

Heines, Jesse

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From: Cengage Customer Support Team <engagecustomersupportteam@cengage.com>  
Sent: Thursday, May 19, 2022 8:32 PM  
To: Heines, Jesse  
Subject: Cengage Support Case 06639854

This e-mail originated from outside the UMass Lowell network.

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Hello,

This is a message from Cengage Support. You are receiving this email because you have submitted, replied to, or have been identified as a participant in a support case that has been escalated to our department for Jesse Heines.

*Please Note: Our support team makes every effort to address customer issues in the most timely manner possible. However, during especially high periods of volume, response times may increase substantially when interacting with our teams solely through written communication. You may receive future communications regarding this issue that suggest self-help options or ask for your input to determine if assistance is still required from our team.*

Case ID: 06639854

Case Details: I am writing to ask that you please consider donating 5-10 copies of Patrick Carey's New Perspectives on HTML5, CSS3, and JavaScript for incarcerated men who are trying to improve their lives by learning how to develop websites. I am teaching a course to these men that includes introductions to HTML, CSS, JavaScript, and jQuery. These men have no money to purchase books, and the prison education system, which is called the "Corrections Special School District" (CSSD), has no budget to purchase books for my class. (Please see <https://www.nh.gov/nhdoc/documents/progrmming-services.pdf> and <https://www.nhpr.org/nh-news/2021-12-31/how-education-in-prison-can-help-people-after-release> for information on CSSD.) In addition, there is no access to the Internet from inside the prison. It is true that each of the men in my class did something very wrong at some point that resulted in him being incarcerated, but to quote Bryan Stevenson, "Each of us is more than the worst thing we've ever done." As a retired Professor of Computer Science (University of Massachusetts Lowell, see my website at <https://jesseheines.com>), I am trying to help these men by enriching their lives through education. In my opinion, these men deserve such help even though they are prisoners. Quoting Stevenson once again, "The true measure of our character is how we treat the poor, the disfavored, the accused, the incarcerated, and the condemned." Please support these efforts by donating books for these students. Thank you.

Contact Name: Jesse Heines

Account Name: UNIV OF MASSACHUSETTS

Primary Request Description: Course Support

Secondary Request Description: Getting Started With My Course

Each time a new update is made to this case, you will also receive an update.

The current case status is: New.

You can comment, add attachments or other pertinent information to the case, which will be viewable by Jesse Heines, the Cengage Support staff, and any other participants that Jesse Heines has added to this case, by simply replying to this email thread.

Any email correspondence regarding this case must include the following unique case thread reference identification number so that we may append your responses to the original case.

Reference ID: ref:\_00D2MkhHM.\_5002MSHWyw:ref

Each time a new update is made to this case, you will also receive an update.

If you wish to contact us via phone, please have your case ID available so that we may better serve you.

Please note you should not include any sensitive information, such as credit card or payment information or sensitive personal information, in the attachments, comments or replies to this case.

Thank you,

Cengage Support

The content of this email is confidential. It is intended only for the use of the persons named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.