

CHAPTER SIX

INSTRUCTIONAL SUPPORT

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6.00.00 LEARNING RESOURCES CENTER

The Learning Resources Center consists of three departments: the Media Services Center, the Guided Studies Center, and the Library. The Learning Resources Center provides students with instructional support services and materials designed to help overcome educational disadvantages, academic difficulties, and to facilitate learning. The Learning Resources Center also assists faculty and staff with selection and use of materials and equipment to facilitate the accomplishment of their duties.

A. Participation by Faculty, Staff, and Students

Faculty, staff, and students are urged to participate in the selection of materials, and in the evaluation of services. Faculty members particularly, are encouraged to utilize the LRC staff, resources, and services when planning and implementing instructional programs and activities.

B. Faculty/Staff Contact

Each semester, a member of each department in the Learning Resources Center will contact faculty and discuss various instructional support services the department offers. All faculty and staff are invited to tour the Learning Resources Center and ask for demonstrations of equipment, materials, and services.

6.01.00 LIBRARY

The Library provides books, materials and services which supplement each program of study. To maintain an inventory of appropriate titles, faculty and staff are urged to participate in both selection and discard of materials. Faculty and students are also asked, annually, to evaluate Library services, staff, and materials. The Library welcomes suggestions for changes that will strengthen the Library's goal of instructional support.

A. Purchase Recommendations

Written recommendations of items for purchase may be given to Library staff at any time. Book order cards are prepared as resources are identified, and orders are placed when funds are available. During the spring semester, faculty and staff are asked to review the next year's periodical order before it is placed.

B. Evaluation and Weeding Collection

Faculty members are asked annually to examine library materials related to their subject areas and to recommend titles for retention, replacement, or discard. Whenever library staff identifies titles for possible discard, faculty members are notified thirty (30) days prior to actual discard so they can review these materials and either approve or disapprove the discard recommended action(s).

C. Class Assignments

Faculty are urged to notify Library personnel prior to making class assignments that will involve using Library resources, and to discuss specific assistance students will need to complete an assignment. Faculty members are also encouraged to give librarians a copy of the assignment sheet, especially if it includes specific criteria for materials which may be used to complete the assignment.

D. Reserve Materials

Upon faculty request, Library personnel will place books and other materials on reserve for the use of a specific class or individual student. At the end of each semester, library material will be removed from reserve status and returned to the regular collection. Personal items belonging to faculty will be returned to them unless a request is made to extend the reserve.

E. Student Orientation

Library staff is available to instruct students on the use of reference materials and research techniques, as well as a general Library orientation. Faculty should schedule orientation sessions for classes at least one week in advance. Each semester, students enrolled in ACA 111 are required to attend a library orientation and complete an exam, as part of the course assignments. The orientation is also available through the Library's webpage for use by DL students.

F. Subject Bibliographies

Bibliographies of materials available in the Library are provided to faculty and staff upon request.

G. Interlibrary Loan

Library staff will request books and periodical articles for faculty, staff, and RCC students upon written request. There may be a fee for some periodical articles.

H. Faculty and Staff Loan Policy

Faculty and staff may arrange to check out books and other materials to keep in their offices or classrooms for a semester at a time, with renewal necessary at the end of the semester.

At the end of each semester, all faculty and staff will be informed as to materials checked out in their name and asked to return the items to the library or to arrange for an extended checkout period.

6.02.00 MEDIA SERVICES CENTER

The Media Services Center provides audiovisual equipment, materials and services which supplement each program of study. To maintain an inventory of appropriate equipment and materials, faculty and staff are urged to participate in both selection and discard of materials. Faculty members are also asked to evaluate Media Services annually, and to suggest changes or additions which will strengthen the Media Services' goal of instructional support.

A. Audiovisual Materials Collection

The Media Services Center provides audiovisual materials (DVDs, video tapes, CDs,) which supplement and reinforce both curriculum and continuing education programs. Due to the shortage of some items, use should be scheduled ahead of time, using the request forms provided for this purpose. A log of the AV collection is available on the Media Services Center's website, in all departmental and division chair offices, in the Library, and at the Scotland and James Building learning centers.

B. Audiovisual Production Services

Audiovisual production services include laminating, poster printings, and videotape/DVD duplication within the guidelines of copyright law.

Faculty and staff may request videotaping of programs. Faculty may schedule videotaping of lectures, speeches, and other classroom activities. Two week's advanced notice is requested for scheduling tapings.

C. Audiovisual Equipment

The Media Services Center provides faculty and staff with audiovisual equipment (DVD/VCRs, cassette tape players, etc.) for instructional purposes. Equipment may be checked out to instructors for a semester as well as for brief periods of time. Equipment must be reserved with the Media Services Coordinator (2) days ahead of time.

D. Classroom Facility

The Media Services Center includes classroom 127. This is a distance learning classroom in which students and instructors from classrooms across the country can interact with each other via a polycom system that relays audio and video between two points of contact. This classroom can also be used for videotaping of class presentations. Faculty members are encouraged to schedule this classroom during periods they wish their class to be videotaped. This maximizes the availability of the Media Services Coordinator to assist the instructor if needed. This also protects equipment and materials from wear and damage caused by transportation across campus and to different sites.

Use of the classroom should be scheduled ahead of time with the Curriculum Office and the Media Services Coordinator .

E. Faculty and Staff Loan Policy

Faculty and staff may arrange to check out audiovisual materials and equipment to keep in their offices or classrooms for a semester at a time, with renewal necessary at the end of the semester.

At the end of each semester, all faculty and staff will be informed as to materials and equipment checked out in their name and asked to return the items to the Media Services Center or to arrange for an extended checkout period.

Refer to Section 8.28.02 for the policy on Loan of RCC Property to public entities.

F. Interlibrary Loan of Videocassettes and DVDs

Using the State Library's interlibrary loan program, all state employees of North Carolina have access to hundreds of videocassettes and DVDs for instruction and entertainment. State employees may borrow the items, free of charge, by completing the Video Service Agreement (State Employees) prior to borrowing items. A pdf. copy of this Agreement is available on the State Library's website at <http://statelibrary.dcr.state.nc.us/rsb/videoservices.htm>. A fine of \$2.50 per day is charged if AV material from the State Library is kept past the due date.

G. Purchase Recommendations

Written recommendations of items for purchase may be given to the Dean of Learning Resources at any time. Selection lists are prepared at the request of faculty for specific titles, and orders are placed depending on availability of funds.

H. Evaluation and Weeding Collection

Each year, faculty members are asked to examine the collection of audiovisual materials in their area of expertise and to recommend titles for retention, replacement, or discard. Thirty (30) days prior to discard of materials, faculty are informed that the Dean of Learning Resources has identified certain titles for possible discard and asked to review these materials and either approve or disapprove discard recommendations.

6.03.00 GUIDED STUDIES CENTER

The Guided Studies Center offers a variety of instructional materials and services to curriculum students as well as to members of the general public.

Faculty and students are asked to evaluate Guided Studies Center services annually and to suggest changes or additions which will strengthen the Guided Studies Center's goal of instructional support.

A. Tutorial Assistance

Free tutoring is available to any curriculum student who is having academic difficulty. Computer and video tutorials are also available.

Faculty members are encouraged to refer students who need assistance to the Guided Studies Center staff. Instructors must complete a referral form for each student, with information as to particular problems or study activities. This form is given to the Guided Studies Center staff. Upon request, instructors will get periodic progress reports on students they have referred for tutorial help.

Faculty members are encouraged to recommend and approve students who would make qualified tutors for their subject area. Student tutors are used when possible, and professional tutors may be employed if no other qualified assistance is available.

Tutoring is arranged to suit individual student schedules whenever possible. Tutorials may be a combination of small group sessions, supervised drill on basics in the GSC computer lab, and individual tutoring. The specific need of each student is assessed by GSC staff using information from the referring instructor, conferences with the student, and other evaluation.

B. Individualized Instruction

The Guided Studies Center provides programmed (self-study) books and materials that allow each student to progress at his own pace. Trained coordinators

work with each student to analyze his needs and to select the materials and study experiences best suited to help him.

C. Testing

Faculty members are encouraged to bring make-up tests to the Guided Studies Center for coordinators to administer under monitored conditions. Faculty members are asked to give open book tests when possible. Completed tests will be stored in the locked test box until picked up by the faculty member. Testing hours are Monday – Thursday from 1:00 p.m. until 8:00 p.m. and Friday 11:00 a.m. until 2:15 p.m.

Distance Learning Testing will follow the same guidelines for on-campus students. Guidelines for all testing are posted in Guided Studies, on the LRC website, and in the Student Handbook.

D. Study Skills

Study skills videos/DVD's are available for students to view. Guided Studies Coordinators, student workers, and tutors will work with students to improve their study skills.

E. Writing Skills

Handouts are available that inform students the appropriate guidelines for writing papers at Richmond Community College. Computers in Guided Studies have numerous programs on the “Favorites” menu to assist students with grammar, writing, and speech skills. Guided Studies Coordinators, student workers, and tutors will work with students who need one-on-one help with writing or any form of communication skills.

F. Selection and Evaluation of Materials and Services

Faculty and students are encouraged to recommend materials for use by students and/or Guided Studies Center staff and to recommend changes in policies and services during the annual College survey and evaluation, or at other times as necessary.

G. Mathematics Skills

Several videotape series and CD ROMS are available for math tutorials. Mathematics sites are on the “Favorites” menu of each computer, which give students guidance from Basic Math through Calculus. Guided Studies Coordinators, student workers, and tutors are available to work with students who need one-on-one assistance.

H. Orientation

Faculty members, especially ACA instructors, are encouraged to bring students to the Guided Studies Center for orientations to discuss GSC services and resources. The Guided Studies coordinators are also available to attend classes to provide an overview of the tutoring program, and resources and services offered.