

# **IT Services Intern Orientation, School of Information Studies**

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IDE 651 Message Design for Digital Media

Syracuse University, School of Education

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## Target Audience:

IT Services student interns for the School of Information Studies at Syracuse University.

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## Channels:

*The term “channel” ... can refer to the type of medium used: film, television, radio, and so forth. It can also refer to human sensory capabilities such as vision, hearing, and touch. When the term “channel” is used in the literature on attitude change, authors are usually referring to some media type, such as film, television, radio, or print.*

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## Principles Addressed:

### Motivation

**Need Stimulation.** This document is completely needs based as a tool to use the wireless network. This motivates the user to accomplish a particular task.

**Challenge Level.** I want to keep the challenge level relatively low as this is not meant to necessarily teach a long term skill, rather is meant to instruct a process needed immediately.

**Positive Outcomes.**

**Graphic Illustrations.**

**Early Interest.**

### Perception

**Attentive Perceptual Processing: Selection and Organization.**

This material is meant to draw attention to task oriented procedures; illustrating exactly “how to” do something. I want to create contrast that directly result in providing the user with a step-by-step list.

**Interpretation.** I want to limit the amount of external influences and keep the users attention on the task, minimizing the room for error.

**Perception of Pictures.**

**Perception of Text.**

**Illustrations and Text Together.**

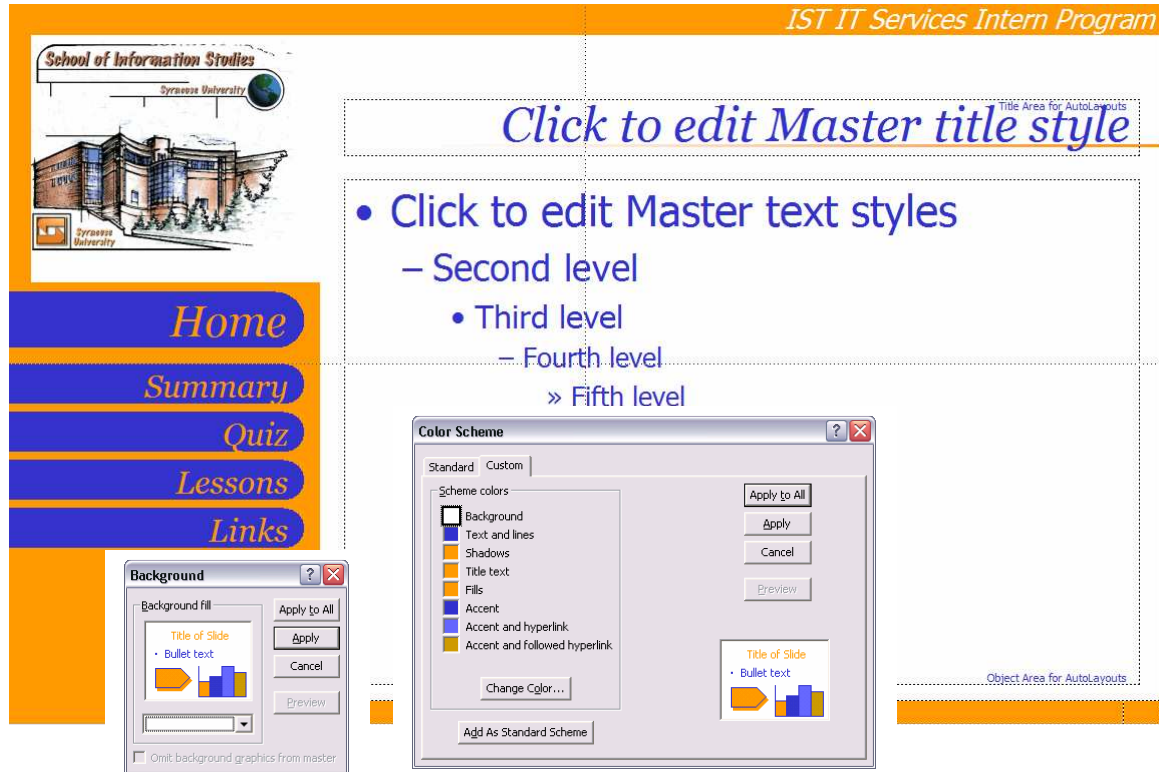
### Learning

**Organization.** I want to present the information logically and well-organized for quick unequivocal retention and usefulness.

**Sequence of Instruction.** I want to provide instruction in a very methodical way also allowing the user to control their own level and rate of instruction (menu driven).

## Story Board:

### Master Slide



**Template:** used the “Group Home Page” template in PowerPoint, with changes as outlined below. This template is specifically for saving as HTML.

**Background Color:** white

**Slide Color Scheme:** used a combination of blue and orange on all slides (Syracuse University colors)

**Format Bullets and Numbering:** used default bullets except on slide 4 and 5, check marks were used in a “check list” style

**Typestyle:** For computer screen viewing used Georgia, a serif font.

Titles/Headings in 36 pt blue type for ease of view. Other text in Tahoma, a sans-serif font. Size of body text font varies automatically depending on the position within the outline. Generally the 32 pt blue text is used for ease of viewing against the white background.

**Title Slide****How to Make Network Cables**

The slide features an orange header with the text "IST IT Services Intern Program" on the right. On the left, there is a logo for the "School of Information Studies" at "Syracuse University" above an illustration of a building. Below the logo is a vertical menu with five blue buttons labeled "Home", "Summary", "Quiz", "Lessons", and "Links". The main content area on the right has the title "How to Make Network Cables" in blue, italicized font. Below the title is a bulleted list of objectives. A "Next" button is located in the bottom right corner of the slide area.

*IST IT Services Intern Program*

*How to Make Network Cables*

- In this lesson you will:
  - Determine what length cable is needed
  - Assemble the necessary tools and supplies
  - Make the network cable
  - Test the network cable

Next

This slide sets the objectives for the learner. The entire presentation is done in a “frames” style keeping the menu available to the user for good organization and sequence of instruction. I have also provided a “NEXT” button so that the learner can advance sequentially through the actual “How to” slides. I incorporated voice narration in this presentation to increase attention and interest. The narration script can be found at: [Script](#)

Chunking is used on each of the slides, providing small amounts of relevant information at a time.

## **Slide 2**

### **Determine Cable Length**

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## *Determine Cable Length*

- Contact the user making the request
- Measure the distance between the wall or floor network port and the user's computer
- Make note of this length in the HelpDesk log

*Home*

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*Quiz*

*Lessons*

*Links*

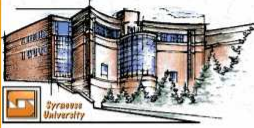
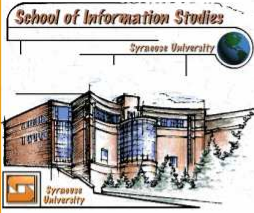
Back Next

Again I continue to use chunking of small amounts of information at a time.

Throughout this portion of the presentation, I have provided “NEXT” and “BACK” buttons to navigate back and forth between the slides. The user is self-motivated to view the presentation at their own pace.

**Slide 3**  
**Tools and Supplies**

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## *Tools and Supplies*

- You will need:
  - network cable (cat5)
  - crimping tool kit
  - RJ45 clips
- If any of these supplies are not in stock, notify the IT Director to place an order
  - Then notify the user of expected time of completion

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## Slide 4-7

### Make Network Cable

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**Make Network Cable**

- Measure the length of cable needed
- Use the cutter tool to strip a small amount of casing away from the wires
- Please note that only the green pair needs to be separated; it is not necessary for the other colors to be separated

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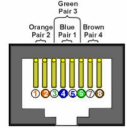
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**Make Cable (page 2)**

- Assemble the colored wires in the following pattern:
  - White orange, orange, white green, blue, white blue, green, white brown, brown



RJ-45 JACK  
EIA/TIA 568B STANDARD

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**Make Cable (page 3)**

- Note that pins 4,5,7, and 8 and the blue and brown pairs are not used in this standard
  - These pins and wires are not used or required to implement 100BASE duplexing
- Once you have assembled the wires in that order, gently slide them into the RJ45 clip

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**Make Cable (page 4)**

- Note that the wires must be fully inserted into the RJ45 clip so that you can actually see the copper from the front of the clip
  - This means that the copper of the wires is connecting with the pins of the RJ45 clip successfully
- Insert the completed RJ45 clip into the crimping tool and fully clamp down to crimp the RJ45 clip to the wire

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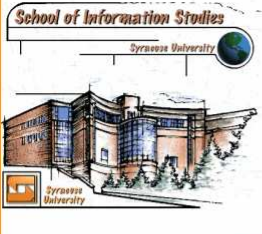
On these slides I have provided descriptions and graphic illustrations to aid instruction.

The remaining slides are very similar in content and layout.

## **Slide 8**

### **Test Cable**

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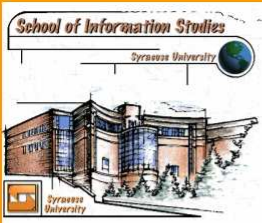
## *Test Cable*

- Repeat the previous process for both ends of the cable
- Once you have fashioned a RJ45 clip to each end you can test the cable
  - Insert the cable into a properly working computer and port or network hub, or
  - Test using the network cable tester in the tool kit

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### Slide 9 Summary of Lesson

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## Summary of Lesson


- You should now be able to:
  - Determine what length cable is needed
  - Assemble the necessary tools and supplies
  - Make the network cable
  - Test the network cable

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### Slide 10 Evaluation of Lesson

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## Evaluation of Lesson

- Please complete the following quiz:

What Have I Learned?

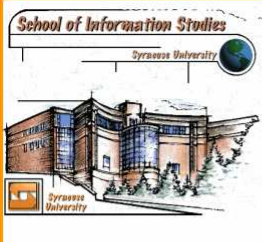
Questions? Email Erin!

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## Slide 11

### Additional Lessons

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## Additional Lessons


- [Using the HelpDesk program](#)
- [How to set up a new system](#)
- [Re-imaging a computer](#)
- [Completing an upgrade](#)
- [Completing preventive maintenance updates](#)
- [Configuring a laptop for wireless access](#)

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## Slide 12

### Useful Links

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## Useful Links

- [IT Services web page](#)
- [IST web page](#)
- [CMS web page](#)
- [FCMS web page](#)
- [Syracuse University web page](#)
- [Dell Premier Support](#)

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