Help is on the way:
Our technology Helpdesk can provide assistance in-person, through email, or over the telephone. Students can call 907-796-6400 or 877-465-6400 (toll free) or visit uas.alaska.edu/helpdesk for hours and support.

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, and video production. 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, Writing Center, the Center for Excellence in Learning and Teaching (CELT), and a significant collection of Northwest Coast Native Art.

The Egan Library provides and facilitates the use of technologies such as digital collections, laptop computers, scanners, and printers, 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 153,000 print volumes and about 198,000 ebooks. The library maintains a small number of print journal subscriptions including Alaska-specific journals, magazines, and newspapers. We rely on 122 databases and Open Access journals to provide online full-text access to over 78,000 ejournals and other electronic resources, including streaming videos. OneSearch allows simultaneous searching of the library catalog and most 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 Alaska Library Catalog (ALC) consortium that includes the Juneau, Anchorage, Fairbanks, Mat-Su, Sitka, and other Public Libraries; University of Alaska Anchorage, University of Alaska Fairbanks, the UAA and UAF community campuses, UAS Ketchikan Campus Library, and Tuzzy Consortium Library at Ilisagvik College; and special libraries like the Alaska State Library, Sealaska Heritage Institute, and the Anchorage Museum. 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, and other materials are sent in the mail for pickup at the library. The Sealaska Heritage Institute is an ALC 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 both in print and online. The library catalog and online resources are available from the Library web site at: uas.alaska.edu/library/(https://uas.alaska.edu/library/). Egan Library also facilitates and supports scholarly communication/research on campus through contributions to ScholarWorks@UA, the University of Alaska's institutional repository created to preserve and share our electronic research and institutional materials. In ScholarWorks@UA you'll discover a growing number of papers, publications, archival collections, dissertations, theses, and more!

Services and Instruction: Library faculty and 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. The Library offers personalized reference services during all hours the Library is open and responds 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 9:00 a.m. - 9:00 p.m.
Friday 9:00 a.m. - 5:00 p.m.
Saturday 12:00 p.m. - 5:00 p.m.
Sunday 1:00 p.m. - 7:00 p.m.

Hours vary during Intercession, 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 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 is a member of the Alaska Library Network, participates in an active interlibrary loan program, and is an OCLC member library.

Monday-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 Alaska Library Catalog (ALC) system. In addition to 50,000 plus titles in the Sitka Public Library, Sitka students can use the ALC 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. During Covid-19, services will be provided through Zoom and email when in-person appointments are not possible.

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:** New UAS students will need to complete the ALEKS Math Placement Test ([https://www.alaska.edu/aleks/take-the-placement-test/](https://www.alaska.edu/aleks/take-the-placement-test/)) and the Writing Directed Self Placement ([https://www.uas.alaska.edu/academic_advising/self-placement-introduction.html](https://www.uas.alaska.edu/academic_advising/self-placement-introduction.html)). You may not need to take a placement test if you have...

- taken the College Entrance Examination Board (CEEB) Advanced Placement Exam with a score of 3 or higher. For details see the UAS Catalog, Advanced Placement Credit ([http://catalog.uas.alaska.edu/registration/credit-by-examination/#advancedplacementcreditthroughcollegeentranceexaminations.html](http://catalog.uas.alaska.edu/registration/credit-by-examination/#advancedplacementcreditthroughcollegeentranceexaminations.html)),
- ACT, SAT, or Accuplacer scores, see our placement table ([https://www.alaska.edu/testing-services/placement-testing.html#placement-scores](https://www.alaska.edu/testing-services/placement-testing.html#placement-scores)) for details.
- taken the CLEP English Composition with Essay and scored 500 points or higher; or taken a Math CLEP and scored 50 points or higher. For details see the UAS Catalog, College-Level Examination Program (CLEP) ([http://catalog.uas.alaska.edu/registration/credit-by-examination/#collegelevlelexaminationprogramcleptext](http://catalog.uas.alaska.edu/registration/credit-by-examination/#collegelevlelexaminationprogramcleptext)),
- or if you have passed an English/writing or math class at another university (with a grade C or better). For details see the UAS Transfer Credit Policy ([https://www.uas.alaska.edu/registrar/transfer-credits.html](https://www.uas.alaska.edu/registrar/transfer-credits.html)).

The CIS Placement Exam is not required. However, if you are planning on taking computer classes (CIS, CS, etc.), you will need to either take CIS 105 (Computer Literacy) or place out of CIS 105 with the CIS Placement Exam.

**All test scores and transcripts must be approved by the Registrar’s Office. All students are encouraged to meet with their academic advisor ([https://www.uas.alaska.edu/academic_advising/](https://www.uas.alaska.edu/academic_advising/)) before signing up for classes.**

**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. During Covid-19, some UAS course exam proctoring may occur through ZOOM.

**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/tlc ([https://uas.alaska.edu/juneau/tlc/](https://uas.alaska.edu/juneau/tlc/))
(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. During Covid-19, services will be provided through Zoom and email when in-person appointments are not possible.

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:

**ACADEMIC SERVICES, LIBRARIES AND LEARNING CENTERS**
• 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.
• 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.
• The Student Center offers materials, study strategies coaching 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.
• E-Learning Lab provides students with resources for courses and dedicated workspace for E-Learning 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

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

New UAS students will need to complete the ALEKS Math Placement Test (https://www.alaska.edu/aleks/take-the-placement-test/) and the Writing Directed Self Placement (https://www.uas.alaska.edu/academic_advising/self-placement-introduction.html). No appointment or proctor is needed to take the math and writing placement tests. The CIS Placement Exam is not required. However, if you are planning on taking computer classes (CIS, CS, etc.), you will need to either take CIS 105 (Computer Literacy) or place out of CIS 105 with the CIS Placement Exam. The computer (CIS) placement does require an appointment at the testing center.

With prior arrangements, the Testing Center proctors both UA and non-UA exams. In addition, the Testing Center is a designated site for a number of standardized and professional certification exams, such as GRE, PRAXIS, CLEP, TOEFL, FCC, Pearson VUE, ASE, PSI, State of Alaska and more.

The UAS Ketchikan Testing Center is the GED Test Center for Ketchikan. GED pre-testing, instruction, and official tests are offered on a schedule. For additional information, contact the GED office at (907) 228-4549 or email bgmorgan@alaska.edu.

Ketchikan Campus Testing Center
Paul Building, Room 105
(907) 228-4524
ketchikan.testing@alaska.edu

Ketchikan Campus Computer Lab

The computer lab has computers with access to the internet, printer, scanner, and network software. It is open during the week with evening and some Saturday hours. A technology tutor is available to assist with computer needs by appointment. Please check our website (https://uas.alaska.edu/ketchikan/study-services/computer-lab-and-testing-services-ketchikan.html) for current hours of operation.

Ketchikan Computer Lab
Paul Building, Room 105
(907) 228-4524

Sitka Campus Student Success Center

The Student Success Center is the primary source for Sitka students to find personalized student support, testing and proctoring, study and computer use options, career services, academic coaching including math, science and writing support, and financial aid/scholarship information. The full range of student services is available to both local and distance students and can be provided in person or by telephone, email, chat, and web conferencing (i.e. Zoom).

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

Academic Coaching

Academic coaching 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. Tutoring is also provided for Adult Education students preparing for the GED examination or for non-native English speakers seeking ESOL instruction. High school students can benefit from ACT/SAT study sessions. Appointments are recommended to secure a time for academic tutoring, though drop-ins are often accommodated as well. These sessions can be held in person, over the phone, or by web-based video connection. To make an appointment call (907) 747-7717 or email sitka.ssc@alaska.edu.

Sitka Campus Testing Center

The Sitka Campus Testing Center serves as a professional testing center and support for local, distance, and specialized exams. Exams range from Writing, Math, and Computer Skills placement, UA and non-UA, to distance, professional, and standardized testing.

The Testing Center is a designated site for several standardized exams, including but not limited to CLEP, PRAXIS, MAT, DANTES, and TOEFL, as well as private exams for the Scantron, PAN, FCC, Pearson Vue, ASE, PSI, and the State of Alaska. GED testing, pre-testing, preparation, instruction, and official tests are offered year-round.

Distance testing arrangement and support is available for those taking distance UAS Sitka courses. Distance testing services for students include establishing a testing site/proctor, implementing ProctorU or RPNow remote monitoring for course exams, and
troubleshooting support. To make an appointment call (907) 747-7717 or email sitka.testing@alaska.edu.

**Study Spaces**

There is ample study space in the SSC (room 226) as well as in the Quiet Study Area right around the corner in room 218. There are several computers available in each space as well as printer options for students.

**Library**

The library portion of the SSC has thousands of books, including current course books, for in house use and for check out purposes. All books are cataloged and available to students. We also host a lending library with a variety of books for people to take or trade.

Sitka Campus Student Success Center
(907) 747-7717
(907) 747-7793 Fax
sitka.ssc@alaska.edu