

Revised Exercises for Chapter 3 of Internet and Web Essentials

1. We've mentioned that email and Usenet news are forms of asynchronous communication. Explain whether voicemail is another example of asynchronous communication. Do the same for ordinary paper mail.
2. Do you know what an autoresponder is? Read the documents from the Internet Business Center about

autoresponders starting with the one with URL <http://www.ibizcenter.com/autoresponders.htm> and write answers to the following questions:

- a. What is an autoresponder?
- b. What are some benefits of autoresponders?
- c. How could you use an autoresponder to automate a multi-contact advertising program?
- d. Explain how a business or organization of your choice could use and benefit from an autoresponder.

3. Retrieve the Web page "The IRC Prelude," <http://www.irchelp.org/irchelp/new2irc.html>, and answer these questions: What is a channel operator? What is the /dcc chat command? What is Automatic dcc and why is it a bad idea?

4. Want to try chatting? Excite Community is a collection of chat rooms and forums. It is similar to Yahoo! Chat, but you can enter a chat room as a guest without registering for the service. The home page for this service has the URL <http://communicate.excite.com/>.

- a. Before you start chatting click on the hyperlink Terms of Service and read the section "Community Standards and Conduct in Excite Forums." Write a synopsis of the chat guidelines.
- b. Go back to Excite Community. Click on the hyperlink, Chat Now, that takes you to the chat rooms. Select the hyperlink Chat as a guest. Select a category and list the three chat rooms that have the most people online.

- c. Visit one of the chat rooms you selected in part b. Give the handles of five of the people in the room.
 - d. Enter the chat room. Keep track of what people are saying for the first 15 minutes or so and then write a synopsis of the discussion.
 - e. Now enter a chat room whose topic is important to your academic or professional work. Which one did you choose? Why? Give a description of your experiences in that chat room.
5. Take a look at the home page for the Electronic Privacy Information Center (EPIC), <http://www.epic.org>.
- a. Select two items from the section "Latest News." Give a synopsis and a URL to use for more details about each item.
 - b. Follow the hyperlink to the EPIC Online Guide to Privacy Resources. List the names of five international privacy sites. Follow a hyperlink to one of the sites and describe what's available at that site.
6. Compare two resources for privacy: "EPIC Online Guide to Privacy Resources," http://www.epic.org/privacy/privacy_resources_faq.html, and "Privacy and Civil Liberties," <http://www.cpsr.org/program/privacy/privacy.html>. Give a summary of what's at each site. Which of the two is more appropriate to your interests? Explain.
7. Take some time to explore the Web sites mentioned in the text that deal with effective email, "A Beginner's Guide to Effective Email" by Kaitlin Duck Sherwood, <http://www.webfoot.com/advice/estyle.html>, and "BUSINESS NETIQUETTE INTERNATIONAL" by Frederick Pearce, <http://bspage.com/1netiq/Netiq.html>.
- a. Each site lists several tips about writing effective email. Pick the three most important tips. Why did you choose those three?
 - b. Write a two- to three-page report that summarizes the type of information each site has available and then compares one site to the other. Conclude the report by explaining which of the two sites gives tips that are more appropriate to your professional or academic tasks.
8. Visit the home page for CAUCE, <http://www.cauce.org>.

- a. Describe the membership, history, and purpose of CAUCE. (Hint: Follow the hyperlink "Who Is CAUCE?")
- b. Follow the hyperlink "About the Problem" and read the resulting Web page. It lists at least six major points about the problem with spam. What are those points? Give a brief summary of each.
- c. The Web site also lists several things you should not do when dealing with spam or spammers. What are they? List the items and give a brief summary of each.
- d. How do you feel about spam? Suppose you were selling a product that you knew would be a great success if enough people knew about it. Would you send email to several thousand people describing the product? Explain your answer. Now suppose you had some information that you felt anyone could benefit from and you were willing to share the information at no cost. Would you send email to several thousand people to spread the information? Explain. (Let's assume that there was no problem for you to send the email to several thousand addresses.)

9. Visit the Web page "A Guide To Fighting spam: What Every Internet User Should Know," <http://www.earthlink.net/home/tools/epa/spam/tips/fighting/>.

- a. What's the advantage of choosing an uncommon email address? Why shouldn't you respond to spam?
- b. This Web page contains links to sites that give tips to help you prevent spam. Select one of the links and give its URL, its title, and a synopsis of the tips at that site. The synopsis should be several sentences in length.

We've discussed a variety of means of using the Internet for communication including email, discussion groups, Usenet newsgroups, chat rooms, MUDs or MOOs, and Internet conferencing. These next three exercises deal with ways of using the forms of communication.

10. Consider the communication that takes place between all participants in a class—student to student, student to teacher, and teacher to student. For each of the forms of communication we mentioned, describe how it may be used in a meaningful way to support activities and communication in a class or say why it isn't appropriate.

11. Suppose you're in the real estate business. Describe ways to use these different modes of communication in a meaningful way. For each type of activity note its advantages, disadvantages, and significance.

12. Pick another business or organization and describe which of the communication technologies would be well suited for use by people directly involved in the business or organization who happen to all be in one building. Describe which of the technologies would be well suited to support the activities of the business or organization, but to be used by a diverse group of customers or members.