

ACADEMIC SERVICES, LIBRARIES AND LEARNING CENTERS

Information Technology Services

UAS has long been a leader in the innovative use of technology in education, and students are encouraged to use advanced technology effectively in all classes and all degree programs.

Technology Highlights

UAS has high-speed wireless access to all campus buildings. UAS has multiple mobile laptop carts and mobile printers that can be set up in most classrooms. Students can take laptops anywhere on campus and access campus services or surf the web.

Media/Broadcasting

Students can earn money while receiving on-the-job training in television broadcasting. A fully-equipped broadcast television facility is located in the Egan Library in Juneau. UAS broadcasts live courses via satellite and coordinates the University of Alaska Television Network for the UA system. Color as well as black and white printing is available to students from a number of locations around campus.

UASonline!

Students are able to use the UAS web portal to access course materials, submit homework, and chat with other students. A page is automatically created for every course and students can create additional pages for academic work and personal expression. Blogs, personal portfolios, wikis, and social networking are some of the tools for the UAS community available through UASonline! Log in at: uas.alaska.edu/online (<https://uas.alaska.edu/online>)

UAShome/E-mail

Every student is provided one hundred fifty megabytes of storage space to store documents and support a personal web site. In addition, every student automatically receives an individual E-mail account and calendar.

UAOnline

Why wait in line? Students can register and pay for classes, check grades or transcripts, and update their personal information online at any time. Access to everything in one place like grades, DegreeWorks, class schedules and much more at UAOnline. Log in at uaonline.alaska.edu (<http://uaonline.alaska.edu>).

Help is on the way: A technology helpdesk is staffed seven days a week. The helpdesk can provide assistance in-person, through e-mail, or over the telephone. Students outside of Juneau may call toll-free 1-877-465-6400.

Student Involvement

UAS encourages students to become involved. Students contribute directly to the continuing success of the campus. Students help guide technology decisions through the Teaching,

Learning & Technology Roundtable (TLTR). In addition, students are encouraged to work directly in the IT department. IT Services provides many paid positions for students. On-the-job training is provided in computer repair, customer service, video production, server and network administration. The IT Services staff enjoy taking part in campus activities and helping make UAS an exceptional place to learn, work, and live.

Libraries

William A. Egan Library (Juneau)

The William A. Egan Library supports scholarship, research, and creative activities at the University of Alaska Southeast by providing relevant, diverse, and well-maintained collections, by helping individuals evaluate and efficiently use those resources, and by creating a welcoming environment for all.

Facility: Egan Library is an architecturally impressive structure that houses the collections, Learning Center, Media Services department, and a significant collection of Northwest Coast Native Art.

The Egan Library provides and facilitates the use of technologies such as laptop computers, printers, and eReaders to support study and research. The facility includes both individual and group study spaces in addition to conference rooms, many of which are equipped with technology that assists students in developing media presentations and engaging in e-Learning activities.

Collections: Egan Library's current collection includes 132,000 print volumes and about 139,000 ebooks. The library maintains a small number of print journal subscriptions including Alaska-specific journals, magazines, and newspapers. We rely on 121 databases to provide online full-text access to over 30,000 ejournals and other electronic resources. OneSearch allows simultaneous searching of the library catalog and many of the databases. The UAS community has access to local and regional resources via the online library catalog and to global resources through OCLC WorldCat (a catalog of national and international library holdings). The Library seeks out and facilitates cooperative relationships locally, regionally, and statewide to build its collections and to provide additional services. The Library shares an online catalog and circulation system with the Joint Library Catalog consortium that includes the Juneau, Anchorage, and Mat-Su Public Libraries, University of Alaska Anchorage, and the Alaska State Library. UAS students, faculty and staff, as well as members of the community, may borrow materials from all of these libraries. A daily courier delivers requested materials from within Juneau. The Sealaska Heritage Institute is a Joint Library Catalog participant; their collection does not circulate but their holdings appear in the catalog and all are welcome to visit the library and use materials there. As a federal depository library, Egan Library receives a broad range of U.S. Government documents. The library catalog and online resources are available from the Library web site at: uas.alaska.edu/library (<https://uas.alaska.edu/library>).

Services: Library staff ensure that the UAS community has access to materials not available locally. An efficient interlibrary loan service brings materials from other domestic and foreign libraries in either electronic or print formats. Staff offer personalized reference services during all hours the

Library is open and respond to phone, chat and e-mail inquiries. In addition, library faculty offer e-Learning and face-to-face instruction in information literacy to individuals and classes to develop critical thinking skills and independent learning. Faculty librarians also teach for-credit classes in information literacy and library research skills. The library hosts a variety of events sponsored by UAS departments as well as by Juneau community organizations. From literary readings and lectures to symphony concerts, the Egan Library serves as a cultural venue for the campus and greater Juneau community. These activities are typically scheduled outside of open library hours to prevent disruption to student learning.

Hours: Egan Library is open seven days a week, including evening and weekend hours, during Fall and Spring Semesters. The library is also open for extended evening and weekend hours prior to finals.

Monday-Thursday	8:00 a.m. - 10:00 p.m.
Friday	8:00 a.m. - 5:00 p.m.
Saturday	11:00 a.m. - 5:00 p.m.
Sunday	11:00 a.m. - 8:00 p.m.

Hours vary during Intersession, Spring Break, and Summer Session.

Tel: (907) 796-6300. Toll free in Alaska: 1-877-796-6502. Fax: (907) 796-6302.

Ketchikan Campus Library

The Ketchikan Campus Library is located on the second floor of the A.H. Ziegler Building at the upper campus on Seventh Avenue. The library provides a vibrant atmosphere with comfortable furniture, head-turning displays, and quiet study areas with both group and individual study areas. The collection contains more than 31,000 books on the shelf as well as a small collection of print journal subscriptions. In addition, the Campus Library provides its students with access through its website to the many online databases and thousands of e-books available to all UAS students.

The Campus Library is a member of the First City Libraries Consortium, a cooperative effort among the University of Alaska Southeast Ketchikan, the Ketchikan Public Library, and the libraries of the Ketchikan Gateway Borough School District. This provides the advantage of a shared catalog of items available at those libraries to any holder of a First City Libraries card. The collections of the Ketchikan Campus Library are chosen and maintained primarily to meet the needs of UAS Ketchikan students, faculty and staff; however, First City Libraries participants encourage the use of their collections as shared resources to the Ketchikan community and engage in cooperative collection development. The First City Libraries' online catalog address is <http://www.firstcitylibraries.org>.

The UAS Ketchikan Campus Library provides a warm and friendly atmosphere for student learning, study and collaboration, and it is the gateway for the public to interact with UAS in Ketchikan.

The Campus Library hosts the speaker series Ask UAS: Where Ketchikan Finds Answers, which often features UAS Ketchikan faculty as speakers, but also invites members of the Ketchikan

community to speak about their areas of expertise. The public is always invited.

The Ketchikan Campus Library provides faculty, students, and community members with access to the Internet and electronic resources to which UAS subscribes, nearly all of which are accessible to students and faculty from off-campus. The Campus Library's web site may be found at <http://www.ketch.alaska.edu/library/>. The staff of the Campus Library offers information literacy instruction to its students, delivered both individually and to full classes, face to face, on Blackboard Collaborate and by email, phone and chat.

The Ketchikan Campus Library participates in an active interlibrary loan program and is an OCLC member library.

Monday-Thursday	9:00 a.m. - 6:00 p.m.
Friday	9:00 a.m. - 5:00 p.m.

Hours vary during intersession, spring break and summer sessions.

Tel: (907) 228-4567. Toll free in Alaska: 1-888-550-6177. Fax: (907) 228-4520.

Sitka Campus Library Services

In addition to the full range of e-Learning resources and assistance that Egan Library provides, Sitka students also have access to the Sitka Public Library, which is part of the Joint Library Catalog (JLC) system. In addition to 50,000 plus titles in the Sitka Public Library, Sitka students can use the JLC to request academic library materials from libraries across the state. Workstations are also available for access to online databases.

Learning Centers

Juneau Campus Learning Center and Testing Center

Learning Center

As a primary hub of academic support services on the Juneau campus, the Learning Center serves the following functions for UAS students:

Mathematics Tutoring: Tutors offer drop-in help for all levels of UAS mathematics courses at all times the Learning Center is open. Students only need to raise their hand to ask for assistance. Tutors focus on developing problem-solving techniques and critical thinking.

Subject Tutoring: Departments sponsor tutors in subjects such as accounting, chemistry, biology, psychology, Spanish, and more. Subject tutors post scheduled hours near the beginning of each semester.

Study Strategies Coaching: Offering one-on-one help with study strategies such as note-taking, test-taking, reading strategies, time management, and stress management.

In-house library: Current copies of mathematics textbooks are available for in-room use. Students can also check-out a wide variety of extra textbooks for reference use or for placement test preparation.

Computer/printer use: Students are welcome to use our computers. Printing is available for a fee.

Study Space: Even if students do not use the services listed above, the Learning Center is a great study space to work on homework alone or with a group!

Testing Center

The following testing services are available to UAS faculty and students, as well as to the Juneau & regional community at large:

Placement Testing: Generally, no appointment is needed to take a UAS placement test on campus. We offer the English and CIS ACCUPLACER placement test for incoming UAS students as well as placement tests for UA Anchorage and UA Fairbanks. Incoming UAS students who want to take the English and/or CIS placement test before arriving in Juneau can arrange for a remote proctor in their community by visiting our website. The math placement test is accessible online (no proctor needed). Visit the University of Alaska ALEKS page (<http://www.alaska.edu/aleks>) to get started. By special arrangement, the Testing Center can also administer placement tests for entrance into other universities. Please check our website or E-mail juneau.testing@alaska.edu for more information including current placement test fees.

UAS Academic Testing: Juneau faculty may schedule class-wide exams in advance, on a space-available basis, or schedule make-up exams as needed. Instructors dictate the constraints of the test such as time limits and materials allowed. Our proctors oversee the integrity of the exam environment.

E-Learning Testing: E-Learning students within the UA statewide (UAS, UAA, UAF) can take their e-Learning exams at the testing center free of charge. No appointment needed! Exam proctoring for other universities can be arranged for a \$50 fee per test. To arrange for our center to be your designated proctor site for non-UA exams, email juneau.testing@alaska.edu.

Standardized Tests & Professional Certification Exams:

The UAS Juneau Testing Center offers exams such as the GRE, PRAXIS, LSAT, CLEP, FAA, and HESI exams, Bar Examination and many others from various testing corporations. To find out if and when an exam is offered here, consult the testing company's website or contact juneau.testing@alaska.edu (uas.national.exams@alaska.edu).

Learning Center hours are subject to change. Please check our website for current hours of operation.

Juneau Campus Learning Center & Testing Center
Egan Library Building, First Floor
uas.alaska.edu/juneau/tl (<https://uas.alaska.edu/juneau/tlc>)
(<https://uas.alaska.edu/juneau/tlc>)
juneau.learningcenter@alaska.edu
(learningcenter@uas.alaska.edu)
(907) 796-6348
(907) 796-6225 Fax

Juneau Campus Writing Center

The Writing Center, which is located in Egan 105, on the ground level of the library, provides a quiet location where students can write alone or in groups. Trained writing consultants are on hand to advise students on their writing projects. The Writing Center's

services are available to Juneau campus students, faculty, and staff by appointment or on a walk-in basis. Consultants also work by telephone or online with students registered in Juneau-based e-Learning courses. Whether planning a writing project, working on a draft, or looking to get expert feedback on a final version of a paper, students from all disciplines are encouraged to improve their writing through this valuable resource.

Writing Center hours are subject to change. Please check our website for current hours of operation.

Juneau Campus Writing Center
Egan Library Building, EL 105
writingcenter@uas.alaska.edu
(907) 796-6187
(907) 796-6225 Fax

Ketchikan Campus Student Center

The Student Center, located in the second floor of the Ziegler building, guides students and supports instruction by helping all UAS students become better learners and gain the confidence and skills to achieve their greatest possible academic success. We strive to create a learning environment that is friendly, caring and attentive to ever changing student needs. Peer-to-peer support is recognized as a valuable way to supplement professional services. The Student Center provides the following services:

- The Student Center offers materials, study strategies coaching materials and presentations on subjects including note-taking, test-taking, reading strategies, and time management that help build a strong foundation for success.
- Academic Advising and disability support staff give you the tools and advice to ensure your success.
- Writing Center provides you with a comfortable and friendly location to receive free consultations and feedback on all aspects of writing. Services are available face-to-face and via email or phone for students from all academic disciplines.
- Math Tutors offer one-on-one tutoring for all levels of math. Our tutors provide you with the support to better understand concepts being taught in the classroom and help you develop the problem solving techniques and critical thinking skills required to master mathematics.
- E-Learning Lab provides students with resources for courses and dedicated work space for ELearning courses with access to computers, internet services, and printers.
- Study Strategies coaching and presentations on subjects like note-taking, test-taking, reading strategies, and time management help build a strong foundation for success.

The Student Center is designed to provide you a place to study that is comfortable, inviting and full of fellow students and staff dedicated to your success.

Ketchikan Campus Testing Center

Testing: English, mathematics, and computer placement testing for university courses is available on a scheduled basis to provide appropriate class placement. With prior arrangements, the Testing Center proctors both UA and non-UA exams. In addition, the Testing Center is a designated site for several standardized exams, including CLEP, PRAXIS, MAT, DANTES, and TOEFL, as well as private exams for the FAA, FCC, Pearson Vue, ASE, PSI,

and the State of Alaska. GED Testing: The UAS Ketchikan Testing Center is the GED Test Center for Ketchikan. GED pre-testing, instruction, and official tests are offered on a scheduled basis during the Fall and Spring semester. For additional information, contact the GED office at (907) 228-4524.

Ketchikan Campus Testing Center
 Paul Building, Room 101
 (907) 228-4524
 (907) 228-4542 Fax

Ketchikan Campus Computer Lab

The computer lab has computers with access to internet, printer, scanner, and network software. Located in the Paul Building, Room 105 it’s open from 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 6:00 p.m. on Friday. A technology tutor is available to assist with computer, software, and online course needs.

Ketchikan Computer Lab
 Paul Building, Room 105
 (907) 228-4526

Sitka Campus Student Success Center

The Student Success Center (SSC) is the primary source for Sitka students to find academic advising, personalized student support, testing and proctoring, career services, academic coaching/tutoring, disabilities services, and financial aid/ scholarship information. The full range of student services is available to both local and distance students; advising, tutoring and behavioral health counseling can be provided by web conference, email, video chat, or telephone. Also available are a wide array of Adult Basic Education (ABE) services, including GED coaching and ESL instruction.

The Student Success Center and the adjacent Quiet Study Lounge serve as the campus computer labs and study spaces. Additionally, the SSC houses a small study/tutoring room with web conference capability, and a lending library.

Study Lounge and SSC staffing hours for testing, tutoring, coaching, and advising during the fall and spring semester:

Monday, Wednesday, Thursday	8:00 am-6:00 pm
Tuesday	8:00 am-8:00 pm
Friday	8:00 am-5:00 pm
	Additional Saturday hours will be added during final exam weeks.

SSC summer hours:

Monday-Friday	8:00am-5:00pm
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Hours are subject to change. Appointments for advising, tutoring, coaching, and testing are highly recommended, though walk-in/ call-in services are accommodated whenever possible.

Academic Advising

Academic advisors provide support to students completing UAS Sitka programs and can assist students pursuing programs of study at other UA campuses as well. Beyond assisting students in surveying degree and certificate programs, academic advisors

help student to establish and clarify academic goals, select courses, and develop individualized timelines for completion. To make an advising appointment call (907) 747-7717 or email sitka.advising@alaska.edu.

Individualized Student Support and Personal Education Planning

The Sitka Student Services team aims to assist all Sitka students with career exploration, personalized goal-setting, maintaining personal accountability, and support as they work toward achieving those goals. Because every student has unique life situations, obligations, and challenges, individualized education planning and support services are meant to assist in developing a strategy and timeline that works best for each student. Three Personal Education Planners serve as student success coaches and are available to help students figure out the nuts and bolts that can either make the academic journey a smooth one, or a bumpy ride at times. All PEPs can assist with individualized goal-setting, progress-tracking, conflict mediation, and general problem-solving . . . or they can connect students with the appropriate resources for support. Personal Education Planning is HIGHLY individualized and student-driven – it is focused on each learner’s unique situation, goals, and student experience. Personal Education Planners can also assist with specialty knowledge in the areas below by calling (907) 747-7717 or emailing sitka.ssc@alaska.edu.

- *Financial Literacy:* Assistance with interpreting financial aid eligibility and requirements, identifying scholarship opportunities, setting personal budgets, and understanding student debt.
- *Behavioral Health:* Advocacy and support in recognizing and addressing behavioral health challenges that are posing barriers to personal success or threatening a student’s well-being. These may include topics such as substance abuse, domestic/interpersonal violence, personal wellness, physical fitness, emotional health, sexual health, and others.
- *Native & Rural Student Affairs:* Support in issues stemming from the unique experiences of Alaskan Native/indigenous and rural students within the college environment, such as intercultural communication/conflict issues, feelings of inclusivity or cultural relevance, and identification of available resources specific to Native and Rural students attending college.

Tutoring/Academic Coaching

Academic coaching, or tutoring, is provided at no cost to Sitka students primarily in the areas of math, writing, and sciences. Students can receive assistance in subject tutoring as it relates to specific courses or placement test preparation. Coaching is also provided for Adult Basic Education students preparing for the GED examination or those seeking one-on-one ESL instruction. High school students can benefit from ACT/SAT study sessions. Appointments are recommended to secure a time for academic coaching, but drop-in availability is often available as well. These sessions can be held in person, over the phone, or by web-based video connection (Blackboard Collaborate). To make an appointment with an academic coach, call (907) 747-7717 or email sitka.tutor@alaska.edu.

Counseling

The Sitka Campus is now pleased to provide clinical behavioral health counseling at no cost to students. Counseling can be conducted on campus or over the phone/Skype with full confidentiality, allowing any student the opportunity to address issues of depression, anxiety, trauma, relationship struggles, conflict, or emotional or mental health concerns. Call (907) 796-6000 or email mwthomson@alaska.edu to set up an appointment.

Disability Services

Disability Support Services provide student with equal access to learning experiences with appropriate, legally-protected academic accommodations for documented physical, cognitive, medical, learning, and emotional disabilities. To make an appointment or to inquire about disability services, call (907) 796-6000 or email mwthomson@alaska.edu.

Lending Library and iPad Checkout

An in-house lending library is available for students to reference many course textbooks in-room; a variety of other books and study materials are available for checkout. For many placement tests, study materials and apps have been loaded onto iPads that are available for in-house use or checkout.

Testing Services

The following testing services are available to UAS Sitka faculty and students, as well as to the Sitka community at large:

Placement Testing: The Accuplacer test is our English placement test offered to incoming UAS students and those intending to study through all University of Alaska colleges. There is an Accuplacer exam fee of \$10. Students are encouraged to review Accuplacer study materials that can be obtained from the SSC in a packet or on the web at accuplacer.org (<http://accuplacer.org>) to improve their performance. The ALEKS placement test is used for UAS Math placement. The ALEKS placement test is free and does not have to be proctored. Students can go to: <http://www.alaska.edu/aleks> to take the exam. There is no preparation required or recommended.

The SSC can proctor placement exams for other universities for a \$50 fee. To secure an optimal time and ensure availability of space and a proctor, students are encouraged to schedule a testing appointment; drop-in times may be available. UAS Sitka distance students, or those wishing to take their placement tests before they arrive in Sitka, can arrange for a remote proctor in their community. For more information or to schedule a testing appointment contact (907) 747-7717 or email sitka.testing@alaska.edu.

Academic Testing/Course Exams: Sitka students should schedule their exams in advance at the SSC Testing Center or online on the Appointment Request form. Instructors dictate the constraints of the exams, including time limits and materials permitted. SSC proctors oversee the integrity of the exam administration and testing environment. There is no fee for any exam administered for a University of Alaska course. Students in Sitka requiring a proctor for course exams from institutions outside the UA system can arrange to take their tests at the SSC testing center at a cost of \$50 per exam or a flat rate of \$150 per semester for unlimited testing. To schedule

an individual testing appointment, call (907) 747-7717 or email sitka.testing@alaska.edu.

Remote Proctoring for UAS Sitka Course Exams: For distance students completing UAS Sitka courses, remote proctors can supervise testing in a student's home community. Pre-approved proctors have already been identified in many communities throughout Alaska where students would not have reasonable access to a UA campus testing center. Remote proctors must meet certain requirements and be approved the Student Success Center in conjunction with the instructor. In some cases, UAS Sitka uses ProctorU to remotely proctor exams where there would otherwise not be a suitable proctor available. To find an approved proctor or to establish a new one, contact the Testing and Enrollment Management Assistant in the Student Success Center at (907) 747-7717 or sitka.testing@alaska.edu.

Standardized Tests and Professional Certification Exams:

The UAS SSC serves as the primary testing site for the entire community of Sitka, offering exams such as the GRE, PRAXIS, TOEFL, CLEP, HESI or KAPLAN (Nursing Pre-Admission Exams), PAX-RN, GED, TABE tests for the Alaska Department of Labor, PAN, Pearson Vue exams, Castle Worldwide professional tests, Accuplacer for the Alaska Marine Highway, Miller Anthologies, and more. Fees for administering these exams range from \$10 - \$80. In most cases, a tester can find out if and when an exam is offered at the SCC in Sitka and schedule a testing appointment by visiting the testing company's website. For assistance, contact the UAS Sitka Testing Administrator at (907) 747-7717 or sitka.testing@alaska.edu.

Testing Accessibility and Accommodations: In an effort to accommodate testers with disabilities and special needs, the SSC testing center can provide private testing rooms, stand-up work stations, earplugs, a test reader, a scribe, and sometimes assisted technology. Students who have Disability Services accommodations for testing should ensure that instructors or the DS Coordinator communicate these accommodations directly to the Testing and Enrollment Management Assistant by calling (907) 747-7721; all such communications will be kept confidential.

Adult Basic Education (ABE) Services

The UAS Learning Center provides a full range of Adult Basic Education services for all adult learners in Sitka. These services are offered at no charge through a contract with the Alaska Department of Labor and the Southeast Regional Resource Center. Adults may request diagnostic services as well as individual or small group instruction in reading, mathematics, English or GED preparation. Outreach classes are held each week during the fall and spring semesters. Adults may also request assistance with job search preparation, resume writing, basic computer literacy, and other aspects of employment and professional skill development.

GED Instruction and Testing: The SSC is the official GED Testing Center for the community of Sitka. GED pre-testing, instruction, and official tests are offered on a scheduled basis throughout the year. There are no fees for pre-tests, study materials, or classes. There is a one-time \$25 UAS fee for GED test administration in addition to the standard fees charged by ETS for each of the four GED tests.

English as a Second Language (ESL) Classes: The Student Success Center provides non-credit ESL classes during the fall and spring semesters for adults who are learning English as a second language. There is no cost for ESL instruction. For more information about ESL classes and tutoring call (907) 747-7785 or email ajbeam@alaska.edu (ajbeam@uas.alaska.edu).

General Student Support

Students can contact the SSC for any support needs. If a team member cannot directly provide the requested services, referrals can often be made to connect the student with the appropriate resources. Such assistance can be provided for:

- Housing referrals
- Counseling and behavioral health resources
- Disability Services
- Conflict mediation
- Victim's advocacy
- Opportunities to engage with peers and online learning communities
- Financial literacy and planning
- VA student support
- Student employment and work study opportunities

...and more. Contact the Student Success Manager to inquire about these and other possible support services by calling (907) 747-7703 or emailing sitka.studentlife@uas.alaska.edu.

Sitka Campus Student Success Center
(907) 747-7717
(907) 747-7737 Fax
sitka.ssc@alaska.edu