

ISP 1600 for Fall 2007

Web.Edu: How Internet Courses Work

Eighth meeting

November 10, 2007

Course web site: www.is.wayne.edu/drbowen/WebEduF07

Moodle: techtools.culma.wayne.edu/moodle

About the Internet

- Four ways to get to a web page (Review)
 - Type in the URL
 - Click on a text or graphical link
 - History list (only on that computer)
 - Make a favorite (IE) or bookmark (Netscape, Mozilla, Firefox) (only on that computer). Go to the page you want, then:
 - IE: Favorites / Add to Favorites (Organize Favorites)
 - Others: Bookmarks / Bookmark This Page (Organize Bookmarks)

Technical Issues: Overview (Review)

- Technical problems getting rarer.
- Internet connection: doesn't work, breaks
- Email: bad forwarding, full mailbox
- Files not compatible with Instructor
- Sending files: email, web upload
- Managing your computer: passwords, viruses, crashes, losing files, software
- Getting help from a geek (“geek-speak”)

New Topic: File Problems

- Can't find it
 - Use good folder structure (makes sense to you)
 - Windows Explorer search by date
- Can't remember / tell what is in file
 - Use descriptive names (makes sense to you)
- Trouble uploading and / or downloading
 - Practice ahead of time

Computer File Systems

- File System: how a computer stores info
- “Hierarchical:” like an outline
 - Main level
 - Indent level
 - Second indent level, etc.
- File: like a filing system, folders hold files
- Computer file system – folders (“subfolder”) inside of folders, etc.


Managing Your Files

- Should make sense to you
 - File names
 - Folder names
 - Folder organization
- Then you can keep track of your files!
- Two organizing principles – choose one:
 - Keep files on hard drive, one folder per course
 - Keep files on floppy (a:), one floppy per course

File Path

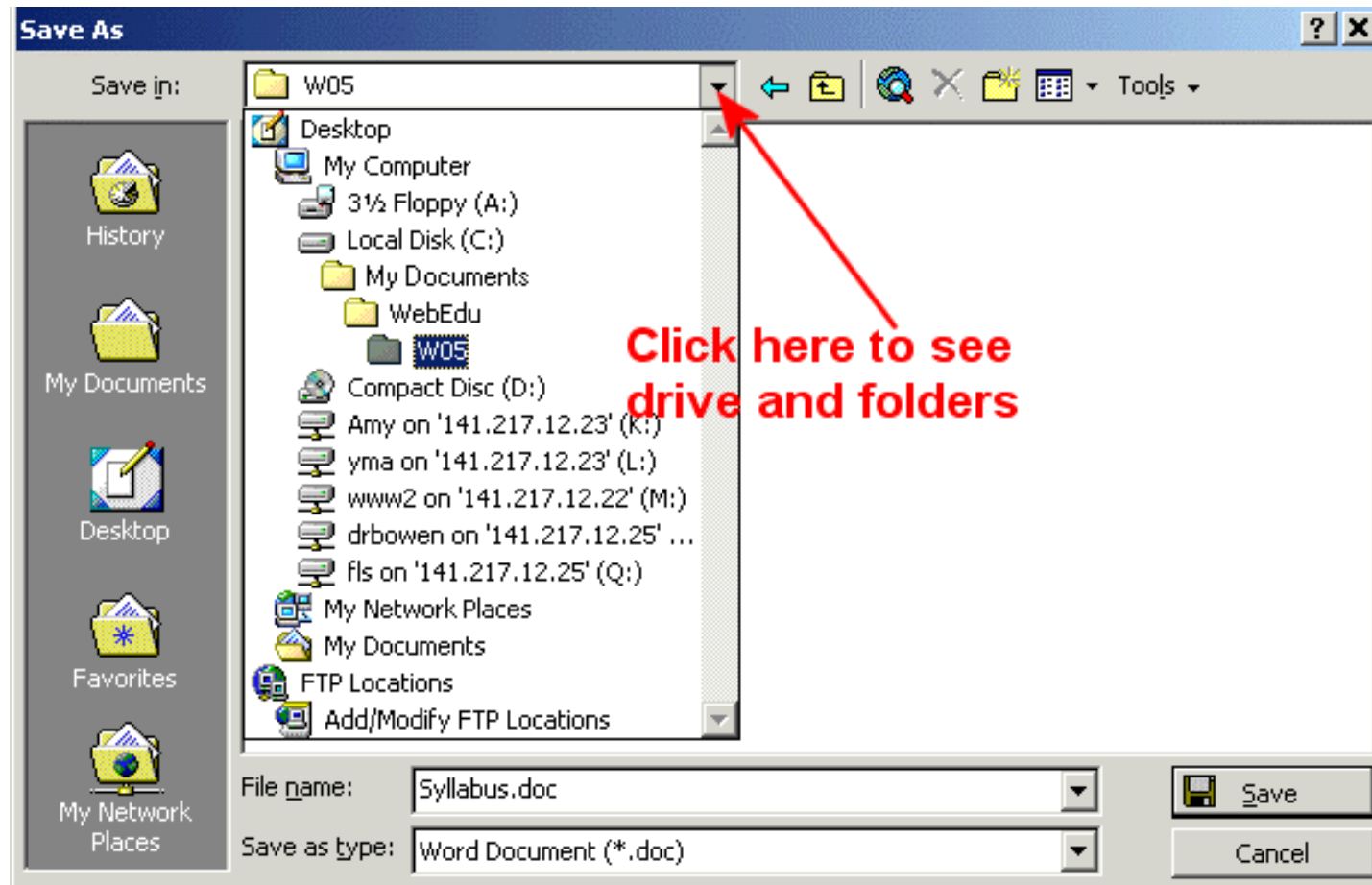
- When you **SAVE** a file, you should know its **PATH**, so you can find it later, for example to attach to an email or upload to turn it in.
- **EXAMPLE** – a:\ISP1600\essay.doc
 - Drive – a: (to the left of the colon :)
 - Folder (zero, one or more) – ISP 1600
 - Name – essay (to the left of the dot .)
 - Extension – doc (to the right of the dot .)
- “Keep your file safe tonight.
Walk the path from left to right.”
PATH gets more specific from left to right

Computer File Systems


- “Path” to file - drive:folders\name.extension
 - Example: c:My Documents\ISP1600\syllabus.doc
 - Order: drive, folders, name, extension

c:My Documents\ISP1600\syllabus.doc
 - Windows *always* shows you the path when you save (see next slide)
 - You should be in control, not the computer

Managing Your Files









Drives:

- a: - floppy diskette, removable
 - Remove only with drive light off
- c: - hard drive, fixed inside computer
- d: - usually CD-ROM or DVD-ROM, removeable
- e: - often, a flash or thumb drive, solid state, removeable
 - Only remove using 

Folders, Files

- Folders are places to keep files. In the PATH, everything between the drive and the name is folders
 - Analogy with file folders holding documents
 - You name folder to tell you what you will keep in it
 - Any folder can also have a folder inside it
 - Once you have many files, you need folders to keep them in order so you can keep track
- File name – choose it to remind YOU of content – *change from proposed*
- Extension – type of file – *do not change*

Some Common Extensions

- .doc – Microsoft Word 
- .txt – text or Notepad – text only, no formatting 
- .ppt – Microsoft PowerPoint 
- .xls – Microsoft Excel (spreadsheet) 
- .pdf – Portable Document Format (Adobe Acrobat), read inside most browsers 
- .exe / .com / .dll – a program 

New Topic: How the Internet Works

URL – path to a file on a server (computer)

http://www.is.wayne.edu/drbowen/webeduw05/syllabus.doc

“Use the web” (“method”)

“Domain name,” identifies the server (another computer)

File path on the server



“client-server architecture” – both are computers:

“Client” (Browser) – requests file, displays it

“Server” – waits, when requested, gets and sends file

How the Internet Works

- Domain name – last part is domain
 - com , org , gov, edu, net
- Only servers need (have) a domain name
- All computers on Internet have a unique “IP” (address) – Internet Protocol
 - e.g. www.is.wayne.edu \leftrightarrow 141.217.12.23
- Internet: a series of computers that transport information from one IP to another (point to point, in “hops”) – an information pipeline

How the Internet Works

- What happens?
 1. You enter URL (type, click, bookmark, history list) – requests a file
 2. Your client (Browser) goes to Domain Name Server (DNS) to get server's IP
 3. Request transported from your IP to server's IP
 4. File sent back (content and formatting “tags”)
 5. Your client (computer) displays file

How the Internet Works

- Demos (use “run”, then “cmd” or “command”):
 - ipconfig – displays your computer’s IP
 - ping – bounce off of another computer
 - Confirmation of basic Internet function
 - nslookup – give domain name, get back IP
 - What your Browser does first
 - tracert – identified hops
 - exit – stop, go back to Windows

When the Internet Doesn't Work

- Everything can go wrong
 - “No DNS entry”
 - Your connection broken
 - DNS down
 - Domain name mistyped in URL
 - “Server not responding”
 - Intermediate computer down
 - Server down
 - Server name has been changed

When the Internet Doesn't Work

- Everything can go wrong (error code)
 - “File not found” (404)
 - Path in URL mistyped
 - File has been moved or deleted
 - “Permission”, “Rights” (500 and up)
 - File is configured as being off limits to you
 - If nothing goes wrong, you get the file! (200)

When the Internet Doesn't Work

- WSU Tech Support
 - 313-577-4778 Help Desk M – F 8 – 8
 - 313-577-4746 Network Operations Center (NOC) all the time, but for Internet only
 - Unless someone tells them, they often don't know something is wrong. Do them a favor – call!

When the Internet Doesn't Work

- Talking to Tech Support
 - Just the facts – they are usually busy
 - They just want to fix it and go on to the next thing
 - First assumption: users (you) know nothing. Prove them wrong! Collect information first.
 - Your computer's operating system (e.g. Windows XP Home – Start → Help)
 - What program were you using (Help → About...)

When the Internet Doesn't Work

- Talking to Tech Support
 - First assumption: users (you) know nothing. Prove them wrong! Collect information first.
 - What was that error message, exactly (helps to tell them which computer has the problem)
 - Has it worked in the past?
 - Has anything changed?
 - Is it one-time-only or does it repeat?
 - Do any other web sites work (WSU, non-WSU)?
 - The Server Administrator may be elsewhere – me, for example

New topic: Chapter 6: Success Scan

- Good signs for success in online courses:
 - Work schedule prohibits class attendance
 - L-o-n-g drive to class
 - Heavy family responsibilities [but have the time]
 - Clear (educational) goals and determination
- Typical online student: over 25, employed, caregiver, some college (m/f: 50-50)
- Self-test Pg 75, Checklist Pg 77
- Writing skills important

Chapter 9: Teacher's Spot

- Good online teachers are good teachers
- Takes a lot of work
- Plan carefully, give students info in advance
- Comfortable with technology as a tool
- Provide clear objectives
- Institutional support: online facilitator, support staff, technical support
- Use conferencing discussion
- Need for training for Instructors (students?)

Chapter 9: (cont'd)

- Allow different learning styles
- Focus on students, not technology
- Use concise presentations, direct questions
- Relaxed style
- New issues: diminished stature (who owns materials?), is it only about productivity?

Due ...

- Email test. Send five different types of email as listed in Syllabus under “Moodle Registration and Email Test”
- I have specified some text for (d) on the course web site, but if you have already done this part, don't re-do it.
- Problems getting cooperation on C? Ask me.

Coming up...

- No class session next three weeks (11/17, 11/24, 12/1) – *watch for web pages*
- Discussion switches to ListServ next week (11/17)
 - Eight Moodle postings, eight Blackboard, eight ListServ, total of 24
 - Average two postings per week
 - Topic 7 for Final – compare these three systems

ListServ?

- NOT A WEB SITE!!!
- Just your email – how to use ListServ
 1. Send email to webedu@lists.wayne.edu, system distributes it to the whole class
 2. Reply to a ListServ message
- The email address you gave on Moodle!
- Plus – don't have to go somewhere else
- Minus – Can be clutter, hassle

Coming up...

- Reading:
 - 11/17: Chapter 10, “Re: Training”
 - 11/24: Thanksgiving!
 - 12/1: Chapter 11: “Looking Ahead”
 - 12/8: Ch 12, “Following Procedure”
- Next class: 12/8 – Essay due via Moodle, Q & A Review for Final
- Final Exam: 12/15

Done!

Have a happy Thanksgiving!