

# ACADEMIC SERVICES, LIBRARIES AND LEARNING CENTERS

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## Information Technology Services

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

## Technology Highlights

UAS has high-speed wireless access to all campus buildings. The Juneau campus has mobile computer labs intended for delivery to most classrooms upon request from faculty. Printing is available to students at the Egan Library. Students can use personal laptops anywhere on all campuses, access campus services, or surf the web. Many classrooms and conference rooms are equipped with audio-visual equipment for web conferencing or other creative applications. A fully equipped broadcast facility is located in the Egan Library, with audio-visual support for live lectures via streaming and web conferencing.

## 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. The IT Services staff enjoy participating in campus activities and helping make UAS an exceptional place to learn, work, and live.

## Student Work Positions

IT Services provides many paid positions for students. Students in Juneau can earn money while receiving on-the-job training in IT with Network & Desktop Support, Helpdesk Support, Classroom Technology, and Media Services. This includes everyday assistance, troubleshooting, regular meetings, live events, video streaming, and more.

## UAS Course Content

Students on all campuses can access course materials, submit homework, and engage with other students. A class homepage is automatically created for every UAS course. Access to course content is available from the main UAS website ([uas.alaska.edu](http://uas.alaska.edu/) (<http://uas.alaska.edu/>)) using the ribbon at the top of the page, directly in Blackboard ([classes.alaska.edu](http://classes.alaska.edu) (<http://classes.alaska.edu>)), or through the UAS portal at UASOnline ([uas.alaska.edu/online](http://uas.alaska.edu/online) (<http://uas.alaska.edu/online/>)). Students can also create additional webpages for academic work and personal expression. More tools such as blogs, personal portfolios, and more are available for the UAS community through UASOnline ([uas.alaska.edu/online](http://uas.alaska.edu/online) (<https://online.uas.alaska.edu/>)).

## E-mail and Software

Every student automatically receives an individual UA Google account, accessible while actively enrolled in the University. This includes Gmail, Google Drive, and other online productivity tools. Additionally, every student can access their UA license for Microsoft Office 365.

## UAOnline

Why wait in line? Students can register and pay for classes, check grades or transcripts, set up direct deposit, and access tax information online at any time at UAOnline ([uaonline.alaska.edu](http://uaonline.alaska.edu) (<https://www.alaska.edu/uaonline/>)). This also includes access to DegreeWorks, class schedules, update personal information, and much more.

## 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](http://uas.alaska.edu/helpdesk) (<http://uas.alaska.edu/helpdesk/>) for hours and support.

## 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.

**General Collections:** Egan Library's current collection includes 136,000 physical titles and about 400,000 ebooks. The library maintains a small number of print journal subscriptions including Alaska-specific journals, magazines, and newspapers. We rely on 133 databases and Open Access journals to provide online full-text access to over 130,000 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).

**Course Reserves:** Textbooks for many courses are available in the library course reserves for 3 hour checkout periods. These items have been donated to the library or represent materials that were already in the library collection (novels, etc). Additionally, there are library subscribed ebooks used as course

books. Search the library's available reserves in the library catalog ([https://anch.ent.sirsi.net/client/en\\_US/uas/](https://anch.ent.sirsi.net/client/en_US/uas/)).

book-reader

**Alaska Library Catalog:** 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 Iñisaġvik College; and special libraries like the Alaska State Library, ARLIS, 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) (<https://uas.alaska.edu/library/>).

**ScholarWorks@UA:** 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 this collection you'll discover a growing number of papers, publications, archival collections, dissertations, theses, and more!

**Special Collections:** The Cyril George Collection is named after Kaalġáawu Cyril George, a Tlingit leader from the Deisheetaan Clan of Angoon, and partially funded by a Rasmuson Foundation grant. The Cyril George Collection (<https://uas.alaska.libguides.com/CyriilGeorge/>) honors Indigenous voices and Alaska Native Knowledge in a collection of over 4,000 volumes on the main floor of Egan Library. The Katy Spangler Children's Alaskan Collection includes Alaska-related books for children and young adults. Much of the collection has been donated by Alaska College of Education Professor Emerita Katy Spangler.

**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 Intersession, Spring Break, and Summer Session.

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

### UAS Ketchikan Campus Library

The UAS 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.
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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.

**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/>) 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/#advancedplacementcredithroughcollegeentranceexaminationboardceebtext>)

- ACT, SAT, or Accuplacer scores, see our placement table (<https://uas.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/#collegelevelexaminationprogramcleptext>)
- 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>).

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](mailto: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](mailto:juneau.testing@alaska.edu) ([uas.national.exams@alaska.edu](mailto: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/>)  
[juneau.learningcenter@alaska.edu](mailto:juneau.learningcenter@alaska.edu)  
([learningcenter@uas.alaska.edu](mailto: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:

- 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 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.
- E-Learning Lab provides students with resources for courses and dedicated workspace 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**

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](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, ACT WorkKeys, Pearson VUE, ASE, PSI, State of Alaska and more.

The UAS Ketchikan Testing Center is the GED Test Center for Ketchikan. GED pre-testing, certification testing, and instruction are offered on a regularly scheduled basis. For additional information, contact the GED office at (907) 228-4549 or email [bgmorgan@alaska.edu](mailto:bgmorgan@alaska.edu).

Ketchikan Campus Testing Center  
Paul Building, Room 101  
(907) 228-4524  
[ketchikan.testing@alaska.edu](mailto:ketchikan.testing@alaska.edu)

### **Ketchikan Campus Computer Lab**

The computer lab has a suite of computers with internet access, as well as printing and scanning facilities. It is open during the week with some Saturday hours. A technology tutor is available to assist with computer needs by appointment. Please check our website (<https://uas.alaska.edu/ketchikan/student-services/computer-lab-and-testing-services-ketchikan.html>) for current hours of operation.

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 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).

Hours of operation 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 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](mailto: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](mailto: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 a wide variety of books, including current course books, for in-house use as well as check-out purposes. All books are cataloged and available to students. The SSC also hosts a lending library with a variety of books for people to take or trade. The student success center library serves as an extension to the UAS Egan Library, where books can be checked out and returned through the interlibrary system. All Egan library services are available through the student success center library.

(907) 747-7717

(907) 747-7793 Fax

[sitka.ssc@alaska.edu](mailto:sitka.ssc@alaska.edu)