

# Serf<sup>®</sup> Student Jumpstart



## Version 4.0

*by*

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## Introduction for the Instructor

While Serf is very easy to use, your students will need a little orientation prior to logging on. You will need to tell them the name of your Serf server, for example, and how to log on. If the student does not have an Internet account, you will want to tell them how to get one. If your course uses a textbook, you will need to tell the students how to get a copy. And you will want to provide the students with an orientation to Serf, letting them know about the rich set of options Serf provides for navigating a syllabus, submitting assignments, viewing the grade report, using multimedia, and communicating with their instructor and fellow students.

To save you the time and energy it might normally require to write such instructions from scratch, we hereby provide you with a document called the Student Jumpstart Pamphlet. When a student enrolls in a course that uses Serf, you simply send the student a copy of the Student Jumpstart Pamphlet, and, true to its name, the pamphlet jumpstarts the student into the course.

The remainder of this document consists of the Student Jumpstart pamphlet. The word processor file of this document can be found in the *serf/serfmanual* folder on your Serf server. This particular file is the jumpstart pamphlet for Internet Literacy, which is a Serf-based course that is being distributed by PBS. In order to customize this file for local use, use Microsoft Word to scan the document for the following phrases, and replace the surrounding text to make any local modifications you may require:

Phrase to Search	How to Replace It
Internet Literacy	Internet Literacy is the name of a Serf-based course that PBS is marketing. Replace this term with the name of the course your students are taking. If you happen to be offering the Internet Literacy course, there is no need to change this.
What You Will Need	The section on what you will need tells the students that they will need Web space to mount their term papers on the Web. Submitting term papers over the Web is an option in Serf, which the sample Internet Literacy course happens to require. If you are teaching a course that does not require students to submit term papers over the Web, you can reword the list of what your students will need. If you want students to submit word-processed term papers, but you do not want to require your students to mount their papers on the Web, you can put on your Serf syllabus a Submit File assignment instead of a Web Portfolio assignment.
your.serf.server	You will need to tell your students the name of the Serf server to which they should log on. Use Microsoft Word to scan the jumpstart pamphlet for your.serf.server, and replace it with the name of your own server.
Social Security Number	If your institution issues tickets that are not social security numbers, you will need to modify the part of the pamphlet that talks about tickets.
Show-Me Movies	If your course is not using Show-Me movies, you can delete the part that tells how to watch them.

Note: The student version of the *Student Jumpstart* pamphlet begins on the next page. All of the preceding information, including the title page, is *not* part of the pamphlet that students receive.



## 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 do not 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 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*.

## Going Online

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

http://your.serf.server

If you do not know how to go to a Web site, follow these steps:

- If you have Netscape, pull down the File menu, choose Open Page, type http://your.serf.server and click Open.
- If you have the Internet Explorer, pull down the File menu, choose Open, type http://your.serf.server 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:



- 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. 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 onscreen instructions until your Serf name and password have been created.

From now on, you can sign on quickly and easily by going to <http://your.serf.server>, where the onscreen instructions will prompt you to enter your Serf name and password and click the Logon button.

## Beginning the Course

Once you log on, you are jumpstarted into the course. From now on, all of the class instructions and assignments will come from the Web. As the course progresses, you will notice how Serf keeps track of where you are in the course, what you have and have not done, and what you should be working on each day. You will 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 are enrolled in more than one Serf course, you will 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 stands for Server-side educational records facilitator. It is a Web-based teaching and learning environment that can deliver 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 will 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.



Some 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.

You are working on the course HEPP-433-194-03S: Internet Literacy.

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

The detailed navigation options are divided into five sections. Printed below is a summary of what you can do with the options in each section.

1. *Syllabus options.* In the syllabus section, you get 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 are 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 are looking at a complete list of all of the assignments, and you have the entire term to complete them. There is a Submit button that you use to submit assignments, and a Grades button that shows you the grade you got on each assignment, along with a prediction of your final grade based on the work you have done so far. If you are curious, go ahead and click the Grades button. If you have not submitted any assignments yet, no grades will be filled in, but you will 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 is 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 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 will need to click the Register button and register your e-mail address in the course.
5. *System options.* System-related options are located in the System section. Here you find options that let you log off or change your password, for example. If you are enrolled in more than one Serf course, you can switch courses. There is also an option for setting up your CD-ROM or DVD drive. If a CD-ROM or DVD is being used along with this course, you should click the CD-ROM Setup option, and follow the onscreen instructions to set up your CD or DVD drive for use with this course. Last but not least is an option called Discussion Forums, which you can use to participate in online discussions with your classmates during the course.



Serf@Event122 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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

<Internet Literacy>

## Course Syllabus

**Communicating in Real Time** Class 12: Fri 7 Mar 2003

Reading	<i>Internet Literacy</i> , chapter 9.
Topics	E-mail, listserv, and newsgroups are great ways to communicate, but all three suffer from the lack of real-time interaction between you and the person with whom you're communicating. Historically, real-time communication has occurred either in face-to-face conversation or over the telephone. Now it is also possible to converse in real-time over the Internet. If the person you're talking to has a video capture card, you can even see the other person on screen. This chapter covers five kinds of environments used to communicate in real time over the Internet: instant messaging, chat rooms, white boards, videoconferencing, and MUDs (multi-user domains).
Internet Relay Chat	There's a movie on the Interlit CD that shows you how to do an IRC chat. You can view the movie either for a <a href="#">Windows PC</a> or for the <a href="#">Macintosh</a> .

### Show-Me Movies



The Internet Literacy course comes with a CD-ROM containing more than a hundred “Show-Me” movies that illustrate the step-by-step instructions and tutorials in the textbook. Each movie is linked to an event on the course syllabus. To play a movie, you simply click the hotspot in the syllabus that launches the movie.

The first time you launch a movie from the syllabus, your Web browser will probably ask how you want it to handle this kind of file. Tell your browser to “open” it (not save it). If your browser asks whether you want to be asked this question for files of this type in the future, say no. Otherwise, you will keep seeing this question.

If your Web browser has trouble finding the movies, scroll down to the Options grid, and in the section on System options, click CD-ROM Setup. Follow the onscreen instructions to set up your CD drive. Then the movies should play back fine.

## **Troubleshooting**



If you encounter any trouble in this course, here is 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 are having, you will 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.

## **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 are 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 are done using Serf, remember to log out and shut down the Web browser. This is especially important if you are 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 do not 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 are done using the computer. Shutting down the Web browser guarantees that no one can gain access to any of your Serf screens.