

Submit originals and one copy and electronic copy to **Governance/Faculty Senate Office**  
(email electronic copy to [fysenat@uaf.edu](mailto:fysenat@uaf.edu))

**REQUEST FOR CORE WRITING INTENSIVE DESIGNATOR**

**SUBMITTED BY:**

Department	Department of Social and Human Development	College/School	College of Rural and Community Development
Prepared by	Veronica Plumb	Phone	455-2038
Email Contact	<a href="mailto:vmplumb@alaska.edu">vmplumb@alaska.edu</a>	Faculty Contact	Veronica Plumb

See <http://www.uaf.edu/uafgov/faculty/cd> for a complete description of the rules governing curriculum & course changes.

**1. COURSE IDENTIFICATION:**

Dept	ECE	341W	No. of Credits	3
------	-----	------	----------------	---

COURSE TITLE	Personnel Management of Early Childhood Programs
--------------	--

Existing Course	X	New Course Pending Approval*	
-----------------	---	------------------------------	--

\*Must be approved by appropriate Curriculum Council.)

**2. CURRENT CATALOG DESCRIPTION AS IT APPEARS IN THE CATALOG: including dept., number, title and credits**

ECE F341W Personnel Management of Early Childhood Programs 3 credits

Management of personnel of child care programs, including recruitment, hiring, in-service training, staff meetings and communication, supervision, evaluation, motivation, burnout prevention and termination of employees. Focus on maintaining quality programs for young children. Prerequisite: ENGL 211X or 213X (3 + 0 + 0)

**JUSTIFICATION FOR ACTION REQUESTED**

The purpose of the department and campus-wide curriculum committees is to scrutinize course designator applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed change and explain what has been done to ensure that the quality of the course is not compromised as a result.

ECE 341W will also be a program writing intensive for the Administration concentration within the CDFS BA Degree.

It was decided within a discipline meeting that each of the 4 concentration areas would have a written concentration. ECE 341 was chosen as a previously existing course that would meet the need without development of a new course.

The attached syllabus must clearly reflect the following basic elements for a class to be **WRITING INTENSIVE**. Please note them directly on the syllabus, using the corresponding letter. (See Guidelines in this manual.)

- A A majority of the final grade is derived from writing activities
- B A research paper/project
- C Personal conference with the student

D Drafts/revisions/Feedback

FORMAT 7 ECE 341W

APPROVALS:

Veronica [Signature] Date 9/14/11

Signature, Chair,  
Program/Department of:

Child Dev & Fam Studies

[Signature] Date 10/28/11

Signature, Chair, College/School Curriculum  
Council for:

CRED

[Signature] Date 11/3/11

Signature, Dean, College/School  
of:

CRED

ALL SIGNATURES MUST BE OBTAINED PRIOR TO SUBMISSION TO THE GOVERNANCE OFFICE

[Signature] Date

Signature, Chair, Senate Core Review Committee

The CDFS program has been looking carefully at the courses provided and is currently involved in a major program change that will promote better opportunity for student success. The change will provide opportunity for students to successfully learn and apply the material in alternate ways.

**APPROVALS:**

Veronica H. Cune Date 9/14/11  
 Signature, Chair,  
 Program/Department of: Child Dev & Fam Studies

Signature, Chair, College/School Curriculum Council for: Date

Signature, Dean, College/School of: Date

Signature of Provost (if applicable) Date

**Offerings above the level of approved programs must be approved in advance by the Provost.**

**ALL SIGNATURES MUST BE OBTAINED PRIOR TO SUBMISSION TO THE GOVERNANCE OFFICE.**

Signature, Chair, UAF Faculty Senate Curriculum Review Committee Date

**ADDITIONAL SIGNATURES: (As needed for cross-listing and/or stacking)**

Signature, Chair, Program/Department of: Date

Signature, Chair, College/School Curriculum Council for: Date

Signature, Dean, College/School of: Date

College of Rural and Community Development  
Child Development and Family Studies (CDFS)

Course Syllabus

**Course Title:** Personnel Management of Early Childhood Programs

**Course No:** ECE 341W

**Credits:** 3 (3 + 0 + 0)

**Prerequisites:** Engl 211X or 213X

**Instructor:** Veronica Plumb  
604 Barnette Street Suite 220

**Phone:** 455-2038

**E-mail:** [vmplumb@alaska.edu](mailto:vmplumb@alaska.edu)

**Office or Contact hours:** Instructor will post office hours for students at first class.

**Location:** Distance Delivered possibly in conjunction with local Fairbanks site.

**Dates:** TBA 2013

**Times:** TBA

Over the course of 15 weeks, ECE 341 will meet 14 times at 3 hours each meeting.

**Text:**

Caruso, Joseph, J. (2006). *Supervision in Early Childhood Education: A Developmental Perspective*. New York, NY. Teachers College Press. ISBN-13: 978-0807747315

Bruno, Holly E. (2008). *Leading on Purpose: Emotionally Intelligent Early Childhood Administration*. Columbus, OH. McGraw-Hill ISBN-13: 978-0073378428

Feeny, S. (2005). *Ethics and the Early Child Educator: Using the NAEYC Code*. WA D.C. National Association for the Education of Young Children. ISBN-13: 978-1928896272

American Psychological Association. (2009). *Publication Manual of the American Psychological Association*, (6<sup>th</sup> ed.). ISBN-13: 978-1433805615

**Course Description:**

Management of personnel of child care programs, including recruitment, hiring, in-service training, staff meetings and communication, supervision, evaluation, motivation, burnout prevention and termination of employees. Focus on maintaining quality programs for young children. Prerequisite: ENGL 211X or 213X (3 + 0 + 0)

**Course Goals:**

*Students will learn about and understand the importance of quality management of early care an education program personnel in relationship to quality care for children*

**Written Intensive:**

This course is designated as Writing-Intensive (W). This designation means that the "W" is evident in the course number on the syllabus. The designation applies to upper-division courses



# **UNIVERSITY OF ALASKA FAIRBANKS**

## **College of Rural and Community Development**

### **Child Development and Family Studies (CDFS)**

and means that a **majority of the graded work in the course will be derived from writing activities**. Here are the general guidelines for the writing expected in this course:

\*Students will complete an un-graded writing sample on or near the first day of class to help the teacher assess writing ability and general competence.

\*Students will receive comments from the teacher and/or peers on drafts of written work. In other words, students will work through a draft-and-redraft process so that they can apply feedback and become more effective writers. If students complete a major research project, the teacher will supervise the students' writing in stages.

\*Students will have opportunity to individually discuss their writing with the instructor either face-to-face or through audio conference.

#### **Student Learning Objectives:**

At the end of this course students will be able to:

1. Distinguish the characteristics of management, leadership and administration in regards to the role of each when working with personnel.
2. Formulate strategies for the recruitment, selection and dismissal of staff.
3. Planning for the successful policies and procedures that relate to orientation and training.
4. Model the importance of self-care and minimizing effects of burn-out.
5. Create plans for evaluation of personnel and implementation of policy changes.
6. Articulate understanding of appropriate use and steps for directive and reflective supervision.
7. Evaluate the Code of Ethical Conduct and demonstrate importance of use within day to day working practices.
8. Understand and appropriately use the elements of composition
9. Writing of relevant topic research papers using APA formatting.

#### **NAEYC Standards addressed in this course:**

Standard 1. Promoting Child Development and Learning –

1b: Knowing and understanding the multiple influences on early development and learning.

Standard 3. Observing, Documenting, and Assessing to Support Young Children and Families.

3d. Knowing about assessment partnerships with families and with professional colleagues to build effective learning environments.

Standard 6. Becoming a Professional

6b. Knowing about and upholding ethical standards and other early childhood professional guidelines

6c. Engaging in continuous, collaborative learning to inform practice; using technology effectively with young children, with peers, and as a professional resource

#### **Instructional Methods:**

The method of instruction will be a combination of reading assignments, Blackboard, audio conferencing. Audio lectures will be recorded and blackboard discussion forums continually

# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development

### Child Development and Family Studies (CDFS)

monitored. Students will demonstrate their understandings of course content and proficiency of skill through assignments and discussion. All assignments will be communicated through the assignments section of the course Bb site. Other communication will take place through email.

#### **Requirements and Assignments:**

- **Diagnostic composition** will be required on the first day. Points will not be taken away for mistakes, but will provide the basis for writing ability. Your composition should be at least 5 paragraphs in length and be properly structured, with correct grammar and spelling. The topic of this composition will be *The topic for this essay will be "Who am I, something unique you may not know about me, and here is the story of my name."* Please write your composition and attach it within the Initial Diagnostic Composition area within the Assignment section of the class Black board site.
- **Homework Assignments:** will be written responses to various diverse assignments as described in the course calendar. Please complete your homework assignment using APA formatting. The write-ups will be used as guidance for improvement of the APA formatting required for the final research paper. The papers should be 1.5-2 pages and should address the specific assignment.
- **Final Research Paper:**  
A scholarly paper demonstrating your knowledge on a key aspect of this course, topic to be determined by Friday DATE. An editor (writing center) should review a first draft by (Date). Information regarding the writing center for local or rural students will be posted on the ECE 341W Black Board site. A semifinal draft is due to the instructor for review by (Date). Final completed paper is due (Date), and posted on the Bb site by (Date) as well. **The paper will be written using APA formatting.**
- Ending Reflection: Write an ending reflection to share what you have learned and how you will use this knowledge an administrative environment.

#### **Course Evaluation:**

A letter grade will be issued for participants. (Note that you must receive a C or higher for this course to count towards your CDFS BA Degree. Grading is based on:

• Diagnostic composition	10	05%
• Homework assignments (10 @ 10 pts ea)	100	25%
• Final Assignment	100	25%
• Ending reflection	40	10%
Total	250	100%

All coursework will be evaluated on the following:

- a) Organization
- b) Clarity
- c) Consistency of thought and format
- d) Reflection of course content



# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development Child Development and Family Studies (CDFS)

- e) Thoughtful assimilation/accommodation with evidence of conceptual connections and understanding of content
- f) Written work contains no or few distracting elements such as spelling errors.

Grade	Points	Definition
A = 100% - 90%	250-225	An honor grade. Demonstrates your work has met and exceeded criteria (a) through (f).
B = 89% - 80%	224-200	Better than the average. Demonstrates that your work has met and moderately reflected criteria (a) through (f).
C = 79% - 70%	199-175	Average. Demonstrates that your work has barely met and reflected moderately on criteria (a) through (f).
D = 69% - 60%	174-150	Below average. Demonstrates that your work has not met one or more criteria (a) through (f)
F = below 60 %	149- below	Student was not able to meet 60% or more of criteria (a) through (f).

### Course Calendar: (Spring 2013)

This schedule is fluid and may be updated during the semester. The instructor will inform students of changes in a timely manner. Any changes will be updated on the class Bb site. Students are responsible for keeping track of schedule changes once announced.

Date	Topic and Assignment
Week 1)	<p><b>In class today</b></p> <ul style="list-style-type: none"><li>• Review course expectations; introductions;</li></ul> <p><b>Diagnostic composition:</b> Each student will prepare a short diagnostic composition. This composition should be submitted the first evening of class. All students will write and submit through email, or FAX the morning following class. Face-to-face student will write the essay and submit at the end of the first class. All essays will be word processed and submitted electronically. This assignment will not be graded but will provide the basis for writing ability as well as <i>a method to introduce students to each other. The topic for this essay will be "Who am I, something unique you may not know about me, and here is the story of my name."</i> The composition should be several paragraphs in length (at least 5), and be properly structured, with correct grammar and spelling. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of introduction and encourage peer feed-back.</p> <p><b>Preparation for next class:</b> Reading Assignment: Chapters 1, 2 and 3 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i></p> <p><b>All classes will be recorded</b> To retrieve recording at a later date: <i>Dial 1-800-230-8546</i> <i>Use your normal participant pin which is 8930399.</i> <i>You will be asked to give the date in a 6 digit number. For the September 10 class meeting it would be 091011.</i> <i>You will then be asked to give the chapter code. We will use 0</i> <i>Listings for retrieval codes of following days will be posted on the announcement page of blackboard.</i></p>

# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development

### Child Development and Family Studies (CDFS)

Week 2)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Questions about syllabus and class</li><li>• Lecture Topic: Myths about supervision in contrast to real rules and responsibilities.</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapters 4 and 5 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i> And Chapters 1 and 2 in <i>Leading on Purpose</i></p> <p><b>Homework 1:</b> Share your thoughts about the reading in writing, particularly about the thoughts for emotional and social intelligence, why would attention to this important? Please write a response to the previous reading assignment in composition form. The composition should be several paragraphs in length (at least 7), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 1 is due by the end of the day Sunday.</p>
Week 3)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Lecture Topic: Supervisor development in conjunction with emotional and social intelligence.</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapter 6 and 7 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i> And Chapters 3 and 4 in <i>Leading on Purpose</i></p> <p><b>Homework 2:</b> Answer the following questions and tasks in composition form. What is the purpose for your work? How would you articulate your vision for making a difference? End by developing your personal mission statement. The composition should be several paragraphs in length (at least 9), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 2 is due by the end of the day Sunday.</p>
Week 4)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Lecture Topic: Supervisor development and decision making, and how we lead with a purpose.</li><li>• Group discussion regarding readings and lecture.</li></ul>



# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development

### Child Development and Family Studies (CDFS)

	<p><b>Preparation for next class:</b> Reading Assignment: Chapter 8 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i> And Chapters 5 and 6 in <i>Leading on Purpose</i></p> <p><b>Homework 3:</b> Share your thoughts about the reading in writing. Where would be your place to begin? What did you think about the chapter 8 case study? Please write a response to the previous reading assignment in composition form. The composition should be several paragraphs in length (at least 9), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 3 is due by the end of the day Sunday.</p>
Week 5)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Change, planning, resisting and working with</li><li>• Group discussion regarding personal experiences with change. Each student should come prepared to share a personal story about change that they have had to deal with. How did it affect you? How did you respond? What was your experience between grieving and loss within your experience with change?</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Read through the first half of <i>Ethics and the Early Child Educator: Using the NAEYC Code</i> And Chapter 7 in <i>Leading on Purpose</i></p> <p><b>Homework 4:</b> Share your thoughts about the reading in writing. Why do early childhood educators need a code of ethics? What would happen if there were no code? How does having a code of ethics improve the status of the early childhood education? How can the code of ethics help with supervision? Please write a response to the previous reading assignment in composition form. The composition should be several paragraphs in length (at least 9), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 4 is due by the end of the day Sunday.</p>
Week 6)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Introduction to the <i>Code of Ethical Conduct</i> in early childhood</li><li>• Group discussion regarding readings and lecture.</li></ul>

# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development

### Child Development and Family Studies (CDFS)

	<p><b>Preparation for next class:</b> Reading Assignment: Read through the second half of <i>Ethics and the Early Child Educator: Using the NAEYC Code</i> And Chapter 15 in <i>Leading on Purpose</i></p> <p><b>Homework 5:</b> Let's do something different: Ethical issues involving colleagues are frequently reported by early childhood educators. These involve information management, professional behavior and program practices. Nine case scenarios have been written out in a specific discussion forum on the class Blackboard site. Each student should read through each case scenario and create a response. Please read and respond to the postings of your peers. Homework 5 should be completed by the end of the day Sunday.</p>
Week 7)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Lecture Topic: Continuing the <i>Code of Ethical Conduct</i> in early childhood.</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapters 9, 10 and 11 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i></p> <p><b>Homework 6:</b> Share your thoughts about the reading in writing. What are your thoughts on the practice of clinical supervision? Is the structure necessary in your mind? Why or why not? Please write a response to the previous reading assignment in composition form. The composition should be several paragraphs in length (at least 9), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 6 is due by the end of the day</p>
Week 8)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Lecture Topic: Personnel evaluation and clinical supervision.</li></ul> <p><b>Preparation for next class:</b> Chapters 7 and 8 in <i>Leading on Purpose</i></p> <p><b>Homework 7:</b> Investigate and write about how conflict is viewed and dealt with by at least two cultures other than your own. How do you feel about these diverse approaches? What can you learn from other cultures on conflict resolution? As a leader of a program, what actual steps could you take to ensure that cultural differences are respected as conflicts arise? Your response should be properly structured, with correct grammar and spelling. The homework assignment will be submitted electronically to the instructor as well as posted in the correct forum within the Bb discussion board. Please read and respond to peer postings. Instructor will provide feedback to each student</p>



# UNIVERSITY OF ALASKA FAIRBANKS

## College of Rural and Community Development Child Development and Family Studies (CDFS)

	<p>privately and individually. Homework 7 is due by the end of the day Sunday.</p>
Week 9)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Welcome community as problem-solvers with open communication</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapter 14 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i></p> <p><b>Homework 8:</b> Make a list of ten questions you would like to ask a person who is applying for a position in your organization. Review and rewrite those questions to make them welcoming and unbiased toward persons with handicaps. How can you make sure the questions focus more on tasks of the job than on personal attributes? Having created these questions, would you recommend ways to rewrite the job description to be in compliance with ADA requirements? Your response should be properly structured, with correct grammar and spelling. The homework assignment will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Homework 8 is due by the end of the day Sunday.</p>
Week 10)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Hiring / recruitment</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapter 15 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i></p> <p><b>Homework 9:</b> Share your thoughts about the reading in writing. What are the components of your professional development and learning program, and how do they address the various levels of education, experience and expertise of staff members? Describe some of the major problems you face in the area of staff development, how would you improve on this area? The composition should be several paragraphs in length (at least 9), and be properly structured, with correct grammar and spelling. Compositions will be submitted electronically to the instructor. Instructor will provide feedback to each student privately and individually. Students will also post their composition to the prepared forum in the discussion area of our class Blackboard site as a means of promoting discussion within the group. Homework 9 is due by the end of the day Sunday.</p>
Week 11)	<p><b>In class today:</b></p> <ul style="list-style-type: none"><li>• Staff Development and Learning</li></ul> <p><b>Preparation for next class:</b> Reading Assignment: Chapter 15 in <i>Supervision in Early Childhood Education: A Developmental Perspective</i></p>



# UNIVERSITY OF ALASKA FAIRBANKS

## **College of Rural and Community Development**

### **Child Development and Family Studies (CDFS)**

	<b>Homework 10:</b> Prepare a question or scenario for class discussion on the topic of special issues that may affect supervision within the early childhood setting. Turn in your questions/scenarios and plans for leading discussion by end of day Sunday. Each student will plan to lead the discussion around your question. You may use real-life issues you have experienced or observed to base your question and discussion. Discussions will extend over the 12 <sup>th</sup> , 13 <sup>th</sup> and 14 <sup>th</sup> weeks, as needed, so that everyone has a chance to complete this assignment.
Week 12)	<b>In class today:</b> <ul style="list-style-type: none"><li>• Special issues affecting early childhood supervision</li><li>• Student led group discussions begin</li></ul> <b>Preparation for next class:</b> Continue work on final research paper.
Week 13)	<b>In class today:</b> <ul style="list-style-type: none"><li>• Group discussion</li></ul> <b>Preparation for next class:</b> Continue work on final research paper.
Week 14)	<b>In class today:</b> <ul style="list-style-type: none"><li>• Group discussion</li><li>• Closing of class</li></ul> Final paper and final reflection is Due by end of Sunday.

#### **Student Support Services:**

The University has many student support programs. If you need assistance please contact any of the following service programs or departments.

#### **UAOnline**

<http://uaonline.alaska.edu/>

Your resource for transcripts, accounts and other personal information

#### **Disabilities Services:**

The Child Development and Family Studies program will work with the Office of Disability Services to provide reasonable accommodation to students with disabilities. Disability Services provide a variety of services to assure equal access for all students. Interpreting services, educational assistants, note taking, and exam accommodations for students are the most frequently provided accommodations.

The Office of Disability Services implements the Americans with Disabilities Act (ADA), and insures that UAF students have equal access to the campus and course materials. (203 WHIT, 474-7043) I will work with the Office of Disabilities Services to provide reasonable accommodation to students with disabilities.

# UNIVERSITY OF ALASKA FAIRBANKS

## **College of Rural and Community Development**

### **Child Development and Family Studies (CDFS)**

Disability services also provides assistance to the university's rural campuses; Bristol Bay, Chukchi, Interior-Aleutians, Kuskokwim, and Northwest.

Questions should be directed to the Director of Disability Services at (907)-474-5655.

<http://www.uaf.edu/disability/>

Representatives from the office also regularly meet students in the CTCC building.

Check with the CTCC student services for more information, 455-2851 or 2849.

UAF Office of Disability Services 612 N. Chandalar, PO Box 755590 University of Alaska Fairbanks Fairbanks, Alaska 99775-5590

Phone: (907) 474-5655 | TTY: (907) 474-1827 | Fax: (907) 474-5688

E-mail: [fydso@alaska.edu](mailto:fydso@alaska.edu)

### **Writing Center**

<http://www.alaska.edu/english/studentresources/writing/>

The Writing Center is a student-staffed, student-oriented service of the English Department.

801 Gruening Bldg., P.O. Box 755720

Fairbanks, Alaska 99775-5720

Phone: (907) 474-5314 Fax: 1-800-478-5246

\* The UAF Writing Center and Computer Lab offers free writing tutoring to any student in any subject via telephone and fax or over the Internet. Students can call 907-474-5314 for information on how to fax a paper and have it tutored over the telephone, or engage in an interactive Internet session. Both services are free.

### **Rural Students Services**

<http://www.uaf.edu/ruralss/>

Rural Student Services (RSS) is an academic advising department with over 35 years of experience in working with students from all over the state of Alaska. We are here to assist you in achieving student success by linking you to current information pertinent to your education, lifestyle, and goals. RSS is known for its welcoming and friendly environment. Many students find meaningful connection at UAF through RSS. We can help you with:

- Academic requirements
- Registration for classes
- Finding financial aid
- Explaining housing options
- Declaring a major
- Career exploration

CONTACT US AT:

P.O. box 756320, Fairbanks, AK 99775-6320

1-888-478-1452 (toll free within Alaska) or (907) 474-7871

Email us at [fyrss@uaf.edu](mailto:fyrss@uaf.edu)



# UNIVERSITY OF ALASKA FAIRBANKS

## **College of Rural and Community Development Child Development and Family Studies (CDFS)**

### **Library Services for off campus students**

<http://library.uaf.edu/offcampus>

Off-Campus Library Services is a unit set up to serve rural UAF students and faculty who do not have access to appropriate information resources in their town or village. We work in support of The College of Rural & Community Development and The Center for Distance Education and Independent Learning.

We can supply your information needs for the courses you are taking. For example, if a research paper is required in the teleconference or correspondence course that you are taking, you can contact us, explain your information need, and we will send library materials to you so that you can write your paper.

Contact us at Off-Campus Services, Elmer E. Rasmuson Library

310 Tanana Loop, PO Box 756800

Fairbanks, Alaska USA 99775-6800

Phone: 1-800-478-5348 Email: [fyddl@uaf.edu](mailto:fyddl@uaf.edu)

### **For more off campus help go to:**

[http://www.uaf.edu/library/instruction/ls101/other/Distance\\_Resources.html](http://www.uaf.edu/library/instruction/ls101/other/Distance_Resources.html)

### **Computer, Internet and Software**

**Problem: you cannot get your email** Make sure your Internet connection is working; to test it, you can try to go to a new web page and see if it loads.

- If you are having problems with a UAF account, you will need to contact the **UAF help desk 1.800.478.4667**. If it is another company's account, you will need to contact their customer support. There is very little we can do to assist you as we have no control or access to the computers that serve the email.
- Check with your email program's Help.

### **Problem: you forgot your password**

- Only the organization that issued your password can do anything to change it. You will need to contact them. For UAF email and Blackboard it is the UAF help desk 1.800.478.4667. For most web services there is a link you can click if you forgot your password. I also recommend writing them down somewhere for back up.

### **Problem: you are having problems with Blackboard**

- You will need to contact the Blackboard administrator, at: <http://classes.uaf.edu/> Office of Information Technology Help Desk 474.6564 or 1.800.478.4667