FINAL REPORT

Using Technology Effectively

Literacy Link
South Central

April 2000

Acknowledgements

Table of Contents

ÁÁ
ÁÁŒ]^}åãŧÁŒÁÁ

Introduction

In 1997 - 98, technology was introduced to the Southwestern Ontario Adult Literacy Network through the 'Preparing for Technological Change' project. One of the objectives of this project was to provide every program within the network with assistance in obtaining the equipment, software and basic training to begin using the Internet, E-mail and the AIphaCom facilities.

It became apparent that more was needed to further the use and effectiveness of these methods of communication and information distribution.

The 'Using Technology Effectively' project was initiated to study and implement the further development of these skills. The following report will outline the steps that were taken and the outcomes that resulted in order to meet the goals of the project.

Project Description

As outlined in the 'Preparing for Technological Change' project, effective communication is critical to the literacy field. Much was accomplished in this project. The 'Using Technology Effectively' project will continue to promote, build and support a communications network within Literacy Link South Central and the Tri County Literacy Network (formerly the Southwestern Ontario Adult Literacy Network).

There are further steps that can be taken to enhance what was accomplished during the first phase of this project. These steps will ensure that the network communications system is as effective as possible.

The goals of this project will be to:

1. *Train network staff to update the LLSC/TCLN homepages from their respective offices.*

2. *Explore the possibility of developing an information and referral system where each program can update its profile from its own office.*

3. *Further refine the Electronic Communications Basic manual that has been developed for using AlphaCom.*

4. *Investigate the possibility of online conferencing and video conferencing.*

As technology changes and the needs of the literacy field change, some of these goals may be possible, others may not. It is therefore necessary to fully investigate each of these goals to evaluate the practicality of implementation.

Results of Phase 1

Distribution of Equipment

Due to the distribution of computers and related equipment by AlphaPlus and MTCU, every program within the Network areas has the capability of implementing the recommendations of the 'Preparing for Technological Change' project. However, many factors exist that limit the practicality of implementing the recommendations. These will be discussed below.

Technical Skills of the Program Staff

At the time of completion of 'Preparing for Technological Change' the skills of program personnel were widely varied. Computer skills within the field ranged from basic to quite accomplished. It had been hoped that those with more limited skills would seek out training in the use of their equipment. For a variety of reasons, such as limited time and financial resources, this has generally not been the case.

The 'Electronics Communications Basics' manual was created to help those with limited computer skills and technical support. Many software setup issues are addressed in this manual as well as detailed instructions as to the use of many of the features of Netscape Communicator. During the 'Using Technology Effectively' project, it became clear that there may be a need for additional training on the concepts that the 'Electronic Communications Basics' manual addressed.

Use of E-mail

It has taken some time for some practitioners to use E-mail as a regular form of communication. In many cases, this has been the result of limited training and technical support. Many issues regarding the sending and receiving of E-mail attachments have arisen. As of the writing of this report, the use of E-mail seems to have received wider acceptance. However, when problems arise, technical support is not as readily available as perhaps it needs to be.

Computer Faxing

Although it was recommended that the faxing capabilities of Windows 95 be implemented to better utilize time, this practice does not seem to have been widely accepted. It seems as if the time necessary to set up the faxing software and the lack of technical support may be a factor. With the introduction of Windows 98, an additional problem is now apparent. Microsoft has removed the fax software from its new operating system. Any program using computer based faxing will have to stay with Windows 95 or purchase one of the many available fax software packages. This once again brings up the issue of lack of technical support for those programs with limited access to technical expertise.

Computer Training

As indicated earlier in this report, computer training, or lack of, represents a major challenge. Many programs have some training available through their organizations. However, taking training can take considerable time as well as financial resources, which can be a challenge for some programs. Smaller programs may have difficulty making funds available for training. if the funds can be allocated, then time becomes an issue. Some program staff are reluctant to take time away from their students to learn computing skills.

Technical Support

Many programs such as the Colleges, Boards of Education, and some multi-service organizations such as those in Tillsonburg, Leamington and Windsor, have technical support available. However, other programs may have challenges in accessing technical support. Even tasks such as hard drive maintenance, installing a printer or setting up Internet access can require outside technical support. With this support costing approximately $50.00 per hour and up, often with a two-hour minimum, costs can be a barrier. As a result, equipment may sit idle because it is not functioning properly.

Process and Outcomes

Between the time that this project was approved and it began, the Southwestern Ontario Adult Literacy Network (SOALN) was divided into two smaller networks; Literacy Link South Central (LLSC) and the Tri-County Literacy Network (TCLN). The existing staff of SOALN remained with LLSC, while new staff was hired for TCLN. It was decided that because of her experience, the Executive Director (ED) of LLSC would take the 'lead' on the project, while the Executive Director of TCLN would be kept informed and consulted regularly. Before any major decisions were made that would affect the direction of the project, approval was obtained from both Executive Directors.

Web Sites

Obtain a 'Vision'

Initial meetings were held to discuss the 'vision' of the EDs for their respective web sites. SOALN (now Literacy Link South Central) already had a web site that was hosted by the National Adult Literacy Database (NALD). It was frequently out of date because of the need to have the NALD staff update the page. It was indicated in the meetings that a website that could be altered by the network staff and then published so that changes were immediate was preferred. An online referral system was also discussed so that literacy workers could locate a program quickly and easily. Since the site would be updated by network staff, it would need to be developed using an efficient software package that required little time to learn. Staff do not have the time or desire to learn HTML programming. HTML is the programming language used in the development of web pages. Discussions also included the various items and areas that each network wished to include in their site.

Investigate Software

Many software packages were investigated during this project. Initially, existing software packages such as Microsoft Word and Publisher were investigated to determine if they would be suitable. Each has the capability to create web pages. However, it soon became apparent that each of these packages was too limited to be of use for the task.

Attention then turned to software packages specific to web page development. Many excellent programs are available, some more complex than others. Factors such as cost, ease of use, features and time to learn the software were all considered. It was finally decided to use Microsoft FrontPage.

FrontPage was very affordable due to its availability directly from Microsoft at special charitable/non profit pricing. Because of it being part of the Microsoft family, the use of the software is similar to Word and Publisher, which both network offices are using. As a result, the learning curve would be considerably shorter. Many third party reference books are also available for this product. This is not true for many of the other packages considered. Microsoft has since released FrontPage 2000 with many improvements.

Locate a Web Host

When locating a Web Host, two major factors needed to be considered. The first issue revolved around price. Web hosting started at approximately $25.00 per month and increased with each additional feature that was desired. If each network office wanted their own domain name, such as www.llsc.org, additional one time costs of approximately $200.00 with yearly renewal fees would apply. These yearly renewal fees and ongoing monthly fees could be prohibitive. It also became apparent during the web host investigations that not all web hosts could utilize web pages created using Microsoft FronPage.

During conversations with the National Adult Literacy Database (NALD), it became clear that even though the network office would be making changes to the web pages, NALD was still very interested in hosting the web site. Further discussions revealed that NALD could handle pages created in FrontPage and could provide domain name hosting. Information was obtained from the NALD webmaster about registering the domain names. The cost of such hosting was to be free of charge. The only drawback of using NALD as the web host is that the site cannot be directly updated by the network staff. Changes must be sent to NALD. The web site then is updated by the NALD staff However, assurances were given that this updating would occur, in most cases, during the same business day.

Considering the absence of up front set up costs and no ongoing monthly costs, it was decided to have NALD host the web sites.

Domain Name Registration

With the help of the information provided by the NALD staff, domain names were registered for both networks. Because of the organization used for the registratipn, there were no upfront costs or ongoing monthly costs associated with this registration. The registered domains are as follows:

Literacy Link South Central www.llsc.on.ca

Tri-County Literacy Network www.tcln.on.ca

Discuss Web Content

Once a web host had been located and a software package selected, it was now time to begin constructing the web site. Discussions continued with the LLSC Executive Director as to the direction and content of the website as well as the other literacy based organizations that would be logical links. Several key issues were raised during these discussions that affected the development of the site. It was decided that:

1. *The site had to be 'clean' in appearance. Too much clutter in a web site leads to frustration and could cause users to leave the site.*

2. *The site must be easy to navigate with clearly identified buttons and links.*

3. *The site must load quickly. Most people who will access this site are still using a conventional phone modem. As modem connection speeds vary, any delays in loading of pages may result in the user leaving the site. For this reason, it was decided that graphics would remain small in file size and Java Applets would not be used as both result in slow loading.*

4. *The user should have the option to either view large files, such as newsletters, online or download them for future viewing.*

Construct Draft Web Site

A draft web site was then created. The draft was a fully functional 'ready to go' product which was then presented to the LLSC Executive Director. Discussions occurred and minor changes were made.

Get the Site Running

After obtaining approval from the Executive Director, the completed site was sent to the National Adult Literacy Database for publishing. Originally, the site had to be sent using FTP software. This was going to require that each Network purchase and learn another software package. NALD has since changed the method of sending the site to one that only requires a web browser. NALD had the site running within 24 hours. Some small problems were encountered in the manner in which the site appeared, but were quickly repaired by the NALD Webmaster.

Repeat the Process for the TCLN Site

Once the LLSC site was running, the process was generally repeated for the TCLN site. However, since many of the features required by TCLN were already included in the LLSC site, the process was much faster. The LLSC site was presented to the Executive Director of TCLN as a 'base' for discussion. Features that were both liked and disliked were discussed as well as other additional features that were desired. The draft site was then created and presented to TCLN. Modifications were made and the site published to NALD.

Research and Purchase a Reference Manual

It can be a challenge to obtain good resource/reference manuals as they can often be difficult to use. It was necessary to locate a good third party reference book for each network.

Since the network staff are relatively new to the FrontPage software, the manual needed to be easy to use. Good pictures or 'screenshots' were desirable. Information needed to be presented in a straightforward fashion with clear step by step instructions. The index and table of contents needed to be easy to use. A smaller manual was desired to acquaint staff with the basics. The networks could purchase more in depth manuals after learning the basics, if they require the higher end features of the software. For the above reasons, 'FrontPage 98 for Dummies' was selected as the reference manual. Two copies were purchased and distributed to each network office.

Provide Training

Since the sites are to be updated by the network staff, it was necessary to provide training. Discussions with the Network Executive Directors confirmed that 2 half-day sessions would most likely be more effective than an all day session. The two sessions were to be spaced several months apart.

The first session occurred on Tuesday, July 6, 1999 at the LLSC office, as enough computer stations were available for all trainees. The performance and enthusiasm of the trainees was most encouraging. All indicated that they were pleased that another session would occur in a few months to review the skills acquired and introduce new ones. It was agreed that the next training sessions would be network specific and occur after each network had published their respective fall newsletters.

On-line Referral System

Discuss Needs

To better understand the need and direction of the online referral system, the input of the networking staff was very valuable. There existed a need for an online system for literacy professionals to easily locate programs for their clients. Information such as the address, phone and fax numbers, e-mail address and information about the program was to be included as well as a contact person's name and the times and locations of programs. initial conversations indicated that it was desired for each program to be able to update its own information on the web page. After some considerable thought and discussion, it was decided that only the network staff would have access to make any changes. The reasoning was as follows:

- *It can be a challenge sometimes for networks to obtain program information in a timely manner. Therefore, it was decided that the networks would collect the information so that there would be a central coordinating body.*

- *If each program was to be able to update its own information, each program would require training in completing this task Since many programs have ongoing challenges around computer training, this may be unrealistic.*

Upon investigating the type of information that is required in the referral database, it was determined that the information would not change often. It was therefore decided that it would be easier to develop, update and maintain the referral system as a series of web pages rather than as a true database.

LLSC had a vision of a map of the 5 county area that it serves. The user would click on the county and then on the nearest town or city and be presented with a list of programs to choose from. A simple text based alternative to the map was also desired.

TCLN had been developing a 'flow chart' for directing clients to programs. This system was adapted to the web pages. Visitors to the site are asked a series of questions. As each question is answered by clicking a button, the client is directed toward a program.

Centre AlphaPlus Centre

AlphaPlus announced late in October 1999 that its new Web site would be operational as of November 5th, 1999. The new AlphaPlus has a more traditional Web site interface. It is easier to navigate than the previous site and speed seems improved. However, it seems that speed can be seriously affected by the time of day or the day of the week.

This new Web site offers many useful resources to the literacy and second language learning fields. AlphaCom is an on-tine resource that permits a registered user to join and participate or view only a discussion on the subject of their interest. AlphaPlus also offers the possibility to use AlphaCom as a closed discussion between the members of an organization.

Regular users are required to input their username and password. First time users must register on the system. The instructions are quite self-explanatory. The user can access the AlphaCom help desk at any time by clicking on the button "Help" on the left side of the screen. These pages contain relevant information regarding the use of AlphaCom. There is also a phone number posted to make help easy and accessible, and a "Quickstart Guide" available from the Web site.

AlphaPlus expects to review and improve the presentation of AlphaCom in the near future. The main goal is to continue to make this communication tool more user friendly. The improvements already made to the Web site are quite good. AlphaPlus is very interested in any concerns that users may have and encourages all AlphaPlus/AlphaCom users to communicate openly with them regarding any problems or suggestions for improvement. The suggested changes will be made if possible. AlphaPlus will advise the field if it is not possible to make those changes.

Online Conferencing

When the Electronic Communications Basics manual was published in 1998, it indicated that Netscape Communicator had conferencing features built in. There was great hope that online conferencing would soon follow. This, however, has not been the case.

In 1998, a project was conducted by Mala Shapley of Laubach Literacy Ontario to determine the feasibility of conducting meetings on line using the AlphaCom (now AlphaPlus) system. Several field tests were conducted using the conferencing system and the results evaluated. Several factors stood out as obstacles to using this as an effective meeting method.

1. *All communication was text based. As a result, communication was slow due to varying degrees of keyboarding skills. Meetings were described as impersonal Facial expression, body language and tone of voice were also absent from these meetings. Because of the method of communication, meetings would often span several days.*

2. *Lack of adequate computer skills and technical difficulties hampered the ability of some members to participate.*

3. *Many participants felt that the meeting was tedious due to the fact that it was not held in 'real time'.*

As a result of the findings of the above study, attention turned to conducting meetings in 'real time' over the Internet. Unfortunately, although it is very possible, the cost is prohibitive. Too many programs connect to the Internet via modem. Telephone connections are too slow for real time conferencing. To make conferencing viable, all participants would be required to have a 128K ISDN line or better in order to establish reasonably reliable audio communication. Video would likely require a 256K ISDN line. ISDN lines cost several hundred dollars per month. In order for the meeting to have multiple participants, a multi-point conferencing server would be required. There are several web sites that provide this service, but they are not always available.

Several software packages were tested. Windows 95 and 98 have NetMeeting included in the operating system. The product seemed to be slow and unreliable. This may have been more a factor of the slow modem connection than the software itself. The major drawback of most software similar to NetMeeting is that it is only suitable for one-to-one communication.

Further research lad to a product called CuSeeMe. This product was primarily designed as a Video Conferencing software package. However, it will function with just the audio portion. CuSeeMe also supports multipoint communication. The manufacturer even allows free use of their multi-point server.

During tests of this software, many problems arose. The first notable problem is the amount of 'traffic' on the multi-point server. It was very difficult to be able to get into a conversation to test the software. Once connection was established, the audio was garbled and very choppy. Subsequent tests conducted at various times over a period of several days produced similar results. It would be very difficult to carry on a meeting over such a system. It was suspected that the difficulty was more a factor of the Internet connection speed than the software itself.

Recommendations

In concluding this project, the following are recommendations based on observations made throughout the duration of this project:

1. *Access to computer training is essential. The Ministry has been spending considerable amounts of money in the last few years to make sure that programs have access to new technology. It is recommended that MTCU also consider the training that is required to maximize the technology that they have provided to the field With computer Systems becoming more powerful and complex; more can go wrong, with technical support being quite expensive. Programs may experience challenges determining an adequate budget for technical support.*

2. *Visit the AlphaPlus site regularly to evaluate the changes. Changes were implemented in early November of 1999. Due to the need to complete this project, there was insufficient time to properly evaluate the changes.*

3. *Re-evaluate the feasibility of online, multipoint voice conferencing as connection speeds increase and technology changes. This is an area in which the Ministry may be able to provide some technical support by providing a multipoint conferencing server. This may make connection speeds adequate for the needs of the field thereby improving efficiency and saving money on time spent travelling to meetings.*

4. *Keep the Web Sites current. If people are to come back to your site, they want to see changes and improvements. Pay particular attention to the following:*

   - *Provide links to program web pages, as they become available.*

   - *Remove old or out of date pages or links.*

   - *Check links frequently. If you have provided links to another Web Site, changes in that site may result in broken links.*

   - *Avoid creating pages that will load slowly If it takes too long to display the page, the visitor may leave and search on another site.*

- *Several small pages are preferable to one large page. Organize information in small subcategories rather than one large categoly. This will make finding information much easier and generally result in smaller pages that will load faster.*

- *If an organization asks that a link be provided in your site pointing to their site, ask them to do the same.*

- *If a document that is being prepared by an outside publisher is to be made available on the Interne4 the publisher needs to provide the finished product to the network, on diskette, in both HTML and PDF formats, in addition to any hardcopy required.*

Appendix A

AlphaCom Quick Start Guide

For First Timers: Find AlphaCom on the Internet

1. Use your modem to dial up your Internet Service Provider and get on the internet.
2. Open up your Web browser, usually by clicking on the icon for Netscape or Explorer.
3. Near the top of your screen, you will see the words "Location:" or "Go to:" followed by a long white box. Erase what is in the box now and type in http://alphacom.alphaplus.ca/home This is the electronic address for AlphaCom's home page.

- Click on the word "Register" that has a hand pointing to it.

Register yourself with AphaCom
Get a User Name and Password

Before you can use Alphacom to join in the Literacy discussions **for the first time**, you need to register your name, contact information, and a password.
If you have already registered, but have trouble gettiug on again, please DO NOT register again.
If you have problems, just call AlphaPlus.

Sign Up for First Time Users

- Click on the word "Register" on the AlphaCom homepage.
- Fill out the Sign Up Form

AlphaCom Sign Up Form
All Fields marked with a check must be filled in.

FIRST NAME:

Please write the whole word and not short forms? **A Middle Initial is optional -**An initial becomes part of your user name. If you chose to enter one now, you will be required to type your name including middle initial each time you enter the AlphaCom system.

LAST NAME:

Organization:

Position:

Phone Numbe(s):

Fax Number:

TTY Number:

ADDRESS INFORMATION

Floor, Unit, Suite;

Street Address:

City, Town:

Province: Select

State (non-Canadian):

Country: Canada

Postal Code:

E-mail:

PASSWORD: **trotve373**

This is a random password.
Feel free to change it now.
A Password must be 8 characters long.

Submit Registration

- Use the Tab key on your keyboard to move from one part of the form to the next.

- The first and last name that you write on the sign up form becomes your **User Name** on AlphaCom.

- Please include your personal or program's e-mail address. If you don't have one yet, just write tobeadded@alpha.com in the space for now. You can change it later.

- You can create your own password by deleting the random password that is in the box and writing in a new one. It has to be 8 characters long. It can be numbers or letters or a mix. **Please write down your new password.** A Password is case sensitive. If you forget it, call AlphaPlus to reset it.

- When you've filled out the whole Sign Up Form, click on the Submit button on the bottom of the screen.

- When your registration has been accepted you can join a discussion.

- Click on one of the groups of "Discussion by:"

Your registration on the AlphaCom discussions system is complete.

Your user name is **Mary Anne Learner**.
You will be asked to enter your user name and password.

Please remember passwords are case sensitive.

You can now browse the lists of AlphaCom discussions and select those you wish to join.

Public Discussions by:
English Public
Deaf Public
Native Public

Private Discussions by:
English Private
Deaf Private
Native Private

AlphaPlus Home Page
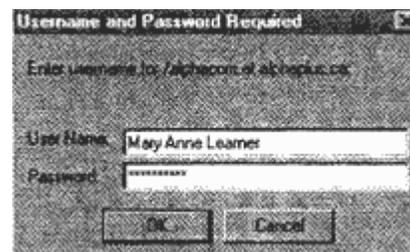
- A small box will come up asking for your user name and password
- Use the tab key on your keyboard to move from the name space to the password space. When you are finished, click on the "OK" button.

  If the computer screen says "Authorization failed", use the back arrow key at the top of your screen to go back and try again. Check the spelling of your name and your password. if it still doesn't work or if you forget your password, call AlphaPlus for help. PLEASE DO NOT TRY TO REGISTER YOURSELF AGAIN with a variation of your name or a new password.

  NEXT Read about Joining A Discussion further down this page

Already Registered?

You may already be registered for AlphaCom Discussions.

- If you know your user name and password, type in **http://alphaplus.ca** in the white location box at the top of the screen. This will take you to the AlphaPlus home page.
- click on the words **"AiphaCom Discussions".** Then you can either:
- click on the words **"Click here to continue" or,**
- click on the words **"click here to fill in a registration form"**

Welcome to the AlphaCom Discussions

If you are registered,
Click here to continue

If you are not registered, please
Click here to fill in a registration form **and obtain a password.**

NLS Youth and Literacy Cluster Project report
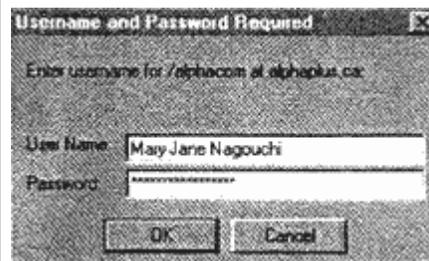
Contact the Web Master at AlphaPlus Centre

- A small box will come up asking for your user name and password.
- Use the tab key on your keyboard to move from the name space to the space. When you are finished, click on the "0K" button.

  If the computer screen says "Authorization failure", use the back arrow key at the top of your screen to go back and try again. Check the spelling of your name and your password. If it still doesn't work or if you forget your password, call AlphaPlus for help. PLEASE DO NOT TRY TO REGISTER YOURSELF AGAIN with a variation of your name or a new password.

  The next screen you see will look like this

To see a list of discussion you have joined
- click on the "My Discussions" button to the left.

To join a new discussion
- select a view from the "All Discussions by:" pull down menu to the left.

To see a list of all the people registered on AlphaCom
- select a view from the "All People by:" pull down menu to the left.

- from the Pull Down menu on the left side of the screen select a group of discussions.
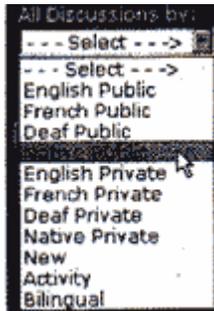

If you see the words "All Discussions by:", but do not see box with the word "Select", your web browser software is out of date. Please contact AlphaPlus for instructions on updating your software.

- You may be interested in joining some of these public discussions: AlphaCom Help, Info-MET, Jobs, Literacy Forum, Literacy News, Native Literacy resources, Ontario Cafe, Resources, and Volunteers. Discussions for learners include Learners' Clubhouse and OLC Learners' Council News
- When you fmd a discussion you're interested in, click on its name in the list.
- You will see the Discussion Profile screen. The profile gives information about each discussion. On the top of that screen, you'll see a button "Subscribe to Discussion". Click there.
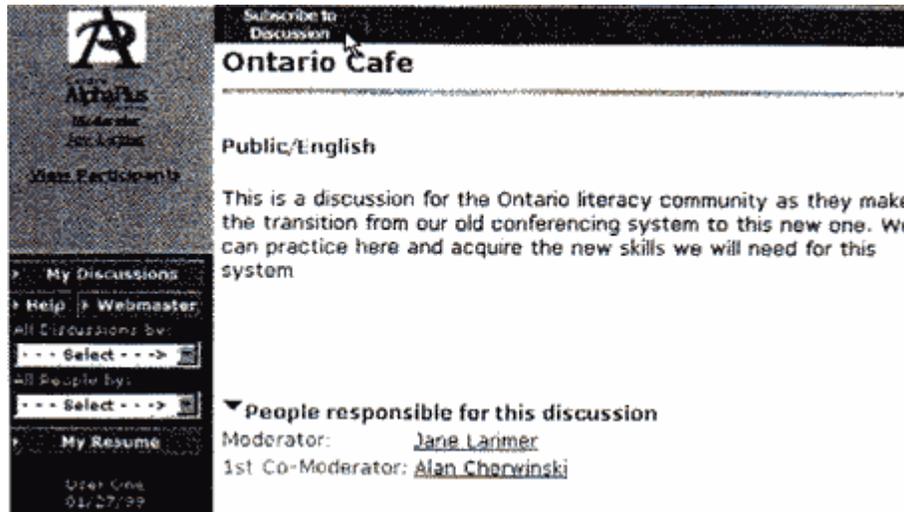
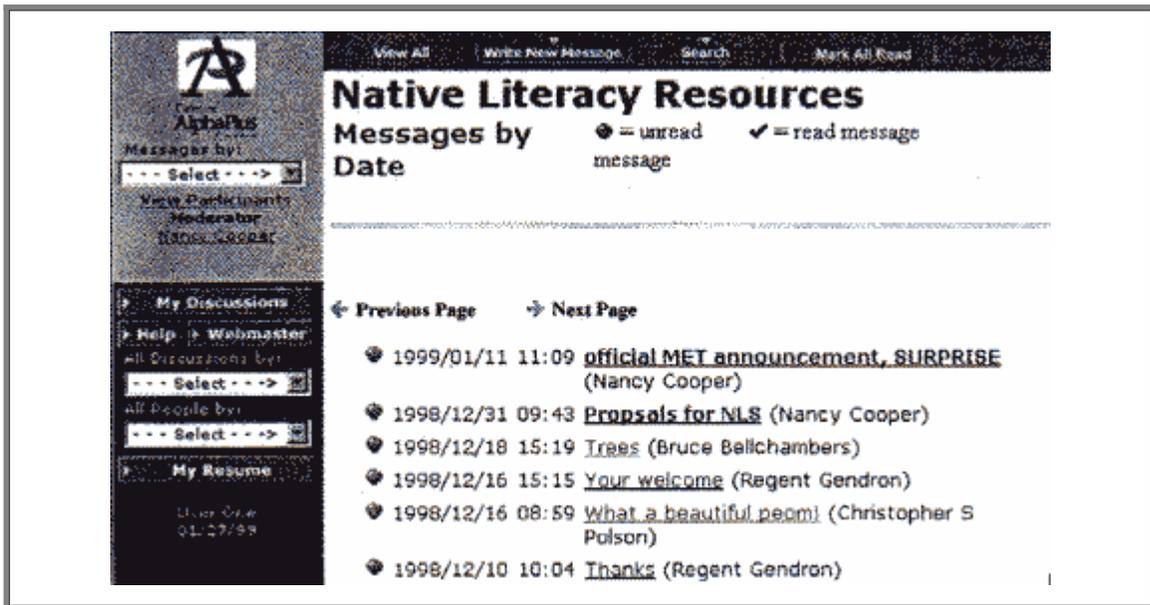- Then click on the grey box that says "Yes, subscribe..."

  If the discussion is **public**, you will be joined within a few minutes.
  If the discussion is **private**, your registration request will be sent to the discussion moderator who will consider your request. It may take a week or more to join a private discussion.

- To see a list of your subscribed discussions, Click on the button "My Discussions" on the left of the screen.

Participating in a discussion

- **Click on a discussion title in your subscribed list.** You will see a list of all the messages that have been put in a discussion by participants and the moderator. These messages are organized by date, with the **newest** messages first.

Native Literacy Resources

View All | Write New Message | Search | Mark All Read

AlphaPlus

Messages by Date — ● = unread   ✔ = read message

View Participants
Moderator
Nancy Cooper

▸ My Discussions
▸ Help ▸ Webmaster
All Discussions by:
- - - Select - - ->
All People by:
- - - Select - - ->
▸ My Resume

User Date
01-27-99

← Previous Page   ⇨ Next Page

● 1999/01/11 11:09 **official MET announcement, SURPRISE** (Nancy Cooper)
● 1998/12/31 09:43 **Propsals for NLS** (Nancy Cooper)
● 1998/12/18 15:19 Trees (Bruce Bellchambers)
● 1998/12/16 15:15 Your welcome (Regent Gendron)
● 1998/12/16 08:59 What a beautiful peom! (Christopher S Polson)
● 1998/12/10 10:04 Thanks (Regent Gendron)

- **To read a message,** Click on the "hotlink". The hotlink is usually in blue and underlined. In the screen shown above, the "hotlink" is the title of the message. After you have read a message, the hotlink will probably turn purple. This lets you know that you've already read that message.

- When you are first joining a discussion, you may want to catch up on all the messages and read them in the order that they were posted. Scroll down to the bottom of the screen using the down arrow key on the right side of your screen, and then read the messages from the bottom up.

- At the very bottom of the screen of every message, you will see these:

One Message Up One Message Down

"One Message UP" moves you up the list to a newer message.
"One Message DOWN" moves you down the list to an older message

- To read the most recent message first, start at the top and read down.
- To view older messages, click on "Next Page". In an active discussion that has many messages, there may be more than one screen of messages. For the oldest messages, you will need to click on "Next Page" at the very bottom of the screen.
  - To **add your own messages**, click on "Write New Message" on the top of the screen or "Write Response" on the top of the screen to respond to a message you are reading that you want to respond to.

- Be sure to fill in the Subject box as you write your new message.
- Use the tab key to move from the Subject line to the message box.
- When you're done, click on "Add your Message" on the bottom of the screen.

Navigation Side Bar

At the left side of many screens in AlphaCom, you will see navigation buttons. By clicking on icons in the bar, you can move quickly around AlphaCom. The side bar looks like this:

If you click on:

- **My Discussions**: You'll get to the list of the discussions that you have subscribed to.
- **All Discussions by**: You'll get to the list of all private and public discussions.
- **All People by**: You will reach an alphabetized list of everyone who is registered on AlphaCom You can find their organization and e-mail. You can get more information by clicking on their name.
- **My Resume**: In this area, you can edit your personal information, including address, organization, and e-mail address, and change your password.

Want to Learn More? Need a discussion set up?

- **Join the AlphaCom Help Discussion for tips.**
- **Contact AlphaPlus at 416-975-1351 (voice); 416-975-8839 (TTY); 416-975-4608 (FAX) to find out about phone support, phone tutorials, and workshops.**
- **Contact the Webmaster: webmaster@alphaplus.ca**