

STATUS REPORT

COMMITTEE ON EDUCATIONAL SUPPORT SERVICES

SECTION V

.Dondra Casey, Chair
Phil Kerr, Vice Chair

Ken Anderson
Denise Babin
Charles Blalock
Kevin Brown
Mike Burton
David Cook
Patricia Guest
A. J. Knight
Randy McFry
Dorothy Morgan
Mary Rhinehart
Russell Robinson
Jack Sharp
Dale Suffridge
Drew Tonsmeire
Phyllis Weatherly
Jeremy Weatherly
Traci Guy, Student
Jerry Taylor, Student
Shelton, Ex Officio
Adrian Bowers, Ex Officio

SECTION 5: EDUCATIONAL SUPPORT SERVICES

5.1 Library and Other Learning Resources

Must Statement: Because adequate library and other learning resources and services are essential to teaching and learning, each institution must ensure that they are available to all faculty members and enrolled students wherever the programs or courses are located and however they are delivered.

STATUS: In Compliance

Floyd College students and faculty members have access to learning resources and services on the main campus and at the extension centers as evidenced by the responses that follow in this section.

Must Statement: Each institution must develop a purpose statement for its library and other learning resource services.

STATUS: In Compliance

See the Floyd College mission statement which includes a linking statement with the College purpose.

Must Statement: The library and other learning resources must be evaluated regularly and systematically to ensure that they are meeting the needs of their users and are supporting the programs and purpose of the institution.

STATUS: Questionable

The library is evaluated yearly through surveys on student and faculty satisfaction with resources and services. The surveys are analyzed by the chair of the Division of Learning Resources in the College's Annual Report. User surveys cover satisfaction with the catalog, the collection, the layout of the library, the availability of study rooms, etc. The surveys are also used to indicate how well the library is meeting its mission in relation to the purpose of the College. Program support is evaluated in regard to the nursing and dental programs, but no formal mechanism is in place for evaluating program support in other areas.

Must statement: Learning resources and services must be adequate to support the needs of users.

STATUS: Questionable

See other statement responses in this section for verification of service which appear to be adequate.

There was concern, however, as to whether or not off-campus sites were adequate.

Must Statement: The size of locations and the amount of money spent on resources and services do not ensure adequacy. Of more importance are the quality, relevance, accessibility, availability and delivery of resources and services, and their actual use by students, regardless of location. These considerations must be taken into account in evaluating the effectiveness of library and learning resource support.

STATUS: In Compliance

The full evaluation of the library resources and services indicate that they are of quality and make effort to be relevant and accessible. Use by students and surveys indicate that this is true. The previously stated concern with off-campus sites applies here.

Must Statement: Priorities for acquiring materials and establishing services must be determined with the needs of the users in mind.

STATUS: In Compliance

A formula for the development of general subject areas is based on the prior year's circulation. Final purchase decisions are made by the chair of the Division of Learning Resources. The reference librarian responds to special requests. students are given priority over faculty members and others in general, and particular services, such as telephone services, are offered dependent on availability of staff.

Must Statement: Each institution must ensure that all students and faculty members have access to a broad range of learning resources to support its purpose and programs at both the primary and distance learning sites.

STATUS: In Compliance

The library has access to inter-library loans through the GOLD service. Use of this service is increasing each year on the main campus and at the Acworth and Cartersville campuses. Access to a CD ROM (CD-LAN) network which provides both periodical indexes and full text sources is available at 5 stations (4 of them workstations) in the library. A printer has recently been attached to the network to allow students and faculty to obtain a copy of any desired information. The library has more than 54,000 books, and more than 14,000 audiovisual materials available. The library also subscribes to more than 250 serials, including periodicals, newspapers and indexes. A complete list of serial holdings is available at the circulation desk.

On September 20, 1995, the College went on line with the GALILEO (Georgia Library Learning on Line) system, which provides access to the Internet, Netscape, the World Wide Web and ABI-Inform. With GALILEO, the College has access to all library holdings within the University System of Georgia. The College is also a member of SOLINET (Southeast Library Network) which provides access to international library holdings.

Must Statement: Basic library services must include an orientation program designed to teach new users how to access bibliographic information and other learning resources.

STATUS: Questionable

Orientation programs are available on demand to any individual or class. The programs include basic instruction in the use of all library facilities, including card catalog, reference materials, interlibrary loan, the GOLD service and CD-LAN facilities. Two Floyd College classes, Eng 102 (a transfer course) and FCS 101 (an elective study skills course) require students to take library orientation tours. In FY (Fiscal Year) 1993-94, fifty-five orientation tours served more than 1,000 library patrons.

See Recommendation 1 (1987).

Must Statement: Libraries and learning resource centers must provide students with opportunities to learn how to access information in different formats so that they can continue life-long learning.

STATUS: In Compliance

students have access to on-line catalog indexes on CD LAN and in paper format. Periodicals are available in both bound and microfilmed form. students also have access to the library's complete audiovisual collection.

Must Statement: Librarians must work cooperatively with faculty members and other information providers in assisting students to use resource materials effectively.

STATUS: In Compliance

The library maintains a good working relationship with classroom faculty in the following ways:

- Orientation programs are available on request to any individual or class.
- Receptions are held at least twice a year to introduce new library faculty or to introduce new library services.
- The library circulates cards from Choice to all faculty members and strongly encourages requests for additions to the collection. Faculty members are always notified when their requested purchases have been received and processed.
- A Guide to Library Services is distributed to all full and part-time faculty. Among the services available is an assignment planning service to faculty members desiring to give class assignments involving use of the library.

Should Statement: Libraries and learning resource centers should provide point-of-use instruction, personal assistance in conducting library research and traditional reference services. This should be consistent with the goal of helping students develop information literacy -- the ability to locate, evaluate and use information to become independent life-long learners.

STATUS: In Compliance

The library offers personal one-to-one assistance rather than written instructions. The library annual report documents the number of research and reference questions handled. A full-time reference librarian and three additional staff members experienced in reference services provide assistance and conduct formal bibliographic instruction sessions. The library director is also skilled in reference services. The services provided are consistent with the indicated goal.

See Recommendation 5 (1987).

Must Statement: Adequate hours must be maintained to ensure accessibility to users.

STATUS: In Compliance

Hours at the Floyd College library are as follows:

8:00 a.m. to 9:00 p.m. on Monday, Tuesday, Wednesday
and Thursday

8:00 a.m. to 5:00 p.m. on Friday

1:00 p.m. to 5:00 p.m. on Sunday

On at least two occasions, including midterm and final exam dates, the library experimented with Saturday hours. Attendance was extremely low and the practice was discontinued.

Hours at the Acworth Center library are as follows:

8:00 a.m. to 9:00 p.m. on Monday, Tuesday, Wednesday
and Thursday

8:00 a.m. to 5:00 p.m. on Friday

9:00 a.m. to 2:00 p.m. on Saturday

students and faculty at the Cartersville Center have access to the cartersville High School library which maintains the following hours:

7:30 a.m. to 4:30 p.m. on Tuesday, Thursday, and Friday

7:30 a.m. to 9:00 p.m. on Monday and Wednesday

A Floyd College librarian is available at the Cartersville High School library from 4:00 p.m. to 9:00 p.m. on Monday and Wednesday.

See Recommendation 9 (1992).

Should statement: Professional assistance should be available at convenient locations during library hours.

STATUS: In Compliance

The main Floyd College library and the libraries at the Cartersville Center and North Metro Technical Institute are housed in one-floor buildings which allow convenient access. A professional librarian is available at each location according to the schedule described in the response to previous "must statements".

Must Statement: Library collections must be cataloged and organized in an orderly, easily accessible arrangement following national bibliographical standards and conventions.

STATUS: In Compliance

The Floyd College library has an on-line public access catalog using the UNICORN integrated library system from the SIRS! corporation. current and new holdings are added to the catalog on a continuous basis. The library has access, through staff terminals, to GA PALS Union Catalog, which includes most of the library holdings of the University System of Georgia. The Acworth campus also has a DIALOG account.

Must Statement: students and faculty must be provided convenient, effective access to library resources needed in their programs.

STATUS: In Compliance

Refer to "must statements" and responses previously covered in this section.

Must statement: Convenient, effective access to electronic bibliographic databases, whether on-site or remote, must be provided when necessary to support the academic programs.

STATUS: In Compliance

The library has current subscriptions to the following indexes: Business, Education, General Science, Social Science, and Humanities all with periodical indices. The library also subscribes to the Reader's Guide to Periodical Literature, CINAHL, NY Times Index and the Atlanta Journal and Constitution Index. See also the responses to other "must statements" in this section.

Must Statement: Libraries and other learning resource centers must have adequate physical facilities to house, service and make library collections easily available; modern equipment in good condition for using print and non-print materials; provision for interlibrary loan services designed to ensure timely delivery of materials; and an efficient and appropriate circulation system.

STATUS: In Compliance

The Floyd College library has adequate storage space for all of its materials and none is remotely stored. There are two "book-friendly" photocopiers, which are less than 3 years old, and four microfilm reader/printers, two of which can be used for microfiche. The library is a member of the GOLD inter-library loan system, which is an OCLC subgroup. The materials in the library's collection are bar-coded and circulate through the UNICORN system. Overdue notices are generated automatically and the admissions office withholds the grades and transcripts of delinquent borrowers until their obligations have been cleared.

Must Statement: Institutions must provide access to essential references and specialized program resources for each instructional location.

STATUS: In Compliance

The North Metro Technical Institute library and the Cartersville High School library (used by the Cartersville Center) contain collections which support academic courses at these locations. Further, the on-line library catalog at the Floyd College main campus is accessible from both branch libraries. In addition, a special collection in nursing has been established at the Cartersville Center, a DIALOG service is available at the North Metro Technical Institute and document delivery is provided on a daily basis at both centers. A full-time public service/reference librarian is available at all library locations to work with students and faculty, providing bibliographic instruction, library orientation, help with compiling acquisition files, etc.

Must Statement: Access to the library collection must be sufficient to support the educational, research and public service programs of the institution.

STATUS: Questionable

The Floyd College Library Materials Acquisition and Retention Policy addresses this requirement (see attachment). Funds are budgeted annually to support the collection and database building. Further, the library participates in the inter-library loan network as a borrower and as a lender. The library is actively involved in the Regents' statewide library network building. The North Metro Technical Institute media center and the Cartersville High School library (used by the Cartersville Center) contain collections which support academic courses at these locations. In addition, a special collection in nursing has been established at the Cartersville Center, a DIALOG service is available at the Acworth Center, and document delivery is provided on a regular basis at both centers. A full-time public service/reference librarian is available to work with students and faculty, providing bibliographic instruction, library orientations, help with compiling acquisition files, and so forth. The community also has access to library resources.

See Recommendation 11 (1992).

Must Statement: The collections of print and non-print materials must be well organized.

STATUS: In Compliance

The library collection is classified by the Library of Congress system and is cataloged on the library's on-line catalog.

Approximately 10% of the collection, which consists mainly of infrequently used materials (such as phonograph records and film loops) is cataloged only in the card catalog.

Must Statement: Institutions offering graduate work must provide library resources substantially beyond those requested for the baccalaureate programs.

STATUS: Not Applicable

Must Statement: Librarians, teaching faculty and researchers must share in the development of collections, and the institution must establish policies defining their involvement.

STATUS: In compliance

The librarian and the teaching faculty share responsibility for collection development and the division chair's signature is considered evidence of need, quality and suitability. The library has established a materials acquisition policy. A copy of the Floyd College Materials Acquisition and Retention Policy is attached.

Must Statement: Each library or learning resource center must have a policy governing resource material selection and elimination, and should have a procedure providing for the preservation, replacement or removal of deteriorating materials in the collection.

STATUS: In Compliance

An item in the collection may be considered a candidate for removal when space becomes a problem and/or it has not been used at least once in its first two years on the library shelves. The reference librarian is responsible for the removal process. Appropriate faculty may be consulted before material is removed. Titles listed in Books for Colleges' Libraries, or a subsequent recognized title, will not be considered candidates for removal. This information is part of the library's materials acquisition and retention policy. A copy of this policy is attached.

Should Statement: Institutions **should** supplement their traditional library with access to electronic information.

STATUS: In Compliance

Floyd College provides electronic access in the form CD LAN systems in major content areas, the GOLD program for inter-library loan within the state, the newly acquired informational resource known as GALILEO, and other computerized information access items. Refer to other responses in this section for further information on electronic information and access.

Should statement: Where appropriate, institutions should use technology to expand access to information for users at remote sites, such as extension centers, branch campuses, laboratories, clinical sites or students' homes.

STATUS: In Compliance

Informational access is a primary means of contact and usage with our off-campus sites. Branch libraries have access to the main Floyd College catalog via computer, inter-library loan search capability, etc. The coming addition of GALILEO as a part of the Georgia state system will enhance this usage even more. Refer to other responses in this section for more detailed information.

Must Statement: The institution must provide evidence that it is incorporating technological advances into its library and other learning resource operations.

STATUS: In Compliance

The Floyd College library has an on-line catalog which is accessible from both the North Metro and Cartersville branch library sites. The GOLD service allows the library computer to access inter-library loans. This service is available at all Floyd College locations. Staff terminals provide the library with access to GA PALS Union Catalog, which includes most of the library holdings of the University System of Georgia. The North Metro Technical Institute campus also had a DIALOG account.

See Recommendation 2 (1987).

Must Statement: Cooperative agreements with other libraries and agencies should be considered to enhance the resources and services available to an institution's students and faculty members. However, these agreements must not be used by institutions to avoid responsibility for providing adequate and readily accessible library resources and services.

STATUS: In Compliance

The College has formal cooperative agreements with Cartersville High School in Cartersville and with North Metro Technical Institute in Acworth for the use of their libraries and other learning resource centers. At each of its off-campus centers, the College provides access to the catalog on the main campus, and to a subset of the overall collection. Material from the collection is available by FAX every day, or with advance notice, by courier on Tuesdays and Thursdays. Staff and instructors also coordinate holdings. students at Heritage Hall have access to the library on the main campus since Heritage Hall is within the mileage limit.

See Recommendation 14 (1992).

Must Statement: Libraries and other learning resources must be adequately staffed by professionals who hold graduate degrees in library science or in related fields such as learning resources or information technology.

STATUS: In Compliance

The Association of College and Research Libraries, in cooperation with the American Association of Community Colleges, has developed staffing criteria for community college libraries. At its current enrollment, Floyd College is two EFT professional librarians short. At current enrollment of approximately 2900, the College is approaching an enrollment break point of 3000 that would make us two EFT professional librarians short.

on-campus staff consists of a library director with an MLS degree, an assistant librarian for technical services with an MLS degree, and an assistant librarian for public service with an MLS degree. All three degrees are from ALA accredited programs. The library director has numerous other responsibilities and can be considered only part-time in terms of library activities. The off-campus library activities are coordinated by a person with an ALA accredited MLS degree, and a half-time reference librarian with an MLS degree. Both the technical services librarian and the half-time reference librarian spend part of their time each week at the North Metro Technical Institute media center. The

classified staff consists of four full-time employees, assigned to the main campus. A varying number of student assistants complete the library staff.

See Recommendation 12 {1992}.

Must statement: In exceptional cases, outstanding professional experience and demonstrated competence may substitute for this academic preparation; however, in such cases, the institution must justify the exceptions on an individual basis.

STATUS: Not in Compliance

Two classified staff people are currently being used in professional roles in the library. In the opinion of the professional librarians, any attempt to justify this would be futile.

Must Statement: The number of library support staff members must be adequate.

STATUS: Questionable

The professional librarians indicate that these staffing needs could be better met by adding:

- an assistant librarian for acquisitions to replace a clerk and a secretary now being used to do acquisitions in addition to their defined duties
- enough additional classified staff to enable the library to increase its hours of operation from the current 60 to 85
- sufficient student assistants to cover the circulation desk during all library hours

Should statement: organizational relationships, both external and internal to the library, should be clearly specified.

STATUS: In Compliance

The organizational relationships have been clearly specified in contractual or articulation agreements.

Must Statement: Institutional policies concerning faculty status, salary and contractual security for library personnel must be clearly defined and made known to all personnel at the time of employment.

STATUS: Questionable

Faculty status for librarians is described in the policies of the Board of Regents. The classified staff feel that policies concerning their salaries and contractual security have not been made clear to them and that such policies are not applied uniformly across the campus.

Should Statement: Qualifications or skills needed for these support positions **should** be defined by the institution.

STATUS: Questionable

Position descriptions are in the process of being reviewed and rewritten.

Must Statement: For distance learning activities, an institution must ensure the provision of and ready access to adequate library/learning resources and services to support the courses, programs and degrees offered.

STATUS: In Compliance

For distance learning courses offered by Floyd College through the Georgia Statewide Academic and Medical System (GSAMS), College by Cassette, and Floyd College Television (FCTV), adequate resources and materials are provided at the main campus library, the media center of North Metro Technical Institute and the Cartersville High School library. Floyd College purchases and provides materials which supplement the collections owned by the service libraries. The on-line library catalog at the main campus is accessible from both of the service libraries. Materials in the library on the main campus are delivered directly to off-campus locations by courier twice each week. FAX machines are available in each of the libraries for quick delivery of articles and reference materials.

See Recommendation 16 (1992).

Must Statement: The institution must own the library/learning resources, provide access to electronic information available through existing technologies, or provide them through formal agreements. Such agreements should include the use of books and other materials.

STATUS: In Compliance

Formal agreements between Floyd College and North Metro Technical Institute and the Cartersville School Board of Education are located in the main campus library office. Also see the responses to the following "must statements".

See Recommendation 3 (1987), and Recommendation 11 and 14 (1992).

Must Statement: The institution must assign responsibility for providing library/learning resources and services and for ensuring continued access to them at each site.

STATUS: In Compliance

Professional librarians, under the supervision of the chair of the Division of Learning Resources, are responsible for planning and providing library services at North Metro Tech and Cartersville High School. Each library is staffed by a professional librarian with a master's degree from an ALA certified institution. The Director of Media Services at North Metro Technical Institute holds a master's degree in instructional technology and is a doctoral candidate in instructional technology.

See Recommendation 15 (1992).

Must Statement: When formal agreements are established for the provision of library resources and services, they must ensure access to library resources pertinent to the programs offered by the institution and include provision for services and resources which support the institution's specific programs -- in the field of study and at the degree level offered.

STATUS: In Compliance

Acquisitions and development of services for areas where formal agreements exist are set through cooperative decision with the site coordinator and/or administrator. Effort is made to meet the needs of each area through instructor suggestions, input from on-site personnel, and pertinent administrators.

See Recommendation 16 (1992).

5.2 Instructional support

Must Statement: To support its curriculum, each institution must provide a variety of facilities and instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audiovisual and duplication services, and learning skills centers) which are organized and administered so as to provide easy access for faculty and student users.

STATUS: In Compliance

Lab facilities:

ART DEPARTMENT

Art 115- Art studio I
Art 215- Art Studio II

BIOLOGY DEPARTMENT (9 stations, supervised by Lab Technician)

BIO 212- Anatomy & Physiology 1
BIO 213- Anatomy & Physiology 2 (includes physiography machine)
BIO 311- (9 stations - includes live models of frogs, worms, crayfish and cats for dissection)
BIO 250- (4 stations)

GENERAL MATERIALS:

- muscle models x3
- audiovisual equipment, including Macintosh computers
- acrylic models (shells & others)
- human articulating skeletons x 3
- cat skeletons
- bat skeletons
- lung models
- skulls
- temporary library labs set up with models and slides

BIOLOGY -- CARTERSVILLE CAMPUS

BIO 261- Microbiology (4 stations)

CHEMISTRY -- MAIN CAMPUS

CHE 102- Elementary Chemistry (8 stations)

CHE 121- General Chemistry

CHE 240- Organic Chemistry

EQUIPMENT AVAILABLE TO ALL

- dissecting microscopes
- microscopes
- interocular scopes
- biocular scopes
- centrifuges
- spectrophotometer
- chemicals (acids, bases, organic and inorganic compounds)
- glassware (beakers, flasks, etc.)

CHEMISTRY -- CARTERSVILLE CAMPUS

CHE 101- Elementary Chemistry I

CHE 121- General Chemistry

PHYSICS (8 stations)

NURSING LAB -- HERITAGE HALL

- 7 hospital beds
- 1 child's crib
- 1 bassinet
- supplies necessary to teach all aspects of client care

NURSING LAB -- CARTERSVILLE

- 2 beds in Cartersville Hospital
- supplies necessary to teach all aspects of client care

ACWORTH CENTER

PSC 101- Physical Science I
PSC 102- Physical Science II

COMPUTER LABS

Library labs-2

- 20 486 workstations in each with shared printers
- Tutorial Center lab (staffed 16-24 hours per week)
- 10 Plato (486) workstations
- 8 XT workstations with shared printers

B-Lab

- 24 486 workstations with shared printers

Hearing Impaired Lab

- 9 workstations ranging from XT-386 workstations

CARTERSVILLE CAMPUS

- 1 486 workstation with printer

ACWORTH CAMPUS

- 1 386 workstation with printer

AUDIOVISUAL SERVICES

There were 3,969 requests for Audio Visual Services in Fiscal Year 1993-1994. There are 2099 items in the audiovisual software collection. Audiovisual Services as a part of the Division of Learning Resources provides a variety of instructional support services which include:

1. Direct classroom support with wide variety of audiovisual equipment; filmstrip-cassettes, overhead transparencies,

16mm films, 3/4 in. Umatic videocassettes, VHS videocassettes, video laser discs, phonographs, compact disks, computer data displays, 35mm slides, sound reinforcement, computer to video scan converters, etc. Faculty request equipment and software which AV services places in room and returns when they are finished.

2. Maintenance, repair and technical support for all audiovisual equipment and software including microform information equipment, interactive computer-video laser disc equipment, and language lab equipment.
3. Production of catalogs of audiovisual software by course, area, and in some cases by current textbook.
4. Videotaping of guest speakers, lecturers, college activities, student feedback in speech, sports, class projects, in classroom or studio, and providing videotape editing facilities for faculty, administration, and students.
5. Video and audio tape duplication for students and faculty.
6. Downlink of satellite programming, teleconferencing and duplication, signal processing and delivery to meeting areas.

7. Assist faculty in audiovisual software collection development.
8. Advise faculty and administration on purchase and use of audiovisual equipment and new media technology.
9. Technical support to the Regional Educational Service Area (RESA), downlinking and videotaping satellite programming, teleconferencing, and tape duplication for school systems. We advise RESA in audiovisual technology. (THIS MAY NOT APPLY IF LOOKING AT CURRICULUM SUPPORT FOR COLLEGE ONLY.)
10. Technical support, maintenance, design and installation for Floyd College extended learning video production and cable channel.
11. Inventory of audiovisual equipment and software.
12. Maintenance of a stock of necessary audiovisual supplies and parts.

Following is a listing of educational equipment and specialized facilities:

- 33 Overhead Transparency Projectors
- 68 VHS Videocassette Recorders
- 4 VHS Camcorders
- 4 Video Laser Disc Players
- 1 Computer overhead Transparency Data Display
- 3 Computer to Video Scan Converters

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- 3 Satellite Receivers and Signal Distribution Equipment
- 4 Video Projectors
- 2 Video Microscopes
- 1 Computer Controlled/Touch Screen Language Lab
- 1 VHS Videocassette Duplication/Satellite

BLOCKFEED CENTER:

- 1 VHS/Umatic to 3/4 in. Umatic Videotape Editing System
- 1 VHS Editing System
- 2 Compact Disc/Audiocassette Stereos
- 5 Opaque Projectors
- 5 Public Address Systems
- 8 Phonograph/Audiocassette Stereos
- 5 Portable Sound Lecterns
- 25 35mm Slide Projectors
- 39 Audiocassette Recorders
- 15 3/4 in. Umatic Videocassette Machines
- 12 Wireless Microphones
- 1 Television Studio/Work Area•
- 2 Human Services Video Interview Rooms
- 2 Audiocassette Duplication Machines
- 2 Electronic Keyboards
- 1 Campus Cable Television Channel Information Network
- 3 Video Cameras (Studio/EFP)
- Slide/Sync Audiocassette Recorders
- 4 Microfilm/Fiche Reader Printers
- 15 Filmstrip-cassette projectors/viewers
- 11 16mm Film Projectors

DUPLICATING SERVICES

ROME CAMPUS

- 2-large copiers
- 3-large public copiers (students use copy cards for access)
- 5-small copiers
- 4-mimeograph machines
- 1-spirit duplicator
- 1-Risograph

ETOWAH CAMPUS

- 1-personal copier

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ACWORTH CAMPUS

- 1-personal copier

HERITAGE HALL

- 1-personal copier
- 1-large copier

Must statement: They must be adequate to allow fulfillment of the institutional purpose and contribute to the effectiveness of learning.

STATUS: In Compliance

The Tutorial Center is open 16 to 24 hours per week. The current schedule is posted on the door of the tutorial center. Comments on the adequacy of duplications services? Non-computer labs? There are enough computer labs for all computer-based classes currently scheduled, and ample free time for students to use labs when classes are not using them.

Note: There is some question as to whether or not equipment is adequate for off-campus sites.

5.3 Information Technology Resources and Systems

Must Statement: Information technology resources and systems are essential components in higher education. An institution must provide evidence that it is incorporating technological advances into its operations.

STATUS: In Compliance

The College's plans for acquisitions are outlined in the proposed EDP plan.

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Must Statement: Information technology resources must support the planning function and the educational program component of the institution at appropriate levels. These resources include computer hardware and software, databases, communication networks, and a trained technical and user services staff.

STATUS: In Compliance

current and planned computer services are described in the College's March 1, 1994 Three Year EDP Plan.

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statement: Although the diversity of educational programs and goals will be a major determining factor in the selection of information technology resources by an institution, there **must** be a reasonable infusion of information technology into the curricula so that students exit with the fundamental knowledge and basic ability to use these resources in everyday life and in future occupations.

STATUS: In Compliance

An institutionally required course (CL 090) is designed to provide basic computer literacy for students. Included in the instruction are basic computer commands as well as word processing. students have access to computer labs and the Tutorial Center for further use of computers. In addition to library use, the number of content courses using computer technology is increasing.

Must Statement: Institutions must provide the means by which students may acquire basic competencies in the use of computers and related information technology resources.

STATUS: In Compliance

Nearly all Floyd College students are required to take CL 090, an introduction to the basic software packages available on the campus network, as a graduation requirement. (Floyd College Catalog, 1991-1993, p.48) In addition, the computer labs are prominently featured in library tours and orientations attended by all FCS 101 and ENG 102 students, to remind them of their availability. The library computer labs are available to students during all of the library's operating hours, including Sunday afternoons, as long as the labs are not occupied by classes.

Should Statement: A reliable data network should be available so that students, faculty and staff may become accustomed to electronic communication and familiar with accessing national and global information resources.

STATUS: In Compliance

student labs and staff and faculty computers on the main campus and at Heritage Hall are connected to campus-wide networks.

Faculty and staff computers have access to Internet resources, as well as to local and Internet E-mail. North Metro Technical Institute maintains its own token ring network with access to the Internet.

Must statement: There must be provisions for ongoing training of faculty and staff members so that they may make skillful use of appropriate application software.

STATUS: In Compliance

The Department of Human Resources is in the process of implementing a Faculty and staff College. A complete description of the program is available in the January 1995 issue of the (one page) Human Resources Update Newsletter. Copies are available in the Human Resources Office.

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Must Statement: Policies for the allocation and use of information technology resources must be clearly stated and consistent with an institution's purpose and goals.

STATUS: Not in Compliance

Policies for the allocation of resources are described in the March 1994 Floyd College EDP Plan, which was rejected by the Board of Regents and is currently under revision.. The Ad Hoc Computer Committee submitted a revised proposal in April 1994 for the allocation of microcomputers, included in the minutes for the meeting of that committee as filed in the library.

r Must Statement: These policies must be evaluated regularly to ensure that academic and administrative needs are adequately addressed.

STATUS: Not in Compliance

The Three Year EDP Plan is evaluated and updated annually and submitted to the Board of Regents for approval.

and submitted to the Board of Regents for approval.

Must Statement: Appropriate security measures must be installed and monitored to protect the confidentiality and integrity of academic systems, administrative systems, and institutional networks.

STATUS: Questionable

Security measures are described in the security section of the College EDP Plan, which was rejected by the Board of Regents and is currently under revision. The Ad Hoc Computer Committee submitted a revised proposal in April 1994.

Should Statement: There should be a clearly defined program for maintaining and replacing equipment and software so that they remain consistent with current technology.

STATUS: Questionable

Policies for the allocation of resources are described in the March 1994 Floyd College EDP Plan which was rejected by the Board of Regents and is currently under revision. The Ad Hoc Computer Committee submitted a revised proposal in April 1994 for the allocation of microcomputers, included in the minutes for the meeting of that committee as filed in the library. Plans for the allocation of microcomputers are described separately in the Microcomputer Acquisition and Management Plan section of the EDP Plan.

5.4 Student Development Services

Should Statement: student development services are essential to the achievement of the educational goals of the institution and should contribute to the cultural, social, moral, intellectual and physical development of students.

STATUS: In Compliance

student development services recognizes that the educational experience of students consists of both academic efforts in the classroom and developmental opportunities through student services and development programs. Services and programs are designed to enhance the cultural, social, moral, intellectual and physical development of students.

Must Statement: To ensure effectiveness, the institution must develop goals for the student services program consistent with student needs and with the purpose of the institution.

STATUS: In Compliance

A process of an internal self study, in all areas of student affairs, has been established. One purpose of this study is to provide a statement of goals and expected outcomes, and to formulate a mission statement. The area of Financial Aid has completed its' self-study. Admissions and Records are in the process of completing their study at this time. The areas of Student Activities and Disability Support Services will begin their internal self study within the next three months. All areas will have completed this process within the next twelve months. A policy and practices manual will be formulated as a result of this study.

Must Statement: Appropriate student development services must be provided for distance learning programs as well as on-campus programs.

STATUS: In Compliance

A part time student development specialist has been employed by Student Activities, for 15 hours per week, to provide student activities at the two off-campus centers in Bartow county. A part-time counselor has been employed for five hours a week to provide counseling services at the two off-campus centers and makes referrals to the counseling personnel at the main campus. A full time person has been employed as a liaison between Admissions and Records, Financial Aid, and Guidance Services for the main campus in Rome and the off-campus centers. Heritage Hall is also considered an off-campus center but due to its close proximity to the main campus all services available at the main campus are readily available to Heritage Hall students.

Must Statement: The institution must clearly designate an administrative unit responsible for planning and implementing student development services.

STATUS: Questionable

The office of Student Affairs has been designated as the administrative unit responsible for planning and implementing student development services.

Must Statement: Appropriate policies and procedures for student development programs and services must be established.

STATUS: In Compliance

The office of Student Affairs is currently conducting an internal self study within each department area in order to develop a manual of policies, procedure , and practices for student development programs and services.

Should Statement: Student development services should be given organizational status commensurate with other major administrative areas within the institution.

STATUS: In Compliance

The Vice President of Student Affairs has been designated to fulfill this role. This position is situated within the organization so that the needs of the students and the functional areas are represented at the highest administrative level at the College. The Vice President sits on the Vice President's Council and meets with the President regularly.

Must Statement: These services must be staffed by individuals who have academic preparation and experience consistent with their assignments. In exceptional cases, outstanding professional experience and demonstrated competence may substitute for academic preparation.

STATUS: In Compliance

All Student Affairs' staff at the director's level hold at least master's degrees. All professional staff under the director's level hold either a bachelor's or master's degree. At this time the two current professional staff, who hold only bachelor's degrees, are working toward master's degrees.

Must statement: Exceptional cases must be justified by the institution on an individual basis.

STATUS: In Compliance

There are no exceptions at the present time.

Must statement: student development services and programs must be evaluated regularly.

STATUS: In Compliance

The office of student Affairs is currently conducting an internal self study within each department area. As a part of this internal self study, one of the outcomes will be the development of a methodology of evaluation to effectively evaluate all areas of student Development Services and Programs on an annual basis. As a result, criteria will be established to measure institutional effectiveness of the Student Affairs program. For example, the Council for the Advancement of standards (CAS) criteria may be adopted for the purpose of evaluating effectiveness in some areas.

Must Statement: Human, physical, financial and equipment resources for student development services must be adequate to support the goals of the institution.

STATUS: In Compliance

Extraordinary efforts have been made by this institution to provide adequate human, physical, financial, and equipment resources.

Should Statement: Staff development should be related to the goals of the student development program and should be designed to enhance staff competencies and awareness of current theory and practice.

STATUS: In Compliance

A Student Affairs Student Development Committee has been formed, to hold regular in-service training for the entire division. This committee is chaired by the Director of Guidance Services and consists of the Director of Admissions and Records, Director of Financial Aid, Director of Student Activities, Director of Disability support and the Secretary to the Vice President. In addition, all staff are actively encouraged to engage in staff development activities within the professional (both state and national) organizations associated with their functional area that fosters continued growth and promotes ongoing awareness of current theory and practice. All internal staff development opportunities have been designed to enhance staff competencies.

Should statement: Each institution should provide personal counseling services for students, as well as a career development program.

STATUS: Questionable

The College established the Guidance Services Department with the hiring of a Director in Fall 1989. A wide variety of services is offered by the Department, which includes career development programs, academic counseling, placement testing, orientation, crisis intervention and limited personal counseling.

STUDENT DEVELOPMENT SERVICES

Should Statement: An effective career development program should include career information and planning, placement services, career counseling, testing services and follow-up activities.

STATUS: In Compliance

Career Development programs include the following:

- Career counseling which assists students in an analysis of their interests as well as their abilities, values and experiences;
- Career counseling which assists students in obtaining occupational information; and
- Career counseling which endeavors to assist students in making reasoned, well-informed career choices and assists them in setting short range and long range goals.

Services to promote career development are offered regularly and are widely advertised. These are available individually and in groups. Quarterly workshops include sessions in choosing a major, career/life planning, resume writing and interview skills. In addition, a component of the Floyd College Studies 101 course addresses career/life planning. A computer based guidance program is widely used to assess students' interests, values, experience and abilities. This program also teaches students how occupations are organized and allows them to search for occupations and/or programs of studies with which they may be compatible or in which they

have special interests. Students can also do a comprehensive search for colleges and universities to obtain detailed information about the schools in which they have an interest. This computer program is available on the main campus in Rome and at the North Metro Campus in Acworth as well. These services are supervised by a counselor who helps the students with the search programs as well as with discussions to clarify goals. Other assessment instruments are utilized to assist students with career exploration efforts. The Guidance Services Department provides a library of career information which is kept easily accessible for students use. Members of the community may obtain information about occupations and/or other colleges by requesting such through this office. They may also attend the workshops offered by Guidance Services.

The Guidance Services Department makes effort to assist students in job placement by posting all part-time and full-time employment opportunities as they are supplied by local employers. Information on local job opportunities as well as other Guidance Services programs are also advertised on the

campus television monitors which are placed throughout the College. Additionally, the Guidance Services Department assists in arranging on campus interviews as requested.

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Should Statement: There should be clearly specified policies regarding the use of career development services by students, alumni and employers.

STATUS: In Compliance

Information regarding student usage of Guidance Services, including career development services can be found in the Floyd College catalog (p 32), and in the New student Orientation Handbook (p 11). This information will also be published in the revised Student Handbook to be published in the Fall.

Must Statement: The institution must develop a statement of the student's role and participation in institutional decision-making.

STATUS: In Compliance

The institution achieves this must statement through the student Body Government. This is described as follows in the Floyd College Catalog (p 33):

The Student Government Association {SGA} is charged with the responsibility of assisting with student activities representing Floyd College's student body in various community affairs and expressing the concerns of students in matters affecting them. The organization is comprised of students elected by the student body to serve as senators and three executive officers president, vice president and secretary, also elected by the students.

The constitution of the SGA provides an extensive description of the SGA's responsibility regarding student Activities. A copy can be found in the Student Activities office. A total of \$9,231.00 was budgeted for the SGA in 1994. The Statutes for the College do not address this issue.

Must Statement: The institution must have an activities program appropriate to its purpose and encompassing student interests.

STATUS: In Compliance

The Office of student Activities is charged with the responsibility of providing students with appropriate activities. This is accomplished through the Student Government Association and through the various campus clubs. Regular surveys are provided to ascertain the activities that encompass student interests. Two recent student surveys have been concluded. One survey inquired into student interest regarding the purchase of tickets to the 1996 Olympic events. The second survey inquired into the student interest regarding the establishment of an intercollegiate athletic program for Floyd College. The budget for social and entertainment activities for 1994 totaled \$20,200.00

Must Statement: The institution must develop policies and procedures governing the supervisory role of the institution over student activities.

STATUS: In Compliance

The institution has printed the Constitution of the student Body Association in the Floyd College Student Handbook (pp 40-48).

The Floyd College Catalog provides detailed information regarding student activities (pp 33-35). The Statutes for the College do not address the issue.

Must Statement: When student publications or other media exist, the institution must provide a clearly written statement of the institution's responsibilities regarding them.

STATUS: Questionable

Two publications, the *Six UePost*, the campus newspaper, and the *0/dRedKimono*, Floyd College literary magazine, are produced on the campus by the students. A faculty or staff member serves in an advisory capacity for each publication. The *SixA4UePost* is published bimonthly, and includes information of current campus activities. The *0/dRedKimono* is published annually, and consists of poetry and prose submitted by students, faculty and staff. All student publications are published under the authority of the Student Affairs Publication Committee. A description of the Student Affairs Publication Committee is published in the Floyd College Student Handbook (p.50). The Floyd College Catalog has a brief explanation of student publications (p 34). For the Fiscal Year 1994, \$17,836.00 was budgeted to support these publications.

Must Statement: The institution must publish a statement of student rights and responsibilities and make it available to the campus community.

STATUS: In Compliance

The institution publishes a student handbook that states the student's rights, conduct requirements, and disciplinary actions that may be taken if the conduct requirements are not adhered to. All of the information governing student's rights, conduct and disciplinary actions are found on pages 57-69 of the student handbook.

This handbook is provided to all new students during the registration process and all faculty are given a handbook each time it is revised. Further information about the student "right-to-know" and the campus Security Act is published on page 16 of the Student Handbook. The Student Handbook is distributed quarterly at orientation sessions to incoming students on all campuses.

Must Statement: The jurisdiction of judicial bodies (administrative, faculty and student), the disciplinary responsibilities of institutional officials, and all disciplinary procedures must be clearly defined and broadly distributed.

STATUS: In Compliance

The judicial committee shall hear cases of misconduct and will decide the disciplinary action to be taken. The committee consists of three faculty members and two students from the student government association. Specific information regarding judicial procedures and processes, disciplinary measures, and sexual harassment are clearly defined in the student Handbook and broadly distributed to new students on a quarterly basis.

Should statement: The institution should provide an effective program of financial aid consistent with its purpose and reflecting the needs of its students.

STATUS: In Compliance

Floyd College offers a variety of financial aid programs that are general in nature and are offered to all students who meet requirements. These programs include the HOPE scholarship program offered to high school graduates who meet requirements, various government grant and loan programs, and scholarships funded by the Floyd College Foundation and private individuals. These scholarships are designated for particular areas of study, minority students and/or non-traditional students as well as traditional students.

Should Statement: Effective program administration should include counseling students on the efficient use of their total financial resources.

STATUS: In Compliance

The college financial aid office requires all students who have received a loan to attend pre-loan counseling and an exit interview that discusses the student's obligation to the lender. The student is also informed in writing of the policies about maintaining eligibility for scholarships or loans.

Must Statement: If an institution has residence halls, it must develop policies and procedures governing them and must take reasonable precautions to provide a healthful, safe and secure living environment for the residents. The learning environment in the residence halls must support the education mission of the institution. An adequate staff organization should be given responsibility for the administration of the residence hall system. The staff should have sufficient academic training and experience to enhance the learning environment in the residence halls.

Status: Not applicable

Must Statement: There must be provision for institution-wide coordination of all financial aid awards.

STATUS: In Compliance

A committee of faculty and staff has been established which will work closely with the Financial Aid office to coordinate and review the awards process. The Financial Aid office has developed a Quality Assurance Team consisting of staff, faculty and students to review and up-grade the delivery of financial aid services and the awards process. It is hoped that upon successful completion of this project the College will be invited to join a nation wide quality assurance program directed by the U.S. Department of Education.

Must Statement: All funds for financial aid programs must be audited in compliance with all federal and state requirements.

STATUS: In Compliance

The financial aid office is audited on a regular basis by the U.S. Department of Education and the University System of Georgia Board of Regents.

Must Statement: An institution participating in Title IV programs must comply with the regulations in the student loan program as established under Title IV of the 1992 Higher Education Amendments. Excessive default rates in the student loan program may be cause for the Commission on Colleges to conduct a special evaluation.

STATUS: In Compliance

Floyd College's Financial Aid program fully complies with the regulations established under the Title IV of the 1992 Higher Education Amendments for student loan programs. Regular review of the loan programs and default rates are conducted both internally and by state auditors. In addition, the Financial Aid Office is in the final stages of a total Quality Assurance Review that has been conducted during this past academic year (1994-95). Statistics on the yearly default rate for the College can be found in the Financial Aid Office. Student loan counseling and follow-up is offered on a regular basis and is required. Student loan counseling includes both individual and group informational sessions, and one-on-one exit counseling with graduates and transfer students. Despite the increasing number of student loans, the default rate has remained fairly low.

MUST STATEMENT: An institution must provide access to an effective program of health services and education consistent with its purpose and reflecting the needs of its constituents.

STATUS: Questionable

The student access to health services is published in the college catalog (pgs. 32 & 33). As a non-residential, commuter college complete health-services on campus are not maintained. A plan is provided for a student requiring health services while on campus. An Environmental Health and Safety Committee is functional with organization under the Statutes of Floyd College, Section J-F. The student access to health education is published in the college catalog (pgs. 32 & 33). The Department of Health, Physical Education, and Recreation (HPER) is chartered by both the state and national professional organizations and is designed to promote interest in the areas of health, physical education, and recreation on the campus and in the community. Basic curriculum in this department include study of current concepts in personal and community health, selected topics such as substance use and abuse, human sexuality, nutrition, stress, cancer, mental health, weight control, sexually transmitted diseases, and Acquired Immune Deficiency syndrome.

