps hanging up on you. When a student is using Serf, for example, the connection closes each time the browser finishes painting the screen. The browser does not reconnect the user to the Internet until the student clicks something on the screen. Serf maintains the state of each user between these connections in a States database. You can inspect the contents of this database by clicking the States option in the Users section of the System panel (row 2, column 1).

Most of the information in the States table is self-evident and requires no special explanation. The token field merits some discussion, however, because of the special way it functions in keeping Serf secure. If the authentication method employed on your Serf server is set to *TokenAndIPAddress*, the token is a randomly generated number that gets created each time the user interacts with Serf. Serf stores the token in the States table, and also writes the token into the user's Cookie, which is a special place in the user's RAM kept secret from everyone except Serf. The next time the user interacts, Serf checks to make sure the cookie matches the token value in the States value for the user's location, which is kept in the URL field of the States table. If the authentication method is set to *UserIDandIPAddress* or *UserID*, then the token is the UserID.

Important: Since Serf uses cookies to maintain security between user interactions, Serf will not work properly if the user turns the cookies off. If a user reports that Serf keeps giving security violation warnings, that user has probably turned the browser's cookies off. You should advise users who are worried about cookies to choose the option to accept cookies from the current server, instead of turning all cookies off.

Monitoring the Serf Server

As an administrator, you can inspect the status of the Serf server via monitoring options on the System panel. Follow these steps:

- Go to the Monitor section of the System panel (row 5, column 2).
- To see the currently active Serf threads of execution, click the option to monitor the Serf threads. Serf will print a report identifying the URL of the user served by each thread, along with the command that Serf is executing on that thread.
- To monitor the history of Serf activity, click the History option and follow the onscreen instructions, which enable you to set the precise period of time during which you want to review the history of all Serf user activity.
- To review messages on the Serf console, click the Console option.

Restarting Serf will regenerate all of the Serf threads of execution. Since the Serf database maintains the states of all of the Serf users, you can stop and restart Serf without causing any disruption to instructor or student records. To restart Serf, ask your server administrator to restart IIS.

Viewing a Course through the Eyes of a Student

Should you happen to be developing a Serf course via your Administrator logon, you may find it helpful to view the course periodically through the eyes of a student, so you can see how the syllabus you are creating will appear on the student screen. To view a Serf course through the eyes of a student, follow these steps:

- Go to the Student Views section of the System panel (row 4, column 4).
- To view the current class, click the Current Class option.
- To view the brief index, from which you can select any class, click the Brief Index option.
- To view the detailed index, from which you can select any event in any class, click the Detailed Index option.
- To view the preamble, which is the section of the syllabus the students will see if they log on prior to the start of a course, click the Preamble option.
- To search the syllabus for any keyword, phrase, or combination of keywords and phrases, click the Search option.
- To view the complete syllabus, click the Syllabus option. Since you are an administrator, Serf will print warnings at the end of the syllabus if the calendar has too few or too many dates on it; students never see these warnings.

If you do a lot of development via your Administrator logon, you can save time by clicking the option to play the role of an instructor. To play the role of an instructor, go to the Change Levels section in column 1, row 4 of the administrator panel. Click the Instructor option to bring up the instructor control panel, and use the instructor controls to author your course. Your administrative panel still will appear onscreen, immediately beneath the instructor panel.

Switching Courses

After you create more than one course in Serf, you will want to be able to switch courses, so you can inspect and edit the objects belonging to different courses. When you select the option to edit a syllabus, for example, you get the syllabus for the current course. If that is not the syllabus you want to edit, you can easily switch to a different course by following these steps:

- Go to the Courses section of the System panel (row 2, Column 2).
- Click the Switch option to make the Switch Courses form appear.
- Click the name of the course to which you want to switch.
- Serf switches you to that course and makes all of the course-specific options apply to that course.

If you assign one instructor to teach multiple courses, the instructor will be able to use the Switch Courses option on the Instructor panel to work on any one of the courses. Similarly, if you enroll a student in more than one course, the student will be able to work on different courses by using the Switch Courses feature that appears on the Student panel. You should familiarize yourself with the other Serf control panels by studying the *Serf Instructor Guide*, the *Serf Teaching Assistant Guide*, and the *Serf Student Jumpstart Pamphlet*.

Changing Your Password

Because your administrator logon is so powerful, you should periodically change your password, to help guard against anyone finding out what it is or guessing it. To change your password, click the option entitled Your Password in the System Commands section of the System panel (row 3, column 1).

Changing Another User's Password

If a Serf user forgets his or her password, you can reset it. To reset a password, go to the System Commands section of the System panel (row 3, column 1), and click the Other's Password option to make the Change Someone's Password form appear. The form is self-documenting; follow the onscreen instructions to change the person's password.

Registering Your E-mail Address

Every Serf user should register their e-mail address. To register your e-mail address, go to the E-mail section of the System panel (row 4, column 5), click the Register option, and follow the onscreen instructions.

Using CD and DVD Drives with Serf

To configure your computer for use with a multimedia CD-ROM or DVD drive in Serf courses, click the CD-ROM Setup option in the System Commands section of the System panel (row 3, column 1) and follow the on-screen instructions. The *Serf Instructor Guide* contains detailed instructions on authoring courses that use CD-ROM or DVD with Serf. Please note, however, that CD-ROM or DVD is an option, not a requirement for using Serf. It is quite possible to create highly effective Serf courses without using CD-ROM or DVD.

Importing and Exporting

Until now, this booklet has been showing you how to create objects from scratch. It is also possible to import pre-existing objects into Serf. When publishers distribute Serf courses, for example, they provide you with an exported syllabus, which you import onto your server. Another use of importing occurs at the beginning of a course, when you can import class rosters from your institution's student information system, instead of having to create the rosters from scratch. At the end of a course, the exporting feature enables you to extract the grades from Serf and submit them electronically to your student information system.

Importing Student Rosters

Perhaps the biggest time-saver is the option to import student rosters. Depending on the host institution's computing environment, student rosters get stored in a lot of different formats. Serf is flexible in permitting you to import and export rosters in lots of different formats. As you will see, you can even make your own institution's format become the default method for importing rosters into Serf. To import a roster into Serf, follow these steps:

- In the Import section of the Serf system panel, click Roster; the first half of the Import Roster screen appears as illustrated in Figure 19.
- In the Title field, enter the name that you want the roster to have after you import it.
- The data source can either be a local file, or it can be a URL pointing to a remote file or a CGI server. In the Import From field, enter either the complete local drive:path/filename or the URL of the data source of the roster.
- In the Lines to Skip field, enter the number of line feeds at the start of the data that Serf should ignore. Typically a roster will contain a few lines of information prior to the start of the actual data. The Lines to Skip field provides you with a way to skip these lines.

To create a roster, Serf needs to know the format of the data to be imported. Your Serf system staff can preset the data import parameters in your institution's Serf.ini file. Any preset parameters will appear in the form below. Please begin by pulling down the menu to choose the Serf name that will own the roster you are about to import.

John Doe ▾

Enter the title that you want the imported roster to have.

Title

Serf will import the roster from the local file or URL that you enter in the Import From field.

Import From

At the beginning of the data, if there are any lines to be skipped, enter the number of lines that should be skipped.

Lines to Feed at the Beginning

Figure 19. The first half of the Import a Roster form.

- The second half of the Import Roster field appears as illustrated in Figure 20. For the First Name field, Last Name field, and Ticket field, specify the following information:
 1. The order in which the field will arrive.
 2. Starting Column Number, if any.
 3. Ending Column Number, if any.
 4. Field Number in the Column, if any.
 5. Breaker, if any; this is the character that Serf will use as the delimiter to skip the number of fields specified by the Field Number. In comma-delimited data, for example, the Breaker is a comma.
 6. Terminator; this can be any character, such as a space, comma, semicolon, colon, tab, or line feed; it can even be a string of characters.
 7. The number of lines to skip in order to move to the next field or record
- If you are using social security numbers as tickets, and the ticket fields in the incoming data contain hyphens, you can choose to have Serf remove the hyphens, or you can leave them in, depending on whether it is customary for students at your institution to type hyphens in their social security numbers. Most schools do not have students type the hyphens.
- When you are ready to import the roster, click the Import button.

First Name Data Element			
Arrival Order	<input type="text" value="2"/>	Starting Column	<input type="text" value="7"/>
		Ending Column	<input type="text" value="28"/>
Field Number	<input type="text" value="2"/>	Breaker	<input type="text" value=","/>
		Terminator	<input type="text"/>
		Lines to Feed	<input type="text" value="0"/>
Last Name Data Element			
Arrival Order	<input type="text" value="1"/>	Starting Column	<input type="text" value="7"/>
		Ending Column	<input type="text" value="28"/>
Field Number	<input type="text" value="1"/>	Breaker	<input type="text"/>
		Terminator	<input type="text" value=","/>
		Lines to Feed	<input type="text" value="0"/>
Ticket Data Element			
Arrival Order	<input type="text" value="3"/>	Starting Column	<input type="text" value="30"/>
		Ending Column	<input type="text" value="40"/>
Field Number	<input type="text" value="1"/>	Breaker	<input type="text"/>
		Terminator	<input type="text"/>
		Lines to Feed	<input type="text" value="1"/>
<p>If you are using social security numbers as your tickets, and the incoming tickets contain hyphens, you can have Serf remove the hyphens.</p> <p><input checked="" type="checkbox"/> Remove hyphens from Ticket fields</p> <p>Please understand that importing a roster creates a new roster; it does not replace any existing roster. Click the Import button to import the new roster.</p> <p><input type="button" value="Import"/></p>			

Figure 20. The second half of the Import a Roster form.

Serf will inform you of any problems that may arise while importing the roster. Then Serf will list the roster for you to review. If the roster has not been imported properly, simply delete the roster, then try again. After the roster comes in successfully, you may assign it to a course. Should you ever need to make any changes, deletions, or updates to the roster, you can do so at any time by choosing the option to edit the roster for the current course.

The settings in Figure 20 are the ones used to import rosters in the student information system (SIS) format illustrated in Figure 21.

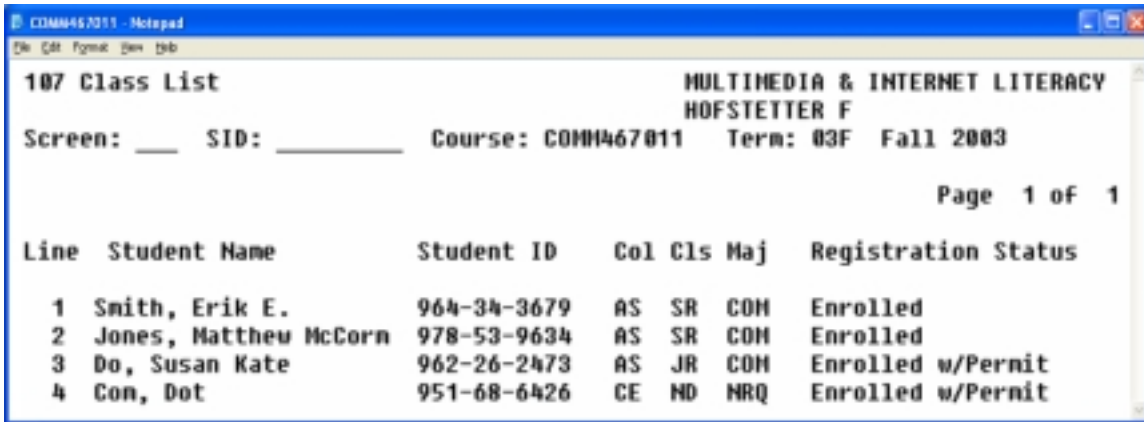


Figure 21. How rosters are formatted in the student information system (SIS) format. (The student names and ID numbers are fictitious.)

Setting the Roster Import Default Parameters

Your Serf sysadmin can modify the roster import settings in your server's serf.config file to make the Import Roster form come up with your institution's data format parameters preinitialized. If you plan to import a lot of rosters, you should ask your sysadmin to work with you to preset the serf.config file to suit your data format. The names of the variables in the serf.config file are self-documenting. By comparing the settings in the serf.config file to the fields on the Import Roster form, you will see how the parameters in the serf.config file preset the form.

Exporting Calendars, Rosters, Styles, and Syllabi

When Serf exports calendars, rosters, styles, and syllabi, Serf extracts the data from the columns in the database, and writes it into a plain text file that is very easy to read. You can easily inspect the exported file with any text editor to see how Serf sends you the values of every column in the data table for every record in the table. To export a calendar, roster, style, or syllabus, follow these steps:

- Go to the Export section of the System panel (row 5, column 4).
- Click the option for the kind of object you want to export (Calendar, Grades, Style, Syllabus, or Exams & Pools, which you will learn about when you study the *Serf Instructor Guide* in the next section of this manual).
- When the Export form appears, pull down the menu to select the title of the object you want to export.
- Click the Export button to create the exported file.
- Depending on the kind of object you are exporting, your browser will either display the exported file or provide you with a link that you can follow to display exported file.
- Exported files are temporary objects that will get deleted when you log off. If you want to retain a copy for longer term storage, move or copy the exported file to the storage medium of your choice.
- When you name the exported file, make sure you give it a name that makes sense (such as IntroMusicSyllabus) and put it into a sensible folder on your hard drive (such as SerfMusicBackups) so it will be easy for you to find the file later on.
- After the file gets downloaded to your computer, you will be able to inspect it with any text editor. Do not modify the file, however, unless you really know what you are doing, because if you spoil the syntax of the exported file, you will not be able to import it.

Importing Calendars, Styles, Syllabi, Modules & Pools

The purpose of Serf's options for importing calendars, styles, syllabi, modules, and pools is to enable the publishing and distribution of courses from one Serf system to another. To import a calendar, style, syllabus, exam, or pool into Serf, follow these steps:

- Go to the Import section of the System panel (row 5, column 3).
- Click the option for the kind of object you want to import (Calendar, Style, Syllabus, or Modules & Pools).
- When the Import form appears, pull down the menu to select the name of the person who will own it.
- In the Title field, type the title that the imported object will have. Each imported object is treated as a newly created object and must therefore have a unique title.
- In the Import From field, enter the data source of the object to be imported. The data source can be either a local file (in which case you enter its complete drive:path\filename), or a URL if the data source is on the Internet.
- Click the Import button to import the object into the Serf database.

Tip: Do not confuse Serf's import/export options with the backup/restore functions. It is *not* the purpose of the import/export options to provide a way of backing up the database. Serf's database consists of many relational data tables, and in order to back it up, you need to copy a couple dozen data tables, not just the calendars, styles, and syllabi. The Serf sysadmin uses the backup/restore options to backup the Serf database. The import/export options are for publishing, not for backing up and restoring the database.

Exporting Grades

One of the most popular Serf features for faculty is the ability to export grades. Due to the wide variation in the manner in which different institutions handle grades, Serf's Export Grades form lets the faculty member or administrator adjust the parameters that determine how the grades will flow into the output file. In the serf.config file, there is a section called "Grade Export Parameters" that the Serf sysadmin can use to preset the manner in which the Grade Export Parameters get presented on the Export Grades form. To export grades from Serf, follow these steps:

- Go to the Export section of the System panel (row 5, column 4).
- Click the Grades option; the Export Grades form appears, as illustrated in Figure 22.
- Pull down the menu to select the title of the class whose grades you want to export. Instructors can only export a grade report for the classes they teach. Administrators can export grade reports for any Serf course.
- Following the onscreen instructions, set the export parameters to define how you want the grade report formatted. For each data element, you can modify the following parameters:
 1. The order in which the data element will be exported.
 2. Starting column number, if any; if you omit this, the data element will be exported in the next available column of the exported record.
 3. Ending column number, if any; if you omit this, the data element will be exported in its entirety.
 4. Leader, if any; this is a string that will always appear at the start of the exported data element.
 5. Terminator, if any; this is a string that will always appear at the end of the exported data element.
 6. Lines to feed, if any; this tells Serf how many linefeeds to append after this data element.
 7. Left or right justification. You must specify an ending column number (see step 3) in order for right justification to take effect.
- Click the Export button; your browser will either display the exported grades or pop up a window giving you the option to save the exported grade file.
- When you name the grade file, make sure you give it a name that makes sense (such as IntroMusicGradesFall98) and put it into a sensible folder on your hard drive (such as SerfGrades) so it will be easy for you to find the file later on.
- After the file gets downloaded to your computer, you will be able to inspect it with any text editor. This enables the instructor to make any changes to the grades prior to forwarding the grade report to your student information system.
- Figure 23 shows a sample grade report that faculty use to e-mail grades to a student information system.

Tip: At many schools, faculty submit grades by e-mailing them to the student information system in a prescribed file format. Serf's Export Grades form enables the faculty to extract the grades in precisely the same format as that required by the student information system.

Pull down the menu and choose the course for which you want to export the grades.
 EDUC-885-010-03S: Advanced Web Design

Click the Export button to make Serf export the grade file.
 Your Web browser will prompt you to save the file on your computer.

Export

Serf will export the grades according to the export format specified in the Serf configuration file. Your Serf system staff can preset the data export parameters in your institution's Serf.cfg file. The preset parameters appear in the form below. Before you click the Export button to export the grades, you can scroll down and modify the parameters if you want to change the export format.

First Name Data Element

Export Order: 3 Starting Column: 12 Ending Column: 31

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Last Name Data Element

Export Order: 2 Starting Column: 12 Ending Column: 31

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Ticket Data Element

Export Order: 1 Starting Column: 2 Ending Column: 30

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Grade Data Element

Export Order: 4 Starting Column: 33 Ending Column: 34

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Prefix Data Element

Export Order: 5 Starting Column: 50 Ending Column: 53

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Suffix Data Element

Export Order: 7 Starting Column: 54 Ending Column: 56

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Section Data Element

Export Order: 6 Starting Column: 57 Ending Column: 59

Leader: Terminator: Lines to Feed: 1

Left Justify Right Justify

Academic Term Data Element

Export Order: 5 Starting Column: 46 Ending Column: 48

Leader: Terminator: Lines to Feed: 0

Left Justify Right Justify

Click the Export button to make Serf export the grade file.
 Your Web browser will prompt you to save the file on your computer.

Export

Figure 22. The Export Grades form.

Student ID	Name	Grade	Course
973829184	Balergore, Joann	A+	02F EDDU885010
949829584	Coleman, Ronald	A	02F EDDU885010
932493531	Davis, Bette	A-	02F EDDU885010
923827346	Fitzgerald, Gordon	A	02F EDDU885010
958567348	Herman, Thomas	B	02F EDDU885010
912373248	Lehman, Gerald	I	02F EDDU885010
938275482	Hercenan, Jo	A	02F EDDU885010
924825712	Perry, Mary Jo	A+	02F EDDU885010
923471127	Smith, John	I	02F EDDU885010

Figure 23. A fictitious grade report generated according to the export settings in Figure 22.

Archiving Course Records

As you will learn when you read the *Serf Instructor Guide* in the next part of this manual, instructors can archive detailed reports of grades, assignments, and student records. You should encourage instructors always to do this at the end of a course, so the instructor will have a detailed record of what happened in the course before the sysadmin cleans it from your server. As the administrator, you can also create your own archival copies of any Serf course. To create an archive, use the Switch Courses option (Row 2, Column 2) to switch into the course you want to archive, then click the Export option for the Current Course (Row 3, Column 5), where you get the option to archive the course.

Broadcasting Messages

Suppose there is a weather emergency or health hazard you need to warn your users about. Or maybe you need to schedule maintenance work on your Serf server, and it will not be available this coming weekend. Serf's Broadcast feature lets you create a message that all users will see when they log on.

To create a broadcast message that all users will see on the logon screen, you edit the broadcast parameter of the Serf Default Style. The broadcast message will appear centered in a window just above the logon prompt. To create a message that only students enrolled in a particular course will see, you switch into that course and edit the broadcast parameter of the Current Style. When students log on, the message will appear just below the course banner.

Detailed instructions for editing the style parameters are provided in the next part of this manual, which is the *Serf Instructor Guide*. With your Administrator powers, you can edit both the Default Style, which governs the logon screen, and the Current Style, which is the style of the current course. Instructors can only edit the style of the current course.