



Administrator's Guide

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Why is this called Gaggle?

Email has made a big impact on my professional and personal life. This simple technology has made it much easier to maintain my friendships, and it has greatly contributed to the success of the businesses I have started.

The Gaggle service came about after many discussions with teachers, technology coordinators and principals. I was bothered by the fact that virtually no schools were offering email accounts to students. Everyone said that it was just too hard to keep an eye on what the students were doing. I wanted to remedy this situation, so I decided to give teachers a way to monitor and control their students use of email.

People are constantly asking me how we came up with the name for Gaggle.Net. As you may know gaggle is the name for a large group of geese. Our goal was to give teachers an easy way to watch over their gaggle of students. Hence the name Gaggle.

It's also easy to remember. :)

Jeff Patterson
Founder of Gaggle.Net, Inc.

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Introduction

Welcome!

Thank you for signing up for the Gaggle email service. Gaggle is designed to make student email safe. Whether your school has subscribed to Gaggle or is using our free version, we are glad that you have decided to let your students benefit from safe online communication.

The Gaggle email service works with any computer hooked up to the internet. Gaggle will work with any web browser such as Internet Explorer, Netscape Navigator, Safari, Mozilla Firefox or the AOL web browser. It is recommended that you have the javascript and cookies options enabled on your web browser. Students and teachers can access their email from any computer at the school, a library computer or their personal computer at home. All of the educational controls will be active no matter what computer is used.

If you have any questions about Gaggle or need help, please contact us. We can be reached at 800-288-7750 or by email at admin@gaggle.net. We appreciate hearing your comments and suggestions so that we can make Gaggle even better!

The Benefits of Personal Email for Students

At Gaggle, we believe students should be allowed to write personal email with friends. It is a wonderful way to get your students excited about their new email accounts, and it is good practice for writing and communication skills. If a problem with email should arise, the Gaggle system enables the school to hold students accountable. We feel that student email on the Gaggle system is analogous to monitored conversation at lunch time.

The Gaggle system has many powerful features which allow schools to monitor and control student email. However, no system can be 100% effective. The best method to prevent email problems is to let the students know that you have the ability to review the activity in their account.

Most email messages sent in the business world combine personal and professional subjects. The personal aspects of email help to strengthen the relationship between the correspondents. Using personal communication skills with email is as important as proper punctuation.

Email has become a critical part of life in business, government and education. We encourage educators to experiment and find the level of control appropriate for their school and students.

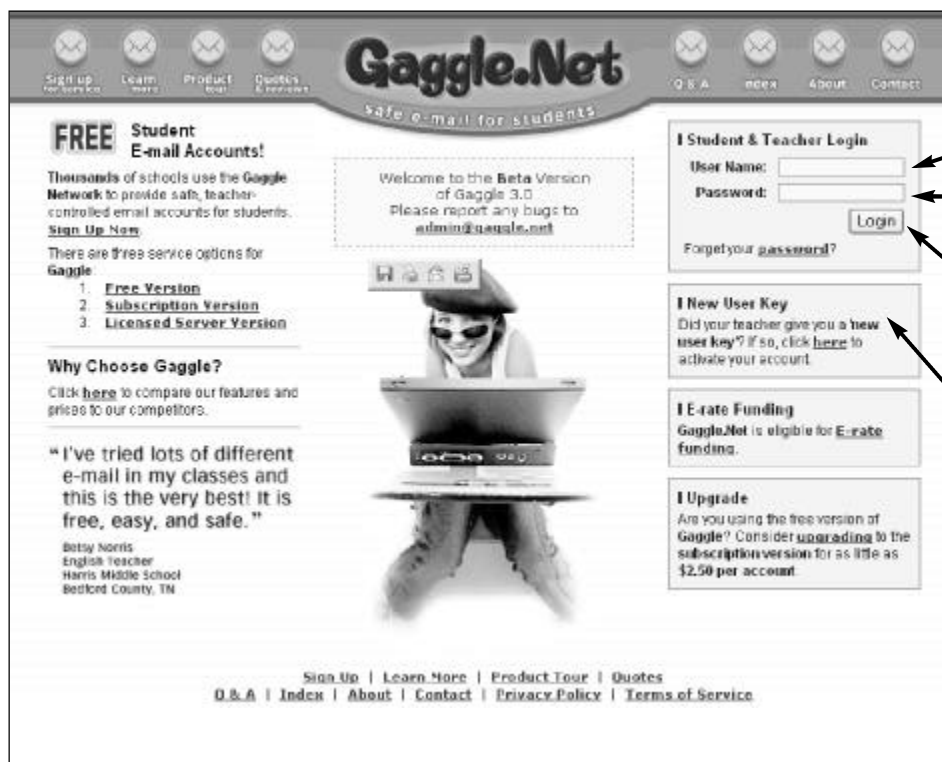
Chapter 1 Using the Email System

Signing into the System

To sign into the Gaggle website, you will need to have your user name and password. You should already have received this information from a Gaggle representative or your School Master. If not, please contact us.

Enter your user name and password in the login fields and then click the **Login** button. After you login you can change your user name and password by clicking on the **User options** button. Depending upon your access level, you may not have the option of changing some parameters.

Some schools use their own domain name with their Gaggle accounts; names such as user@burkesd.org or user@ehs.gaggle.net. If your school uses a custom domain name you will need to login with your full email address.



Type your user name in this field.

Enter your password in this field.

Click the **Login** button after entering your user name and password.

New account keys are like temporary passwords. Give your students these keys to let them create an account and choose their own user name and password.

Chapter 1 Using the Email System

Inbox or Main Screen

Using the Gaggle system for reading and writing email is very simple. The program is intuitive and easy to use. In fact, you probably do not even need to read this chapter. Nevertheless, on the following pages you will find explanations of all the basic screens in Gaggle.

After you login to the Gaggle website, the first screen you will see is the Main screen. Actually, it is the InBox. This is the folder where all of your new mail will appear. The Deleted, Drafts and Sent folders will look the same as this screen.

From the InBox, you can choose to read any message in the list, move a message to another folder or open other screens from the website. Most of the time you will want to read your new messages by clicking on the subject line. The **Delete** button will move the checked messages to your Deleted folder.

These buttons will take you to various places: Write Mail screen, Address Book, Directory of users from your school, User Options, Help, and Log out.

Click on a folder to view it's contents.

The Select All box will check off all of the messages in the list.



Click on a subject line to read a message.

The **Delete** button will move the checked messages to your Deleted folder.

Choose a folder and click the **Move** button. All messages that are checked will be moved to the specified folder.


The **Report Spam** button will send a copy of the email message back to the Gaggle mail servers.

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Read Mail Screen

After you select a message to read from the InBox, the Read Mail screen will appear. The Read Mail screen displays the message that was sent to you. You can see the text of the message, the sender, the subject, the date the message was sent, and any attachment files. There are also several controls which allow you to perform various tasks.

The picture below describes these controls.



The screenshot shows the Gaggle.Net web interface. At the top, there is a navigation bar with icons for Write mail, Address book, Directory, User options, Help, and Log out. Below this is a welcome message: "Welcome, Test School Master from Sample School 1." The main content area is divided into a left sidebar and a central message pane. The sidebar shows a "Jump To" menu with "School Admin" selected, and a list of folders: "Inbox", "Blocked (1)", "Drafts", "Sent", and "Deleted". The central pane displays an email from "susank@gaggle.net" to "schoolmaster1a@gaggle.net" with the subject "Attachment". The email body contains a file attachment named "homepagetiff.TIF" with a size of 2305 kb. The interface includes several action buttons: "Prev", "Next", "Reply", "Reply All", "Forward", "Delete", "Report Spam", "Move to:", and "Move".

Click the *Reply* link to write a message to the person who sent this email. *Reply* will also quote the message back to the sender.

Click on the name of any attached file to download the item to your hard drive.

The *Prev* and *Next* links will scroll through the messages in the current folder.

The *Delete* link will move the message to your Deleted folder.

Choose a folder and click the **Move** button. The message will be moved to the specified folder.

Chapter 1 Using the Email System

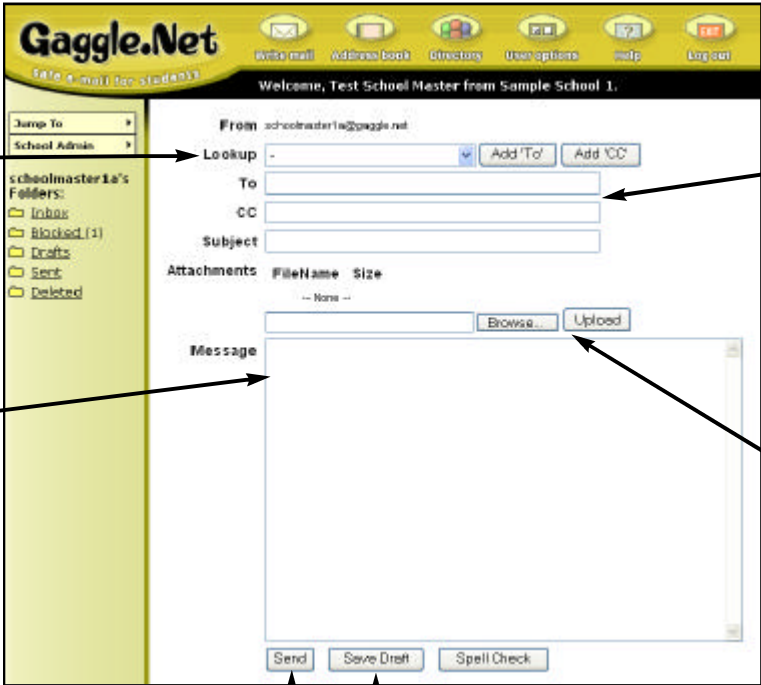
Write Mail Screen

There are several ways to get to the Write Mail screen. The most common method is by clicking on the **Write Mail** button at the top of the screen. The Write Mail screen allows you to compose messages to be sent over the internet. You can send email messages by putting an email address in the To field and by typing your message in the Message field. You can enter more than one address in the To field if you separate each address with a comma.

A nice feature of Gaggle is that it automatically assumes you are sending to someone with the same domain name as your own account. If your email address is susan@bcisd.com, you can enter "joe" in the To field and the system will automatically send the email to joe@bcisd.com.

There are several controls on this screen that are worth explaining in detail.

- Lookup** - Lookup is a drop down menu which contains all of the names from your personal address book. It also contains some automatic mailing groups such as your class list and any custom address groups you have created. Select an item from the menu and click the **Add To** button to put the person's name in the To field.
- Add CC** - This button allows you to create a carbon copy list for the email. This is a list of additional recipients.
- Subject Field** - It is recommended that you give a subject to all of your outgoing messages. Type it in this field.
- Save Draft** - This button saves the message to your draft folder so that you can modify it later before you send it out.



The screenshot shows the Gaggle.Net interface for writing an email. The top navigation bar includes buttons for 'Write Mail', 'Address Book', 'Directors', 'User Options', 'Help', and 'Logout'. The main area contains a 'Jump To' dropdown menu, a 'Lookup' dropdown menu, and 'Add To' and 'Add CC' buttons. Below these are fields for 'To', 'CC', and 'Subject'. An 'Attachments' section includes a 'Browse...' button and an 'Upload' button. A large 'Message' text area is provided for typing the email content. At the bottom, there are 'Send', 'Save Draft', and 'Spell Check' buttons. Annotations with arrows point to these various elements, explaining their functions.

Choose a recipient from your address book. Then click the **Add To** button.

Type the recipients email address in either the To or CC fields. You can enter more than one address separated by a comma.

Type your message here.

You can add attachments using these buttons. (See the instructions on page 7)

Choose the **Send** or **Save Draft** button when you are done. A Drafts folder will automatically be created when you save a draft.

Chapter 1 Using the Email System

Attaching Files/Uploading

Attaching files is a two step process.

1. Click the **Browse** button. A new window will appear asking you to locate the file you want to open. Locate the desired file.
2. Click the **Upload** button to attach the file to your email. This may take a while depending upon how large the file is that you are uploading. For example, a 1 megabyte file will take approximately 9 minutes using a standard modem.

Educators have the ability to turn off the attachment option for students. If your attachment option is off, then you will not see the **Browse** or **Upload** buttons. In addition, all incoming messages with attachments will be sent to your Administrator for review.

Address Book

The **Address** button at the top of the screen takes you to your personal address book. From the Address Book screen you can add any number of address listings for your friends and colleagues. These addresses will appear in the Lookup menu found on the Write Mail screen. The Lookup menu is a fast way to find the address for the person you want to email.

To enter a new email address, type the full name for the person and any optional notes. When you have finished entering the information click the **Add** button.

These are the people already in your Address Book. Click on the person's email address to send them a message.

| Email Address | Full Name | Edit |
|--|--------------------|------|
| <input type="checkbox"/> jeff@gsaggle.net | Jeff Peterson | Edit |
| <input type="checkbox"/> jefftest123@gsaggle.net | Jeff Test | Edit |
| <input type="checkbox"/> chalmersmatt@gsaggle.net | Matthew Chang | Edit |
| <input type="checkbox"/> terrylo@gsaggle.net | Terry Lovoz | Edit |
| <input type="checkbox"/> schoolmaster1@gsaggle.net | Test School Master | Edit |

Click this link to go to the School Directory which will display all of the members of your school.

Click on the *Edit* link next to the person's name to edit their address book entry.

Address Groups

At the bottom of your Address Book screen you will see a section labeled Address Groups. The Address Groups are personalized distribution lists. By selecting an Address Group from your Lookup menu you can quickly send an email to multiple recipients.

The Address Groups are essentially a grouping of the individual addresses from your Address Book. There is no limit to the number of addresses that can be put into an Address Group.

Chapter 1 Using the Email System

The following steps explain how to Create an Address Group.

1. First create several addresses in your personal Address Book.
2. Check off the names from your Address Book to be included in your group.
3. Enter a name for your Address Group such as “1st Period Class” in the text field.
4. Click the **Create New Address Group** button.

You can also add addresses to an existing Address Group by selecting the Address Group name from the menu and clicking the **Add to Address Group** button.

Click the *Edit* link next to an existing Address Group name to delete addresses from the group.

The screenshot shows the 'Addresses:' section of the web interface. It contains a table of email addresses with checkboxes and 'Edit' links. Below the table are buttons for 'Send Message Now', 'Delete Address', 'Create New Address Group', and 'Add To Address Group'. A dropdown menu is set to 'My Friends'. Below this is the 'Address Group:' section, which shows a table with one entry: 'My Friends' with an 'Edit' link. Annotations with arrows point to various elements: 'Check off the names for the Address Group.' points to the checkboxes; 'Enter a name for the Address Group.' points to the text input field; 'Menu of existing Address Groups' points to the dropdown menu; 'The Create New Address Group button' points to the 'Create New Address Group' button; 'The Add to Address Group button' points to the 'Add To Address Group' button; and 'Click the Edit link to delete addresses from the group.' points to the 'Edit' link in the 'Address Group:' table.

| Email Address | Full Name | |
|--|--------------------|----------------------|
| <input type="checkbox"/> jeff@gaggle.net | Jeff Peterson | Edit |
| <input type="checkbox"/> jefftest123@gaggle.net | Jeff's Test | Edit |
| <input type="checkbox"/> chalu@amathews@gaggle.net | Matthew Chalupe | Edit |
| <input type="checkbox"/> tamlop@gaggle.net | Tammy Lopez | Edit |
| <input type="checkbox"/> schoolmaster1e@gaggle.net | Test School Master | Edit |
| <input type="checkbox"/> Select All | | |

Send Message Now Delete Address

Enter name for the Address Group:

My Friends ▾ Create New Address Group

 Add To Address Group

| Group Name | Group Id |
|------------|----------|
| My Friends | 30000776 |

[Edit](#)

Chapter 1 Using the Email System

Built In Address Groups

The Lookup menu includes several built in Address Groups. These groups are based upon the user levels in your school or district. Each user will see different built in Address Groups depending upon their access level. For example, student users only have the group, My Class, in their Lookup Menu.

To send a message to all students in your School, select All Students from the Lookup menu and click the **Add To** button. Below is a list of all built in Address Groups:

- My Class
- All Students
- All Teachers and above
- All School Admins and above
- All Students in District
- All Teachers+ in District
- All School Admins+ in District
- All District Admins+ in District



The Lookup Menu on the Write Mail screen

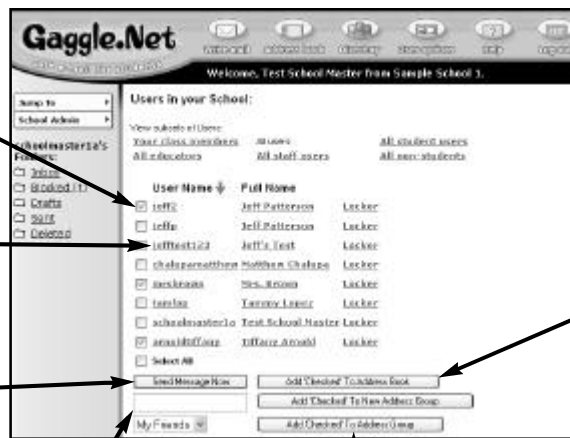
Directory

The Directory screen is a quick way to find the email addresses for all of the members of your school. Click the button labeled **Directory** to access this screen. You can quickly email anyone on the list or you can add the individuals to your address book.

Put a check mark next to the names you want to add to your personal Address Book.

Click a person's name to send them an email.

You can also click **Send Message Now** to send an email to all of the selected users.



When you are done, click the **Add Checked To Address Book** button. This will add the selected individuals to your Address Book.

Enter a name for the Address Group.

Use this button to create an Address Group from the selected members.

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Exploding Address Groups

The Exploding Address Group feature allows you to send a message to multiple addresses without logging into the web site. You can send mail to one Gaggle address and the system automatically sends out a copy of the message to multiple recipients.

Listed below are two types of Exploding Address Groups:

1. Sending mail based upon user access levels. – xxxx@users.gaggle.net

The general format is:

criteria_schoolID@users.gaggle.net - The school ID can be found at the top of the School Setup page.

criteria_district_districtID@users.gaggle.net - The district ID can be found on your School Setup page.

admin_adminID@users.gaggle.net - mail is sent to all users whose administrator has the userID equal to AdminID

Here are some examples:

all_30116@users.gaggle.net

- sends mail to all users in school #30116

staffplus_30116@users.gaggle.net

- sends mail to all users in school #30116 who have access level of staff or higher

students_30116@users.gaggle.net

- sends mail to all student users in school #30116

all_district_1020@users.gaggle.net

- send mail to all users in your district #1020

admin_93120@users.gaggle.net

- mail is sent to all users who share the administrator with userID 93120

The criteria definitions are:

all - all users

students - student level and below

teacherplus - teacher level and above

schooladminplus - school admin and above

staff - all staff level users

staffplus - all staff users and above

Your school ID can be found on your School Setup page.

2. Sending to Address Groups in your personal Address Book - xxx@addresses.gaggle.net

Each address group you create has an ID number. You can find the Address Group ID number by looking at your list of Address Groups on the bottom of your personal Address Book.

For example:

23981@addresses.gaggle.net - Any email sent to this address would be sent out to all addresses listed in Address Group #23981.

You can also send to the personal Address Groups of other users at your school or district.

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Security for Exploding Address Groups

As a security precaution against spammers, this feature only works with mail sent from the Gaggle website or from Gaggle's smtp servers.

In addition, there are some access level restrictions that prevent certain users from sending to an Exploding Address Group. Users with Staff level access or higher must belong to the same district as the user who owns the address group. In addition, Staff plus users can send to the built in address groups for their school or district. Student users can only send to his or her own address groups or to the built in groups for their own school.

Using a Custom Domain with an Exploding Address Group

The exploding Email Addresses also work with custom domain names. If your school uses a custom domain name with their Gaggle accounts, you can send to address groups either as `students_2302@users.gaggle.net` or `students_2302@users.mydomain.com`.

For `users.mydomain.com` to work, you must have this MX entry setup in your DNS records. For example, mail to `all_30116@users.sftigers.com` will work so long as you have set the MX record for `users.sftigers.com` to point to `mail.gaggle.net`. Please call or email `admin@gaggle.net` if you need assistance.

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Setting Your Account Options

The button at the top labeled **User options** links to a screen where the user can change various parameters for their own account. Depending upon your access level, you can change different settings. These options include your user name, your full name and your password.

The user can also create and delete personal folders from the User options screen. These personal folders can be given any name you choose. It is a great way to store messages which relate to specific topics.

There are several other items on this page which provide additional settings or account information. The Spam filter, Signature field and Mailbox Storage Limit will be explained on the following pages.

Basic Account Options

Changing your Password

Users can change their password from the User options screen. To change your password enter the desired password into the two text fields: New Password and Retype Password. Then click the **Update** button.

As a security feature, you cannot see your current password. The password is hidden from view so that other people can not look over your shoulder and see it.

Creating and Deleting Folders

Each user can create their own custom mail folders for their account. To create a folder enter the desired name in the text field and click the **Create Folder** button. To delete a folder, select the folder name from the Delete Folder menu and then click the **Delete Folder** button. When you delete a folder, all of the messages from the folder will be moved to your Deleted folder.

Mailbox Storage

Each user on Gaggle is allocated a specific amount of hard drive storage space for mail and attachments. All mail is counted against this storage space total except messages in either the Deleted folder or the Blocked folder.

The screenshot shows the 'User Data' settings page. It includes fields for User ID (1102366), Full Name (Test School Master), User Name (schoolmaster1a), New Password, Retype Password, Outside E-mail, Note, Access (School Master), Administrator, Attachments (Allowed), Mailbox Storage Limit (3,140 KB used out of 25,000 KB (13%)), SPAM Filter (Medium), Color Scheme (Yellow), Allow Seasonal Color Schemes (checked), Creation Date (Mar 22, 2004), Last Login Date (Tue 11:07 AM Jun 15, 2004), Message Board Access (All Message Boards), Chat Room Access (All Chat Rooms), Digital Locker Access (Can Store Files), Max Sent Messages Per Day (No Limit), Forwarding Email Address, Mail Forwarding (Do not copy or forward messages), and Other Activities. At the bottom, there are buttons for 'Create Folder' and 'Delete Folder'. Annotations with arrows point to the Full Name and User Name fields, the New Password and Retype Password fields, the SPAM Filter dropdown, and the Delete Folder button.

Depending on your access level, you can change your Full Name and your User Name. Student access level and below can not change these items.

You can change your password to anything you want. Type it in both the New Password field and the Retype Password field.

Spam Filter setting

Type the name of a folder and click the **Create Folder** button to create a new folder in your folder list.

Choose a folder to delete from the menu and click the **Delete Folder** button. Deleting a folder will move all mail from the selected folder into your Deleted folder.

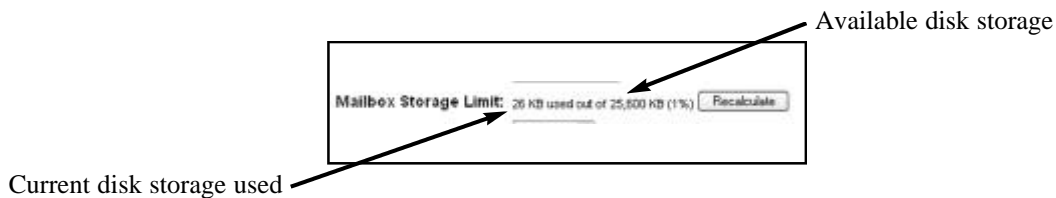
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If your account reaches 80% of your total storage space, you will receive a warning notification via email and a notice will appear at the top of your Inbox. You will still be able to send and receive email as long as you are not over your limit.

Once you have reached your storage limit you will no longer be able to send or receive email. All mail sent to your account will be bounced back to the sender. A new warning message will appear at the top of the web pages indicating your account has been frozen.

To unfreeze your service, you need to clean up your account by moving some of your old messages to the Deleted folder. In particular, you should delete messages with large attachments. Be sure to look in all of your folders for old messages that can be deleted. Do not forget to clean out your Sent folder and Drafts folder.

The User options screen offers you the ability to view your allocated and used storage space at any given time. There is also a button that can be used to recalculate the storage, if you are concerned it is incorrect.



Signature Option

At the bottom of the User options screen you will see a link that says *Signature*. Clicking that link will bring up a screen where each user can enter their own personal signature file. The signature will be added to the bottom of every message sent by the user. (If you are looking for a school wide signature, please contact Gaggle's customer service. This is an option for schools that subscribe.)



On the Signature page you can enter your own personalized signature to be appended to all outgoing messages. Students should be cautioned not to include any personally identifiable information such as full name, phone number, home address etc.

The signature can be up to seven lines and can contain up to 700 characters.



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Deleted Mail Policy

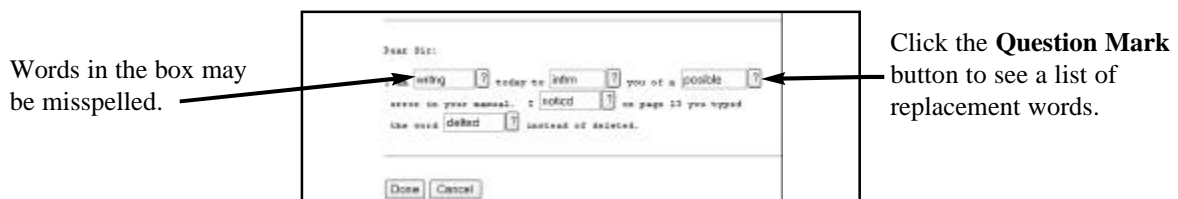
Deleting an email on the Gaggle website does not actually delete the message. This is a safety feature for both students and educators. In particular, the system prevents students from hiding their activity by deleting messages that are inappropriate.

When a user deletes mail on Gaggle the message is moved to the user's Deleted folder. The mail is then kept in the Deleted folder for at least 30 days so that students and teachers can retrieve these messages as needed. Approximately every 30 days the Gaggle system will purge mail from the Deleted folder. The purged mail is permanently removed and cannot be retrieved.

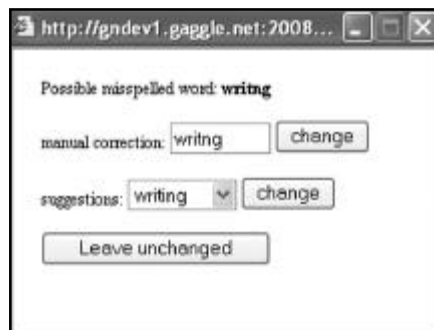
Students cannot purge mail from the system by using the **Delete** button. However, access levels of Teacher and above do have the ability to purge mail from either their own account or from a student's account. With a Teacher access level or above, you can even purge messages from a student user's Deleted folder. This will result in permanently removing the message from the system.

Spell Check

Schools that purchase the Standard Subscription version of Gaggle will find a **Spell Check** button at the bottom of the Write Mail screen. This button brings up a spell check page which checks the message body for words that appear to be misspelled.



Replacement Word Pop Up screen:



Choose the correct spelling or enter the correct spelling manually. When you click the **Done** button, you will be returned to your email. Click the **Send** button to send the message.

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Mail Forwarding

Mail Forwarding allows you to have your messages forwarded (or copied) to another email account such as your district address or Hotmail account. You can forward just the Blocked mail or all mail that comes into your account. Only staff level users and above can forward their mail. When you choose this option, a confirmation email will be sent to the forwarded address you entered. If you agree with the action, do nothing. To stop the forwarding, click the supplied link when you receive the email.

The address that will be used should be listed in the field, Forwarding Email Address. For Mail Forwarding we recommend the option "Forward all mail to forwarding email address." Be careful when entering the forwarding email address. If the address is invalid it may cause serious problems.

The option "Copy blocked messages to forwarding address" is a convenient way to monitor the student's accounts. The blocked messages that arrive at your forwarding address will have links for unblocking the student's message or deleting the student's message. Using this feature you do not need to log into Gaggle to review blocked mail or take the appropriate action.

Forwarding Options:

Do not copy or forward messages

Your mail will not be sent to any outside address even if there is an address listed in the Forwarding Email Address field. This is the default setting.

Copy blocked messages to forwarding email address

Only mail that gets blocked will be sent to your forwarding email address. A copy of the student's blocked message will be sent to your forwarding address and the message will stay in your Blocked folder.

Copy all mail to forwarding email address

This option handles the blocked messages in the same manner as above. In addition, a copy of each message sent to your Gaggle account will be delivered to your forwarding address. The mail sent to you will remain in your Inbox.

If you select this option please check your Gaggle account regularly as your Inbox may get full and your Gaggle account may become frozen.

Forward all mail to forwarding email address

All mail sent to your Gaggle account will be forwarded to your forwarding address. The mail sent to you will be moved to your Deleted folder and will remain there for 30 days. This is the best method for mail forwarding.

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To setup forwarding:

1. Go to your User options page and scroll to the Advanced Features section.



2. Enter a forwarding email address and choose your forwarding option.
3. Click the **Update** button.

Virus Control

The virus libraries on the Gaggle servers are automatically updated every two hours and all files and attachments are scanned twice.

Every message is scanned for viruses when it is received by the Gaggle mail servers. If the message contains a virus it is immediately deleted and not added to the users Inbox. In addition, each attachment is scanned a second time before the file can be downloaded by the end user. This second scan helps to catch new viruses that may get past the initial check before the latest virus update is released.

Outgoing attachments added to the Write Mail screen are scanned during the upload process. Files in the Digital Locker section of Gaggle are also scanned both during the upload and download process.

Spam Control

Unsolicited Commercial Email, or SPAM, is a huge problem on the internet. Please be assured that Gaggle does not provide any information on the user accounts to any companies that send SPAM. In fact, Gaggle has many systems in place that are designed to defeat spammers. Each day the system rejects hundreds of thousands of spam messages.

Gaggle uses the SORBS list of known spammers and open relay servers to block all mail from computers which are known to be used by spammers. In addition, Gaggle builds and maintains it's own list of spammers. Gaggle's proprietary technology analyzes all incoming mail to identify new spammers in real time. These additional spam computers are also denied access to the user base. An additional throttling mechanism is used to slow down access by servers that attempt to deliver large quantities of mail to the Gaggle servers. The final tool in the spam control system is each user's personal Spam Filter.

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Personal Spam Filter

Each user has their own personal Spam Filter on Gaggle. The Spam Filter works in addition to the Blocked Text and Blocked Address filters that are part of Gaggle's overall safety system. The Spam Filter can be thought of as the last line of defense against offensive or annoying email. Each user can determine their own level of filtering for spam.

Every message that enters the Gaggle system is analyzed for the likelihood the message is in fact a junk mail advertisement. The Spam rating for each message is based upon many items such as the use of all capital letters, the presence of words and phrases such as "Free Offer," "Buy Now," and "Viagra," as well as other rules.

If a message is determined to be an unsolicited commercial email, then it is placed in the user's Spam folder. This folder will be created when the first spam message is received. Messages in the Spam folder are kept for 7 days and then automatically purged from the system. While this system will catch most spam, it can also make mistakes. If your friend sends you a message with all capital letters about a free concert, it might be mistaken as spam. If this happens, the message will end up in your Spam folder. For this reason, we suggest checking your Spam folder at least once per week to see if it has caught any legitimate emails by mistake.

Because one person's junk mail is another person's valuable offer, each user can set their own personal Spam Filtering Level. You can determine how much spam filtering you want for your Gaggle account. The Spam Filter Levels are:

- High - This level will catch almost all junk messages and is more likely to mistake real mail for spam.
- Medium - This is the default setting. It will catch most spam and make few mistakes.
- Low - This level will let some spam get by and will only rarely make a mistake.
- Off - This option provides no spam filtering.

The settings for your spam filter can be found on the User options screen.

How did they get my Students Address?

If your students are receiving lots of unsolicited email the cause can usually be traced to one of three sources.

1. The student has unknowingly given out their email address to spammers. Every time you enter your email address in a drawing or provide your address on a website you are inviting spam. In addition, posting to newsgroups or mailing lists are also frequent sources of spam.
2. Students will sometimes sign each other up for spam as a practical joke. Unfortunately, there is no way to prevent some one from entering your email address in external websites.
3. The username assigned to your student may have been previously used by an individual at another school. If the prior user was receiving spam, then the new user will now receive those spam messages.

Report Spam Function

When viewing messages or the contents of your mail folders, you will see a **Report Spam** button. Clicking on this button sends a copy of the email message back to the Gaggle mail servers. The message will be re-analyzed to help the spam filters better learn to identify spam messages. The more spam you report, the better the system will get at identifying which messages are unsolicited.

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Pop3 / SMTP Access to E-mail

If your school purchased the Standard Subscription Version of Gaggle, then you are allowed to use an email client program such as Outlook Express or Eudora to access your account.

You can use any Pop3 compatible mail program to download your mail and read it on your local computer. Most people find that a mail client program is much faster than using a web based system. You can use both a client program and the web based interface depending upon your daily needs.

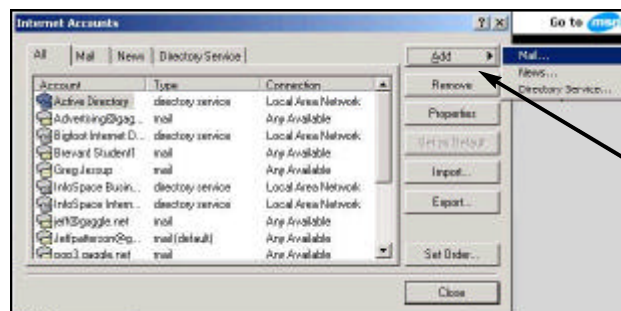
If you see any banner ads at the top of the Gaggle web pages then your school is using the free version of Gaggle. You will not be able to access Gaggle's Pop3/SMTP servers.

Below you will find instructions for setting up Pop3/SMTP access with a mail client program. Please be sure that you read the directions for your operating system. The first set of instructions are for Windows users and the second set of instructions are for Macintosh users.

We recommend that you start by upgrading your email client to the latest version of the software. This will ensure maximum compatibility.

Outlook Express (Windows)

1. Choose Accounts under the Tools menu.
2. Click the **Add** button and choose Mail.

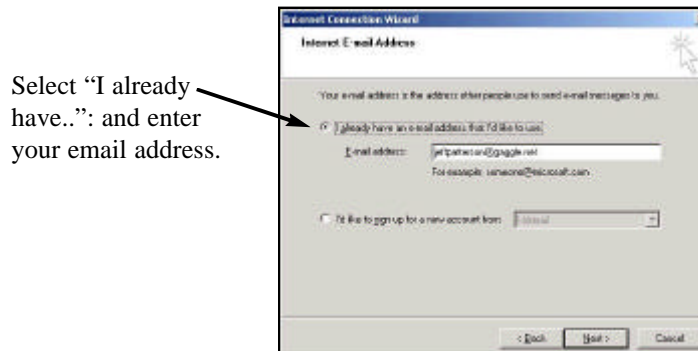


Click the **Add** button and choose Mail.

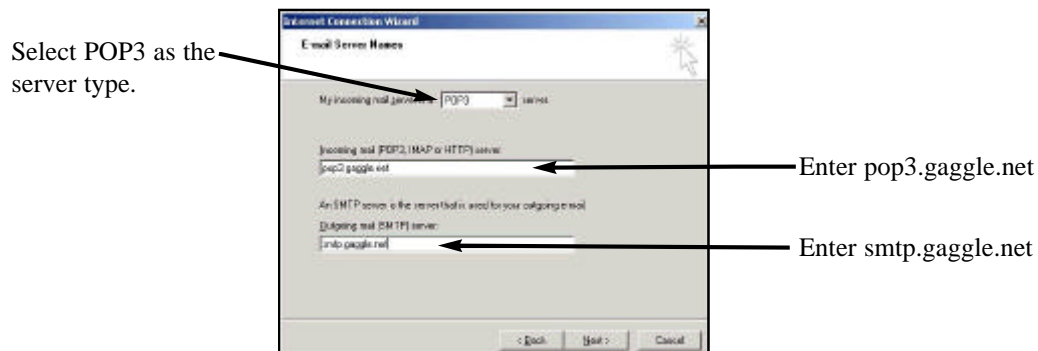
3. Enter your full name for the display name and click the **Next** button.

Chapter 1 Using the Email System

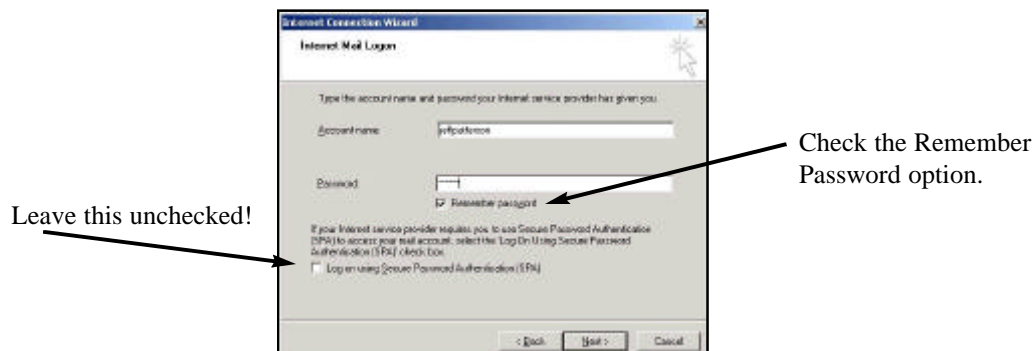
4. Choose “I already have an email address,” and enter your Gaggle email address. For Example, john@gaggle.net, john@tigers.gaggle.net, john@yourdomain.com etc.



5. You will now see the Email Server screen.
 - Choose POP3 as the type of incoming mail server.
 - For the incoming mail server, enter pop3.gaggle.net
 - For the outgoing mail server, enter smtp.gaggle.net



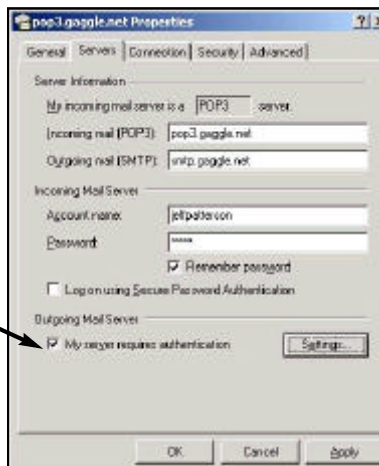
6. You will now see the Logon screen.
 - For the account name, enter your full Gaggle email address. For Example, john@gaggle.net, john@tigers.gaggle.net, john@yourdomain.com etc.
 - Enter your Gaggle password.
 - Check the box for “Remember Password.”
 - Do **not** click the check box for “Log on using Secure Password Authentication.”



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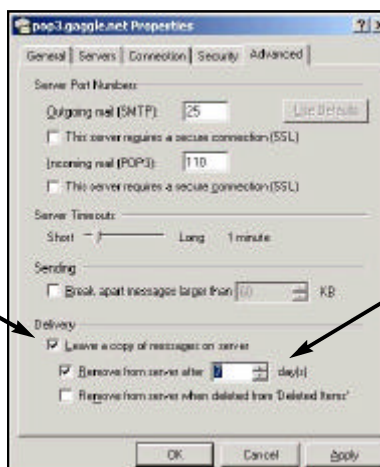
7. Click **Next** and then the **Finish** button.
8. Return to the Internet Accounts screen. (If you are not already there, choose Accounts under the Tools menu.)
9. Double click on the account you just created.
10. Click the tab for Servers.
11. Under Outgoing Mail Server at the bottom, put a check mark next to “My server requires authentication.”

Check “My Server requires Authentication.”



12. You may also want to adjust some other options. We suggest the following options under the Advanced tab:
 - Leave a copy of each message on the server
 - Remove from server after 7 days

Check “Leave copy of message on server.”



Choose a number of days that the email will stay available on the website server.

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Troubleshooting

Error: **“The message could not be sent because the recipient was rejected by the server.”**

Go to the properties for the new account. Click the tab for Servers. Make sure that you have checked the item “My server requires authentication.” See step #11 above.

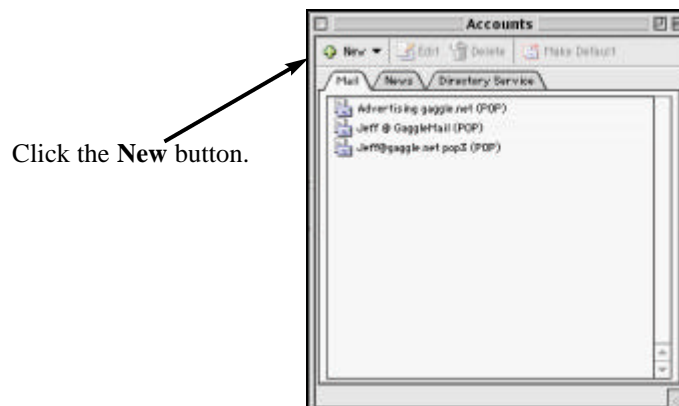
Error: **“Unable to log on using Secure Password Authentication.”**

Go to the properties for the new account. Click the tab for Servers. Make sure Secure Password Authentication is off.

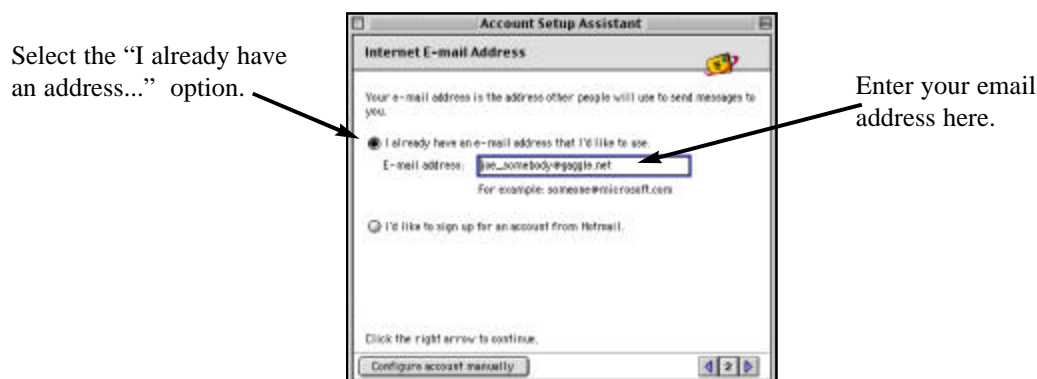
Outlook Express (Macintosh)

Note: Do not forget the important steps #10 - #13, otherwise you will not be able to send mail.

1. Choose Accounts under the Tools menu.
2. Click the **New** button in the upper left corner to launch the Account Setup Assistant.

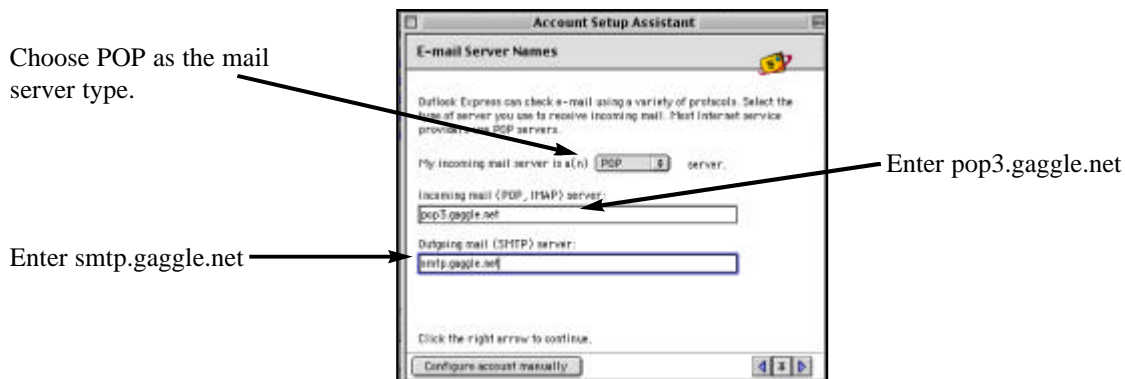


3. Enter your full name for the display name.
4. Select “I already have an email...” and enter your email address. For Example, enter john@gaggle.net, john@tigers.gaggle.net, john@yourdomain.com etc.

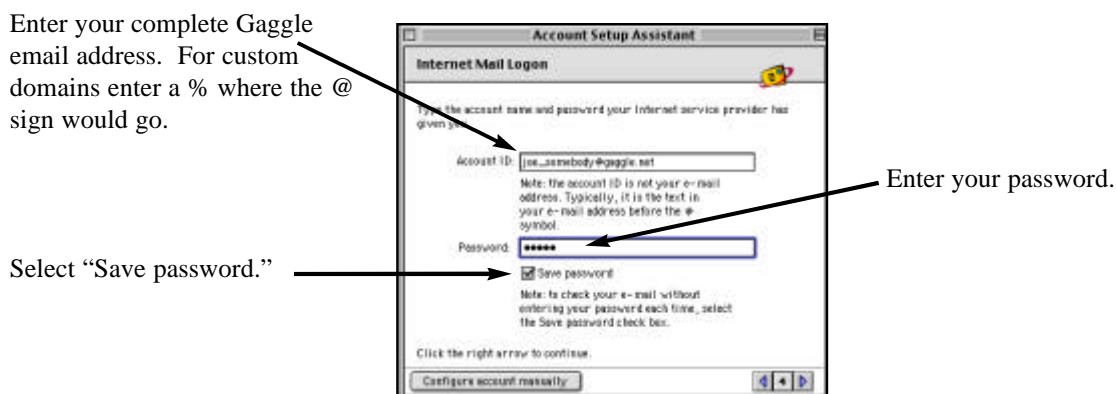


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5. Choose POP as the type of incoming mail server.
 - For the incoming mail server, enter pop3.gaggle.net
 - For the outgoing mail server, enter smtp.gaggle.net



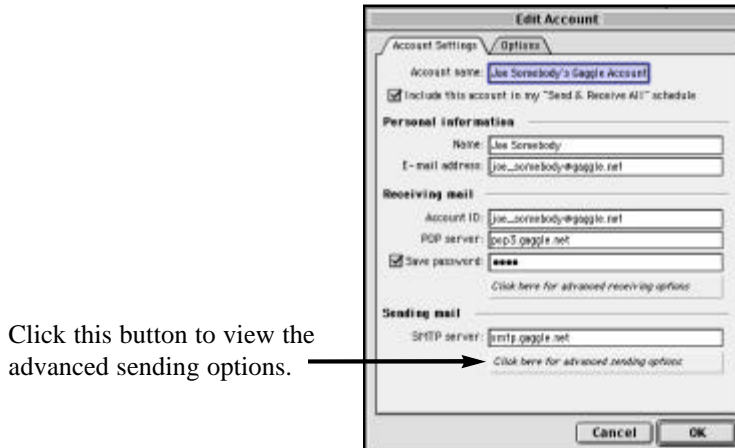
6. For the account ID enter your Gaggle username. If your school uses a custom domain name, enter your email address and replace the “@” with a “%.” For example, john%bhs.gaggle.net or john%mydomain.com. Next, enter your Gaggle password and click the check box for “Save password.”



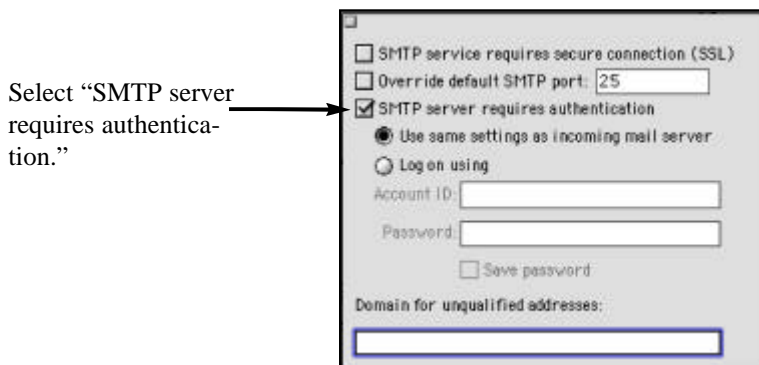
7. Give the account a name such as “John’s Gaggle Account.” Click the check box for “Include in my send & receive schedule.” Click the **Finish** button.
8. Return to the Accounts screen and double click on the new account you just created.

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9. Click the button, **Click here for advanced sending options** at the bottom of the window.



10. Put a check mark in the option for “SMTP server requires authentication.” (Do not check off “smtp service requires secure connection.”) Select the radio button for “Use the same settings as incoming mail.” Close the window by clicking in the upper left corner.



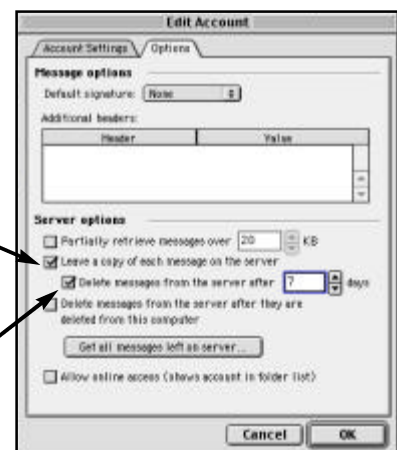
11. Click the **OK** button.

12. After setup you may want to adjust your options by clicking the Options tab. We suggest:

- Leave a copy of each message on the server
- Remove from server after 7 days

Leave a copy of the message on the server

Delete messages from the server after 7 days



Chapter 2 Administrative Controls

Access Levels

Every account on the Gaggle system is assigned an access level. These access levels impart certain restrictions or privileges to the account holder. The most common account types are School Master, School Administrator, Teacher and Student.

If you are in charge of your school's Gaggle account, your access level will be set to School Master. This is the highest account level at a school. It allows you to set the options for your school and control all aspects of the email accounts for your members. You can have more than one account at each of the access levels.

The School Master has the ability to read any other user's email. As the School Master, you should use this power with discretion. You should avoid reading the messages of your group members unless there is a good reason to do so, especially the mail of your colleagues. It is important to remember that no email on the internet is private. However, your staff and students will prefer not to be spied upon. The School Administrator and Teacher accounts also have the ability to edit other users' accounts. However, they can only edit accounts for users' who have an access level lower than their own.

Below you will find a detailed description of each access level.

District Master — This access level is only available for district personnel. It enables an account holder to control multiple schools. They can create users in each school, change passwords, monitor mail, change blocked word lists etc.

When a District Master logs in, they will be able to choose a link called *Schools* from the District Admin menu. Selecting this link brings up a list of all schools in which they have privileges. Clicking on a school name will allow the District Master to make changes in the selected school.

Only a Gaggle representative can create a user with the District Master access level. Contact admin@gaggle.net if you need a District Master account.

District Administrator - This access level has the same privileges as the District Master. It is appropriate only for district personnel. It enables an account holder to control multiple schools. They can create users in each school, change passwords, monitor mail, change blocked word lists etc.

When a District Administrator logs in, they will be able to choose a link called *Schools* from the District Admin menu. Selecting this link brings up a list of all schools in which they have privileges. Clicking on a school name will allow the District Administrator to make changes in the selected school. Only a District Master can create this account.

After creating the account, the District Master can restrict the list of schools which the District Administrator can access. Clicking on a District Administrator's name will bring up the User Data screen. The screen will contain an additional item called Group List. Enter the school ID numbers in this box. The school ID numbers are assigned by the Gaggle system and are found under the link for *Schools*. If the Group List field is left blank the District Administrator has access to all of the schools within the district.

School Master - This is the appropriate access level for the principal, school technology coordinator or the teacher who initiated the Gaggle Service. There can be more than one School Master.

The School Master has full control over the school's Gaggle account. He or she can create and delete users, change pass-

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words for users, monitor mail, change blocked word lists and perform other functions

School Administrator - This access level has the same privileges as the School Master. It is appropriate for an educator who is allowed to edit the school setup options and monitor all students. For instance, a principal may want to give this access level to the school technology coordinator or the teacher in charge of the media lab.

The School Administrator can create other users, delete users, read the mail of other accounts, change the Blocked Word List, change the Blocked Address List and perform other functions.

School Teacher — This account is like a limited School Administrator. The School Teacher can only edit the accounts of students who are assigned to them. The School Teacher cannot read the mail of students from the rest of the school. This user level is designed to ensure appropriate privacy within a school.

School Teacher accounts can create and delete their own student users. They can reassign their students to a new educator. School Teacher accounts cannot edit the Blocked Address List, the Blocked Word List or the School Setup page.

School Staff - This access level is like a regular internet email account. School Staff email is generally not filtered by the system. However if the need arises, School Administrators and above can edit a School Staff account and review message content. The School Staff access level is ideal for teachers' aides and front office personnel.

Student - This account is like a regular internet email account. Students can communicate with any address on the internet, subject to your restrictions. The communication is limited only by your Blocked Address List.

Incoming and outgoing messages must pass through the Blocked Address List. The Blocked Address List can be set to allow or deny specific email addresses and domain names. Student accounts are also filtered for inappropriate language by the Blocked Word List.

Send to Gaggle Users- This user can only send to other Gaggle accounts. The user can send mail to any other user that has an account on the Gaggle system including other schools which use their own custom domain name. Messages to or from any non-Gaggle address are diverted to the assigned administrator. Incoming and outgoing messages must also pass through the Blocked Address List and the Blocked Word List.

Send to District Users- This user can only send to other Gaggle accounts that match the district name. Messages to or from outside of the district are diverted to the assigned administrator. Incoming and outgoing messages must also pass through the Blocked Address List and the Blocked Word List.

Send to School Users- This user can only send to other Gaggle accounts that match the school name. Messages to or from outside of the school are diverted to the assigned administrator. Incoming and outgoing messages must also pass through the Blocked Address List and the Blocked Word List.

Send to Class Only- This user can only send to other Gaggle accounts that share the same administrator. Messages to or from other users are diverted to the assigned administrator. Incoming and outgoing messages must also pass through the

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Blocked Address List and the Blocked Word List.

Send to Admin Only - This user can only send to educator accounts in their school. Messages to or from anyone else are diverted to the assigned administrator. Incoming and outgoing messages must also pass through the Blocked Address List and the Blocked Word List.

Read Only - This user can only read their mail. They cannot send any mail.

Hold - This user cannot access the Gaggle system. Messages are still received and kept. This is the preferred level to use when temporarily restricting a student's Gaggle access as a disciplinary tool.

Suspended - This user cannot access the Gaggle system. The user name is reserved. Old mail is kept on the system, but new mail is rejected. New messages sent to the account are bounced back to the sender as undeliverable.

Passwords

Every account on the Gaggle system has a password. Each user should keep their password a secret. The user can change their password at any time by clicking the **User options** button. The user will not be able to see the current password, but they can change the password to something new. This prevents a rogue user from hijacking a person's account without their knowledge.

Gaggle is only secure if your password and your students' passwords are private!

Even School Masters and School Administrators cannot see a person's password. The School Master or School Administrator can choose to change a user's password, but they will not be able to see the current password.

We suggest that users change their password frequently and choose passwords that are not obvious. Good passwords combine a familiar word and a sequence of random numbers and letters. For example, "dog78b," "red12" or "m7target."

Good passwords are especially important for Teacher level users and above. If a student gets a hold of your password, they can log in as you and cause all kinds of malicious mischief.

Forgotten Passwords

If you have forgotten your password you will need to have your password reset. Any user from your school or district who has higher access level than yourself can reset your password.

This higher level user cannot see your existing password, but they can create a new password for you. To reset someone's password select their name from the User List screen. On the User Data screen you will need to make up a new password. Enter it in both the New Password and Retype Password fields and then click the **Update** button.

If you cannot find someone to reset your password you can call Gaggle at (800) 288-7750 and explain the situation to

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our customer service staff. Customer service has other ways to verify who you are and can retrieve your existing password.

Password Retrieval System

We are currently working on a new automated password retrieval system for both students and educators. It will be based upon your outside email address. By entering your username or the outside email address on the Gaggle website you will be able to retrieve your user information. It will automatically be sent to the outside email address listed on your User Data screen. While this feature is in development, we welcome your feedback.



Student & Teacher Login

User Name:

Password:

Login

Forget your password?

Click here if you have forgotten your username or password.

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School Setup Screen and Default Levels

The school setup page allows you to establish various features and default settings for your school. Only users with School Administrator access or higher can access this screen. To access the School Setup screen, place your mouse over the School Admin menu and select *School Setup*.

The items on the School Setup page determine the default settings for your school and users. The default settings allow you to quickly set and change various aspects of your Gaggle service.

For example, the Default Access Level determines the access level for all user accounts which are set to Default. When you first begin using the Gaggle service you may want to set your Default Access Level as “Send to School Only.” As you create new users accounts set to Default Access the users will automatically be restricted to the level “Send to School Only”. When you feel more confident with the student activity you can change all of the users by simply resetting the Default Access Level on your School Setup page.

Likewise, the Default Administrator determines which educator will receive any blocked messages in the case that a student account is not assigned to a specific administrator. Using the Default Administrator is an easy way to reassign responsibility for the accounts.

Below is a list of the items that can be set from the School Setup page:

| | |
|--|--|
| Default Administrator | Determines which educator will receive blocked messages in the case that a student account is not assigned to a specific administrator. |
| Default Attachments | This feature controls the students ability to send and receive attachments. |
| Default Access Level | Determines the access level for all user accounts which are set to Default. |
| Time Zone | The local time which is displayed on all date fields for users from the school. Received messages, sent messages, login dates etc will all reflect your local time zone. |
| Default Msg Board Access | Determines the message board access for users who are not set to a specific level. |
| Default Chat Room Access | Determines the chat room access for users who are not set to a specific level. |
| Default Locker Access | Determines the Digital Locker capability for users who are not set to a specific level. |
| Default Max Sent Messages Per Day | Sets the maximum number of email messages each user can send per day. |

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Set the Default Administrator.

The screenshot shows the 'School Data' section of a web interface. It includes fields for School ID (29401), Default Administrator (a dropdown menu), District (Predeclared and Manual), School name (Simple School 1), Domain (gaggle.net), Color Scheme (Default), and checkboxes for 'Users Can Choose Color Scheme' and 'Allow Seasonal Color Schemes'. Below these are 'Max # Users' (100), 'Default Attachments' (Allowed), 'Default Access' (Student), and 'Mailbox Storage Limit' (25000 KB). The 'Time Zone' is set to 'Eastern Standard Time' with a 'GMT offset' of -5. An 'Advanced Features' section contains dropdown menus for 'Default Msg Board Access' (School & District Message Boards), 'Default Chat Room Access' (School & District Chat Rooms), 'Default Digital Locker Access Level' (Can Store Files), and 'Default Max Sent Messages Per Day' (No Limit). An 'Update' button is at the bottom.

Specify your local time zone.

Choose the default attachments option.

Set the Default Access Level.

Choose default settings for the advanced Features:
Message Boards
Chat Rooms
Digital Lockers
Sending Messages

School Functions

At the bottom of the School Setup page you will find links to several school related functions. These include:

User List

A quick, alternative link to access and edit your school's list of users.

Blocked Address List

The link to access and edit your school's Blocked Address List.

Blocked Word List

The link to access and edit your school's Blocked Word List.

Edit message Boards

A quick, alternative link to access and edit your school's message boards.

The screenshot shows a box titled 'School Functions:' containing a list of links: [User List](#), [Blocked Addresses](#), [Blocked Text](#), and [Edit Message Boards](#).

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Add Users

One of the first things you will want to do when you start using Gaggle is to create accounts for the students and teachers at your school. Using the web based tools you can add these accounts yourself. (You may want to contact us about the Setup for your school.)

Adding new accounts is very easy to do. There are three ways to add new users to your group. The first method is at the top of the screen and is listed under the heading Add New User. New user accounts can be added to your school one at a time using this form. The second way to add users is with the Import Users section. Import users allows you to create multiple user accounts at once. The last and easiest method to create new user accounts is with the Create User Keys form. This form generates key codes which allow users to setup the accounts themselves.

To access the add user screen, place your mouse over the School Admin menu and select the item, *Add Users*.

Add New User

1. Enter a user name for the person. This will be the first part of the person's email address. For instance, you might want to give a student named John Moe the user name "johnm" or "jmoe." The full email address would be "johnm@gaggle.net." You might also use the name "jmoe.lhs@gaggle.net" where LHS are the school initials.

Email names must be unique in the system. If another person on the Gaggle system already has the name "johnm," a message will appear at the top of the screen saying "User name not unique in domain." You will have to choose a different name for the user. You cannot use spaces or punctuation characters in your user names except periods, dashes and underscores.

2. Enter the first name and last name of the student into the Full Name field.
3. Enter a password for the student. Choose any combination of letters or numbers. Enter the password again in the Retype Password field. Do not choose an obvious password such as the student's name or ID number.
4. Choose an access level for the account. Generally, you will want to set your users to the Student access level. The Default access level is the same as the Student level, unless you changed it in your School Setup.

Add New User:

There are three ways to add users to a group. The first is by manually entering users in this form.

| | | |
|---------------------------|--------------------------|--|
| User Name | <input type="text"/> | - Choose a screen name for the account. |
| Full Name | <input type="text"/> | - Enter the first and last name of the user. |
| Password | <input type="password"/> | - Choose a password for the user. The user can change it later. |
| Retype Password | <input type="password"/> | - Repeat the password. |
| Outside E-mail | <input type="text"/> | - If you forget your password it will be mailed to this outside e-mail address. |
| Access Level | Default | - Student access is recommended.* |
| Administrator | - | - Choose an administrator for the user. This determines which teacher controls the student's account. For non-student accounts leave this field blank. |
| Mtg Board Access Level | Default | |
| Chat Room Access | Default | |
| File Storage Access Level | Default | |
| Max Messages Per Day | Default | |

* For more information read the [Complete Description of User Access Levels](#).

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5. Choose an Administrator for the account. This is for student accounts only. The Administrator is the person who will be responsible for monitoring the student's email. Blocked messages will be rerouted to this Administrator for review before they are sent.
6. Choose a Message Board, Chat Room and File Storage access level if you want something other than your default setting. (Please refer to Chapters 3 and 4 for detailed explanations of these features.)
7. Choose the maximum messages a student can send in a day if you want something other than your default setting.
8. Click the **Add** button. Confirm that the user was correctly added. A message will appear at the top of the screen which says "User Added." If the user was not added you will see "johnm failed to be added. User name already exists in this domain." In this case, try again with a new user name.

Import Users

Import Users is the second method for adding accounts to your school. The Import Users method allows you to add multiple accounts at one time. If the new user data is in the correct text format with each item separated by a "|" (pipe character) you can import hundreds of new users with a single click of a button.

This method works well if you already have a FileMaker Pro or Microsoft Access database of your students. You can export the student names from your database in comma delineated format and then replace the commas with the "|" character. This will give you a text list of your students which can then be pasted into the import field.

From the Gaggle website, you can download a Student Setup program which can create the import data for you. The Student Setup program will take your list of students and create the formatted text you need for importing users. You can download the Student Setup program and instructions from: http://gaggle.net/system_help/help_index.html

Follow the steps below to use the Import Users form:

1. Go to the Import Users section on the Add Users screen.
2. Type a user name for the person. (Remember, the user name and domain name combination must be unique on the system with no spaces or punctuation characters.) Type the "|" character after the user name. This character is created by holding down the shift key and pressing the back slash key. The back slash key is located under the backspace key on Windows computers and underneath the Delete key on Macintosh computers.
3. Type the first and last name of the user followed by the "|" character.
4. Type any password for the user followed by the "|" character.
5. In the same manner, enter an outside email address and notes for the user if desired. This information is optional and not required for setup. Each item should be followed by the "|" character. Your data should look like:
johnm|John Moe|rover12|john@yahoo.com|Some notes about this person
6. Press enter and type the next user's data repeating steps 2-5. (You can also paste in data from another source such as a text document or a spreadsheet.) If typing this information directly into the User List, highlight and copy your data into a word processor. You will then be able to modify it for duplicates and also retain a list of user names and passwords for your records.

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7. Choose an Administrator for these user accounts from the drop down menu. You can change the Administrator later.
8. Choose a Message Board, Chat Room and File Storage access level if you want something other than your default setting. (Please refer to Chapters 3 and 4 for detailed explanations of these features.)

Import Users:

The second way to create users is to use the form below to import a list of users. Each line of the data should contain a user name, full name, password, password hint and note in that order and delimited by the | character. You may want to paste the data into the form from another source such as a word processor.

The pipe character, |, is created by holding down the shift and back slash keys. The back slash key is above the enter key on your keyboard.

The full name, outside e-mail address and note are optional.

We recommend that you select an administrator for the new accounts before choosing the import button. You can specify a different administrator for the accounts later. The specified administrator will receive any of the student's blocked mail.

The format for the data should be in the form:
User Name|Full Name|Password|Outside E-mail for Password Retrieval|Notes
Jeff|Jeff Paterson|jppasssane|jeff@yahoo.com|Jeff likes chocolate

You may want to [download the Student Setup program](#) which can help you create the import data.

User List

Administrator

Access Level

Msg Board Access Level

Chat Room Access

File Storage Access Level

Max Messages Per Day

9. Click the **Import** button. The results of the action will be shown at the top of the page. A message will appear that says “user name johnm added” for all new users you import. Confirm the users were correctly added.
10. Occasionally, a user name will already be taken on the system. An error message will say something like “johnm failed to be added. User name already exists in this domain.” This means there is already a person in your school with that user name. The user name and domain name combination must be unique on Gaggle. You will have to choose a new name for these users and re-import them. Change any duplicate user names and click **Import** again.

If your school uses a custom domain name with the Gaggle accounts it will be much easier to pick simple user names such as joe or j.smith.

Chapter 2 Administrative Controls

Create User Keys

The third way to create accounts is the User Key method. User Keys are sign up codes which you pass out to your students. These codes allow the students to log into the service and enter their own data. The students pick their own user name and password, and enter their own full name.

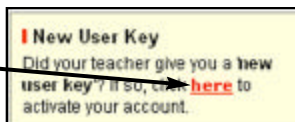
We suggest that you review the User List after your students sign up. Make sure the students entered their real full names and did not choose inappropriate screen names. If your students entered invalid information, you can delete their accounts or change the information yourself.

1. Enter the number of user keys you wish to create. You may create up to 100 keys at a time.



2. Assign an Administrator for the accounts from the drop down menu. This is for student accounts only. The Administrator is the person who will be responsible for monitoring the students' email. When creating user keys for teachers, leave the administrator box blank.
3. Choose a Message Board, Chat Room and File Storage access level if you want something other than your default setting. (Please refer to Chapters 3 and 4 for detailed explanations.)
4. Choose maximum messages a student can send in a day if you want something other than your default setting.
5. Click the **Run** button.
6. A new page with a list of User Keys will appear.
7. Highlight the list of keys and copy it into a word processor. Print two copies of the list. Cut the User Keys into strips of paper which you will pass out to the students. As you pass out the strips, write down each student's name next to the code on the other paper copy of the User Keys.
8. Instruct your students to go to the Gaggle website at <http://www.gaggle.net> and click on the link for **New User Key**.

Click **Here** to sign up with a key code.



9. On the Create Email Account page, the student should enter the User Key which they received and fill in the User Name, their Full Name, a Password and a Verify Password. Click **Register**.

Chapter 2 Administrative Controls

Reviewing Student Activity

The Gaggle system is designed so that student email can be easily monitored for inappropriate use. Educators have the ability to review all student messages, both sent and received.

There is also an option to review the addresses in each student's personal address book. By clicking on the *Address Book* link from the User List screen you can see all of the addresses in the student's address book.

The following steps explain how to review student email.

1. Click on the link for *User List*. It is located on the left side of the screen under the School Admin menu.
2. A new screen will appear listing all of the students in your school. Locate the name of the student whose account you wish to review. You can use the alphabetical listings and other subsets to help find the desired student. Click on the word *Mail* to the right of the student's name.

Use the alphabetical breakdowns or the other subsets to help find the desired user.

Click the word *Mail* to review the user's messages.

The number in parentheses after the word *Mail* indicates the number of messages in the user's Inbox.

3. A new screen will appear listing the contents of the student's Inbox. The student's other folders will also be displayed on the left side of the screen. Click on any message to see what was written.

The user's full name

The user's folders (Inbox is currently open.)

Click on a message to read it.

You can delete the user's messages or move them to other folders.

4. Click on the user's Deleted folder to see messages the student has deleted. Note that your own folders are still listed underneath the student's folders.

Chapter 2 Administrative Controls

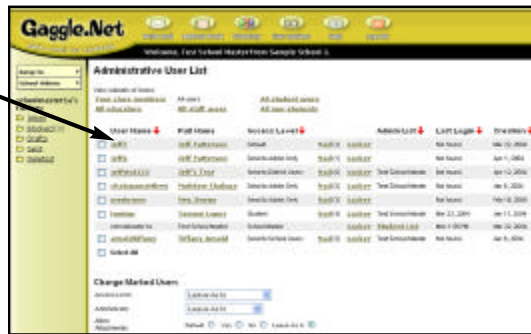
Making Changes to a User's Account

All educators have the ability to change the options and settings for users with an access level below their own. (Teachers can only make changes to any student account for which they are listed as the Administrator.) The user's screen name, full name, and password can be changed and the attachment option can be turned on or off. The user's access level can also be changed at any time, and folders can be created and deleted by the educator.

To Change a User's Account:

1. Click on the link for *User List* under the School Admin menu.
2. A new screen will appear listing all of the members of your school. Locate the name of the user whose account you wish to change. Click on the user's Full Name or User Name.

Click on the user's Full Name or User Name to view his or her account options.



3. A new screen will appear listing all of the account options and settings. Make your changes and click the **Update** button.

Change the user's access level.

Assign a different Administrator to the user.

Set the level of the user's personal Spam Filter here.

Change the full name, user name, password or outside email for the account.

Turn attachments on or off.

Set the Advanced Features for the user.

Create and delete personal folders.

Chapter 2 Administrative Controls

Assigning Teachers to Student Accounts

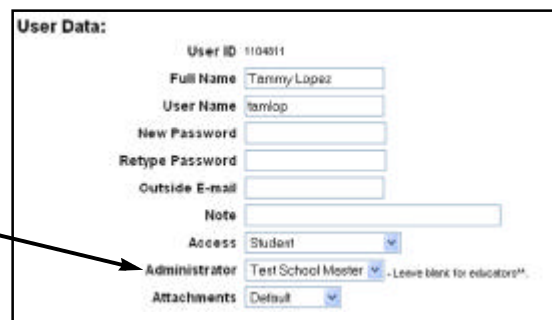
In general, you will want to have the students' email accounts monitored by their teacher. The teacher is most likely to know what the student is working on, and if the messages are appropriate. This also prevents one person from being responsible for monitoring all of the student email activity.

You can assign any School Teacher, School Administrator or School Master to monitor any student or all of the students. If this option is left blank, the Default Administrator will receive all of the Blocked messages.

The Administrator who is assigned to the student account will receive all blocked messages. Messages which are blocked are really just rerouted to the Administrator's account for review. The Administrator can then review the message and determine what action should be taken. The Administrator can delete the message, allow the message to be sent (Unblocked) or store the message for future reference.

If several teachers need to share responsibility for a set of student accounts, there is an easy solution. You can create a dummy teacher account to catch the blocked mail. For example, create a Grade 7 Teacher account. The real teachers are setup with School Administrator accounts so that they can get into the Blocked folder of the Grade 7 Teacher. These real teachers can then unblock and delete mail as needed.

Designate an Administrator to monitor each student.

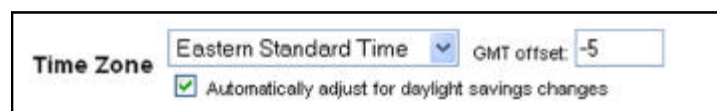


The screenshot shows a 'User Data' form with the following fields: User ID (1104811), Full Name (Tanny Lopez), User Name (tanlop), New Password, Retype Password, Outside E-mail, Note, Access (Student), Administrator (Test School Master), and Attachments (Default). An arrow points from the text 'Designate an Administrator to monitor each student.' to the Administrator field.

Time Zones

Gaggle allows each school to specify the time zone where they are located. The time stamp displayed on the Gaggle web site will reflect your school's local time zone. This is true for both incoming and outgoing messages, message board posts, last login times etc.

The time zone is accessible from the School Setup menu and can even be adjusted for Daylight Savings. You can choose from one of the predefined time zones or set your own offset from Greenwich Mean Time.



The screenshot shows the 'Time Zone' settings with a dropdown menu set to 'Eastern Standard Time' and a 'GMT offset' field set to '-5'. There is a checked checkbox for 'Automatically adjust for daylight savings changes'.

Chapter 2 Administrative Controls

Introduction to Blocked Messages

The Gaggle system automatically monitors your students' email messages. There are two systems which monitor the mail. One system watches for the use of inappropriate words in the student messages, and the other monitors the messages to make sure that the sender/recipient is allowed.

When messages do not pass the filters they are blocked. Blocked messages are actually just rerouted to the Administrator assigned to the student. The Administrator decides what to do with the message. The Administrator can choose to delete the message, allow the message to go through, or store the message for future reference. Every educator account has a Blocked folder which we suggest they check regularly.

The list of blocked words and the list of restricted email addresses can be customized for your school's needs.

Blocked Word Filter

The system watches for certain words or phrases which indicate the student may be abusing the email account.

As the teacher/administrator you can customize the list of words and phrases that are monitored. When these words appear in an email message, the message is rerouted to your account before it gets sent.

The teacher can review the message before it is sent or received by the system. These messages appear in the Administrators Blocked folder. The steps below will explain how to block the word "gun."

1. Click on the link for *School Setup* under the School Admin menu.
2. At the bottom of the School Setup page you will see a link for *Blocked Text*. Click on this link.

Click on the link for
Blocked Text.

School Functions:

[User List](#) - [Blocked Address List](#) - [Blocked Word List](#) - [Edit Message Boards](#) - [Edit](#)

Chapter 2 Administrative Controls

(af)assignment - allows the word assignment to get through.

(p)ass - blocks every message in which the letters "ass" appear.

Weighted Text Blocking

The final method to monitor email content is by using the weighting method. Questionable words are given a value between 1 and 100. Each instance of the questionable word adds to the overall score of the message. If a student's message receives a score of 100 or higher it gets blocked.

(w35)breast - Gives a score of 35 points to the word "breast."

(w25)sex - Gives a score of 25 points to the word "sex."

(w25)gun - Gives a score of 25 points to the word "gun."

(w20)jokes - Gives a score of 20 points to the word "jokes."

Example#1

"Gun laws are the same for both sexes. Breast cancer is something different." - This message would receive a score of 85 points. It would not be blocked.

Example#2

"Hot topics on the internet are guns, sex, breast cancer, and jokes." - This message would receive a score of 105 points and would be blocked. Thirty-five points for the word "breast," twenty-five points each for the words "sex" and "gun" and twenty points for the word "jokes."

Blocking All Messages

If you would like to review all student email before it is sent or received, there are several methods you can use. One way is to block all vowels. However, there are easier ways to accomplish this either through use of the access level *Send to Admin Only* or by using the Blocked Address Rules.

This will cause all messages to be rerouted to the administrator's Blocked Folder. Replace the rules in the Blocked Text field with the following:

(p)a

(p)e

(p)i

(p)o

(p)u

These rules will block any message that contains a vowel. If you want to be more thorough, add the consonants.

Blocked Address and Domain Filter

You can setup your Gaggle account to block students from communicating with specific email addresses, domain names or anyone outside of your school. As the School Master or School Administrator you can customize these settings for your school.

Anytime that a message is sent or received, the system will automatically check to make sure that the sender/recipient is allowed to communicate with your students. Blocked messages will be rerouted to the teacher account and appear in the Blocked Folder. The teacher then has the opportunity to review these messages before they are sent by the system.

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Blocked Address & Domain Name Example

(The instructions below explain how to block email from all Hotmail addresses.)

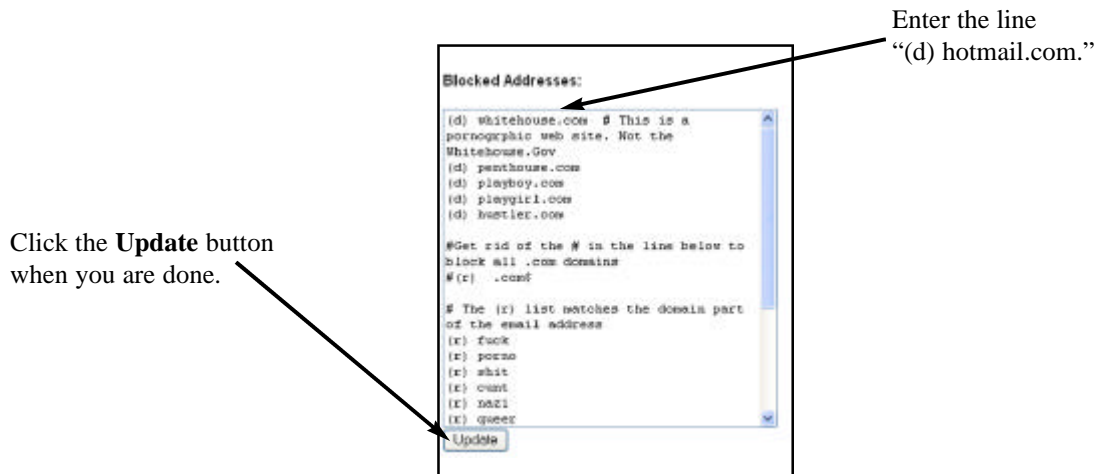
1. Click on the link, *School Setup* under in the School Admin menu.
2. At the bottom of the School Data page, click the on link for *Blocked Address List*.



Click on the link for
Blocked Address List.

3. From the Blocked Address screen you can enter email addresses, domain names, or specific words. When you enter these items you create a rule for how they should be handled. The first rule in the list takes precedence. Text preceded by the pound sign, "#," is ignored and treated as a comment line.

Enter the line "(d) hotmail.com" in the list. This will prevent students from sending mail to Hotmail addresses or receiving mail from anyone at Hotmail. The characters "(d)" instruct the system to block all mail to or from this domain name.



4. Click the **Update** button when you are finished.

Chapter 2 Administrative Controls

Suppose you want to allow one person at Hotmail to send to your students, but block all other Hotmail addresses. You can do this by entering two rules. First, enter a rule to allow the specific address and then enter the rule for blocking the domain.

- (aw) jeff@hotmail.com
- (d) hotmail.com

This set of rules will allow mail from jeff@hotmail.com to go directly to your students, but messages from mike@hotmail.com will be rerouted to your Blocked folder.

Address Blocking Rules

Blocking or allowing specific email addresses

You can block or allow email from specific people using this rule.

- (aw) billg@microsoft.com - allows email from Bill Gates
- (dw) monica_lewinsky@usa.com - blocks email from Monica Lewinsky

Blocking or allowing specific domain names

You can block or allow a specific domain names by using this rule.

- (d) aol.com - blocks every message to or from an email address on AOL
- (a) yahoo.com - allows messages to or from any Yahoo email address

Blocking or allowing domain extensions such as “.com.” “.org.” “.edu” or “.net”

You can block or allow email from different types of domains.

- (r) .com\$ - blocks messages from all “.com” addresses
- (ar) .edu\$ - allow messages from anyone with “.edu” at the end of their address
- (r) .\$ - blocks all email addresses even your own Gagle account

Blocking or allowing a mail box name

A mailbox name is the same as a screen name or user name. It is the first part of an email address or the part before the “@.”

- (am) billclinton - allows messages from any address that starts with “BillClinton,” BillClinton@whitehouse.org will get through as well as BillClinton@aol.com.
- (dm) larryflynt - blocks messages from any address that starts with “LarryFlynt,” both LarryFlynt@aol.com and LarryFlynt@whitehouse.org will be blocked.

Blocking or allowing words inside an email address

In some instances, you may want to block any address that contains a combination of letters such as “sex.”

- (r) sex - blocks email addresses that contain the characters “sex.” It will block sex@yahoo.com, sexymama@sry.state.edu and joe@sextalk.net

Combining Rules

You can combine rules to get specific results. Remember the first rule in the list takes precedence.

These two rules together will block all email except messages to or from gaggle.net.

- (a) gaggle.net - this line allows messages to or from any gaggle.net address
- (r) .\$ - this line blocks all email addresses even your own Gagle account

These two rules together will block all email from commercial, “.com” addresses, but still allow email from aol.com.

- (a)aol.com - this line allows messages to or from any AOL address
- (r).com\$ - this line blocks all addresses that end in “.com”

Chapter 2 Administrative Controls

These two rules together will only allow email from john@netscape.com and block all other mail from Netscape.

(a)john@netscape.com - this line allows messages only from this specific person

(d).netscape.com - this line blocks all messages from Netscape

Max Sent Messages Per Day

Some school districts have indicated they felt the students were sending too many emails during the day. The schools asked Gaggle for a mechanism that would allow them to limit the number of messages per day students can send. The Max Sent messages feature allows you to decide exactly how many messages each student can send per day.

You can set your students Max Sent messages to no limit or to a limit of 5, 10 or 25 messages per day.

If a student has a message limit, they will be warned each time they send an email. An alert in a red box will indicate how many messages out of their daily total they have used:

You have sent 1 out of 5 messages that you are allowed to send today.

After the student has reached their total, they will receive a warning when they click the **Write Mail** button:

Warning! You have Exceeded Your Message Limit.

Chapter 2 Administrative Controls

Mass Updating and Deleting Accounts

The User List screen provides an easy way to delete multiple user accounts in one action. You can also select multiple user accounts and make changes to them with a single click of the mouse.

Mass Updating Users

From the User List screen you can quickly change the account settings for multiple users. You can change their access level, administrator, Digital Locker features and much more.

The following example describes how to update multiple users at the same time.

1. Click the link for *User List* from the School Admin menu.
2. Click the link at the top of the page which contains the subset of users accounts you wish to alter. For example, *All Users*, *All Students*, *G-H* etc.
3. Check the box next to the name of the users whom you want to change. (The Select All box will put a check mark next to all of the names.)
4. Scroll down to the section Change Marked Users.
5. Select the features which you wish to alter. For example, change the Access Level, the Administrator, Max Sent Messages Per Day etc.

Check the box next to the names of the users you want to update.

The Select All box for checking off all listed accounts.

Choose the features you want change on the selected accounts.

6. Click the **Change Marked Users** button.
7. Look in the red box at the top of the page to confirm the desired results.

Changes applied to tamlop

Chapter 2 Administrative Controls

Mass Deleting Users

It is very easy to quickly delete hundreds of users at a time from your school. Be careful when deleting the accounts. Once a user account is deleted all mail, address books etc. are immediately purged from the system.

1. Click the link for *User List* from the School Admin menu.
2. Click the link at the top of the page which contains the subset of users accounts you wish to delete. For example, *All Users*, *All Students*, *G-H* etc.
3. Check the box next to the name of the users whom you wish to delete. (The Select All box will put a check mark next to all of the names.)
4. Scroll down to the section titled Delete Marked Users.
5. Type "Yes" in the field next to the **Delete** button. (This is a safety feature to prevent accidents.)



Type 'Yes' in the field and click the **Delete** button.

6. Click the **Delete** button.
7. Look in the red box at the top of the page to confirm the desired results.

susan1 successfully deleted.
susan2 successfully deleted.
susan3 successfully deleted.

Chapter 2 Administrative Controls

Moving Users to a New School

If your school has been setup as part of a district, you will have the ability to move your students between schools. (If you would like to have your Gaggle schools combined into a district account, please contact our customer service. This is a service available to both free and paid users.)

Users can be moved on an individual basis from the User Data screen or multiple users can be moved together from the User List screen. You can only move users to a new school if your access level is School Administrator or higher.

Moving an Individual User from the User Data Screen

1. Go to either the *User List* or *Student List* page.
2. Click on the user's full name from the User List.
3. Scroll to the bottom where you will find the section Move to New School.
4. Select the new school name from the menu and type 'Yes' in the field.
5. Click the **Move** button.



Moving Multiple Users from the User List Screen

1. Click the link for *User List* from the School Admin menu.
2. Click the link at the top of the page which contains the subset of users accounts you wish to move. For example, *All Users*, *All Students*, *G-H* etc.
3. Check the box next to the name of the users that you want to move to a new school. (The Select All box will put a check mark next to all of the names.)
4. Under the section Move to New School, select the new school from the drop down menu.
5. Type "Yes" in the field next to the **Move** button. (This is a safety feature to prevent accidents.)

Check the box next to the names of the users you want to update.

The Select All box checks off all listed accounts.



Select the destination school and type 'yes' in the confirmation field.

6. Click the **Move** button.
7. Look in the red box at the top of the page to confirm the desired results.

Chapter 2 Administrative Controls

Tracking Email through Headers and IP Addresses

All email messages contain a hidden portion called the header. The email header is a record of who sent the message and the servers that were involved with transferring the message across the internet. The header is an important item for tracking down malicious emails.

In addition to the typical email headers, Gaggle also stamps each outgoing message with the IP address that was used to send the email. The IP address is a unique number assigned to each computer on the internet. If a situation arises where an ISP or law enforcement authorities need to track down the sender of a malicious message they will request the IP address that was used and the exact Greenwich Mean Time (GMT) the message was sent. All of this information is available in the header file.

Gaggle makes it easy for teachers to view the email header right from the Read Mail screen. Just click on the link for *View Headers*.

From the Read Mail Screen

```
From: susank@gaggle.net Add to Address Book  
To: tamlop@gaggle.net Show Actual Recipients  
Subject: Did you do the assignment  
Date: Mon, 14 Jun 2004 02:18:19 PM -0400 View Header
```

Click here to view the Header.

An Email Header for a Message Sent via Gaggle

```
Return-Path:  
Delivered-To: grns-tamlop@gaggle.net  
Received: (gmail 16966 invoked from network); 14 Jun 2004 18:18:18 -0000  
Received: from unknown (HELO gwuebl.gaggle.net) (127.0.0.1)  
by gaggle.net with SMTP; 14 Jun 2004 18:18:18 -0000  
Message-ID: <147301137.1087237098227.JavaMail.root@gwuebl.gaggle.net>  
From: susank@gaggle.net  
To: tamlop@gaggle.net  
Subject: Did you do the assignment  
Mime-Version: 1.0  
Content-Type: text/plain; charset=us-ascii  
Content-Transfer-Encoding: 7bit  
Sender-IP: 4.3.179.139  
Gaggle-Server: gwuebl  
Date: Mon, 14 Jun 2004 02:18:19 PM -0400
```

The Sender's IP address →
Your school's local time the message was sent →

Exact GMT Time Stamp for when the mail was received.

Most Internet Service Providers will not reveal the source of an IP address without a court order or the involvement of law enforcement. We suggest that you only pursue these issues when very serious activity has taken place.

Chapter 3 Message Boards

Introduction and Project Ideas

The Gaggle Message Boards are an overlooked gem that can be used for many great projects. Teachers can create their own individual boards accessible just by their class or message boards can be created specific to your school or district. There are also Gaggle wide message boards that are shared by all students and teachers on Gaggle.

The message boards have the ability to eliminate the physical walls of the classroom and enable learning to take place outside of normal school hours. Below are some of the project ideas we have seen from other educators.

Homework Centers

The message boards on Gaggle are a great way to communicate with your students. They can be used as a homework center where teachers post assignments and students ask questions. When used as homework centers, the students can be allowed to collaborate and offer assistance to one another.

Online Discussions

The message boards can be used as an online class discussion area. Students are often less intimidated about sharing their thoughts when they do not have to raise their hands and can take their time to formulate an idea. Using the message boards it is very easy to grade the students' participation.

For example, an assignment could be to participate in an online discussion on the effects of the Emancipation Proclamation on the outcome of the Civil War. Students would be required to login and share their opinions which are then graded by the teacher.

Expert Forums

Outside experts can be given access to the boards as a method to safely interact with students. You can find experts from your community to participate or find experts on the internet. You can arrange for a local entrepreneur to answer questions about starting a business, a meteorologist can provide information about tornadoes or a college student can share their knowledge about selecting a university and the admissions process.

Character Impersonations

Some schools have used the boards for character impersonation projects. Students can post questions to a mock historical or literary character to find out who the character is and ask relevant questions about the character's decisions. The detective aspect of this lesson makes it especially fun for the students. If a student guesses wrong they are no longer allowed to ask questions.

Here is an example where one student was asked to impersonate President Lincoln:

Impersonator: Guess who I am. I am a former President of the USA. Ask me questions about my time period or the challenges I faced. I'll give clues but no direct answers.

Student: How many stars were on your flag?

Impersonator: There were 28 stars on the American Flag.

Student: Were cars invented yet?

Impersonator: No.

Student: Did trains exist?

Impersonator: Yes.

Student: Was the country at war?

Impersonator: Yes, it was the bloodiest war in our nations history.

Once the impersonator has been identified, the students are instructed to ask deeper questions about the historical time period or the decisions that the character made. Teachers can email question ideas to students such as "Mr. Lincoln, why did

Chapter 3 Message Boards

you free the slaves in the border states?"

The student impersonator often gets the most benefit out of the lesson plan since they are required to answer questions from someone else's perspective.

We look forward to learning what you'll do with the message boards. Be sure to send us an email and share your successes.

Message Board Categories

The message boards are separated into four different categories for better organization. When you click *Message Boards* from the Jump to menu, you will see:

- Your School's Message Boards
- Your District's Message Boards
- Educator Message Boards (Keypals, Help, etc.)
- Gaggle Wide Message Boards

Your School's Message Boards

This category will include your school name such as *Westside Middle School's Message Boards*. These are the message boards specifically created by the teachers at your school. These message boards are only visible to members of your school. This category will contain your classroom boards as well as the boards dedicated to your school's student government, sports teams, school staff etc.

Any new message board you create will automatically be in the School Category unless you check the box for Apply District Wide. Later we will review the process which can further limit which students or teachers at your school have access to a message board.

Your District's Message Boards

This category will include your district name and look like *Alamo School District's Message Boards*. These message boards are created by teachers at your district and made available on a district wide basis.

These message boards are only visible to members of the schools in your district. Furthermore, only students with School & District access will see the message boards in this category.

District boards are great for staff projects and instructional departments such as history, mathematics or English. You can create discussion boards restricted to principals, read only announcement boards or create boards for student projects that involve multiple schools.

Chapter 3 Message Boards

Educator Boards

These message boards are provided by Gaggle for educators to seek help, find partner schools for online projects, share lesson plans etc. These boards are only visible to users with the Teacher access level and above. The Educator Message boards can only be created by Gaggle personnel.

Gaggle Wide Message Boards

The Gaggle Wide Message Boards are provided as general discussion areas for students. There are over 60 discussion areas for topics such as politics, music, sports, tv shows, hobbies and more. Some serious topics are included such as Religion, Teen Pregnancy and Politics. There are even some boards dedicated to nothing more than random talk.

Our experience has shown that many students are very lonely and are anxious to find others who will listen and share their thoughts. Gaggle provides a much safer environment for letting kids communicate than traditional message board systems.

The Gaggle Wide Message Boards are not monitored by a human, but the messages are filtered for inappropriate language. The students also provide a significant amount of self-policing.

Please keep in mind the student users on Gaggle range in age from six to eighteen and there are over 500,000 users from around the world. While many great discussions take place on the boards, some of the discussions that take place can be disturbing. Each school and teacher will need to decide whether they want to allow their students access to the Gaggle Wide Message Boards.

If you allow your students access to the Gaggle Wide Message Boards, please discuss with them proper etiquette and what is appropriate conversation for the message boards.

Message Board Access Levels

Just like with a student's email access level, Gaggle provides a method to control a student's access to the boards via a Message Board Access Level. Assigning a student to one of these levels can limit their ability to see and access specific board categories.

These options are listed under Advanced Features on the User Data and the School Setup screens.

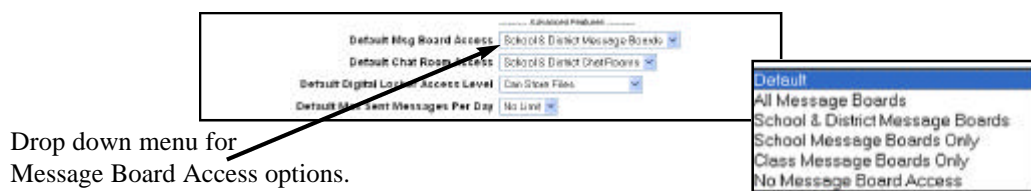
All Message Boards - the student can view and post to boards in all categories: School, District and Gaggle Wide

School & District Message Boards - the student can only view and post to boards in the School and District categories

School Message Boards Only - the student can only view and post to boards in the School category

Class Message Boards Only - the student can only view and post to boards owned by their teacher/administrator

No Message Board Access - the student does not even see the message board option



Chapter 3 Message Boards

6. You can click on a specific post in the thread or use the *Previous* and *Next* links to move through all of the posts.
7. Clicking the *Reply to Msg* link will bring up the Reply form. You can alter the subject and type your message. You may want to click the **Spell Check** button for a quick check of your spelling. Click **Post Message** when you are finished.



Filtering of Message Board Posts

Each time a student makes a post to a message board it gets compared against the school's Blocked Text list. If any rule from the Blocked Text is violated, the post will not get added to the message board. The student will see a notification and an email will be sent to both the administrator assigned to the student and the educator who owns the message board.

Each message board is assigned to a particular educator much like the students are assigned to an administrator. The message board owner is generally the educator who created the message board, but the boards can be reassigned to a different educator as needed.

When a student violates the Blocked Word List, both the student's administrator and the message board owner are sent copies of the offending post. Both people are notified about the potentially offensive message.

Message board posts are different than email messages as they cannot be unblocked. Instead, the student is encouraged to resubmit the post without the offending words or the educator can make the post for the student.

If the student belongs to a different school than the owner of the message board then the student's post will be compared against both sets of blocked words. For example, suppose one of your students makes a post to a Gaggle Wide Message Board. The student's post will be compared against your school's Blocked Word List and the Blocked Word List for Gaggle's group #1000.

The Report Abuse Link

The *Report Abuse* Link offers an anonymous way for students to police the boards themselves. Students can report message board posts that appear to be offensive.

When a student clicks on the *Report Abuse* link, an email notification is sent to both the administrator of the student who made the post and to the educator who is the owner of the message board. In addition, the student poster is also sent a warning which encourages them to be considerate when using the message boards.

Chapter 3 Message Boards

Creating Message Boards

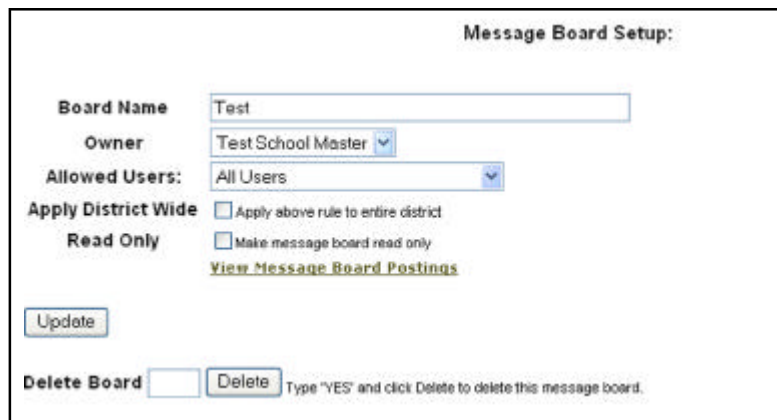
Any user with Teacher level access or higher can create message boards. The steps below describe how to create a message board:

1. To create a new message board click on the link for *Edit Msg Boards*. This link is located under the School Admin menu on the left side of the page.
2. Enter a name for the message board in the field, New Board Name, and click the button labeled **Create Board**.



The screenshot shows a web interface titled "Edit Message Boards for Sample School 1". It features a text input field labeled "New Board Name:" and a button labeled "Create Board".

3. You will be taken to the Message Board Setup page. Select an owner for the board from the drop down menu.



The screenshot shows a web interface titled "Message Board Setup:". It contains the following elements:

- Board Name: Test
- Owner: Test School Master (dropdown menu)
- Allowed Users: All Users (dropdown menu)
- Apply District Wide: Apply above rule to entire district
- Read Only: Make message board read only
- [View Message Board Postings](#)
- Update button
- Delete Board: Delete Type "YES" and click Delete to delete this message board.

4. Specify the Allowed Users who may access the board. Various choices are listed in the drop down menu.*
5. Check the box, Apply District Wide, if you would like this board to appear in the District category and to be available to all schools in your school district. Check the box, Read Only, if you only want users to read this board and not make any posts. Click the **Update** button.

* Choosing "Specified Users" and clicking the **Update** button will display all of the users from the school at the bottom of the page. You can then choose exactly which users should have access to the board.

Chapter 3 Message Boards

Deleting Posts

School Administrator level and above may delete any post from the message boards setup in a school. Users with Teacher level access can delete posts from the message boards for which they are listed as the owner.

Posts can be checked off and deleted from the main board screen or individual posts may be deleted as they are being viewed.

Student users cannot delete message board posts. All posts are kept for a minimum of 90 days.

Chapter 4 Chat Rooms

Introduction and Project Ideas

For the uninitiated, a chat room is real time communication between two users via computer. Once a chat has been initiated, either user can enter text by typing on the keyboard and the entered text will appear on the other user's monitor.

The Gaggle Chat Rooms are a popular way for students to make new friends or communicate with old friends. Teachers can initiate online study groups, test reviews and more! Like the rest of the Gaggle features, the teacher is in control of the Chat accessibility. The same ideas from the message board section will work, only now they are done in real time!

Chat Room Categories

The Chat Rooms are separated into four different categories for better organization. When you click *Chat* from the Jump To menu, you will see:

- Your School's Chat Rooms
- Your District's Chat Rooms
- Educator Chat Rooms
- Gaggle Wide Chat Rooms

Your School's Chat Rooms

This category will include your school name, such as *Westside Middle School's Chat Rooms*. These are the chat rooms specifically created by the teachers at your school. These chat rooms are only visible to members of your school. This category will contain your classroom chat rooms as well as other chat rooms specific to your school users, i.e. sports teams, school staff, etc.

Any new chat room you create will automatically be in the School Category unless you check the box for Apply District Wide.

Your District's Chat Rooms

This category will include your district name, ie *Alamo School District's Chat Rooms*. These chat rooms are created by teachers at your district and made available on a district wide basis.

These chat rooms are only visible to members of the schools in your district. Furthermore, only students with "School and District Wide" access will see the chat rooms in this category.

District wide rooms are great for faculty from multiple schools to participate in an online discussion.

Educator Chat Rooms

These chat rooms are provided by Gaggle for educators to use. These chat rooms are only visible to users with the Teacher access level and above. Only Gaggle personnel can create the Educator Chat Rooms.

Chapter 4 Chat Rooms

Gaggle Wide Chat Rooms

The Gaggle Wide Chat Rooms are provided as general discussion areas for students. There are several chat rooms set up with topics such as *Random Chat Room, Music, Sports, Movies and Television*, to name a few.

Our experience has shown that many students love the chat forum and are anxious to share their thoughts and ideas with others. Gaggle provides a much safer environment for letting kids communicate than traditional Chat Room systems.

While a human does not monitor the Gaggle Wide Chat Rooms, the messages are filtered for inappropriate language. The students also provide a significant amount of self-policing.

Please keep in mind the student users on Gaggle range in age from six to eighteen and there are over 500,000 users from around the world. While many great discussions take place in the rooms, some of the discussions that take place can be disturbing to others. Each school and teacher will need to decide whether they want to allow their students' access to the Gaggle Wide Chat Rooms.

If you allow your students access to the Gaggle Wide Chat Rooms, please discuss with them proper etiquette and what is appropriate conversation for the Chat Rooms.

Chat Room Access Levels

Just like with a student's email access level, Gaggle provides a method to control a student's access to the rooms via a Chat Room Access Level. Assigning a student to one of these levels can limit their ability to see and access specific chat room categories.

These options are listed under Advanced Features on the User Data and the School Setup screens.

All Chat Rooms - the student can view and post to rooms in all categories: Class, School, District and Gaggle Wide

School & District Chat Rooms - the student can only view and post to rooms in the School and District categories

School Chat Rooms Only - the student can only view and post to rooms in the School category

Class Chat Rooms Only - the student can only view and post to rooms owned by their teacher/administrator

No Chat Room Access - the student does not even see the chat room option

Advanced Features

Default Msg Board Access: All Message Boards

Default Chat Room Access: All Chat Rooms

Default Digital Locker Access Level: Can Store Files

Default Max Sent Messages Per Day: No Limit

Update

All Chat Rooms

School & District Chat Rooms

School Chat Rooms Only

Class Chat Rooms Only

No Chat Room Access

Chapter 4 Chat Rooms

Starting Chat

Below are the step-by-step instructions for reading and posting to the Chat Rooms.

1. Click the *Chat* link from the Jump To menu.
2. Choose a category such as *Gaggle Wide Chat Rooms*.
3. Click on a Chat Room from the list such as *Random Chat Room*.

| Chat Room | Number of Users | Teacher |
|---|-----------------|-------------------|
| Random Chat Room | 0 | susank@gaggle.net |
| Music | 0 | eusank@gaggle.net |
| Sports | 0 | susank@gaggle.net |
| Movies and Television | 1 | susank@gaggle.net |
| Kids Age 10 or less | 0 | eusank@gaggle.net |
| Kids Aged 10-13 | 0 | susank@gaggle.net |
| Teens Aged 14+ | 4 | susank@gaggle.net |
| Advice - Get Some and Give Some | 5 | eusank@gaggle.net |

4. When you are in the Chat Room, the names of the other users logged in to the chat room are listed on the right-hand side of the screen. You can choose the style, color and size of your chat font. The **Alert**, **Warn** and **Block** buttons are located on this screen as well.
5. Type your chat message in the *chat here* box, and the whole chat discussion will appear in the large white box.

The screenshot shows a chat room interface for "Gaggle Inc. Main Group" with the specific room "Mrs. Smith's Homeroom". The interface includes a title bar with "Version 1.0.7" and "You are in 'Mrs. Smith'". A large white box on the left is intended for the chat conversation. On the right, a list of users is shown: "33276" (blue triangle), "teacher_test" (yellow star), and "susank" (green triangle). At the bottom, there are font style tools (Black, Dialog, size 12), a "Chat Here:" input field, a "Send" button, and "Block", "Warn", and "Alert!" buttons. A speaker icon is also present.

The chat conversation will appear here.

Change the appearance of the text with these tools

This lists everyone currently logged into the chat room. Student symbols are people, teachers are stars, and Gaggle personnel are three triangles.

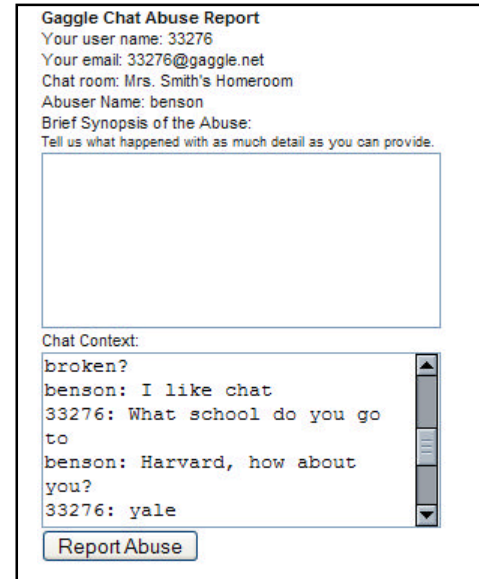
Chapter 4 Chat Rooms

Block button - Highlight the name of the person you wish to block. Click **Block**. You will no longer see chat from this person. The person will have a line through their name on your list. To unblock them, highlight the name and click **Block** again.

Warn button- Highlight the name of the person you wish to warn. Click **Warn**. You will be prompted to make sure you wish to continue. If so, click OK. The person who is warned will see a message in the chat window that says 'You have been warned by another user.'

Alert button - Highlight the name of the person you wish to alert. Click **Alert**. Again, you will be asked if you wish to continue.

The **Alert** button offers an anonymous way for students to police the rooms themselves. Users can report other users who are writing offensive messages. When a user clicks on the **Alert** button, a screen will appear asking them to type what occurred in the chat room. When finished, click the **Report Abuse** button. An email notification which includes several lines of the chat session is sent to both the administrator of the student who made the offensive post and to the educator who is the owner of the Chat Room.



The screenshot shows a web form titled "Gaggle Chat Abuse Report". It contains the following fields and text:

- Your user name: 33276
- Your email: 33276@gaggle.net
- Chat room: Mrs. Smith's Homeroom
- Abuser Name: benson
- Brief Synopsis of the Abuse: Tell us what happened with as much detail as you can provide.
- A large empty text area for the synopsis.
- Chat Context: A scrollable list of chat messages:
 - broken?
 - benson: I like chat
 - 33276: What school do you go to
 - benson: Harvard, how about you?
 - 33276: yale
- A "Report Abuse" button at the bottom.

Filtering of Chat Room Messages

Each time a student makes a post to a Chat Room it gets compared against the school's Blocked Text list. If any rule from the Blocked Text is violated, the chat item will be blocked. The student will see a notification and an email will be sent to both the administrator assigned to the student and the educator who owns the Chat Room.



If the student belongs to a different school than the owner of the Chat Room, then the student's post will be compared against both sets of blocked words. For example, suppose one of your students makes a post to a Gaggle Wide Chat Room. The student's post will be compared against your school's Blocked Word List and the Blocked Word List for Gaggle's group #1000.

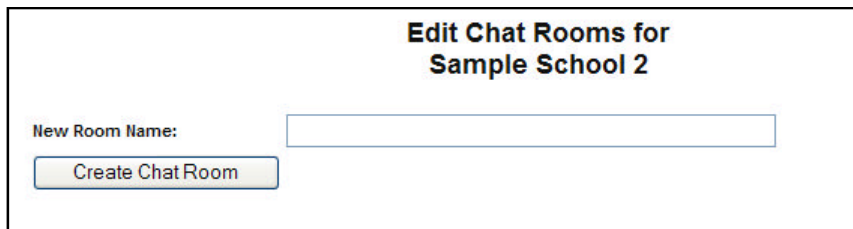
Each Chat Room is assigned to a particular educator much like the students are assigned to an administrator. The Chat room owner is generally the educator who created the Chat Room, but the rooms can be reassigned to a different educator as needed.

Chapter 4 Chat Rooms

Creating Chat Rooms

Any user with Teacher level access or higher can create a Chat Room. The steps below describe how to create a Chat Room:

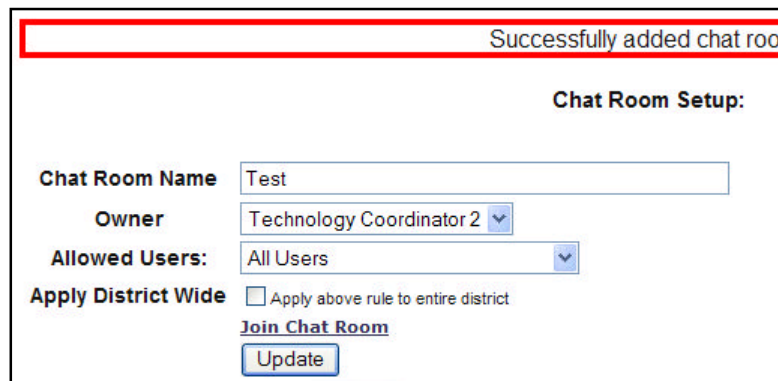
1. To create a new Chat Room, click on the link for *Edit Chat Rooms*. This link is located under the School Admin menu on the left side of the page.
2. Enter a name for the Chat Room in the field, New Room Name, and click the button labeled **Create Chat Room**.



Edit Chat Rooms for Sample School 2

New Room Name:

3. You will be taken to the Chat Room Setup page. Select an owner for the chat room from the drop down menu.



Successfully added chat room

Chat Room Setup:

Chat Room Name

Owner

Allowed Users:

Apply District Wide Apply above rule to entire district

[Join Chat Room](#)

4. Specify the Allowed Users who may access the room. Various choices are listed in the drop down menu.
5. Click the box 'Apply above rule to entire district' if this is a district wide chat room.
6. Click **Update**.

Chapter 5 Digital Locker

Introduction

The Digital Locker is a file storage system for each of your users. It is like a network drive for each of your students. Users can store files on the Gaggle servers for access from anywhere. For example, students can upload a Word document at school and download the file at home to finish their work. There is no need for floppy disks and the virus risk is greatly reduced.

All files are checked for viruses when they are uploaded and again before they are downloaded from the servers.

The digital lockers are a great way to store homework assignments. Suppose there is a worksheet the student must complete. The teacher can store the file in her locker and email the students the location of the file. When the student is done with the work, the file can either be emailed back to the teacher or uploaded to the student's own digital locker. The Digital Locker can function as an online homework portfolio.

The subscription version of Gaggle includes 25 megabytes of storage for email and files, while the free version includes 2.5 megabytes of storage.

Digital Locker Access Levels

Like all features on Gaggle, the educators are in control. Teachers can restrict the students' ability to upload and view files stored on the network. The default for the Digital Locker Access Level can be set on your School Setup page and Digital Locker Access can be set on a user by user basis.

While teachers can restrict the students, we see very little downside to allowing full Digital Locker access. In the worst case scenario a student could store an offensive picture, movie or game. However, Gaggle provides accountability and the same files could be transmitted as an attachment.

The controls for the Digital Locker Access Levels can be found on the School Setup screen, the User Data screen and at the bottom of the User List screen. The option is located under the Advanced Features.



Below is a description of each of the Digital Locker Access Levels:

Default - The user is set to the default Locker Access for the school.

Can Store Files - The user can store files in their Locker and view the public files in other users' Lockers.

Cannot Store Public Files - The user can store files but cannot store public files. User can view other users' public files.

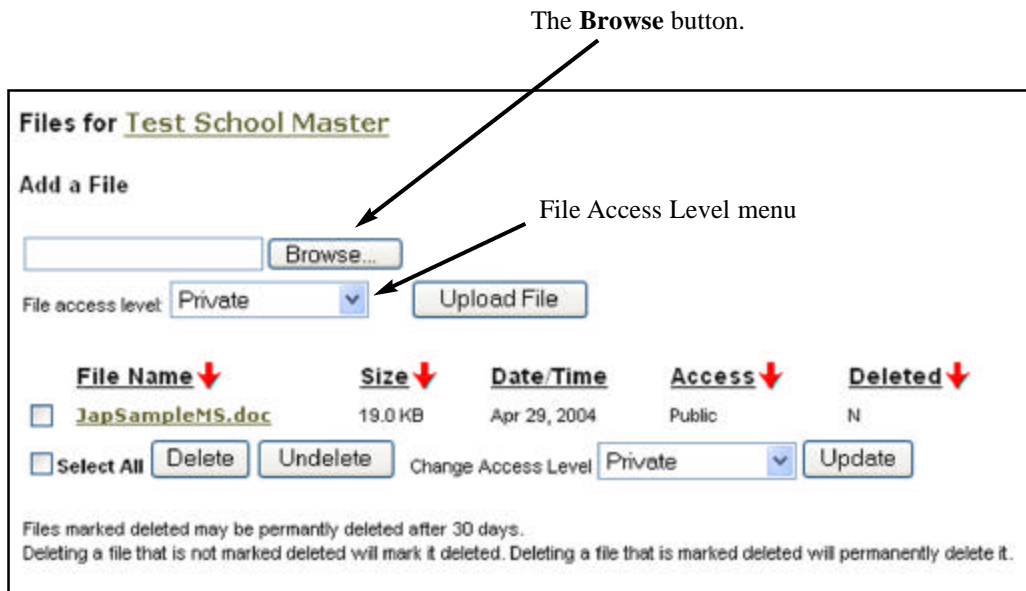
Cannot Store Files - The user cannot store any files in their locker, but they can view other users' public files.

Cannot Store or View Files - The user cannot store any files nor can they view other users' public files. The Digital Locker link is removed.

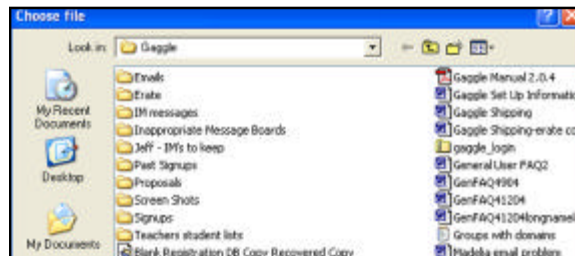
Chapter 5 Digital Locker

Uploading and Downloading Files

To access your Digital Locker, click the *Digital Locker* link from the Jump To menu. The screen below will appear. The following steps describe how to upload a file to your Digital Locker and make it available to all users at your school.



1. Click the **Browse** button which will bring up a window for locating the desired file. Locate the desired file.



2. From the File Access Level select the choice for Public.
3. Click the **Upload** button to complete the upload of the file.

The File Access Levels determine whether or not a file is visible to other users on the system.*

- Private** - No other members of the school can see the file.
- Class Only** - Only members assigned to the same administrator can see the file.
- Teachers Plus** - Only users with an access level of Teacher or higher can see the file.
- School Admin Plus** - Only users with an access level of School Administrator or higher can see the file.
- Public** - All members of the school can see the file.

*Educators can view files for any user with access less than their own. For example, a School Administrator can view the files of a Teacher.

Chapter 5 Digital Lockers

To download a file from the list simply click on the name of the file. You can also check off multiple files from the list to change the access levels or delete the items.

Viewing Another User's Locker

When files are uploaded, they are stored by default as Private files. However, the files can be made Public. If a file is labeled as Public then any user from the school can download a copy. If you click the **Directory** button you will see a link for *Locker* next to each user's name. This is the link that leads to each user's Digital Locker.



Access a student's Digital Locker by clicking on the *Locker* link.

Every user's locker is accessible by all of the other users at the school. However, only the files marked as Public will be viewable by users other than the owner of the locker. For example, if a student clicks on the *Locker* link for a teacher the student will only see files in the teacher's digital locker which are marked, Public.

If your access level is Teacher or higher there is another way to get into the students' Digital Lockers. Under the School Admin menu, click the link for *User List*. The User List page includes a *Locker* link on the line for each student. Clicking the *Locker* link will open up a student's Digital Locker.

Uploading to a Student's Locker

If your access level is Teacher or higher you can upload files into a student's Digital Locker. Teachers can only upload files into the lockers for students whom they control. School Administrators and above can upload files into any user account who has access below their own level.

Adding a file to a student's locker is very easy. Locate the student's Digital Locker from either the Directory page or from the User List page. Upload the document to the student's Digital Locker just as you would upload a file to your own locker.

Chapter 5 Digital Lockers

Deleting Files from the Locker

As a safety feature on Gaggle, the students cannot actually delete files. The students can only mark files for deletion. The files will no longer appear in the list when the student views their locker. However, accounts with teacher level or higher will continue to see the deleted files for 30 days.

Files that are marked as Deleted can be undeleted by the teachers. To permanently remove a file from the system, you simply need to delete the file a second time.

Chapter 6 Profile Pages

Introduction

Gaggle's Profile Pages make it simple to create and maintain web pages for everyone in the district. Now, everyone in your school community can easily find basic information in one place: school addresses and phone numbers, staff names and contact information, important files, personal information, and more!

The pages are automatically created for every school or district with a Gaggle account. Schools can choose who should have permission to view teacher pages, but **student pages are never accessible to anyone outside the school or district.**

Key features include:

- Customizable pages for the district, every school, staff, and student
- "Instant homepages" for teachers and students
- Easy setup and administration - setup a page in less than 5 minutes
- The ability to restrict who can see each type of page
- Automatically share files from Gaggle Digital Lockers
- Post a custom image or icon on every page
- Find and collaborate with other Gaggle schools and classrooms from all over the world
- Seamless integration with Gaggle email accounts - you never need to login to Profile Pages

Getting the Most from Gaggle Profile Pages

Here are just a few ideas to help you get the most from your Profile Pages:

- Send an email to all students and teachers announcing Profile Pages and ask them to customize their pages.
- Conduct a short demo at the next staff meeting and brainstorm the ways teachers and students could use the pages to improve communication, work more efficiently, and improve academic results.
- Find Gaggle schools in other parts of the country/world and contact them about being key pals. Since every one is a Gaggle user, you know every email will be safe.
- Show small groups of students how to customize their page and ask them how they will use it.
- Show a teacher how to post files to their Digital Locker and share the files with parents via their Profile Page.
- Try keeping the profile pages as unrestricted as possible - the more people see your pages, the more useful they become.

Privacy, Safety, and Security

Like all Gaggle features, safety and security is an important part of Profile Pages. While we hope that every school and district will share their pages with the rest of the Gaggle Community, we give each School Administrator the power to determine the level of security that is right for their school.

Default security settings:

- District, school, and staff pages are viewable by the public.
- Student pages are viewable only by Gaggle users in the same district.
- Images are turned ON for all pages.

Chapter 6 Profile Pages

Custom security permissions can be set for the Staff and Student Profile Pages. Permissions set at the school level trickle down to all staff and student pages in that school. School and district pages are always set to "Public," because the information on these pages is in the public domain.

To adjust the security permissions, click *Edit School Profile* from your School Profile Page.

To hide your school or district from Gaggle's searchable list, just leave the state field blank.

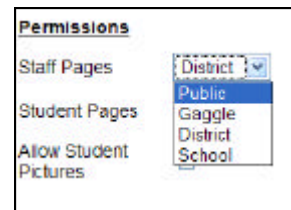
To set specific restrictions on Staff Pages, adjust the Permissions menu on the School Edit Page. This menu sets permissions for ALL staff pages in the school. We recommend keeping it set to "Public" so parents, staff, and students without Gaggle accounts can see the staff pages.

Public - all public Internet users can view staff pages.

Gaggle - only Gaggle users can view staff pages, including users from other schools.

District - only Gaggle users from the same district can view staff pages.

School - only Gaggle users from the same school can view staff pages.

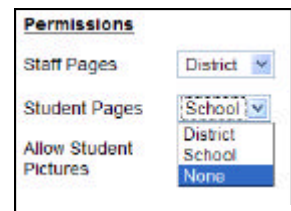


To restrict access to Student Pages, adjust the Permissions menu on the School Edit Page. This menu sets permissions for ALL student pages in the school. We recommend keeping it set to "School or District" so staff and students can see the pages.

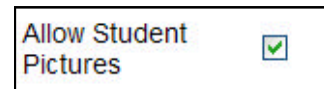
District - only Gaggle users from the same district can view student pages.

School - only Gaggle users from the same school can view student pages.

None - no one can view the Student Pages; the featured is disabled.



To disallow images on Student Pages, uncheck the "Allow Student Pictures" box.



Chapter 6 Profile Pages

Getting to Profile Pages

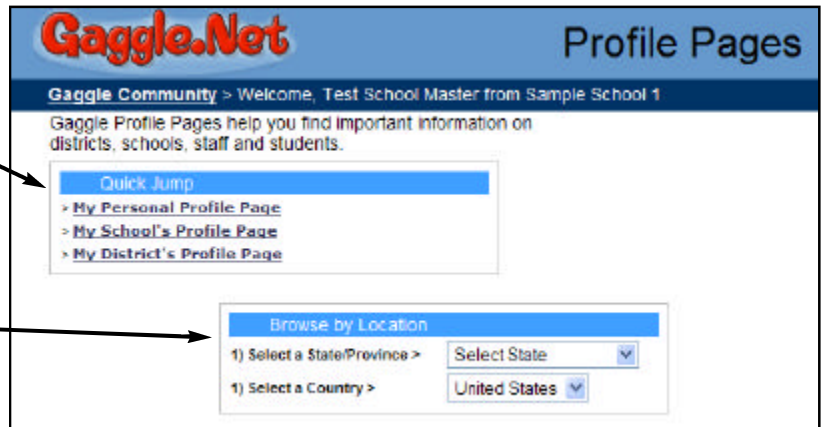
To access Gaggle's Profile Pages, select *Profile Pages* from the Jump To menu.

The initial Profile Pages screen opens in a new window on top of the main Gaggle Email window. From here you can find information on districts, schools, teachers, and students that belong to the Gaggle Community.

Close or minimize the Profile Pages window to see the Gaggle Email window below it.



Gaggle remembers your username and permissions, so you can quickly jump to your personal page, your school's page, or your district's page.

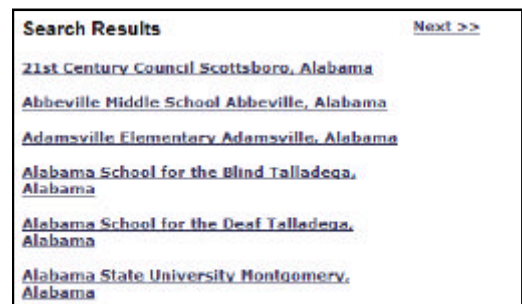


To find Profile Pages for other schools, select a country and state from the drop down menus.

By default, Gaggle shows all the schools in the state or province in alphabetical order by the school name.

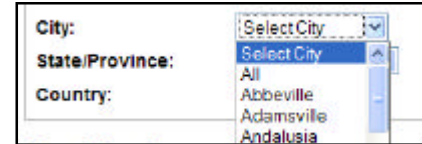
50 schools are listed per page. Click the NEXT button to browse through the next set of 50.

Select a school by clicking its' name.



Chapter 6 Profile Pages

Narrow your search by selecting a city from the drop down menu.

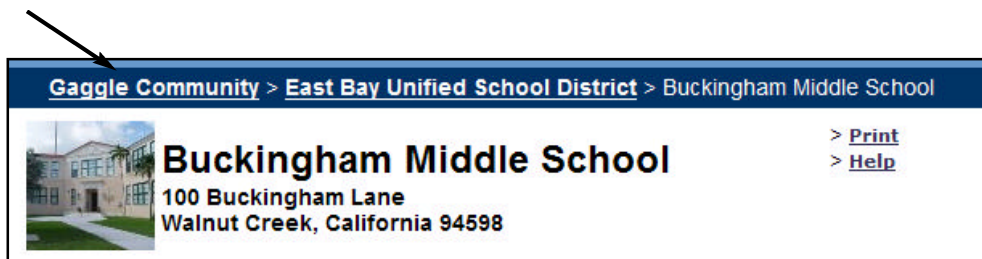


A search form with three fields: City, State/Province, and Country. The City field has a dropdown menu open, showing options: Select City, All, Abbeville, Adamsville, and Andalusia.

NOTE: Profile pages do not currently have a simple web address (URL). However, you can bookmark or "cut and paste" a profile page URL for later use.

Navigating Profile Pages

When viewing a district, school, staff, or student page, use the simple menu links to navigate through the Gaggle Community.



School Pages

School Pages provide basic information on a school and list all Staff and Student pages associated with the school.

A school page is automatically generated for all Gaggle schools. All school pages are viewable by the entire Gaggle community AND the general public unless a School Administrator chooses to hide their school from view (see below).

A user with a School Administrator or School Master access level can make changes to the school page by clicking *Edit School Profile*.

Use the fields on the Edit School Profile page to list important information about your school. Bolded fields are important topics that we highly encourage you to complete. Click the **Save** button at the bottom of the page when you are done making changes.

If you do not plan on using the School Profile page OR if you want to hide it from view, simply leave the State field empty. Remember, hiding your School Profile Page means that outsiders cannot browse to your School Page.



A form for editing a school profile. It contains the following fields: Street2 (text input), City (text input), State/Province (dropdown menu with "Select State" selected), Country (dropdown menu with "United States" selected), and Zip/Postal Code (text input).

Chapter 6 Profile Pages

You can place your own image on the school page - a picture of your school, the school mascot, the school logo, or anything else! Follow these simple steps:

1. Use an image editing program to re-size the picture so it is exactly 80 pixels by 80 pixels.
2. Make sure you know where the image file is on your computer.
3. Click the **Browse** button to find the image.
4. In the window that pops-up, find and select the picture file from your computer. Then click **Open**.
5. Double check that the image field now has the full path to your file. If so, your file will be uploaded when you click the **Save** button at the bottom of the page.

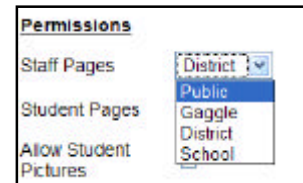
Use this pull down menu to select the permissions for ALL staff pages in the school. We recommend keeping it set to "Public" so parents, staff, and students without Gaggle accounts can see the staff pages.

Public - all public Internet users can view staff pages.

Gaggle - only Gaggle users can view staff pages, including users from other schools.

District - only Gaggle users from the same district can view staff pages.

School - only Gaggle from the same school can view staff pages.

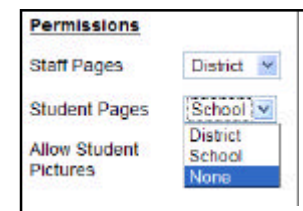


Use this pull down menu to select the permissions for ALL student pages in the school. We recommend keeping it set to "School" or "District" so staff and students can see the pages.

District - only Gaggle users from the same district can view student pages.

School - only Gaggle users from the same school can view student pages.

None - no one can view the Student Pages; the feature is disabled.



School Administrator access levels and above also have the ability to allow or disallow pictures to be placed on Student Profile Pages. Uncheck this box, if you do not want students to have the option of placing an image on their pages.

Chapter 6 Profile Pages

Staff Pages

Staff Pages provide basic information on a staff member within the school. They are an efficient, secure way for staff members to share information about themselves with students, parents, and colleagues.

A staff page is automatically generated for all staff members with a Gaggle account. By default, all staff pages are viewable by the entire Gaggle community AND the general public, but you can change the permission settings by clicking *Edit School Profile*.

A staff member can make changes to their own page by logging into Gaggle with their unique username and password, browsing to their profile page, and clicking *Edit Staff Profile*. School Administrators and School Masters can also edit the pages of any user below their own access level.

Use the fields on the Edit Staff Profile page to list important information about yourself. All fields are optional. Bolded fields are important topics that we highly encourage you to complete. Click the **Save** button at the bottom of the page when you are done making changes.

You can place your own image on the school page - a picture of you, your favorite vacation spot, or anything else! Follow these simple steps:

1. Use an image editing program to re-size the picture so it is exactly 75 pixels by 75 pixels.
2. Make sure you know where the image file is on your computer.
3. Click the **Browse** button to find the image.
4. In the window that pops-up, find and select the picture file from your computer. Then click **Open**.
5. Double check that the image field now has the full path to your file. If so, your file will be uploaded when you click the **Save** button at the bottom of the page.

You have the option to turn features ON or OFF. If a box is checked, the item will be visible on your profile page.

You can have up to 5 websites linked from your page. You must have both a "Label" and a "Link" (web address) for the link to show up on your page. Web addresses do not need "http://", but it works just fine if you choose to include it.

Each staff page can display one free-form text message and one basic list of information. Our default labels are just suggestions. You can share whatever information you want! Uncheck the boxes to hide these on your page.

Chapter 6 Profile Pages

Student Pages

Student Pages provide basic information on a student within the school. They are a fun and safe way for students to share information about themselves with their friends and teachers.

A student page is automatically generated for all students with a Gaggle account. By default, all student pages are viewable only by Gaggle members in the same school district. A School Administrator can change the permission settings at any time by clicking *Edit School Profile*.

A student can make changes to their own page by logging in to Gaggle with their unique username and password, browsing to their profile page, and clicking *Edit*. School Masters and School Administrators can also edit the profile pages of their students.

Use the fields on the Edit Student Profile page to share important information about yourself. You control everything on the page, so all fields are optional. Bolded fields are important topics that we highly encourage you to complete. Click the **Save** button at the bottom of the page when you are done making changes.

You can place your own image on the student page - a picture of you, a cartoon character, your favorite pet, or anything else! Follow these simple steps:

1. Use an image editing program to re-size the picture so it is exactly 75 pixels by 75 pixels.
2. Make sure you know where the image file is on your computer.
3. Click the **Browse** button to find the image.
4. In the window that pops-up, find and select the picture file from your computer. Then click **Open**.
5. Double check that the image field now has the full path to your file. If so, your file will be uploaded when you click the **Save** button at the bottom of the page.

You have the option to turn features ON or OFF. If a box is checked, the item will be visible on your profile page.

You can have up to 5 websites linked from your page. You must have both a "Label" and a "Link" (web address) for the link to show up on your page. Web addresses do not need "http://", but it works just fine if you choose to include it.

Each student page can display one free-form text message and two lists of information. Our default labels are just suggestions. You can share whatever information you want! Uncheck the boxes to hide these on your page.

Never post any information that could be harmful to yourself or others.

Filtering of Content

All text entered by students is scanned for offensive words and phrases. Any attempt to save offensive text to a profile page will result in a warning and an email notification will be sent to the administrator of the student. In addition, all uploaded images are checked by Gaggle's Anti-Pornography Scanner.

Chapter 6 Profile Pages

District Pages

District Pages provide basic information about a school district and list all of the schools and their associated Profile Pages.

A district page is automatically generated for all school districts with more than one Gaggle school. All district pages are viewable by the entire Gaggle community AND the general public.

Any District Administrator access level or higher can edit the information by clicking *Edit District*.

1. Use an image editing program to re-size the picture so it is exactly 85 pixels by 85 pixels
2. Make sure you know where the image file is on your computer
3. Click the BROWSE button to find the image.
4. In the window that pops-up, find and select the picture file from your computer. Then click OPEN.
5. Double check that the image field now has the full path to your file. If so, your file will be uploaded when you click the SAVE button at the bottom of the page.

Chapter 7 Lesson Plans and Resources

Lesson Plans for Email

Connect with other classrooms

Get connected with other classrooms from around the world. Students can communicate with each other to learn about climate, culture, local government and more. Students can also collaborate in small groups using the internet to research various topics and collect information such as graphics and sounds relating to the subject. Students then email back and forth project status and attach the graphics and sound files they have collected. More advanced students can use the collected materials to create their own web pages.

Email Interview

Do an on-line interview: One student takes on the character of a famous person and from the answers to the questions the other person guesses who it is.

Example:

Where were you born?

Illinois

What did you do for a living?

I was a lawyer and later a lawmaker.

Are you Abe Lincoln?

Follow a legislative bill

Follow a legislative bill through the whole process by contacting the key legislators through email. First the student gets the email addresses of the legislators and then sets up communication on the bill.

Web Resources for Email Lessons

There are many websites on the world wide web which can give you ideas on how to use email in your classroom. Some of these websites are places where you can link up with other classrooms for pen pal projects online collaborative learning. Below we have listed several of these websites and a description of each.

- | | |
|-----------------|---|
| FIELDTRIPS-L | - Exchange information about field trips and excursions to local resources. |
| FISH-JUNIOR | - A forum for knowledge transfer between marine scientists and students |
| KIDCAFE-SCHOOL | - Youth dialog --age 10-15 only |
| IECC-DISCUSSION | - Cross-cultural communications, exchanges, and use of email in the classroom |

www.telementor.org

The International Telementor Center is a program at the Center for Science, Mathematics & Technology Education at Colorado State University (CSMATE) that facilitates electronic mentoring relationships between professional adults and students worldwide. Communicating via email, adult mentors share their experience and expertise, helping students achieve academic excellence in math and science, improving communication skills, and exploring career and educational futures. The Telementor site also contains some great project ideas.

Chapter 7 Lesson Plans and Resources

www.realkids.com/critique.htm

This is a young writers critique group. It is an email listserv on which kids advise and critique each others writing samples.

www.askanexpert.com

This website is dedicated to connecting classrooms with experts in various topics. Students can email with experts to learn more about everything from Astronauts to Zoo Keeping. The website is sponsored by Pitsco, Inc. and Lego Dacta. Select from 12 categories with hundreds of websites and email addresses where you can find experts to answer your questions from astronaut experiences to facts about zoo keeping. Ask an Expert is a directory of links to people who have volunteered their time to answer questions and web pages that provide information.