

Faculty/Staff
Information Technology Handbook

<http://www.goucher.edu/it/>



GOUCHER COLLEGE

**An Introduction to Computing, Data Networking,
Telephones, and Cable Television**

Fall 2005 Semester

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1.0 Introduction

1.1 What is the purpose of the Faculty/Staff Information Technology Handbook?

The **Faculty/Staff Information Technology Handbook** addresses some of the most common faculty/staff questions about Information Technology at Goucher. The handbook includes an overview of computing technology services, computing facilities, and information about where to get help and assistance. The handbook also contains information relating to telephones, voice mail, and data networking provided to faculty/staff both on- and off-campus.

Campus technology services will continue to be enhanced at Goucher. Therefore information about how to access and use these services will continue to change. Readers are encouraged to visit the Information Technology website (<http://www.goucher.edu/it/>) to access the most current information.

1.2 What Information Technology resources are available to Goucher College faculty/staff?

All faculty/staff are provided with a Goucher E-mail / Network account. Faculty/Staff have access to e-mail, a personal calendar, personal network storage space (to store files and documents), a web portal, and have the ability to create their own web page. The web portal provides faculty/staff with the ability to view course schedules, view student transcripts, mid-term and final grades, communicate with students, and submit Academic Progress Reports (APRs) and final grades.

Technology Services for faculty/staff include:

1. Computer Facilities

- Public computer workstations (Section 4.0)
- Center for Teaching, Learning, and Technology Lab located in the Julia Rogers Library (Section 4.1)
- Thormann Center Computer Labs located in the Froelicher residential housing facility (Section 4.1)
- Digital Language Lab located in the Froelicher residential housing facility (Section 4.1)
- Microsoft Office Professional and McAfee Anti-Virus Software for faculty/staff (Section 3.2)

2. Faculty/Staff Network Services

- Outlook and Outlook Web Access to E-mail (Section 5.1)
- Personal and Group Calendars (Section 5.1)
- Tasks and “To do” lists (Section 5.1)
- Personal Network Storage Space (Section 6.1)
- Public Folders (Section 5.6)
- Personal Web Pages (Section 6.7)

- E-mail Groups (Section 5.5)
 - E-mail Digest: Daily e-mail containing campus announcements, meetings, and events (Section 5.2)
 - Document and File Backups (Section 6.2)
 - Dial-Up Modem Access (Section 8.0)
 - Virtual Private Network (VPN) access (Section 9.0)
 - Laptop Wireless Network Access (Section 7.1)
- 3. Residential Technology Services**
- Telephone Services (Section 10.0)
 - Campus Network Access (Section 7.0)
- 4. Instructional Technology Services**
- Blackboard Online Learning Environment (Section 13.0)
 - Julia Rogers Library online catalog of holdings, databases, and journals
 - Technology Enhanced Classrooms
- 5. OneCard**
- Identification Card serves as an Electronic Key, Debit Card, and Library Card (<http://www.goucher.edu/onecard/>)
- 6. Technology Assistance**
- Help Desk (Section 2.0)
 - Help Desk @ Night (Section 2.5)
 - After hours emergency on-call assistance (Section 2.4)
 - Technology skill development and training (Section 3.5)
 - Assistance from Information Technology Staff (Section 2.6)
 - Software assistance (Section 2.6)
 - Web Page Development Assistance (Section 2.6)
 - Faculty Staff Information Technology Handbook (see Technology Orientation section of the Information Technology website)
- 7. Telephone Services**
- Campus Office Voice Mail (Section 10.7)
 - Faculty/Staff Long Distance Services (Section 10.5)
- 8. Web Services**
- View campus meetings and events (<http://www.goucher.edu/news/>)
 - Post final grades and unofficial transcript (Section 12.0)
 - Post academic progress reports (Section 5.1)

Information on technology services and support can be found on the Information Technology website (<http://www.goucher.edu/it/>).

2.0 Help Desk

2.1 What is the Help Desk?

The Help Desk is the single point of contact for all computer, telephone, and voice mail questions, problems, information, or service requests for faculty/staff. The Help Desk is located in Room 162 of Van Meter. The Help Desk can also be reached by phone (410.337.6322), by e-mail (helpdesk@goucher.edu), or by the web (<http://www.goucher.edu/it/?view=helpdesk>). Information about faculty/staff technology services and support is also available on the Information Technology website (<http://www.goucher.edu/it/>).

2.2 How does the Help Desk work?

The Help Desk can assist with a wide variety of technology questions, problems, and requests. Whenever possible, the Help Desk staff will attempt to talk you through a solution while you are on the phone. If this is not possible, your request for service will be logged into the Help Desk tracking system and a staff member will be assigned to help you in person. Assistance can also be provided in person at the Help Desk in Van Meter 162.

2.3 What kinds of questions can I ask the Help Desk?

Faculty/Staff should call the Help Desk for all computer, telephone, and voice mail questions, problems, information, or service requests.

You may contact the Help Desk with any computer account, e-mail account, or password problem.

You may contact the Help Desk with any telecommunications problems (e.g., problems with your phone, line, or voice mailbox).

You may contact the Help Desk with any problems you are having connecting to the campus network dial-in modems or Virtual Private Connection (VPN) to connect to the campus network and the Internet from off-campus locations. If you experience problems with your Goucher-owned computer hardware or operating system, the Help Desk will provide assistance.

2.4 How do I contact the Help Desk?

The hours of operation and the contact information for the Help Desk are:

- **Hours of Operations:** 8 a.m. to 5 p.m., Monday through Friday
- **Location:** Van Meter, Room 162
- **E-mail address:** helpdesk@goucher.edu

- **Phone number:** 410.337.6322
- **Web:** <http://www.goucher.edu/it/?view=helpdesk>

Disruptions of campus-wide services after business hours can be reported by calling the emergency phone line at 410.337.6322. System status can be heard by dialing 410.337.6322 and pressing option 3.

2.5 What is the Help Desk @ Night?

The regular business hours of the Goucher College Information Technology Help Desk are Monday through Friday from 8 a.m. to 5 p.m. When the Help Desk closes at 5 p.m., the campus community can call the Help Desk line (410.337.6322) to connect with the Help Desk @ Night when classes are in session. When you call this number, the recording will offer you several options. The Help Desk @ Night is staffed by Student Technology Assistants (STAs) who will try to assist you with your problem or request. If the STAs cannot answer your question, they will create a ticket for the Information Technology Help Desk to be addressed during normal business hours.

2.6 Is there any other type of help available for faculty/staff?

The Center for Teaching, Learning, and Technology (CTLT) provides an interactive environment dedicated to excellence in teaching and learning for faculty, staff, and students. Faculty/Staff can access multimedia workstations and receive assistance in using the technology and media resources of the Center.

- **Location:** Julia Rogers Library
- **Phone number:** 410.337.6066

The Thormann Center contains a language lab and an open computer lab where faculty/staff can find assistance in using the workstations and resources of the Center.

- **Location:** Froelicher Hall
- **Phone number:** 410.337.6297

2.7 Whom do I contact if I have a suggestion for technology services and support?

If you have a suggestion about enhancing the technology services and support for the campus, please contact the Chief Technology Officer by sending an e-mail to the Help Desk at helpdesk@goucher.edu .

3.0 Information Technology Resources

3.1 Are educational discounts available?

Information on how to obtain Dell and Apple educational discounts on personal computer purchases are available through the Information Technology website.

3.2 What computer software is available to faculty/staff for personal use?

Goucher College provides faculty/staff with Microsoft Office Professional software that includes Microsoft Word, Excel, PowerPoint, Access, Outlook and FrontPage for \$10. Faculty/Staff can pick up the software on CD-ROM and installation directions at the Help Desk. Faculty/Staff who experience problems with the installation of the software should contact the Help Desk.

Goucher College also provides faculty/staff with McAfee anti-virus software for personal use. Faculty/Staff can download the software at no charge from the Information Technology website. Faculty/Staff should be sure to install the software following the suggested set up and configuration so that their personal computer can be continually updated with the latest anti-virus definitions.

3.3 How do I make a request for Goucher-owned equipment and software purchases for office use?

Contact the Help Desk via phone (x6322) or email (helpdesk@goucher.edu) to submit a request for purchases. Someone will then get in touch with you about pricing, research, and approvals.

3.4 How do faculty/staff obtain a computer account?

Every faculty/staff at Goucher receives a computer account that can be used to access the Goucher Network (GCADMIN) and to access e-mail. A computer account and password are needed to access your e-mail and Goucher computer systems. If you experience any problems using your account or do not receive your account information during the first week of employment, please contact the Help Desk.

3.5 What type of training is available?

A wide variety of computer classes and training sessions are available throughout the year. Notification of the class schedule is made through e-mail, the Goucher Digest (see section 5.2), and the Information Technology website.

3.6 Does Goucher provide repair services for personal computers?

The Information Technology staff only provides services to computer workstations owned by Goucher College. The Goucher staff can provide some diagnostic advice as time permits. The Information Technology staff offers the following services for personal computers: Installing modems, computer setup to connect to the network from off campus, and troubleshooting e-mail (Outlook Web Access), network, or Internet problems.

3.7 Are there any guidelines for using computing resources?

Access to college computing resources carries certain responsibilities for faculty/staff. The **Goucher College Computer Use Policy (Guidelines for Acceptable Use of Computer Resources)** outlines the responsibilities of faculty/staff, examples of inappropriate behavior, consequences of violations, and enforcement of violations. The Computer Use policy can be found in Appendix A, the Campus Handbook, and the Information Technology website.

4.0 Public Lab Facilities & Classroom Technology

4.1 What are the locations of public lab facilities?

Building	Lab	Workstations	Type	Type of Facility
Thormann International Center (Froelicher Hall)	Bank of America Lab	21	Windows	Public Lab – 24 hours
	Digital Arts Lab Thormann 203	9	Macintosh	Used as a computer classroom Open for general use at other times
Hoffberger Science	Room 133	18	Windows	Used as a computer classroom Open for general use at other times
	Room 149	20	Windows	Used as a computer classroom Open for general use at other times
Van Meter	Room 201	20	Windows	Used as a computer classroom Open for general use at other times
Pearlstone Student Center	Commuter Lounge	2	Windows	Public Lab for Commuters
Julia Rogers Library	Center for Teaching, Learning, and Technology (CTLT)	10	Windows	General use
		6	Macintosh	
	Computer Commons	11	Windows	General use
	Library Classroom	16	Windows	General use when no classes are in session
	Reference Area	12	Windows	Reference and research use

4.2 What software is available in the public lab facilities?

The applications installed on public computers include Microsoft Office Professional Software (Word, Excel, PowerPoint, Access, and Outlook), Internet Explorer, Netscape, Front Page, and FTP software. Course-related applications, programs, and software (e.g., Maple, SPSS) are also installed on public computers in Thormann, Hoffberger, and Van Meter. For an updated list of software installed on lab computers visit http://www.goucher.edu/it/index.cfm?page_id=154.

4.3 Can I request software to be installed on lab computers?

Prior to the start of each semester, an announcement is posted in the Goucher Digest letting instructors know the deadline for submitting requests for new or upgraded software installation on lab computers. The software will need to be received by the date specified in order to perform the deployment and testing of the new software. Instructors are asked to include a copy of the license agreement when new software is provided. The license agreement will provide the number of computer workstations that are eligible to use the software. It is also helpful if instructors provide their first lesson plan that will use the software. The lesson plan helps with testing the software to insure that the software can function properly.

4.4 What happens if I have a problem with classroom technology?

When you experience a problem with classroom technology, please call the Help Desk at extension 6322. If a Help Desk representative cannot assist you with the problem over the phone, a person will be sent to your location to provide you with assistance.

If the Help Desk line is busy because the representative is assisting someone, you will be presented with the option to:

- Leave a voice mail message (option 1)
- Request immediate assistance with classroom technology (option 2), or
- Request after hours emergency assistance (option 4)

Please select option 2 for assistance with classroom technology and you will be asked to leave a message. Your message will immediately page someone to assist you with your problem. Therefore it is important to leave your name, the classroom location, and a description of the problem so that a person can assist you as quickly as possible.

If you are unfamiliar with the audio-visual (AV) equipment in a particular room, please schedule a time to meet with a technician 10-15 minutes prior to a class to make sure that all equipment is working and setup for your needs. AV orientation is also provided by the CTLT by appointment. You will need a set of podium keys if you use AV equipment in classrooms on a regular basis. Contact the CTLT to request a set of keys by phone (410.337.6066) or email (ctlit@goucher.edu).

4.5 How do I request audio-visual equipment?

You can request audio-visual (AV) equipment by contacting the Center for Teaching, Learning and Technology (CTLT) by phone (410.337.6066), email (ctltd@goucher.edu) or website request form (http://www.goucher.edu/ctltd/index.cfm?page_id=1545). Many locations at Goucher have AV equipment permanently installed in them. For a list of equipment that are already installed in rooms visit: (http://www.goucher.edu/ctltd/index.cfm?page_id=1280&view=room_selection). **NOTE:** overhead and slide projectors can be reserved in advance at the Faculty Secretary offices in Van Meter, Hoffberger and Meyerhoff.

5.0 E-Mail & Calendaring

5.1 Why do I need a Goucher e-mail account?

Goucher College provides an Outlook/Exchange e-mail account for all students, faculty, and staff to enhance the college's communication capabilities. E-mail is an official means of communication for Goucher College. In recognition that certain communications may be time-critical, the campus community is expected to check their official e-mail address on a frequent and consistent basis in order to stay current with college and course communications (e.g., Academic Progress Reports).

The e-mail account also provides access to public folders, a personal calendar for appointments and scheduling, the ability to keep a "to do" list, and other functions.

E-mail can be accessed through Microsoft Outlook or through a web browser by using Outlook Web Access at <http://email.goucher.edu>.

5.2 What is the Goucher Digest?

The Goucher Digest informs students, faculty, and staff about announcements, upcoming events, extracurricular activities, employment opportunities, ride announcements, items for sale, lost and found, etc. The Digest is published Monday through Friday around 9 a.m. in an e-mail format to the entire campus community. The Goucher College Home Page (<http://www.goucher.edu>) contains a link to the Digest. This web page provides access to the current edition and archives of the Digest.

To submit a message to the Digest, use your web browser to visit the Digest website (<http://www.goucher.edu/digest>). Select the link on this web page to login to the Digest Editor. You will be prompted to provide your user name and password. Type **gadmin\username** in the **User Name** box, type your **password** in the **password** box, and select **OK**. You will be able to submit your message in ten different categories. Select **Submit** to submit your information, then double check the information. Once you are satisfied with the information that you have entered, click **Publish**. Submissions need

to be made by 3 p.m. the day before your message is to be published. If you have questions about the Digest or the Digest Editor, contact digesteditor@goucher.edu.

5.3 How do I access my e-mail?

To access your e-mail account from any campus computer, you will use Microsoft Outlook. To access your e-mail from off-campus computer, you can use Outlook Web Access through any of the following web addresses:

<http://outlook.goucher.edu>

<http://email.goucher.edu>

<http://mail.goucher.edu/>

See Appendix B: Accessing Your E-Mail from the Internet using a Web Browser.

5.4 How do I receive e-mail training?

E-mail training is now offered as part of a new hire technology orientation session provided by the Center for Teaching, Learning and Technology (CTLT). You may also contact the Center for Teaching, Learning and Technology at 410-337-6066 to schedule a more detailed training session if needed.

5.5 Are e-mail groups available?

Web based software is available to the campus community to request e-mail groups. It is designed to provide an easy way to request and maintain specialized e-mail groups or lists. These groups can be used for e-mail based distribution of information, announcements, or discussions. Groups are created and "owned" by an e-mail user who requests the creation of the group.

The software allows you to:

- View and search for existing groups
- Opt-in or subscribe to a group
- Opt-out or unsubscribe from a group
- View all groups to which you are subscribed
- Request a new group

NOTE:

- In order to access this software and join a group, you must login with your Goucher username and password through the website <http://groups.goucher.edu>. If you are already logged on to the Goucher network, you will not need to log in to the website.
- All lists that are created and maintained at Goucher College are kept private. They are never published.

5.6 How do I access Public Folders?

Public folders are a feature of Microsoft Exchange Server that provides an effective way to collect, organize, and share information with others in the college community. Folders labeled "Public Folders" appear in the Microsoft Outlook or Outlook Web Access Folder List.

5.7 Can I forward my Goucher e-mail to a different address?

All faculty/staff that have a Goucher e-mail account have the ability to forward their account to a different e-mail address. You can also remove forwarding if you had it forwarded to another account. You can setup forwarding through <http://www.goucher.edu/forward>.

5.8 Why can't I click on any links or log off when I check my e-mail through Outlook Web Access?

When initially logging into Outlook Web Access (OWA), type in **gadmin** before your username. This will allow you to click on links within e-mail messages and log off OWA.

5.9 How do I set an Out of Office AutoReply message?

If you are on vacation, sabbatical, or even out sick, this is an easy way to let anyone e-mailing you know that you are not there to respond. Documentation for setting up your out of office assistant in Outlook can be found at http://www.goucher.edu/it/index.cfm?page_id=35.

5.10 What can I do to prevent going over my e-mail quota?

Quotas limit the number of e-mails an individual can store on the server. (See section 6.3 for more information on e-mail quotas.) A warning is sent by the System Administrator prior to reaching the limit. The email usually states the current size of your mailbox. If you would like to check prior to receiving the email, click on the link for instructions on how to check your mailbox size in Outlook: http://www.goucher.edu/it/index.cfm?page_id=34.

Saving e-mails is another great way to prevent going over your quota. Personal and archive folders are not counted towards your quota since emails in these folders are not stored on the e-mail server. For instructions on how to save emails in either personal or archive folders go to http://www.goucher.edu/it/index.cfm?page_id=37.

Also, make sure to periodically go through all your folders, especially sent items and your inbox. Copies of all emails that are sent from your mailbox are automatically stored in sent items. If you prefer not to have this feature enabled go to **Tools → Options →**

Preferences Tab and click on **Email Options**. Then uncheck **Save copies of messages in Sent Items folder**.

5.11 How can I share and view other user's calendars?

Learn how to give permission for other's to view your calendar and how to view other people's calendars in Outlook by downloading instructions from http://www.goucher.edu/it/index.cfm?page_id=63.

6.0 Computer Servers and Storage Space for Faculty/Staff

6.1 Can I store personal documents and files on the Goucher network?

Space has been reserved for your personal documents and files on the hard drives of three servers on the Goucher network. Documents and files that are stored on these computer servers and systems are backed up daily. Anything that is saved in your My Documents folder should be automatically stored in your user folder on Magellan. If this is not the case, please contact the Help Desk.

6.2 What computer servers are available to faculty/staff?

Server	Description
Magellan	<ul style="list-style-type: none"> • Faculty/Staff Personal Network File Space and User Directories: Storage space where faculty/staff can store documents and files. Documents and files that are stored on the network are backed up every day.
Meyerhoff	<ul style="list-style-type: none"> • Storage space where faculty/staff can store their web pages for their personal website
Post	<ul style="list-style-type: none"> • Storage Space that stores*: <ul style="list-style-type: none"> <input type="checkbox"/> E-mail <input type="checkbox"/> Personal Calendars <input type="checkbox"/> Contacts and Address Books <input type="checkbox"/> "To Do" Lists <input type="checkbox"/> Public Folders <p>*NOTE: Personal folders are stored in your Magellan user folder</p>

6.3 Are there any storage restrictions or quotas for faculty/staff?

Since the college only has a finite amount of disk space on each server, the college must find a way to equitably divide hard disk space on each of the servers for the campus community. The college has implemented quotas as a way of managing disk storage and usage on campus computing servers and systems. The servers are running quota software that limits the amount of space for each individual. When a person nears the quota limit, the individual is given a warning. When the person has met or exceeded the quota limit, some functionality will be lost until the individual removes files to free up disk space.

Description	Quotas
<ul style="list-style-type: none"> • E-mail (Receives a Warning) If the faculty/staff member reaches the quota, a warning message will be sent. 	25 megabytes
<ul style="list-style-type: none"> • E-mail (Cannot Send) If the faculty/staff member reaches the quota, he/she will not be able to send e-mail. 	30 megabytes
<ul style="list-style-type: none"> • E-mail (Cannot Receive) If the faculty/staff member reaches the quota, he/she will not be able to receive e-mail. 	50 megabytes
<ul style="list-style-type: none"> • Personal Network Storage The amount of storage space allocated to the faculty/staff member to store documents and files on the campus network 	1.5 gigabytes
<ul style="list-style-type: none"> • Department Network Storage The amount of storage space allocated to a department to store documents and files on the campus network. 	10 gigabytes
<ul style="list-style-type: none"> • Web Page Space The amount of storage space allocated for web pages for the faculty/staff member. 	100 Megabytes
<ul style="list-style-type: none"> • E-mail (E-Mail Attachment) The largest size document or file that can be attached to an e-mail message. NOTE: Certain types of attachments are also not permitted because of the likelihood of viruses. The college reserves the right to delete or remove messages that may be harmful to the college community. 	6 megabytes
<ul style="list-style-type: none"> • E-mail (Number of Recipients) The maximum number of e-mail recipients that can be specified in an e-mail message 	150 recipients

6.4 How do I connect to campus computing servers and systems?

First, you will be prompted to enter a username and a password. (**NOTE:** The Domain should always be set to GCADMIN in order to connect to the network). The information you enter will be checked to see if you are an authorized user. At this point, you may start to type a document in Word and you can store the document in your User Directory (personal network storage space) on Magellan.

Double-clicking the Microsoft Outlook icon will give you access to your e-mail that is stored on the Post server. Double-clicking Internet Explorer will give you access to the Internet and to any Goucher web pages that you have created and stored on the Meyerhoff server.

6.5 How do I store my files on the Magellan system (faculty/staff file storage space)?

Your user directory is stored on Magellan, and you can access this folder to save and open files. This folder, normally mapped as network drive G, is located at \\Magellan\Users**<username>**. This network drive can be accessed like any other drive

on the computer. You can double-click the network drive to access your folder, or you can choose your folder when saving a file in a software application like Word. You can also access your user folder through the My Documents icon on your desktop. This folder should be setup to automatically save files to your user folder on Magellan.

6.6 How do I store my files on the Post system (faculty/staff e-mail)?

Your Exchange e-mail is stored on Post automatically. Your Inbox will be configured with Post as the Microsoft Exchange server, and your User name as the Mailbox.

6.7 Can faculty/staff create their own web page?

Each faculty/staff member can create his or her own personal web page. In order to create a web page, the member needs to contact the Help Desk. Once the request is received, a directory is created on the Meyerhoff system. Once the directory has been created, detailed instructions to store and access files on Meyerhoff are sent to you via e-mail.

6.8 How do I store my files on the Meyerhoff system (faculty/staff web pages)?

When a faculty/staff member asks the Help Desk to create a personal web page, a directory is created and detailed instructions to store and access files on Meyerhoff are sent to you via e-mail. You may manage your files through *Drag and Drop* techniques (by mapping Meyerhoff as a network drive and then dragging files to the network drive), by FTP (File Transfer Protocol), by using Microsoft Front Page, or using other software (e.g., Dreamweaver).

7.0 On-Campus Network Connections

7.1 Are there wireless network capabilities for faculty/staff laptop computers?

Laptop computers with wireless access can connect to the Internet and the Goucher network through campus "Hot Spots" and outdoor antennas. Wireless network/Internet capabilities are provided in the following locations:

- Alumnae/i House: Buchner Hall and Scheeler Board Room
- Dorsey Center
- Froelicher Hall: Thormann Center
- Gazebo
- Heubeck Hall: Dining Hall, Multi-purpose room and lounge
- Hoffberger Science
- Julia Rogers Library
- Kelly Lecture Hall
- Kraushaar Auditorium
- Merrick Hall
- Meyerhoff
- Pearlstone
- President's House
- Rosenberg Gallery
- Sports and Recreation Center: New Gym & Swimming Pool

- Stimson Dining Hall
- Van Meter Hall
- Residential quad outside area
- Areas outside all academic buildings from the Dorsey Center to Stimson
- Gopher Hole
- The “T” residence hall
- All residential hall common rooms

Laptop computers can connect to the campus network through a wireless network connection in selected locations throughout the campus. Laptop computers with this capability will be able to access the campus network, campus computer servers, and the Internet without having to connect the laptop to a network outlet.

Please note that wireless network access supplements the traditional wired campus network and does not provide the same speed as the current network. Wireless network access is created by the installation of wireless "Hot Spots" in campus buildings. Please note that wireless network access may not extend to all areas of the specified buildings at this time. Also note that based on the location of the "Hot Spots" and outside antennas, wireless access also extends outside campus buildings. For faculty/staff who live on campus, hot spots are not available in the dorm rooms. However, some leak through may occur.

In order to use this wireless network access, your laptop must be equipped with a standard 802.11b/g network card. If your personal laptop does not have wireless capabilities or a wireless card, the Help Desk can provide you with purchasing advice. The laptop must also be registered and configured to use Goucher "Hot Spots." If you are interested in using this wireless capability, please contact the Help Desk. The Help Desk can assist you in preparing and registering your laptop to use this wireless network access. All Goucher-owned laptops are pre-configured and registered to use Goucher "Hot Spots."

8.0 Off-Campus Network Connections: Dial-In Modem Access

8.1 If I work off-campus, do you provide modem access?

One method of connecting to the Goucher network from an off-campus location is through Goucher's dial-in modem pool. All faculty/staff can use the dial-in modem access from an off-campus location using this method. The dial-in service provides access to e-mail, campus computing systems, and the Internet. **NOTE:** Goucher College provides a calling card to allow faculty/staff to connect to the Goucher modem pool for long distance dialup while on official Goucher business trips. Please contact the Help Desk for more information on how to obtain a calling card.

8.2 What computer equipment do I need for using the dial-in connection?

In addition to a PC computer running the Windows 98/ME/2000/XP Operating System or a Macintosh running the MacOS 10.3 or later Operating System, you will need a modem. A modem allows your computer to communicate with the Goucher network via the Goucher College modem pool. Currently, Goucher's modem pool allows connections at a maximum speed of 56K.

8.3 Do I need to apply for a dial-in connection?

If you have a Goucher computer account, you will be able to use the dial-in modem access.

8.4 Where can I get help with setting up my dial-in connection?

Information on connecting your computer and modem to the Goucher College modem pool can be found at <http://www.goucher.edu/it>. Faculty/Staff may call the Help Desk to ask questions or seek assistance in troubleshooting problems.

9.0 Off-Campus Network Connections: Virtual Private Network (VPN) Access

9.1 What is the purpose of a Virtual Private Network (VPN) connection?

If you are using an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem or a Digital Subscriber Line (DSL), Virtual Private Network (VPN) access allows you to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet.

9.2 What are the steps for using Virtual Private Network (VPN) access?

1. Connect to your Internet Service Provider (ISP) through a cable modem, a Digital Subscriber Line (DSL), or a modem connection.
2. Create a Virtual Private Network (VPN) connection to Goucher settings on your computer.
3. Click on an icon to connect your computer to Goucher through the VPN connection.
4. Begin to access Goucher computing resources.
 - Access files and documents in your personal network folder on the Darwin computing system
 - Access files, documents, and web pages in your web folder on the Meyerhoff computing system

For more detailed instructions visit <http://www.goucher.edu/it>.

9.3 How do I access my Magellan files and documents using VPN?

1. Connect to Goucher using the Virtual Private Network (VPN) Connection.
2. Click on the **start** button and then click on **Run**.
3. Find and open your personal network folder on the Magellan computing system.
 - On the **Open** line, type in [\\magellan\users\ where username is your Goucher Network \(GCADMIN\) user name and click **OK**.](#)
 - To access dept folder on the **Open** line, type in [\\magellan\dept\ where deptname is the name of the department folder and click **OK**.](#)

9.4 How do I access my Meyerhoff files, documents, and web pages using VPN?

1. Connect to Goucher using the Virtual Private Network (VPN) Connection.
2. Click on the **start** button and then click on **Run**.
3. Find and open your personal web page folder on the Meyerhoff computing system.
 - On the **Open** line, type in [\\meyerhoff\faculty_web\ or \[\\meyerhoff\staff_web\ and click **OK** where username is your Goucher Network \\(GCADMIN\\) user name.\]\(#\)](#)

9.5 What computer equipment is needed for Virtual Private Network (VPN)?

If you are currently connecting your computer to an Internet Service Provider (ISP) through a cable modem or a Digital Subscriber Line (DSL), you will not need any additional equipment. You will need to set up a Virtual Private Network connection to Goucher on your computer.

9.6 How do I apply for a Virtual Private Network (VPN) connection?

If you have a Goucher computer account, you will be able to use Virtual Private Network (VPN) access.

9.7 Where can I get help with a Virtual Private Network (VPN) connection?

Information on connecting your computer to the Goucher Network through a Virtual Private Network (VPN) connection can be found at <http://www.goucher.edu/it>. Faculty/Staff may call the Help Desk to ask questions or seek assistance in troubleshooting problems.

9.8 How can I access the library databases from off-campus?

There are three ways to connect to the library databases from off-campus: Proxy method, Dialup, and Virtual Private Connection. To find out more information and to get instructions please visit http://www.goucher.edu/library/index.cfm?page_id=310.

10.0 Telephone Services

10.1 What telephone services are available to faculty/staff?

Faculty, staff, and department offices are provided with Meridian Digital Telephones and voice mail.

10.2 What do I do if I am having trouble with my office phone and/or service?

Faculty/Staff who are experiencing telephone problems should contact the Help Desk.

10.3 How do I make a call to another campus office or to a student?

To make a call to another campus office or to a student, simply dial the four digit extension.

10.4 How do I make local and toll free telephone calls?

From campus phones, dial 9 + number to make local calls. Please note that local Baltimore calls require you to dial both the area code and the phone number. To make toll free calls dial 9 + 1 + 10-Digit Toll Free Number.

10.5 How do I make a long distance call?

Faculty and staff must obtain an authorization code from Carolyn Barrett in Information Technology (e-mail: cbarrett@goucher.edu or phone: 410.337.6138) in order to make a long distance call.

- **To make a Long Distance call:**
Dial 9 + 1 + Area Code + 7-Digit Number + Wait for the Tone + Authorization Code
- **To make an International call:**
Dial 9 + 011 + Country Code + City Code + Number + Wait for the Tone + Authorization Code
- **To make an International call from off-campus phones:**
See Appendix C.

The use of Goucher telephone services is intended for business purposes only. However, there are times when circumstances will require that you make a personal long distance call. Once a month, faculty and staff will receive a long distance telephone statement by e-mail. The college asks that you review your statement(s) for accuracy, and remember to reimburse the controller's office for any personal calls. You can also obtain your long distance telephone statement at <http://www.goucher.edu/it>.

10.6 How do I setup Goucher Dialup connection to use the Paetec Long Distance Number?

Goucher College provides Paetec long distance cards for calls and it can be used to connect to the Goucher network via dialup while on official Goucher business trips. If dialup is already setup on your computer, follow these instructions:

1. Double-click the Goucher Dialup icon on your desktop
2. Copy and paste these sequence of numbers in the Dial field:
18005555505,,,,4103376000####,,4108211727
3. Replace the four # signs with your pin number.
4. The commas are pauses and are very important in determining when the number sequences are dialed. Click **Dial** to try out the sequence above first. You will know if the series of commas is not long enough when you get a recorded error message from the operator. If this happens, put in 1-2 more commas until it successfully dials the second sequence of numbers. If needed, do the same for the second series of commas.

If further assistance is needed, please contact the Help Desk.

10.7 What is the Meridian Voice Messaging System?

As a Goucher faculty/staff member, you are provided with a voice mailbox on the Meridian Voice Messaging System. This voice mailbox performs the same functions as a telephone answering machine, as well as advanced functions.

10.8 How do I know if there are new messages in my voice mailbox?

When there is a new message in your voice mailbox, you will see the red voice mail indicator light up. You do not have to remove the new message to make a call.

10.9 How do I log into my voice mailbox from a campus phone?

- Dial 6099 from any phone on campus. You will hear, “Meridian Mail. Mailbox?”
- Enter your mailbox number then press the # sign. You will hear, “Password?”
- Enter your password and then press the # sign. Your initial password is your 4 digit extension. **NOTE:** You should change your password as soon as you access the system for the first time (See section 10.12).

10.10 How do I log into my voice mailbox from off campus?

- Dial 410-337-6099 if you are off-campus. You will hear, “Meridian Mail. Mailbox?”
- Enter your voice mailbox number, then press the # sign. You will hear, “Password?”
- Enter your password and then press the # sign.

10.11 How do I listen to a message in my voice mailbox?

- After logging into Meridian Mail, listen to the mailbox summary.
- To play the message, press 2.
- To skip back while playing the message, press 1.
- To skip forward while playing the message, press 3.
- To pause the message, press the # sign. To continue playing the message, press 2.
- To go to the next message, press 6.
- To go to the previous message, press 4.
- To go to a specific message, press 86, then enter the message number and press the # sign.
- To delete a message, press 76 while playing the message.
- To restore a deleted message, press 76 while playing the message.

10.12 How do I change my voice mailbox password?

Your password will expire periodically for security reasons. When notified, use the instructions below to change your password:

- While logged into Meridian Mail, press 84.
- Enter your new password, then press the # sign. (Your password may be from 4 to 16 numbers. You may not use the # sign or the * sign as part of your password.)
- Enter your new password again, then press the # sign.
- Enter your old password, then press the # sign.

10.13 How do I record my voice mailbox greeting?

The Meridian Voice Messaging System allows you to record a personal greeting that callers will hear when they reach your voice mailbox. You can create an internal greeting for on-campus callers and an external greeting for off-campus callers. If you want the same greeting for both on-campus and off-campus callers, create an external greeting only.

- While logged into Meridian Mail, press 82.
- For your external greeting, press 1. For your internal greeting, press 2.
- To review the greeting, press 2.
- To record the greeting, press 5.
- To end the recording, press the # sign.
- When you have finished recording, you can review the greeting (press 2), re-record the greeting (press 5), or delete the greeting (press 76).
- To exit, press 4.

10.14 How do I record my voice mailbox personal verification/identification?

The Meridian Voice Messaging System allows you to record your name for personal verification/identification. This personal verification will then be attached to any messages you leave for other Meridian Mail users.

- While logged into Meridian Mail, press 89.
- To hear the name for personal verification, press 2.
- To record the name for personal verification, press 5.
- To end the recording, press the # sign.
- When you have finished recording, you can review the name for personal verification (press 2), re-record the name for personal verification (press 5), or delete the name for personal verification (press 76).
- To exit, press 4.

10.15 How do I use Express Messaging?

Express Messaging is a way to deposit a message directly into another Meridian Mail user's voice mailbox. Express Messaging is the only way to leave a message for a Goucher commuting student.

- Dial 6582. You will hear, "Express Messaging. To mailbox?"
- Enter the voice mailbox number of the person for whom you are leaving the message, and then press the # sign.
- You will hear, "Please leave a message after the tone."
- After recording your message, you may hang up.

11.0 Cdigix Online Music

Because of the work of a student committee and the Student Government Association (SGA), all registered undergraduate students will have access to the Cdigix online music service during the fall 2005 semester. The Cdigix online music service will provide students, faculty, and staff with the ability to access more than 1,200,000 tracks of music. Students, faculty, staff can access unlimited tethered downloading for free. If you are a faculty or staff member, the monthly fee is \$5.99. For all users, the cost to download a file to copy to your mp3 player or burn to a CD is only \$0.89 per song and \$9.99 per album.

11.1 What are Cdigix Features & Capabilities?

The Ctrax Online Music service will allow you to:

- **Search for a song:** You can perform a search by artist, the song title, or the album name. You can also browse the top songs, top albums, a genre, or see songs that have been recently added.

- **Play a sample of a song:** Once you have located a song, you can play a 30 second sample of the track so that you can determine if you want to add the song to a playlist, download the song, or buy the song.
- **Build a playlist:** You can create multiple playlists of your choosing to stream songs.
- **Add a song to the Playlist:** Once you have found a song, you can it to your playlist. You can also copy multiple songs to your playlist at a time.
- **Stream songs on your Playlist:** Once you have built a playlist, you can begin to stream and listen to the full length of each song on your playlist.
- **Download a song:** Downloading a song to your computer lets you to play the song whether you are connected to the Internet or not. The song file stays on your computer until you delete it. All downloads use Microsoft Windows Media Audio format encoded at 128kbps. You can play a song after you download it by opening your Microsoft Windows Media Player and going to the Library tab. Once you locate the song in the list, double click it to play it. You will not be charged for downloading a tethered (restricted) song. Once the song has been purchased, there are no longer any restrictions and it becomes your property.
- **Buy a song/album:** You can purchase a track for \$0.89 per song or \$9.99 per album. Once you buy a song or album, you can transfer the song to any .wma supported portable player or burn it to a CD with Windows Media Player. Users with iPods or portable players with MP3 exclusive compatibility will have to burn the .wma songs to CD first and then rip them into whichever format they choose (MP3, AAC, etc).

11.2 Where do I sign up?

<http://media.cdigix.com>

11.3 What does it cost?

Faculty and staff for Fall 2005 Semester

1. \$5.99/month for unlimited tethered downloads
2. \$0.89/song or \$9.99/album to copy to your mp3 player or burn to a CD

11.4 What is a “tethered download?” How does it work?

A tethered download refers to the privileges determined by digital rights management (DRM) technology. In order to protect the copyright of the files, the DRM technology restricts the ability to burn, copy, or transfer the file to an mp3 player or another person. Also, you will need to be connected to the internet after 30 days of downloading a tethered file to continue listening to the file. When you purchase a song for the \$0.89 fee, you are receiving a file that you now own and can listen to with fewer restrictions.

11.5 What format is music downloaded through Ctrax?

Ctrax uses the Windows Media Audio (*.wma) encoded at 128kbps.

11.6 Will the service be limited to on-campus users?

No, this service will be available to all students, staff, and faculty. For pricing information, please refer to the “What does it cost?” question.

11.7 Is this available to Mac users?

There is not a solution available for Mac users at this time, but Cdigix has plans to make it available to Mac users at some future date.

11.8 Can I transfer songs to my iPod?

Yes, you have to buy the track. Burn it to a CD, then re-rip the song to mp3 and then you may transfer it to your iPod. If you have a portable player that is WMA / DRM enabled, then you may transfer the song straight from Windows Media Player. Unfortunately Apple has locked their iPods to their own proprietary service and file format.

11.9 How are users authenticated?

You will use your Goucher e-mail address to register. During the registration process, you will be asked to create your own password.

11.10 How often is the music catalog updated?

The music catalog will be updated twice a week from MusicNet.

11.11 What happens when I am no longer affiliated with Goucher? What happens to my music?

Once you leave Goucher, you will no longer be eligible to access Cdigix through Goucher’s contract, but you will be able to subscribe at currently available consumer rates. The music you downloaded via the subscription service will only be accessible for a period of 1 to 30 days (depending on when the status check occurs) after your account is terminated. The songs you paid for separately are yours to keep.

11.12 Can I do this from off campus?

Yes, you can use Cdigix from off campus.

11.13 Will this work when I’m away from campus?

Ctrax is limited to three unique computers per user, and those three computers can be located on or off campus.

11.14 How many different artists can be found on Ctrax?

Currently there are 96,000 artists that have music on Ctrax. For a complete catalog of songs and music from these labels see www.musicnet.com/downloads/MusicNetPartnerLabels.pdf (NOTE: This link opens a 43 page Adobe Acrobat Document). Some groups or artists however, including the Beatles, AC/DC, Led Zepplin, Bob Seger, Garth Brooks, Evanescence, and some others have made a decision not to allow any music service to distribute their music. Cdigix is continually working to negotiate with music industry representatives for material currently not available.

11.15 When downloading songs, it gets to 99% and then fails. Why?

When the song download reaches 99%, it then seeks to acquire a license to permit playback of the song. If you are running an older version of Windows Media Player, you will be unable to get the license. You'll need to update your player. Open Windows Media Player and go to the help menu. Then choose "Check for Player Updates". You may also get this message if your My Documents folder is stored on Magellan or Darwin. To change the location of where Cdigix downloads music, click on Settings located on the right side of the Cdigix site. Change the location to your C: drive. You can also create a folder by typing the path like this: `C:\test\`.

11.16 Are there issues with Windows Service Pack 2?

No, however you must make sure that you install the Active X control for Ctrax. This Active X is somewhat cryptic in Windows XP SP2, because it blocks the install instead of popping up a message to continue the install. You will see a bar just under the URL address in Internet Explorer, simply click the bar to install the Active X. You will also have to update your Flash player as installing Service Pack 2 will revert the Flash player back to an older version. This Flash player update is available at Flash.com.

11.17 Whom do I contact if I'm having problems?

1. View the [Cdigix Frequently Asked Questions \(FAQs\)](#) on the Goucher IT web page.
2. Click on the *Help* link, which is located in the top right corner of the Cdigix web page once you login. By clicking the *Help* link, you are opening a trouble ticket with Cdigix.
3. Email support@cdigix.com if you are unable to submit a question using the *Help* link.

11.18 Where can I find more information?

<http://www.cdigix.com>

12.0 CampusWEB Portal

12.1 What is the Goucher CampusWEB portal?

CampusWEB is a web-based portal. It acts as a central location for information from several different systems, providing the college community with private access to specific information on-line. Viewing class rosters, inputting grades, and APRs are just some of the features available.

12.2 What can faculty/staff do with CampusWEB?

Faculty/Staff have the ability to perform the following functions in the Goucher CampusWEB portal:

1. View Course Descriptions for Goucher College
2. View Schedule of Classes for Goucher College
3. View personal course schedule
4. List current advisees
5. Quickly access student advisor email addresses
6. Access advisee transcripts
7. Email entire class
8. View billing history for 2 semesters
9. View contact information for students, faculty, and staff
10. Maintain correct office hours for personal profile
11. Maintain grades

12.3 How do I access the CampusWEB portal?

You can access CampusWEB through the Goucher website (<http://www.goucher.edu>) or through the CampusWEB website (<https://campusweb.goucher.edu>).

12.4 How do I receive CampusWEB portal training?

CampusWeb training is now offered as part of a new hire technology orientation session provided by the Center for Teaching, Learning and Technology (CTLT). You may also contact the CTLT at 410-337-6066 to schedule a more detailed training session if needed.

12.5 How do I set up my CampusWEB account?

A CampusWEB account is automatically created for you.

12.6 How do I login to CampusWEB?

The first time you login, you will need to enter your GCADMIN username and your social security number without dashes as the password. You will be immediately

prompted to change your password to something of your own choosing.

12.7 What if I cannot remember my CampusWEB password?

If you forget your CampusWEB password, contact the Help Desk for assistance.

12.8 Whom do I call if I am having a problem with my CampusWEB account?

If you are experiencing problems with your CampusWEB account or the CampusWEB features, please contact the Help Desk.

12.9 What are Academic Progress Reports and how do I submit them?

An Academic Progress Report (APR) is a form of written communication between an instructor and a student on how the student is doing in the course. Instructors can create an APR in CampusWEB. For instructions on how to submit APRs visit this site: http://www.goucher.edu/it/index.cfm?page_id=212.

12.10 How do I submit grades?

Grades are submitted through CampusWeb. Submitting grades can only be done at specific times during the year. Instructors will receive notification when the grades functionality is available in CampusWeb. When notification is received, log into CampusWeb and click on the **My Grade Entry** link on the left hand side. If grades are not submitted during the grading period, instructors will need to fax in their grades to Student Administrative Services (SAS).

13.0 Blackboard Online Learning Environment

13.1 What is Blackboard?

Blackboard is a course management tool that allows instructors to share documents and communicate with students.

13.2 How do I access Blackboard?

You can access Blackboard through the Goucher website (<http://www.goucher.edu>) or through the Goucher Blackboard website (<http://blackboard.goucher.edu>).

13.3 How do I receive Blackboard training?

CampusWeb training is now offered as part of a new hire technology orientation session provided by the Center for Teaching, Learning, and Technology (CTLT). You may also contact the CTLT at 410-337-6066 to schedule a more detailed training session if needed.

13.4 How do I set up my Blackboard account?

A Blackboard account is automatically created for you.

13.5 How do I login to Blackboard?

The first time you login, you will need to enter your GCADMIN username and your social security number without dashes as the password. You will be immediately prompted to change your password to something of your own choosing.

13.6 What if I cannot remember my Blackboard password?

If you forget your Blackboard password, contact the Help Desk for assistance or select the link “forgot your password” on the Blackboard login web page.

13.7 Whom do I call if I am having a problem with my Blackboard account?

If you are experiencing problems with your Blackboard account or the Blackboard features, please contact the Help Desk.

14.0 Horizon Wimba

14.1 What is Horizon Wimba?

Horizon Wimba is a live virtual classroom that is integrated into Blackboard. Live Classroom allows faculty and students to build relationships by combining state-of-the-art interactive technologies such as voice, video, application sharing, polling, and whiteboarding, with traditional best practices of instruction.

14.2 How do I enter the classroom?

Follow the instructions below to enter a Horizon Live Classroom:

1. Log into Blackboard as you would normally do then click on the course that you have a scheduled live lesson.
2. In the left-hand pane, click on the **Communication** button.
3. Click on the **Live Classrooms** link.
4. Then click on the title of the classroom.
5. In the right-hand corner, click on the **Setup Wizard** button (**NOTE:** make sure you have popups enabled).
6. Use the wizard in order to test your computer and install the appropriate software.

Once you have passed the setup wizard, pressed the **Enter Room** button to join the class.

14.3 Why do I get Java error messages when I enter the classroom if I passed the setup wizard?

Although the wizard checks for audio it does not check for problems with Java. If you do get Java error messages, perform the following:

1. Go to the **Control Panel**.
2. Open **Add/Remove Programs**.
3. Check the list for Java 2 Runtime and J2SE (short for Java 2 Standard Edition).
NOTE: If there is more than one listing with Java 2 Runtime and J2SE, remove all other instances of Java 2 Runtime and J2SE except the latest version of Java 2 Runtime.
4. Run the Wizard to check that it is working properly.

Another problem may be caused by a Windows Internet Options setting. Also try following the steps below:

1. Go to Internet Explorer and go to **Tools → Internet Options → Connections**.
2. Click on the '**LAN Settings...**' button towards the bottom of the window.
3. Un-check the '**Automatically detect settings**' option.
4. Restart your computer.
5. Run the Wizard to test HorizonMedia.

If this does not stop the errors and fix the problem, please contact Horizon Wimba directly for further troubleshooting at help@horizonwimba.com or by calling 212.651.8049 from 8 a.m. to 8 p.m. Eastern Standard Time Monday through Friday. Additional solutions can be found at <http://staff.goucher.edu/training/Virtual%20Classroom.htm>.

A. GENERAL STATEMENT

Goucher College honors and recognizes each person's freedom of expression and action. With this freedom come responsibilities, including consideration of others, academic integrity, and a commitment to the value of truth.

Respect for intellectual labor and creativity is vital in an academic environment. At Goucher, we respect the right to privacy, the right of attribution and acknowledgement; the rights of copyright holders and the doctrine of fair use; and the right of an author to determine the form, manner, and terms of publication and distribution of works in all media, including electronic media. Since electronic information is so accessible and so easily reproduced, respect for personal expression is especially important in computer and electronic environments. Violation of authorial integrity, including plagiarism, invasion of privacy, unauthorized access to computing resources or electronic information, and violations of copyright law and trade secrets, are serious matters and may be grounds for appropriate sanctions. Consequences for violating this policy may include civil or criminal liability under federal and state laws, as well as the entire range of Goucher administrative sanctions detailed under "Penalties," below.

Goucher College acquires, develops, and maintains computers, computer and telecommunications systems, networks, and other information technology resources, including, but not limited to, computers, printers, modems, email, fax transmissions, video, multi-media, classroom technologies, telephony and administrative systems. These resources are intended for direct and indirect support of the college's instruction, research, and service missions; of the college's administrative functions; and of student and campus life activities. Access to these resources, whether from on-campus or from a remote location, is a privilege and is subject to the requirements of applicable laws and policies and the highest standards of ethical behavior. Particular uses of any of these resources are not made legitimate simply because those uses may be technologically possible. Users must abide by all applicable restrictions imposed by this policy and by law, whether or not those restrictions are built into the systems and whether or not they can be circumvented by technical means. In addition, student users must abide by the provisions of Goucher's Student Judicial Code.

B. APPLICABILITY

This policy applies to all users of Goucher College information technology resources, including faculty, staff, students, computing services personnel, guests, and other users authorized by the college. Personal equipment physically connected to the college network is also subject to this policy.

C. SECURITY

Goucher College employs various measures to protect the security of its computing resources and of its user accounts. Users should be aware, however, that the college cannot guarantee such security. Users should therefore engage in safe computing practices by establishing appropriate access restrictions for their accounts, safeguarding their passwords, not storing sensitive college data on college or home computers, backing up files, and promptly reporting any misuse or violations of this policy.

D. PRIVACY

Users should also be aware that their uses of college computing and technology resources are not private. The normal operation and maintenance of these resources require the backup of data and communication records, the logging of activity, the monitoring of general usage patterns, and other activities necessary for the provision of service. The system administrator and his or her designees have access to all data and information (e.g., e-mail messages, files, etc.) of any user. Although Goucher does not permit the casual inspection of files, the college reserves the right to monitor and to disclose the contents of e-mail messages and other files under appropriate circumstances.

E. INDIVIDUAL RESPONSIBILITIES

Each user of Goucher College computer and information technology resources is expected to accept and comply with the following responsibilities:

1. *Use only those resources which s/he is authorized to use.*

Ability to access computing resources does not, in itself, imply authorization to do so. Accounts and passwords may not be shared with, or used by, persons other than those to whom they have been assigned by the college. Unauthorized access to another user's account or providing your username and password to another person may be grounds for appropriate sanctions.

2. *Use computer and information technology resources only for their intended purpose.*

Goucher's computing and information technology resources, facilities, and services are to be used for purposes congruent with the college's educational mission. They may not be used for commercial, or political activities, charitable solicitations, and other such uses, unless expressly authorized by the chief technology officer.

3. *Respect the rights and privacy of others.*

Ability to gain access to another person's account does not imply authorization to do so. Interference with the ability of other users to make appropriate use of the resources is prohibited. The systems and services may not be used to harass, discriminate against, defame, or invade the privacy of others.

4. *Protect the integrity and security of the computer and information technology resources.*

Acts which are intended to damage computing resources, to deny service to other users, or to compromise the integrity of the security systems of the resources are prohibited.

5. *Protect the integrity and security of sensitive and confidential data*

Student or employee sensitive data should not be stored on campus or home computers for security purposes. Sensitive data includes, but is not limited to, Social Security Numbers, birth dates, credit card numbers, and student information protected by the Family Educational Rights and Privacy Act (FERPA).

6. *Respect the finite capacity of college computing and network resources*

Users are expected to respect the finite capacity of college computing and network resources and to limit use to a reasonable amount as determined by the Office of Information Technology.

If an individual's use is interfering unreasonably with the activity of others, the college may require that person to limit or refrain from specific uses.

7. *Abide by copyright laws and policies.*

Users must abide by all applicable laws and college policies (e.g., Copyright, Intellectual Property) to protect the copyrights and intellectual property rights of others. Copyrighted works may include texts, cartoons, articles, photographs, songs, software, graphics, and other materials. Users should be aware that many materials available through the Web are protected by copyright. It is the responsibility of the user to assume that materials found on the Web are copyrighted unless the materials contain an express disclaimer to the contrary. Users must obtain permission of the creator or publisher to copy or use software or other copyrighted materials written or created by others, and must abide by contracts and agreements controlling installation and use of such software and other materials.

8. *Use the Goucher name and marks only as authorized.*

Users should avoid creating the impression that they are speaking for the college unless authorized to do so. The use of the college's name, seal, and various trademarks and service marks is protected by a policy administered by the vice president for communications and vice president for finance.

9. *Observe restrictions on the use of pictures and video*

Users may not display audio, video, or other multimedia images or recordings of people on a Web page or on other computing resources without the permission of the persons involved. An individual's right to privacy includes the right to restrict the use of his or her image. Further, the image may be protected by copyright.

10. *Use Computing Resources in a Lawful and Ethical Manner*

Users of Goucher's computing systems must use the system in an ethical and legal manner and in accordance with Goucher's policies and procedures. Usage of the system to harass, defame, or invade the privacy of others, or to send or receive obscene materials, is not allowed and may result in disciplinary action under Goucher procedures or prosecution under various federal or state statutes.

11. *Use of Unlicensed Radio Frequency Bandwidths on the Goucher Campus*

Goucher College will continue to evaluate and implement wireless technology to enhance teaching, learning, and campus life. However, the college reserves the right to restrict the use of wireless devices in college-owned buildings and all outdoor spaces on the campus for security purposes or if devices are interfering with campus technologies.

If you are considering utilizing wireless technology and have questions concerning its use, please contact the Information Technology Help Desk.

F. ADMINISTRATION

1. *Administration of the Computer Use Policy*

The Office of Information Technology is charged with communicating this policy to the Goucher user community. Requests for interpretation of the policy as applied to particular situations may be directed to the chief technology officer.

2. *World Wide Web Content Review*

The Office of Communications has responsibility for ensuring that all official Goucher material on the Web meets campus standards for design and content. The office assists departments developing Web materials and reviews Web information on a regular basis. Any materials intended for posting on the front page of the College's Website must be approved by the office in advance. The office aims to ensure accuracy and consistency of information and does not operate as a censor.

3. *Fundraising and Advertising*

College fundraising, advertising, and marketing may be conducted using Goucher computing and telecommunications resources or facilities only under the supervision and consent of officially recognized campus departments or organizations charged with such activities. Examples include, but are not limited to, the offices of Admissions, Communications, Development and Alumnae/i Affairs, Student Activities, and Graduate and Professional Studies.

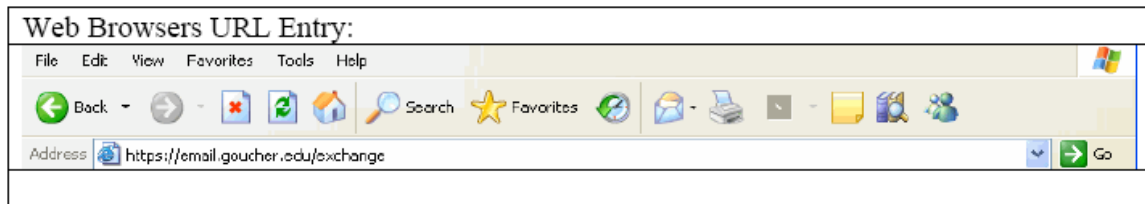
G. PENALTIES

Violations of this policy may be grounds for appropriate sanctions to be determined by the appropriate administrator. Sanctions may include, but are not limited to, a formal reprimand, loss of user privileges, termination of employment, or, in the case of a student, probation, suspension, or expulsion from the college. Cases against students may be handled in accordance with procedures outlined in the Student Judicial Code.


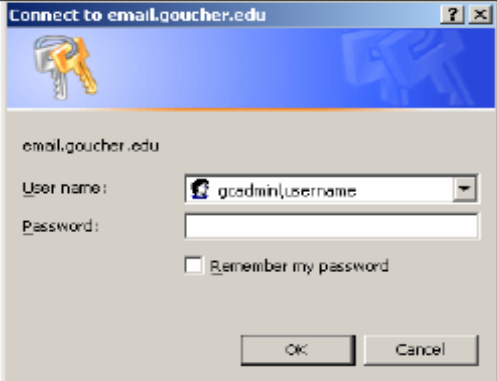
Appendix B: Accessing your E-mail from the Internet using a Web Browser

In addition to using the Outlook client, you may also use the Internet to access your e-mail from anywhere in the world using Outlook Web Access (OWA). You may use most web browsers including Internet Explorer and Netscape (**NOTE:** there have been occasional problems with the AOL browser). While in the browser, enter any of the following addresses to view information about logging in to your Goucher e-mail:

<http://outlook.goucher.edu>
<http://email.goucher.edu>
<https://email.goucher.edu/exchange>



When you log into Outlook Web Access, you will be presented with one of these pop-up menus depending on the browser you are using:

Three-line login box	Two-line login box
 <p>The screenshot shows a dialog box titled "Enter Network Password". It contains a key icon and the text "Please type your user name and password". There are three input fields: "Site" (pre-filled with "post.goucher.edu"), "User Name", and "Password". Below the fields is a checkbox labeled "Save this password in your password list" and two buttons: "OK" and "Cancel".</p>	 <p>The screenshot shows a dialog box titled "Connect to email.goucher.edu". It contains a key icon and the text "email.goucher.edu". There are two input fields: "User name" (pre-filled with "gadmin\username") and "Password". Below the fields is a checkbox labeled "Remember my password" and two buttons: "OK" and "Cancel".</p>
<p>Next Steps:</p> <ol style="list-style-type: none">1. Type in your username in the 1st box2. Type in your password in the 2nd box3. Type in our domain of gadmin in the 3rd box4. Click OK	<p>Next Steps:</p> <ol style="list-style-type: none">1. Type in gadmin\username in the 1st box2. Type in your password in the 2nd box3. Click OK <p>NOTE: If you get an Authorization Failed message, try typing in your information again.</p>

Appendix C: Paetec Calling Card International Dialing Instructions

Paetec Calling Card International Dialing Instructions

Dialing Instructions:

1. Dial the Primary Free Phone Number for the country from where you are calling.
2. At the prompt, enter the four-digit International Security Code, 3340
3. At the prompt, enter your calling card number.
4. For calls to the United States: at the prompt, dial 1 + area code + seven-digit number.
5. For calls to other countries at the prompt, dial 011 + Country Code + City Code + Number.

NOTE:

- Primary Free Phone Numbers are subject to change without notice
- To report lost or stolen cards, dial: 1-877-340-2555
- You can dial direct from Canada, Guam, Puerto Rico, Saipan, US Virgin Islands

Country Code	Originating Country	Primary Free Number	Secondary Free Number
61	Australia includes Christmas Island & Tasmania	1-800-50-4065	1-800-50-4064
43	Austria	0800-291-675	0800-291-674
1242	Bahamas	1-800-306-0264	1-800-306-0259
1246	Barbados	1-800-5340164	1-800-5340165
32	Belgium	0800-73341	0800-73339
1441	Bermuda	1-800-623-0489	
55	Brazil	0800-891-6751	0800-891-6752
56	Chile	800-53-0032	800-53-0034
86	China - Northern: (Beijing, Tianjin, Heilongjiang, Jilin, Liaoning, Shanding, Shan(1)xi, Hebei, Henan, Inner Mongolia)	10800-712-8020	10800-712-0006
86	China - Southern: (Shanghai, Jiangsu, Zhejiang, Anhui, Fujian, Jiangxi, Hubei, Hunan, Guangdong, Guangxi, Hainan, Chongqing, Sichuan, Guizhou, Yunnan, Tibet Automomous Region, Shan(3)xi, Gansu, Qinghai, Ningxia, Xinjiang and Automomous Region)	10800-120-8020	10800-120-0006
57	Colombia	01-800-9-19-2861	01-800-9-19-2863
357	Cyprus	8096040	8096041
45	Denmark includes Faeroe Islands & Greenland	8088-1119	8088-1121
1809	Dominican Republic	1-800-751-4170	1-800-751-4169
358	Finland	0-800-115-585	0-800-115-589
33	France includes Monaco	0800-901-608	0800-901-806
49	Germany	0800-181-5306	0800-181-5304

Appendix C: Paetec Calling Card International Dialing Instructions

Country Code	Originating Country	Primary Free Number	Secondary Free Number
30	Greece	00800-10-600-201-2894	00800-10-600-201-2896
852	Hong Kong	800-933626	800-933627
36	Hungary	06-800-11555	06-800-11556
354	Iceland	800-8151	800-8152
62	Indonesia	008-800-105-028	008-800-105-029
353	Ireland	1-800-55-0579	1-800-55-0577
972	Israel	1-800-946-0044	1-800-946-0046
39	Italy includes San Marino & Vatican City	800-873-786	800-873-787
81	Japan	00531-162-113	00531-162-115
82	Korea (South)	00308-14-0052	00308-14-0053
423	Liechtenstein same ITFS as Switzerland	0800-89-7155	0800-89-7471
352	Luxembourg	80022635	80022642
351	Madeira same ITFS as Portugal	800-819-701	800-819-295
60	Malaysia	1-800-80-8144	1-800-80-4298
692	Marshall Islands	1-800-424-9375	
52	Mexico	001-800-689-3430	001-800-916-9356
31	Netherlands	0800-022-6591	0800-022-6527
599	Netherlands Antilles	001-800-689-5760	001-800-274-8796
64	New Zealand includes Chatham Islands	0800-44-4750	0800-44-4752
505	Nicaragua	001-800-220-1096	001-800-220-0306
47	Norway includes Svalbard	800-12160	800-12162
507	Panama	001-800-507-0695	001-800-507-0696
63	Philippines	180011100048	180011100049
48	Poland	00-800-111-4255	00-800-111-4281
351	Portugal includes Azores & Madeira	800-819-701	800-819-295
7	Russia	810-800-2037-1012	810-800-2048-1012
65	Singapore	800-1011074	800-1011075
27	South Africa	080-09-94859	080-09-94861
34	Spain includes Balearic Is, Canary Is, Cueta & Melilla	900-99-1567	900-96-1470
1869	St. Kitts/Nevis	1-800-744-9133	1-800-744-9134
1784	St. Vincent	1-800-326-4230	
46	Sweden	020-021-4318	020-021-4305
41	Switzerland includes Liechtenstein	0800-89-7155	0800-89-7471
886	Taiwan	0080-112-6185	0080-112-6186
66	Thailand	001-800-15-620-17835	001-800-15-620-18985
1868	Trinidad & Tobago	1-800-201-2978	1-800-201-2979
90	Turkey	00-800-151-0364	00-800-151-0468
44	United Kingdom	0800-963-355	0800-328-0544

Appendix C: Paetec Calling Card International Dialing Instructions

Country Code	Originating Country	Primary Free Number	Secondary Free Number
598	Uruguay	000-413-598-0829	000-413-598-0830
58	Venezuela	08001004009	08001004008