



[Support Services \(/s\)](#) > [My Cases \(/s/case/Case/Default\)](#) > Log new case

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. If your issue is urgent, it is recommended that you initiate a chat or phone with our team following the successful creation of a case using this form.

Log New Case ?

Provide complete details, including screenshots, and steps to reproduce your issue.

This helps our support team answer your question promptly. *Required field

▼ About Your Issue

* (required) Primary Issue

?

* (required) Platform/Service

?

* (required) Issue Type

?

* (required) Description ?

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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/programming-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.

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Additional Information

* (required) Course 

Other 

Course Name

Course Key

▼ Attachments and Notifications

Attach Files or screenshots to help us understand your question

Email case updates to others 

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