

**SECTION 3, COMPREHENSIVE STANDARD 3.8.1**

The institution provides facilities, services, and learning/information resources that are appropriate to support its teaching, research, and service mission.

**JUDGMENT OF COMPLIANCE**

Compliant

Partially Compliant

Noncompliant

**RATIONALE FOR JUDGMENT OF COMPLIANCE**

The NGCSU mission statement states that, “North Georgia College and State University provides an environment of academic excellence that develops leaders who respect all people, maintain high ethical standards, continue intellectual and personal growth, and serve the community, the state, the nation, and the world” [[1](#)].

Commitment to the mission by the institution is reflected in the level of support received by the Stewart Library. The library houses a steadily growing collection of 160,000+ print and electronic books, 350+ print current periodicals with back files in bound, electronic, or microform formats, a 30+% government document depository, and 20+ computer workstations to access the library’s 200+ electronic databases. The library services to students, faculty, staff, and the community include circulation and access services, interlibrary loan and GilExpress, library instruction, reference, and collection development, as well as on-site computer lab assistance. Services are available on a walk-in basis, by telephone, or by e-mail. Centrally-located, the library is staffed to provide on-site access and full services 80+ hours per week.

The 38,000 square foot library facility was renovated in 1998 and provides 160+ reader seats, 24 computer workstations, 3 microform reader-printers, 6 group studies, and a library instruction/seminar room. Display cases featuring new acquisitions, leisure reading, and the new Appalachian Research Collection greet users upon entering. The facility, while crowded, is inviting and at the peak of the Fall semester serves over 16,000 walk-in library users each month.

In April 2006, funding for a new Library/Technology Center was approved by the Georgia legislature and signed by the Governor. The \$18+ million library/technology facility is indicative of the strong commitment NGCSU and the State of Georgia has in supporting the teaching, research, and service mission of the University. Design is progressing with a target date of a 2007 groundbreaking with the facility opening in 2008.

Efforts to secure a new facility have been underway since 1999 when North Georgia College and State University's Library/Technology Center was added, by the Board of Regents, to the University System of Georgia Major Capital Project list [2]. The feasibility study was completed in 2000, the architect selected in 2002, programming completed in 2003 and the building contractor selected in 2004. The site of the new structure was selected in 2005, placing the facility adjacent to the campus' signature and iconic drill field. The location itself underscores the priority that the institution assigns this important learning space – the location is the actual and figurative gateway to the campus, bridging the community and the University.

The facility will:

- Combine technology rich functions of the teaching and learning technology with the functions of a university library to provide a centralized facility to meet the expectations of academic excellence in the twenty-first century.
- Incorporate flexible multimedia environments where faculty and students engage in technology enhanced creative approaches to teaching and learning.
- Expand the library space to meet the Space Guidelines of the University System of Georgia for a projected student enrollment of 5,000 EFT in 2005 with planned seating to accommodate 1,100+ library users (15% of projected 7,000 EFT), 15 years of shelving growth space for an additional 100,000 volumes @ 6,500 volumes per year, and provide a dynamic learning commons supported by expertise at service points, technical services and library administration spaces.
- Provide space to support the university's student centered information technology support functions
- The building supports: Collaborative learning with 25 enclosed group studies and multiple informal group gathering spaces Technology intensive work areas – all seats will have connectivity – wireless or hard-wired (plus electrical.)
- A variety of levels of technology are included from basic computing to video and audio production with content and technical expertise on hand.
- Community building – there is soft seating that invites lingering; project areas that serve as destination for students and faculty; late

night hours with potential 24 x 7 areas; and opening separate floors as needed.

- Seating for approximately 18-20% of the projected population. (1170-1300 seats)
- Classrooms with a variety of designs to explore a variety of teaching and learning styles. Flexible design where furniture can be rearranged and the room transformed for programs, meetings, or exhibits.
- Self orientation with clear vertical and horizontal pathways. ADA access from the 3rd level entry or the 1st level. Open spaces as typically found in libraries

Students and faculty in the external programs at Gainesville State College, North Forsyth High School, North Metro Technical College, and Lanier Technical College have access to library facilities, library instruction, and support service through co-operative agreements. Agreements have been formalized in Memorandums of Understanding with each institution (Gainesville State College [3], North Metro Technical College [4] and Lanier Technical College [5]). Library print, media, and electronic resources are accessible within their facilities. Students and faculty are served through a combination of onsite library resources and staff at these off-campus sites. Transfer of material to library users is available through GIL Express and interlibrary loan. Until 2005, an additional external program for nursing students was supported through Wellstar; students and faculty had full access to the hospital and patient libraries. This program was transferred to North Metro Technical College and will be relocating to Lanier Technical College in 2006. Students and faculty in the North Forsyth High School program are served by the main campus library and electronic resources. Beginning Fall 2006, the onsite high school library will be staffed evenings.

The Stewart library is staffed by five faculty librarians, six support staff, two part-time librarians, two part-time support staff, and two FTE student workers. In Spring 2006, the university approved funding for 2006-2007 for an additional position, Coordinator for Library Instruction and Distance Learning. This position will assist the development of library services for distance learning, expand the library's instruction program, and support the information literacy Quality Enhancement Plan.

Library faculty and staff have expertise in reference, library instruction, collection development, cataloging, acquisition, serials management, interlibrary loans, and circulation services. The library uses the liaison model assigning librarians to each school to provide faculty support, collection development, and library instruction. Faculty librarians develop relationships with the faculty and students within each school that extends across the campus.

Library staff turnover is historically low and the level of expertise high. Currently, a library staff member and a faculty librarian are enrolled in degree programs; an additional staff member earned a degree in spring 2005. Positive statements about the quality of staff are frequently cited in the comprehensive review documents. A LibQUAL+ [6] evaluation of the library's service was completed in March 2006. The resulting data has been used for both short- and long-term planning off organizational change, budgeting, and services. Examples of the response to date using LibQUAL+ data include: 1) significant expansion of library hours, 2) added computer and scanning technology, 3) increased group studies and collaborative spaces, 4) physical reorganization to improve navigation, 5) expanded electronic resources and improved off-campus access, 6) implementation of ILLiad to expedite interlibrary loan services, 7) major revision of library website, and 8) increased staff and student worker customer service training. Additional analysis and goal setting is underway. Comparative peer analysis will be available in the Georgia consortium in Spring 2007. LibQUAL+ is planned for 2008 and 2010 to assess the impact of the changes.

The library's instructional program consists of classroom-based instruction and reference services delivered in-person, by e-mail, or by telephone. Reference services are provided on a walk-in basis, by telephone, and e-mail. A peer analysis of the number of reference desk transactions was conducted and data confirmed that the library is on the lower end when compared to peers as reported in Table 7 [7]; this table confirms the national trend in the declining number of reference transactions.

In 2005-2006, 50+ library instruction classes were conducted at the request of faculty. The quality of the library instruction is regularly assessed and results reviewed with faculty; cumulated results [8] are reviewed by the faculty librarians to shape future programs. A 23-peer library comparison was conducted focused on output measures from 1998-2004. The results indicate that the number of library classes conducted and number of participants, when compared to peers, are on the low end of the rankings as reported in Table 8 [9]. The institution has taken steps to address this shortcoming with addition of a new position that will support the information literacy-based Quality Enhancement Plan and library instructional programs, Coordinator of Library Instruction and Distance Learning.

An analysis of reference desk transactions was conducted and data confirmed that the library is on the lower end when compared to its peers as reported in Table 7 [10]. This table also confirms the national trend in the declining number of reference transactions. Local actions taken to address

the decline include more point-of-use assistance, increased library instructions and liaison work, and improvements in the library website.

Peer comparisons indicate that use of the library's on-site print resources, as shown in Table 6 [11], reflect the national decline in print readership. The GIL Universal Catalog and GIL Express services may, however, counteract the decline. Introduced statewide in 2004 by Galileo, an initiative of the Board of Regents of the University System of Georgia, the GIL Universal Catalog combines the holding of the state's 34 university libraries into a single catalog. The GIL Express service allows students and faculty to request circulating material online from any USG library and rapidly delivered (2 days +/-) to the home library. GIL Express is a successful and national recognized model for self-service document delivery. Use of this service represents 15% of the library's total circulation and has increased steadily. The rapid delivery method has significantly improved the library's ability to deliver materials "just in time", giving new life to print materials that previously were overlooked or considered too remote and time consuming to access. It is anticipated that the library's book lending and borrowing through GIL Express will continue to rise. To expedite interlibrary loan journal article requests and books not available through GIL Express, the library in Spring 2006 received a President's Initiative grant for ILLiad, the electronic system used to streamline and track delivery of students and faculty Interlibrary Loan requests. The system will be fully operational by Spring 2007 with phase one in place Fall 2006.

Expenditures for print and electronic book collection growth in the last six years has been strong, making the institution a leader when compared to peers (Table 3) [12]. Library acquisition has benefited greatly from institutional year-end funding. The institution has supported the library's efforts to change the library materials funding formula to better support existing and new programs. In August 2005, the Academic Activities Committee adopted a revised Course Review Form [13] that includes an assessment of library resources for start-up and support of new programs and courses. This effective feedback loop has increased collaboration between faculty, librarians, and administrators in budgeting for collection development.

GALILEO [14] (**Georgia Library Learning Online**), the award-winning virtual library initiative, continues to be the cornerstone in the delivery of electronic resources in the Stewart Library. GALILEO, an initiative of the Board of Regents of the University System of Georgia, provides access to over 200+ databases including scholarly journals, encyclopedias, business directories, and government publications. Over 200 educational institutions in Georgia participate in GALILEO. NGCSU students and faculty can access GALILEO

from any location and at any time. This technology heightens NGCSU's ability to extend its educational programs to reach current and prospective students in our service area of Georgia through online degree programs, distance learning, external degree programs, and consortia programs. Additional local databases have aided the institution to better support specific disciplines. Additional titles acquired locally include:

- ABI Inform (business)
- ACM Digital Portal (computer science and math)
- America's Newspapers (general interest & military)
- America's Historic Newspapers (1690-1922) (humanities)
- American Chemical Society Web Editions and Archives (chemistry)
- American Civil War: Letters and Diaries (history)
- American Periodical Series, 1740-1900 (humanities)
- BioOne (biology)
- Cambridge Scientific Abstracts (science)
- CINAHL with Full text (nursing)
- Cochrane Library (nursing & allied health)
- D&B Million Dollar Database (business)
- GaIN (nursing & medicine)
- JSTOR (multidisciplinary)
- Hoover's Inc (business)
- Iiter (literature)
- Literature Resource Center (English)
- Media Mark (business)
- Naxos Music Library (music & multidisciplinary)
- Philosopher's Index (humanities)
- ProQuest Psychology Journals (psychology)
- SocIndex (sociology)
- State Academies of Science Abstracts (science)
- Wiley InterScience (science+)
- WilsonWeb Omni (multidisciplinary)

Database use is reported by faculty librarians each month; peak usage during the Fall 2005 semester exceeded 43,000 or 11 per FTE. Spring 2006 peak month had 81,000 searches or 19 per FTE. New GALILEO and local electronic databases are evaluated regularly with faculty prior to the budget cycle.

The University seeks to extend the learning environment beyond the campus classrooms and into the regional and global communities. By extending the boundaries of the educational experience, the University intends to optimize the life-long learning experiences of all participants. NGCSU sets high expectations for its faculty as teacher-scholars, but also promotes a student-

centered environment enhanced by technology and transcultural experiences. To enable its faculty, students, and staff to reach these lofty goals, the University provides numerous facilities, services, and learning and information resources appropriate to its purpose.

Through the Department of Information and Instructional Technology [15], the University provides additional services and learning/information resources that support its mission. Four primary instructional tools— WebCT, IP Videoconference, and technology support—are administered through this Center. WebCT is a course management system that provides asynchronous access to course materials and pedagogical activities through the World Wide Web. A project known at GeorgiaVIEW [16] was created by the USG Advanced Learning Technologies office to coordinate the system-wide implementation of WebCT. North Georgia College and State University began using WebCT in 1999. In Fall 2000, NGCSU transitioned 175 courses from a locally maintained server to the USG supported systems. During the Fall semester of 2005, NGCSU had a total of 92 active sections within WebCT with approximately 28 faculty teaching either hybrid or complete online courses. Currently for spring semester 2006, NGCSU has increased its WebCT usage with an estimated 125 live sections, 38 faculty, and a user base of almost 4,500 student accounts [17].

WebCT offers students and faculty access to the system anytime and from any location with internet access. Security is handled through username and password authentication and provides for the privacy of student records, grades, and general class work. The Department of Information and Instructional Technology provides administrative and technical support for WebCT [18]. In addition, IIT provides regular training for faculty [19]. Training services include course consultation, student orientation, course development, and instructional design tips. There is also an online tutorial [20]. Higher level design training and complex pedagogical issues are supported by the Center of Teaching and Learning Excellence [21].

The Instructional Technology Division of IIT administers distance education and oversees the planning, installation, and maintenance of all classroom based instructional technology. At NGCSU, videoconferencing courses are designed to offer credit classes to students who are separated from campus by distance or time. Videoconferencing provides live two-way interactive video that transmits a course throughout the state to regional centers, high schools, and other universities. The Division provides administrative, hardware and software support in addition to training and faculty consultation. NGCSU has four classrooms equipped to support videoconferencing. These classrooms support Internet Protocol (IP) video conferencing which transmit via the Internet. The benefit of this technology

includes easy access from sites around the world that can be achieved using a webcam and a computer.

Student and faculty at NGCSU have access to 26 technology based labs housing 441 computers. Staffed and maintained by The Department of Information and Instructional Technology [22], these labs provided access for general studies and discipline specific research. Within these labs, students can utilize over 100 software titles, browse the internet, and access personal and shared network space.

North Georgia College and State University assesses each student a \$45 per semester Technology Fee [23]. A Technology Fee Advisory Board, with student representation, makes decisions regarding the use of this fee. At the close of fiscal year 2005, the technology fee had provided funding for dozens of faculty and student lead technology initiatives totaling more than \$1,810,870.00.

Closely tied to the University's mission is the Center of Teaching and Learning Excellence [24]. Here faculty meet and discuss, in a variety of formats, the craft of teaching. The Center is a place where faculty at all levels and from all disciplines can find others who are willing to share their experiences about what works and what does not work in helping students learn. The Center houses the Faculty Technology Development Lab, a modern computing facility designed to provide ongoing training for faculty who wish to integrate new instructional methodologies and emerging technologies into their teaching. Additionally, the Center sponsors a variety of workshops that offer hands-on instruction in and short demonstration sessions of instructional tools. Moreover, the Center of Teaching and Learning Excellence supports the Student Technology Advisors (STARS) program [25]. The STARS Program is based on partnerships built between faculty and computer-knowledgeable students. The students are selected based on skills and breadth of instructional technology knowledge. Faculty are mentored by the students in developing skills that allow them to infuse their courses with technology.

The Multimedia Education Resources for Learning and Online Teaching (MERLOT) [26] project is another resource utilized by faculty and students at NGCSU. The project provides a growing collection of online learning materials, assignments, and reviews. Access to the content is free and MERLOT sponsors faculty reviewers for eight disciplines--Business, Physics, Teacher Education, Biology, History, Music, World Languages, and Health Sciences. MERLOT's mission, closely aligned to NGCSU's, is to improve the effectiveness of teaching and learning by expanding the quantity and quality of peer-reviewed online learning materials that can be incorporated into

faculty designed courses. Central to its mission is the concept of sharing resources to broaden the intellectual capital of the academic enterprise.

Other services provided at NGCSU include:

- **The Academic Advisement Center** [27] - an essential, integral component of a student's total program of development and is a teaching/learning process that equips the student with decision-making, problem-solving, and evaluation skills necessary for responsible, successful entry into a pluralistic society. Inherent in this philosophy is the belief that students must learn to make choices and ultimately to be responsible for those choices. In the developmental advising relationship, the students and their advisors share equally in academic advisement.
- **Academic Program Access for Students with Disabilities** [28] - North Georgia College & State University is committed to the full inclusion of individuals with disabilities and to the principle of individual rights and responsibilities. To that end, the policies and procedures of NGCSU reasonably ensure that a person with a disability is not, on the basis of that disability, denied full and equal access to and the enjoyment of academic programs and co-curricular activities or otherwise subjected to discrimination in such programs and activities.
- **Career Services** [29] - The Office of Career Services at North Georgia College and State University provides placement related services to undergraduate students, graduates, faculty, alumni, and the regional employment community. Students are offered programs to assist in the preparation and search for meaningful career employment.
- **Enrollment Management Services** [30] - EMS is comprised of the offices of the Registrar, Undergraduate Admissions, Financial Aid, Graduate Studies and External Programs.
- **External Programs** [31] - NGCSU offers a variety of classes through External Programs at sites other than the Dahlonega campus. Currently, these External Programs sites include Gainesville College and Forsyth County.
- **Forsyth Program** [32] - North Georgia College & State University is a four-year institution that offers an array of liberal arts baccalaureate degree programs and selected graduate programs. Gainesville College is a two-year institution offering associate degree programs, including transfer associate degrees programs. While neither institution currently offers a full degree program through the Forsyth Program, NGCSU and GC offer students courses to fulfill Core Curriculum requirements.

- **Gainesville Program** [33] - NGCSU provides classes at the Gainesville College University Center in the following areas:
  - Business Administration
  - Computer Information Systems
  - Nursing
  - Education - Early Childhood Education, Teacher Certification, MED core courses, and Ed.S. in Teacher Leadership
- **George E. Coleman, Sr. Planetarium** [34] - The planetarium is located in the Health & Natural Sciences Building. The star theater seats 46 and houses a Spitz 512 planetarium projector which can display 1000 northern and southern sky stars on a thirty-foot diameter dome. The effect is a realistic simulation of the night sky as seen from anywhere on the surface of the Earth at any time of night and at any epoch from the ancient past to the far future.
- **Infirmery (Medical Services)** [35] - Student Health Services is a nurse-operated medical facility. Nurses evaluate symptoms and deliver over-the-counter treatment. A full-time masters prepared Nurse Practitioner is available for acute episodic visits which require prescription medications, labs or procedures. A college physician is available by appointment only. The clinic stocks many over-the-counter medications. Referrals to specialists or other private physicians are made when necessary.
- **Learning Support** [36] - The learning support program is a System-wide program which enables entering students who are ineligible for admission to the regular college curriculum to develop their basic skills to the point at which they will be able to undertake college work. The program also gives regularly admitted students who believe they need skill development in English, reading, and/or mathematics prior to enrolling in related core curriculum classes, or who have experienced difficulty in these core classes, the opportunity to enhance their basic skills in the college environment.
- **Minority Achievement Program (MAP)** [37] - The Minority Advising Program at North Georgia College & State University addresses students' academic and non-academic needs through individualized and group counseling, reinforcing the advisement process, developing study skills, tutoring, exploring career options and opportunities, identifying financial aid resources, and providing socially and culturally appropriate programming to bring effective role-models in contact with minority students.
- **Student Counseling Services** [38] - Student Counseling offers a wide variety of services to students, faculty and staff. Mental health assessments, psychotherapy, screenings and educational seminars are

only a few of the services offered. All services and programs are provided at no cost and are confidential.

- **Testing Office** [39] - The Testing Office administers group and individual tests for the college community. Available tests include the Graduate Record Examination (GRE), Scholastic Aptitude Test (SAT), Miller Analogies Test (MAT), ACT Proficiency Examination Program (ACT PEP), National League of Nursing Mobility Profile I and Profile II and Regents' Test. The Testing Office administers the test of writing proficiency for entrance into the Teacher Education Program.
- **Student Center** [40] - The Student Center is the community center of the college for all members of the college family, students, faculty, staff, administration, alumni, and guests. As the "Living Room" of the campus, the Student Center provides the services, conveniences, and amenities the members of the college family need for getting to know and understand each other through informal association outside the classroom.
- **New Student Orientation (INTRO)** [41] - INTRO at North Georgia College and State University is a program designed to introduce incoming traditional freshman students to the college through informative seminars with college staff. Students learn about the programs, facilities, traditions, social aspects, and services offered on campus while experiencing two days and nights at the college.

#### Document Reference:

Number	DB Num	Document Title	Resource
1		NGCSU Mission Statement	<a href="http://www.ngcsu.edu/Resource/irp/mission.shtml">http://www.ngcsu.edu/Resource/irp/mission.shtml</a>
2		University System of Georgia Major Capital Project list	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/usg_docs/BOR_capital_list.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/usg_docs/BOR_capital_list.pdf</a>
3		Gainesville State College Memorandum of Understanding	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/Gainesville_Coll_MOU.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/Gainesville_Coll_MOU.pdf</a>
4		North Metro Technical College Memorandum of Understanding	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/North_Metro_Tech_Coll_MOU.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/North_Metro_Tech_Coll_MOU.pdf</a>
5		Lanier Technical College Memorandum of Understanding	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/LanierTechM OU.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/LanierTechM OU.pdf</a>
6		LibQUAL+ website	<a href="http://www.libqual.org/About/Information/Index.cfm">http://www.libqual.org/About/Information/Index.cfm</a>
7, 10		Reference transactions	<a href="http://www.ngcsu.edu/sacs/Reference_Room">http://www.ngcsu.edu/sacs/Reference_Room</a>

Number	DB Num	Document Title	Resource
		Peer Comparisons 1998-2004 Table 7	<a href="/documents/Library_docs/Library_Peer_Comparisons7_Ref-FTE.pdf">/documents/Library_docs/Library_Peer_Comparisons7_Ref-FTE.pdf</a>
8		Fall 2005 Library Instruction Assessment Results	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Dec_2005.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Instruct_Assess_Dec_2005.pdf</a>
9		Library instruction Peer Comparisons 1998-2004 Table 8	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons8_Instr-FTE.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons8_Instr-FTE.pdf</a>
11		Circulation of print materials Peer Comparisons 1998-2004 Table 6	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons6_Circulation-FTE.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons6_Circulation-FTE.pdf</a>
12		Expenditures for books (print & electronic) Peer Comparisons 1998-2004 Table 3	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons3_Books-FTE.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Peer_Comparisons3_Books-FTE.pdf</a>
13		Course and Program Review Form	<a href="http://www.ngcsu.edu/Resource/forms/CourseRev.PDF">http://www.ngcsu.edu/Resource/forms/CourseRev.PDF</a>
14		GALILEO web site	<a href="http://www.galileo.usg.edu">http://www.galileo.usg.edu</a>
15, 22		NGCSU Department of Information & Instructional Technology	<a href="http://www.ngcsu.edu/Adminsrv/infotech/index.shtml">http://www.ngcsu.edu/Adminsrv/infotech/index.shtml</a>
16		GeorgiaVIEW web site	<a href="http://www.alt.usg.edu/gaview/index.phtml">http://www.alt.usg.edu/gaview/index.phtml</a>
17		NGCSU Dept. of IIT WebCT usage Statistics Report, Fall 2005	<a href="http://www.ngcsu.edu/Adminsrv/infotech/webct/vistadata_fall05.xls">http://www.ngcsu.edu/Adminsrv/infotech/webct/vistadata_fall05.xls</a>
18		NGCSU Department of Information & Instructional Technology, WebCT	<a href="http://www.ngcsu.edu/Adminsrv/infotech/WebCT/index.htm">http://www.ngcsu.edu/Adminsrv/infotech/WebCT/index.htm</a>
19		NGCSU Department of Information & Instructional Technology, Technology Training	<a href="http://www.ngcsu.edu/trainme/">http://www.ngcsu.edu/trainme/</a>
20		NGCSU Department of Information & Instructional Technology, Technology Training, FAQ's, Tutorials, and Documentation	<a href="http://www.ngcsu.edu/trainme/tutorials.htm">http://www.ngcsu.edu/trainme/tutorials.htm</a>
21, 24		NGCSU Center of Teaching and Learning Excellence	<a href="http://www.ngcsu.edu/ctle/">http://www.ngcsu.edu/ctle/</a>
23		Student Technology Fee	<a href="http://www.ngcsu.edu/Adminsrv/Infotech/TechFee/index.htm">http://www.ngcsu.edu/Adminsrv/Infotech/TechFee/index.htm</a>

Number	DB Num	Document Title	Resource
25		Student Technology Advisors (STARS) Program	<a href="http://www.ngcsu.edu/ctle/resources/STARS/index.htm">http://www.ngcsu.edu/ctle/resources/STARS/index.htm</a>
26		Board of Regents Distance Education Resources for Faculty and Staff, Resources, MERLOT	<a href="http://www.merlot.org/">http://www.merlot.org/</a>
27		NGCSU Academic Advisement Center	<a href="http://www.ngcsu.edu/learning/atallant/aac.shtml">http://www.ngcsu.edu/learning/atallant/aac.shtml</a>
28		Academic Program Access for Students with Disabilities	<a href="http://www.ngcsu.edu/learning/atallant/manual2.shtml">http://www.ngcsu.edu/learning/atallant/manual2.shtml</a>
29		NGCSU Office of Career Services	<a href="http://ngcinfo.ngcsu.edu/Stu_Lif/careers/default.asp">http://ngcinfo.ngcsu.edu/Stu_Lif/careers/default.asp</a>
30		NGCSU Admissions/Enrollment Services	<a href="http://www.ngcsu.edu/enrollment/index.shtml">http://www.ngcsu.edu/enrollment/index.shtml</a>
31		NGCSU External Programs	<a href="http://www.ngcsu.edu/enrollment/offcampus/">http://www.ngcsu.edu/enrollment/offcampus/</a>
32		Forsyth County Program	<a href="http://www.ngcsu.edu/enrollment/offcampus/Forsyth/index.shtml">http://www.ngcsu.edu/enrollment/offcampus/Forsyth/index.shtml</a>
33		Gainesville State College Program	<a href="http://www.gsc.edu/admin/uc/Schedule_of_Courses.htm">http://www.gsc.edu/admin/uc/Schedule_of_Courses.htm</a>
34		George E. Coleman, Sr. Planetarium	<a href="http://www.ngcsu.edu/Academic/Sciences/Planetarium/planetarium.htm">http://www.ngcsu.edu/Academic/Sciences/Planetarium/planetarium.htm</a>
35		Student Health Services (Infirmary)	<a href="http://www.ngcsu.edu/Infirmary/index.htm">http://www.ngcsu.edu/Infirmary/index.htm</a>
36		Learning Support Program	<a href="http://www.ngcsu.edu/learning/atallant/dvstprog.shtml">http://www.ngcsu.edu/learning/atallant/dvstprog.shtml</a>
37		Minority Advising Program	<a href="http://www.ngcsu.edu/learning/atallant/map.shtml">http://www.ngcsu.edu/learning/atallant/map.shtml</a>
38		Office of Student Counseling	<a href="http://www.ngcsu.edu/Stu_Lif/stdntdev/index.htm">http://www.ngcsu.edu/Stu_Lif/stdntdev/index.htm</a>
39		Testing Office	<a href="http://www.ngcsu.edu/learning/atallant/test/index.htm">http://www.ngcsu.edu/learning/atallant/test/index.htm</a>
40		Hoag Student Center	<a href="http://www.ngcsu.edu/Stu_Lif/Studentcenter/index.htm">http://www.ngcsu.edu/Stu_Lif/Studentcenter/index.htm</a>
41		New Student Orientation	<a href="http://www.ngcsu.edu/Intro/index.shtml">http://www.ngcsu.edu/Intro/index.shtml</a>

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		(INTRO)	