



Thommen's Timely Technology Tips "Nailing Jell-O to a Tree" (Solving Two Common E-mail Problems)

Some students are not using their college provided e-mail accounts. Consequently, e-mail sent to these accounts goes unread. Additionally, faculty members who are taking classes have had their default ANGEL e-mail address change from their employee to their student address. As a result, forwarded ANGEL course mail and discussion forum subscriptions are routed from ANGEL to the employee's student e-mail address rather than their employee e-mail address.

Currently, employees and students do not share the same e-mail system at LCC. Employees use the ORACLE e-mail (tuid@email.lcc.edu) and students a LCC Student e-mail (tuid@mail.lcc.edu). The one character "e" in *tuid@email.lcc.edu* versus *tuid@mail.lcc.edu* separates the two systems.

To Maximize Online Communications with Students

Every ANGEL class is provided with a course e-mail system that automatically implements a course wide distribution list.

1. From day one, be clear and consistent regarding class e-mail procedures. For example, on the first day of class, during class discussions and in introductory handouts make it abundantly clear that you will only accept or respond to student e-mails using the ANGEL course mail system.
2. In turn, only use the ANGEL course mail system when communicating with your students.
3. Let Macintosh users know that the Fire Fox browser works best with ANGEL course mail; using the SAFARI or Chrome browsers may cause problems.
4. Implementation of this classroom policy immunizes faculty and students against most problems encountered by external e-mail systems (abandoned or wrong e-mail addresses, spam, phishing, etc.).
5. Additional benefits to using ANGEL Course mail include the ability to run a query to determine who has or has not read any sent messages and to add hyperlinks to content in the course within the e-mail message.

Some instructors feel it is their responsibility to make "first contact" with their students; the above practice will not ensure this.

To View Your External E-Mail Setting in ANGEL

Every employee in the ANGEL system has an official college e-mail address created by BANNER (tuid@email.lcc.edu) and transferred to ANGEL. This address cannot be altered by the user. Users can instruct [ANGEL Course Mail](#) to forward some course items to the college e-mail address. If ANGEL doesn't forward course mail, new discussion postings, new RSS materials, etcetera to the expected address, check the following:

1. Log into ANGEL and click on the **Preferences** button on the left side of the screen (it has a profile of a person's head in the button).
2. Click on the **System settings** link.
3. At the bottom of the screen you will see your e-mail forwarding address and it should follow the *tuid@email.lcc.edu* pattern. If the "e" is missing, your course mail is being routed to a LCC student e-mail address.
4. To have this problem fixed, call the Help Desk at (517) 483-5221.

This timely tip can be found at:

On ANGEL.....Faculty Community Group > Content > Tps&Trks > TTTT

And on the web http://www.lcc.edu/cte/resources/thommen_tips/