



NBHA CTC

Policy and Procedures Manual

Prepared by:
R. Keefe & Associates, Inc.
Housing Management & Technical Assistance Consultants
www.keefeassociates.com

Main Office
48 Goetze Street
Bay Head, NJ 08742
732.892-2951 (ph)
732.892-3991 (fax)

North Jersey Office
21 Hillside Avenue
Mahwah, NJ 07430
201.512-1646 (ph)
201.512-9410 (fax)
pkd@keefeassociates.com

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Funding

The North Bergen Housing Authority gratefully acknowledges Hudson County Community College (HCCC) and the U.S. Department of Education for making the North Bergen Housing Authority (NBHA) Computer Technology Center (CTC) possible.

The NBHA CTC was funded with a “sub-grant” from HCCC’s three-year grant from the U.S. Department of Education/Division of Vocational Education. This sub-grant enabled NBHA to purchase the equipment, software, furniture, and other items necessary to make the CTC possible.

Contact Information for the Grant:

Dr. Estelle Greenberg
Director of Grants
Hudson County Community College
Planning and Institutional Research Grant Dept., 4th Floor
26 Journal Square
Jersey City, NJ 07306
egreenberg@mail.hudson.cc.nj.us

Senseehray Irving
Coordinator of Computer Technology Centers
Hudson County Community College, HCCC
87 Sip Avenue 2nd fl.
Jersey City, NJ 07306
Fax: 201.653-2425
Work: 201.714-2232
sirving@mail.hudson.cc.nj.us

Staffing

Site Facilitator(s)

Senseehray Irving at HCCC needs to receive Facilitator Schedules showing the date, day, and time of all open labs and who will be facilitating. She needs them submitted every 6 weeks or if you alter your schedule for more than 2 consecutive weeks. You can submit these to Senseehray via email at sirving@mail.hudson.cc.nj.us.

As of March 2002, the site facilitators are:

- Kathy Sterlacci, 201-868-8605 (w)
- Kristen Danchise

Computer Trainer(s)

Computer trainers will be provided by HCCC through the life of the grant. Daniel DeFrancesco, at HCCC, is responsible for hiring and scheduling trainers.

NBHA CTC trainer as of February 2002 is Max Barrett.

Contact Information:

Daniel DeFrancesco, Director
Center for Business & Industry
Hudson County Community College
25 Journal Square, 3rd Floor
Jersey City, NJ 07306
201-418-7806
ddefrancesco@mail.judson.cc.nj.us

Max Barrett, Trainer
201-902-1408 (H)
732-233-0647 (cell)

Operation

Formal Computer Training

Registering Students

You must use HCCC's official Registration/Confirmation form to register students. This form must be accompanied by HCCC's Computer Technology Centers Acceptable Internet Use Policy Form. Both forms must be completed and signed by anyone wishing to enroll in a course. See following pages for copies of both of these forms.

When registering students, it must be emphasized that an individual **should not register for a course unless they have every intention of attending the classes**. We want to put the resources and equipment that have been provided to us under this grant to good use, and if individuals register and do not show up they are depriving someone else of an opportunity to learn.

Copies of all completed and signed registration forms must be sent to Senseehray Irving at HCCC.

Contact Information:

Senseehray Irving
Coordinator of Computer Technology Centers
Hudson County Community College, HCCC
87 Sip Avenue 2nd fl.
Jersey City, NJ 07306
Fax: 201.653-2425
Work: 201.714-2232
sirving@mail.hudson.cc.nj.us

Courses

A free computer training course will be provided by HCCC's computer trainer through the life of the grant. Topics covered in this course will include:

- Introduction to Personal Computers
- Introduction to Windows/Basic Computer Use
- Introduction to the Internet/Web/E-mail
- Introduction to MS Word

This course is a total of 26 hours long and may be delivered in various increments, depending upon the needs of the NBHA CTC and the trainer during any given registration period. For example, this 26-hour course may be delivered over a 6.5 week period, with 4 hours of class time per week. This 4 hours may be split into 2 days at 2 hours each.

The trainer will take attendance at every class for reporting to NBHA and HCCC, and while allowances will be made for illness, etc., students must understand and respect the goal of providing free computer training to all interested residents. See a sample "CTC Attendance Roster" below.



HUDSON COUNTY COMMUNITY COLLEGE
CENTER FOR BUSINESS & INDUSTRY
25 Pathside, 3rd Floor 317 ~ Jersey City, NJ 07306
Voice: 201-714-7806 ~ Fax: 201-635-1351

CTC ATTENDANCE ROSTER

Company

Name: North Bergen Housing Authority

Date: _____

Student	Attendance
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
7.	_____

Registration/Confirmation Form

North Bergen Housing Authority
 Computer Technology Center
 5826 Meadowview Ave.
 North Bergen, NJ 07047
 Contact: 201-868-8605

Semester		Year
Winter	Jan, Feb, Mar	
Spring	Apr, May, June	
Summer	July, Aug, Sept	
Fall	Oct, Nov, Dec	

PLEASE PRINT ALL INFORMATION

Registration Date: _____

Name: _____

Soc. Sec. No: _____ - _____ - _____

Address: _____

City: _____ State _____ zip code: _____

Home tel: () _____

Work/Other tel: () _____

COURSE#	SECTION	DATE (S)		LOCATION & ROOM #	COURSE TITLE	FEE
		START	END			
					OTHER	
					TOTAL	

Signature: _____

Date: _____



Computer Technology Centers



Acceptable Internet Use Policy Form

Please read carefully. Please print.

Student's last name

First name

I am over 18 years of age

I am under 18 years of age *(if under 18 years of age a parent or guardian must read and sign this form as indicated at the bottom of this page)

Introduction:

The Internet links thousands of computer networks around the world, giving students/users at North Bergen Housing Authority's Computer Technology Center (a Hudson County Community College designated CTC site) access to a wide variety of computer and information resources.

The Hudson County Community College designated CTC sites do not have control of the information on the Internet. Some sites accessible via the Internet may contain material that is inappropriate for education use in a K-12 setting. Hudson County Community College and the system administrators do not condone the use of such materials and do not permit usage of such materials in the school environment.

Hudson County Community College specifically denies any responsibility for the accuracy or quality of information obtained through its Internet accounts.

The course provided through the CTC will teach Internet communication skills including the following: email, downloading files, WWW, keyword searches, etc.

Student Guidelines:

Students are expected to follow all guidelines stated below as well as those given verbally by the staff and to demonstrate ethical behavior in using the network facilities. Students are also expected to realize that the opportunity to use the network and the Hudson County Community College CTC designated site facilities go hand-in-hand with using computer hardware, software, and the Internet in a responsible manner. Any actions that might harm the computer equipment or software, or impair its effective use, or showing disregard for the proper procedures set up for network access will not be tolerated.

1. Before use, all students will receive an overview of the aspects of security and ethics involved in using the Hudson County Community designated site network.
2. Any action by a student that is determined by his classroom teacher or a system administrator to constitute an inappropriate use of the Internet at a Hudson County Community College site or to improperly restrict or inhibit others from using and enjoying the Internet is a violation of the Acceptable Use Policy.
3. Transmission of material, information, or software in violation of Hudson County Community College and/or designee policy, or local, state, or federal law is prohibited and is a breach of the Acceptable Use Policy.

Violating the Acceptable Use Policy may result in:

- A. Dismissal from the CTC Program
- B. Disciplinary or legal action including, but not limited to, criminal prosecution under appropriate state and federal laws.

In order to ensure smooth system systems operations, the System Administrator has the authority to monitor all on-line activity. Every effort will be made to maintain privacy and security in this process.

Student Access Contract:

I understand that when I am using the Internet or any other telecommunication environment, I must adhere to all rules of courtesy, etiquette, and laws regarding access and copying of information as prescribed by Federal, State or local law, and Hudson County Community College and/or designee site.

Parent or Guardian Agreement:

- *If the applicant is under the age of 18, a parent or guardian must also read and sign this agreement.*
- *We ask you to review this policy with the child and to sign the consent form.*

As the parent or guardian of this student, I have read the Acceptable Use Policy for Hudson County Community College and/or designee site Internet access. I hereby give my permission for my child to use the Internet through CTC curriculum projects.

(print) Parent/guardian name

signature

date

day phone number

Student's age

Open Lab Time

During open lab time, NBHA residents will be able to come in and use a computer on their own. The site facilitator is responsible for answering any questions and troubleshooting any problems.

All individuals who use a computer during open lab time must sign the sign-in sheet in order to ensure that the site facilitator will be able to report usage accurately to HCCC.

A sample Sign-In Sheet appears below. A complete copy of a Sign-In Sheet appears in the Attachments section at the end of this manual.

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
1					
2					
3					
4					
5					

Weekly Open Lab Drop-in Use Report

Every week, Senseehray Irving at HCCC needs to receive data regarding drop in use. Email submissions are fine.

Contact Information:

Senseehray Irving
Coordinator of Computer Technology Centers
Hudson County Community College, HCCC
87 Sip Avenue 2nd fl.
Jersey City, NJ 07306
Fax: 201.653-2425
Work: 201.714-2232
sirving@mail.hudson.cc.nj.us

Senseehray forwarded the text of the following email as an example of a weekly report she receives from the site facilitator at Kearny Public Library.

Senseehray:

These are the Kearny Public Library numbers for last week, the week of Monday, Nov. 12 - Saturday, Nov. 17. They do not include Monday, as we were closed for Veterans Day. Also, our adult classes have started. We are currently having three sessions, one on Tuesday, one Friday, and one Saturday.

number of computers > 13
drop in use > 434
formal instruction - registered > 30
attended > 27

Let me know if there is anything else you need.

Josh Humphrey

Equipment, Software, Internet Service

Equipment

PCs, Server

DELL PCs, monitors, and server originally purchased from Dell Com, sales rep Terry Williams, 800-981-3355, x 44623

Any questions about or problems with this equipment should be directed to DELL support at 1-800-822-8965. Your purchase from DELL includes, I believe, a two-year service contract that covers same day 4-hour 7x24 parts and labor on-site response.

Printer

HP printer purchased from PC Connection (contact Mike Johnson 888-294-0297).

Software

MS Office XP ordered from Microwarehouse, sales rep Russ Lipschutz, 800-328-2261, x 20452 (ph), 732-905-4814 (fax).

Internet Service

Any questions regarding internet service at the CTC should be directed to Cablevision/Lightpath. Their general service number is 1-877-461-4232, and our account representative is Kevin Perez at 201-418-8391.

Troubleshooting

As noted above:

- Any questions regarding internet service at the CTC should be directed to Cablevision/Lightpath. Their general service number is 1-877-461-4232, and our account representative is Kevin Perez at 201-418-8391.
- Any questions about or problems with the computers should be directed to DELL support at 1-800822-8965. NBHA's purchase from DELL includes a two-year service contract that covers same day 4-hour 7x24 parts and labor on-site response.

Important: when you call DELL to report a problem with a PC, you must be sitting at the PC that has the problem. DELL will walk you through a series of troubleshooting steps to try to fix or diagnose the problem. If the problem cannot be fixed over the phone, they will schedule a day and time with you for a technician to come out and fix it.

CTC Partner

The NBHA CTC is working in partnership with the North Bergen Free Public Library's CTC.

Contact Information:

Sai Rao, Director

North Bergen Free Public Library

8411 Bergenline Ave.

North Bergen, NJ 07047

201-869-4715

Attachments

- Complete Registration/Sign-In Sheet (for open lab time)



North Bergen Housing Authority Computer Technology Center (CTC) Sign-In Sheet

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					

Date:		Lab Hours:			
Name (print)		Signature	Time In	Time Out	Computer #
48					
49					
50					
51					
52					
53					
54					
55					
56					
57					
58					
59					