XII. Faculty Resources

Learning Support Resources

NWACC BOOKSTORE

The bookstore for the NWACC students and faculty is currently located on the 1st floor in the new Student Center. Barnes and Noble College Booksellers, Inc. operates the bookstore under guidelines as exclusive provider established through a competitive bid process. Through this partnership a percentage of all sales is paid to the college and is used to offset other college expenses.

Each semester you will be asked to submit your textbook requests to your supervisor who will forward them on to the bookstore. The bookstore will buy back texts at 50 % of selling cost from students for the purpose of resale, if the books are being re-used the next semester and the bookstore has not met their inventory limit. The bookstore also buys on behalf of a wholesale company. The earlier you submit your textbook requests for the next semester, the earlier the bookstore can begin buying back books from students at 50% and sourcing used copies from various wholesalers.

The bookstore also does “price-matching” with other local retail bookstores. They do not match online prices.

The bookstore hours are:

Monday and Tuesday: 8:00-6:00
Wednesday and Thursday: 8:00-5:00
Friday: 8:00-2:00

All faculty and staff of NWACC receive a 10% discount on all merchandise in the bookstore EXCEPT textbooks, special orders, sale books, class and alumni rings, magazines, discounted merchandise, computer hardware, and convenience items (snacks, drinks, health/beauty aids, etc.). The bookstore can also special order any book for you at no additional charge.

You can contact the bookstore at 479-619-2222 or by e-mail at sm408@bncollege.com. Bettina Sparks is the bookstore manager and she is also in charge of textbooks. Donna Swann is the bookstore assistant manager and is in charge of general merchandise/supplies.

NWACC LIBRARIES

LOCATIONS
Pauline Whitaker Library (Main Campus in Bentonville, Burns Hall Room 1118)
Regional Technology Center Library (RTC Campus in Fayetteville, Room A-21)

CIRCULATION
Full library privileges are restricted to faculty, staff, and students; however, anyone may use the resources on the premises. To establish your library account, stop by the circulation desk with your NWACC photo ID card (obtainable at the Learner Development Center) and complete a short registration form. We will affix a barcode to the back of your ID so it can also serve as your library card. Circulation periods are three weeks for books and one week for other media. If you need more time, contact the library.

COLLECTIONS
The Physical Collection (numbers are approximate)

- 39,400 books
- 7,100 audiovisual titles (DVDs, VHS tapes, CDs)
- 340 CD-ROMs
- 90 periodicals
- 200 Arkansas Department of Labor Safety Division videos

Cataloged and classified according to the Library of Congress system, books and media are searchable via the library's online catalog from both on and off campus. Any resident of the state may borrow videos from the Arkansas Department of Labor Safety Division media collection.

The Digital Collection (numbers are approximate)

- 27,800 electronic books
- 27 subscription databases offering a vast array of digitized resources such as:
    - 5,000 full-text academic journals, newspapers and consumer magazines
    - 100,500 primary source documents
    - Encyclopedic entries
    - Maps, photographs, flags
    - Complete monographs (including reference works and biographies)
    - Legal proceedings
    - Literacy criticism
    - Abstracts, digests, reports and more!

Online subscription resources can be accessed through the library's website from computers on the NWACC network. Off-campus access is available via the library tab in My NWACC Connection.

We encourage you to explore our resources in your area of expertise and always welcome your purchase recommendations. Please give your requests to Louise Lamb, Library Director, or Rachel Ackerman, Collection Management Librarian. Or, just fill out the online request form. In addition to bibliographic details, any vendor information you may have—such as website links, brochures or fliers—will be appreciated.

Just inside the entrance, you will find our new books display and topical exhibits that change on a monthly basis. We encourage you to stop in and browse frequently.

EQUIPMENT / MULTIMEDIA LEARNING CENTER (MLC)
The Multimedia Learning Center offers a variety of programs and equipment to enhance the educational experience.

We provide equipment for both offsite instruction and use in the library or MLC. Only current NWACC staff and faculty may check out circulating equipment, while both students and employees may utilize the

equipment on the premises. New equipment is added on a regular basis; search the AV equipment catalog for our complete inventory of multimedia resources. You can reserve equipment by calling the library at 619-4244 or by submitting an online booking form.

Located within the library

- Copy machines
- Cold and hot laminating presses
- TV/VCR/DVD, a CD player, and an audiocassette player (with headsets for individual use)
- Networked computers
- Scanner

Located within the MLC

- Televisions with either DVD or VHS
- DVD/VHS recorder
- Computer featuring Magix Audio Cleaning, ULEAD DVD Factory, and Audacity speech recording software
- Video camera
- CD/DVD duplicator

Available for check-out

- Digital projectors and computers (both ready to plug and play on carts and traveling)
- Laptop computers
- Digital still camera
- Digital video cameras
- Tripods
- Slide and filmstrip projectors
- Audio tape players
- Microcassette recorders
- Microphones
- VHS and DVD Players

In addition, the Multimedia Learning Center provides both formal and informal training on the use of multimedia equipment as well as advice and technical problem solving to faculty, staff and students for special projects related to education.

GROUP INSTRUCTION

Because large group gatherings tend to be disruptive to other students doing research or studying within the walls of our library, we provide library instruction sessions in your classroom or another college room with computers. Please contact Librarian Rachel Ackerman to schedule your class.

If instruction is not needed, but you want to provide some library time for your students during one of their regular class periods, please contact us to schedule a date. To visit Pauline Whitaker Library on Main Campus, email Virginia Hill; to visit Regional Technology Center Library in Fayetteville, email Leslie Hardaway.

ARKLink CARDS

NWACC belongs to ARKLink, a consortium of almost fifty Arkansas academic libraries who have agreed to share resources. NWACC faculty, staff, and students now have limited checkout privileges at many institutions across the state, including the University of Arkansas and John Brown University. To obtain an ARKLink card, present an NWACC college ID at the circulation desk. For more information, stop by the library or visit the ARKLink website.

INTERLIBRARY LOAN
If you or your students need books or journal articles that we do not own, we will make every attempt to borrow them from another library. Requests may be placed by using FirstSearch to find the books or articles needed and sending an electronic request. Or, if you already know the information about the book or article, submit an interlibrary loan request form. Typically, it takes about two or three weeks for requests to be processed. When the requested item is ready for checkout, the borrower will be notified through NWACC email.

PROFESSIONAL DEVELOPMENT CENTER
A room has been set aside in the Pauline Whitaker Library to encourage faculty and staff development. The Professional Development Center contains computers with a variety of software and a collection of recent books and periodicals on higher education. A TV/VCR is available for previewing videos; the room can also used for small group training/support sessions. Associate Faculty may want to use these computers for e-mail, preparing syllabi, tests, etc.

REFERENCE
NWACC librarians are professionally trained to help you locate and use library resources. Please also encourage your students to avoid frustration and wasted time by asking for help at the main desk. Off-campus users may correspond via the Ask the Library email service on our web page.

RESERVES
You may place materials on reserve for in-library use only. These may be your own materials or items you have selected from our collection. Please bring them to the library and fill out a reserve slip. Your reserved books, videos, articles, etc. will be kept at the main desk; please instruct your students to ask for them there.

Please note that it is your responsibility to follow all copyright rules and regulations. The library assumes no responsibility for verifying your compliance.

STAFF
Pauline Whitaker Library

- Louise Lamb, Library Director (phone: 619-4245)
- Virginia Hill, Public Services Librarian (phone: 619-4247)
- Rachel Ackerman, Collection Management Librarian (phone: 619-4246)
- Vance Lewis, Multimedia Specialist (phone: 619-4297)
- Sally Benson, Technical Services Librarian (phone: 619-4206)
- Gail Neely, Reference Librarian (phone: 619-4307)
- Jill Stewart, Technical Services Technician (phone: 619-2251)
- Genny Olson, Public Services Technician (phone: 619-4307)
- Pat Sheffield, Acquisitions Technician (phone: 619-4375)

RTC Library

- Leslie Hardaway, Librarian (phone: 444-3058 ext. 109)
- Nina Hittson, Library Aide (phone: 444-3058 ext. 107)

QUICK LINKS

- Library Home Page
- **Search the Catalog:** Pauline Whitaker Library books and media; RTC Library books and media; circulating equipment; electronic books
- **Forms:** Ask the Library, Purchase Request; Interlibrary Loan Request; Equipment Booking Form; Instructor's Reserves Request
- Online Databases (Off-campus? Use the library tab in My NWACC Connection.)
- Faculty Resources
- Information Literacy Lab
- Information and Services
- Multimedia Learning Center

- **Recommended websites:**
  Web Resources by Subject; General Reference Links; Local Links Library Floor Map

LEARNING LAB

The Learning Lab offers instructional, alternative individualized, supplemental and technological assistance outside the classroom to aid a student's efforts to achieve. Free drop-in tutoring by peers and faculty, individual and group tutoring and computer aided instruction support the faculty member's efforts in instruction. Evaluation of an individual's strengths and weaknesses in study skill areas and prescriptive recommendations are possible. Full computer use is available during all open hours; software includes recent versions of Microsoft Office Suite and many others. The Learning Lab is the place to direct students to:

- Create a paper or a project for class
- Construct class presentations, such as PowerPoint or make transparencies
- Print a paper or project created at the student's home
- Recover a lost file on a portable media device (floppy, CD, flash drive)
- Obtain a free floppy disk
- Purchase a writable CD
- Receive tutoring support for computer use or for classes (especially math, sciences and some social sciences)
- Meet in private rooms with a peer study group

Faculty is encouraged to inform their students of the Learning Lab's Services. Finally, faculty members are encouraged to request or place software in the Learning Lab for student use on the open computers. Check with the Director to clear copyright concerns.

WRITING CENTER

The Writing Center at NWACC is staffed by the composition faculty, who consider the activity of the Writing Center an integral part of the writing process. The students in the composition sequence should take advantage of the Writing Center as they write their assignments; however, since writing occurs throughout the college community, all students, faculty, and staff are encouraged to bring their writing concerns to the Writing Center.

At the Writing Center, the faculty will read the writing, respond to what has been written, and direct writers during any stage of the writing process. The Writing Center faculty strive to develop in the writer the skills both to recognize and to produce good writing. We cannot and should not "fix" a paper. We cannot and should not proofread or edit the paper only. We cannot and should not write the paper for the writer.

At the Writing Center, we have long-term goals in mind. The skills of good writing take time both to develop and to mature, just as the writing process takes time; thus, we encourage writers to make multiple visits to the Writing Center. We want to make good writers, not just a single good paper.

Types of Questions We Answer

What can I do to make this sound less choppy?
Do you think I've gotten my point across?
Why can't I just use a comma here?
Is it just me, or does this seem sort of disorganized?

What does my instructor mean by “lack of parallelism”?
Is it a good idea to put in my personal opinion here?

Types of Questions We Don’t Answer

Will you proofread this paper for me?

What kind of grade do you think this will get?

Is this really a “D” paper?

This paper is due in ten minutes. Will you look at it
and tell me if I have made any mistakes?

The Writing Center
Location: Burns Hall 1108
E-Mail: write-in@nwacc.edu (Please allow two business days for a response)
Phone: 479-986-6929
Hours: Contact the Writing Center at the above e-mail address, phone number, or on the Center’s web page at http://www.nwacc.edu/academics/english/pages/writing_center.htm

Physical Plant Resources

Keys

Key issuance and collection, along with related key paperwork and record keeping will be handled within departments by the Vice President or Associate VP level designee for each area. The Vice President or Associate VP level designee will act as department liaison to the Physical Plant. See your department chair about obtaining keys and access to your workspace.

MAIL SERVICES

The central mail area for the college is located in Burns Hall Room 1160. Mail is sorted by Departments and then fine sorted within the department to respective areas. Mail slots are located on the outside wall of Mail Services for NWACC use for “Outgoing Metered Mail” and “Intercampus Mail.” Please no “Personal mail.” There is a blue mail box located on the corner of the southwest parking lot for all personal mail. Pick up time is 3:00 PM daily. Also, no mail addressed to a student will be accepted at NWACC.

Mail will be picked up and delivered to local facilities twice daily. This will include SCWT, MAT, Adult Education, and Physical Plant. RTC, AATC, WCC, CATC will receive mail delivery/ pick up during the morning hours unless other arrangements have been made. Times for pick up/delivery to these facilities may vary slightly, but a daily schedule is followed. The mail will be picked up from Mail Services at approximately 8:30AM and again around 3:00PM. All mail received during regular business hours will be delivered that same day if it is received in Mail Services prior to pick up/delivery times.

Mailboxes are located in the satellite facilities for faculty who prefer to receive their mail there. If you prefer to receive your mail in any of the satellite facilities, please advise your Department secretary so that they may make the necessary arrangements for you to do so. The secretary will also make the

changes to the “Department Mail List” reflecting where your mail is to be delivered. Please have only one mail location listed on the Department Mail List.

The Department Mail List is compiled every semester to the “NWACC MAIL LIST” which is located on the shared k drive and can be printed off for your use when sending mail through the “Intercampus Mail System.” Please mark all intercampus mail envelopes with the person’s full name and mail location, e.g. Jane Doe-Business Services. This will help to ensure accurate delivery of your mail. Do not use room numbers when sending mail through intercampus mail; please use departments. This gets mail at least to a department destination if ever there are any questions about the person’s mail location.

SPECIAL SERVICES UPON REQUEST:
Non- profit Bulk Mailings
International Mailings
Pre-Paid Postage
Priority Mailings
Express Mailings
Certified Mailings
Sealing

IMPORTANT INFORMATION:

1. Always include Org# in the upper left hand corner along with the return address.
2. For ALL mailings, rubber band and face letters the same direction when placing your mail into the mail slot.
3. When sending out college catalogs, videos etc please mark “MEDIA MAIL” on the envelope to insure media mail rate.
4. Give Mail Services a “heads up” when sending out large/bulk mailings.
5. No personal mail. Please use mailbox in southwest parking lot for personal mail.

MAIL ROOM HOURS OF OPERATION:
8:30AM-11:30 AM
2:00 PM- 4:30 PM
Phone: 479-619-4293
Email:ladonna@nwacc.edu

Faculty is urged to check their mail regularly to strengthen interdepartmental communications at NWACC.

TELEPHONES

The telephone policy is as follows:

Except in cases where circumstances do not permit, long distance calls should be limited to approximately three minutes.

All charges for long distance calls will be charged to the appropriate department.

NWACC’s main campus is served by a central switch that supports both analog and digital desk sets and a VoIP Cisco Call Manger supporting VoIP phones. consequently, only authorized personnel should move telephones from one location to another. Planned moves should be communicated to the Information Technology Services staff using the Information Technology Help Desk process by calling 479-619-4357.

All extensions can be dialed from outside the buildings by dialing the appropriate prefix followed by the 4 digit extension. (For a listing of prefix and extension ranges as well as phone and voice mail instructions you can go to http://its.nwacc.edu/policies).

Calls received by the operator during business hours will be forwarded to your extension and treated as any other incoming call.

Inside the Burns Hall, The Shewmaker Center for Workforce Development, The Student Center and all our satellite sites, excluding The Regional Technology Center, internal calls are made by dialing the 4 digit extension. All other calls must be preceded by dialing a “9” to obtain an outside line.

There is one exception for some Part-Time faculty who have voice mail only. To leave a message for the part-time faculty you would need to call 479-619-4111 and to listen to part-time faculty voice messages you would need to call 479-936-5111.

Calls to the Rogers and Bentonville communities are direct dial with no special long distance prefixes or codes. All other calls are considered long distance and require a long distance code. Long distance access codes are 8 digits and are entered after dialing the area code and number when prompted. Codes are assigned to individuals and should be kept confidential. New codes may take up to 5 days to be assigned and activated after the request is received from your supervisor.

A telephone listing for all employees is listed on the college's Web Home Page.

The telephone system is state property and should not be used for personal purposes.

Voicemail is available to all employees. This includes part-time employees who do not have an office in the facilities. The voicemail system can be initialized with a personal greeting and access to it requires a password of at least 5 digits.

The Information Technology Services staff does not have access to passwords and therefore if a password is forgotten, it will be reset at your request by contacting the Technical Services staff through the Help Desk procedures. Additional information about voicemail will be given to you when your extension is assigned and the telephone activated.

VEHICLE USE

The scheduling and usage of NorthWest Arkansas Community College vehicles by employees of the College will be handled through the Physical Plant Department secretary, including records of reserved vehicles. The Physical Plant Department processes keys to vehicles and gas receipts for travel. All college employees must submit driver’s license information and be approved before driving a College vehicle. See section 2-2-5(1) for the approval process.

The College non-smoking policy applies to college vehicles as well.

Refer to the Vehicle section of the Physical Plant Department Procedure Manual for additional information on responsibilities of NorthWest Arkansas Community College employees in using vehicles and other matters.

Vehicle Safety Program Operating Policies and Procedures

THESE POLICIES AND PROCEDURES ARE ADOPTED IN ACCORDANCE WITH DEPARTMENT OF FINANCE AND ADMINISTRATION VEHICLE RULES AND GUIDELINES FOR THE STATE OF ARKANSAS DATED JULY, 2003

I. PARTICIPATION IN THE VEHICLE SAFETY PROGRAM

NWACC is covered by the State Master Fleet Policy and must participate in the Arkansas State Vehicle Safety Program. NorthWest Arkansas Community College is a participation agency.

II. AUTHORIZATION TO OPERATE STATE VEHICLES AND PRIVATE VEHICLES ON NWACC BUSINESS

A. All drivers must maintain a **valid driver's license** in accordance with the requirements of all APPLICABLE STATE LAWS to operate state vehicles and private vehicles on NWACC or State business.

B. All drivers must complete and sign the Authorization to Operate State Vehicles and Private Vehicles form VSP-1 or VSP-2 in order to use **a college or private vehicle** on NWACC or State business. All drivers shall be provided with copies of their VSP-1 or VSP-2 and a copy of the Driving Safety Tips. State vehicles or **PERSONAL VEHICLES** may not be used for NWACC or State business without completion of the VSP-1 or VSP-2 form and approval from the Department of Finance and Administration to drive as a state employee. For Approval Form(s) contact the NWACC Administrative Assistant in the Physical Plant Department, 619-2882.

C. All drivers must be on official NWACC or State of Arkansas business to operate State vehicles or to use a private vehicle and claim reimbursement for mileage and be covered under the State Master Fleet Policy.

D. NWACC will maintain copies of form VSP-1 or VSP-2 for each of their authorized drivers.

1. Access to driving records for **resident** (Arkansas resident working regularly for NWACC) will be provided through the SVS (State of Arkansas Website) through Information Network of Arkansas. NWACC will be notified by email on a weekly basis of any change in status of current Arkansas drivers and the status of new drivers.

2. Driving records for **non-resident** drivers shall be obtained by NWACC by sending form VSP-2 to:
   Department of Finance and Administration
   Charles D. Ragland Building
   P.O. Box 1272, Room 1130
   Little Rock, AR 72203

E. NWACC administrative action is required as follows for the point values assigned by the Office of Driver Services for each moving violation;

1. **Drivers Who Have Accumulated 10 through 13 Points On Their Current Traffic Violation Report –** Authorization to drive on state business will be reviewed by the employee's NWACC supervisor and administrator. Recommendations will be made to NWACC Dean of Risk Management who will make the final decision to authorize the employee to drive on state business. If denied authorization to drive on state business, the driver will be required to complete a defensive driving course before being reinstated. (See section V below.)

2. **Drivers Who Have Accumulated 14 Through 17 Points On Their Current Traffic Violation Report** – Authorization to drive on state business will be suspended for no less than five (5) working days. Authorization will be reinstated only after evaluation and approval by NWACC Dean of Risk Management. A Defensive Driving Course must be completed within sixty (60) days after the suspension begins.

3. **Drivers Who Have Accumulated 18 Through 23 Points On Their Current Traffic Violation Report** – Authorization to drive on state business will be suspended for no less

than ten (10) working days. Authorization will be reinstated only after evaluation and approval by the NWACC Dean of Risk Management. A Defensive Driving Course must be completed within sixty (60) days after the suspension begins.

4. **Drivers Who Have Accumulated over 24 Points On Their Current Traffic Violation Report** – Authorization to drive on state business will be suspended for no less than ten (20) working days. Authorization will be reinstated only after evaluation and approval by the State Insurance Commissioner. A Defensive Driving Course must be completed within sixty (60) days after the suspension begins.

5. **Drivers Whose Driving Privileges Have Been Suspended or Revoked by the Office of Driver Services** will not be permitted to drive on state business for the duration of the suspension or revocation. Drivers with restricted permits may be authorized to drive on state business as allowed by the restricted permit. Employees whose jobs require them to drive may face termination or other serious disciplinary action as a result of suspended, revoked, or restricted licenses.

III. REPORTING ACCIDENT AND TRAFFIC VIOLATIONS

A. Drivers must report accident and traffic violations to their supervisor and the Dean of Risk Management using the following procedures:

*When operating a state vehicle – Within 24 hours of occurrence or by the following business day; and
* When operating a private vehicle on NWACC business – Within seven (7) days of occurrence.

B. If the accident involved a state vehicle, within two (2) days of the accident the driver must complete an NWACC Accident Report Form obtained from the College Physical Plant office or at the Risk Management Website and take it to the Dean of Risk Management office in Burns Hall.

C. The supervisor must report the accident or traffic violation immediately upon acquiring this information to the NWACC Dean of Risk Management at 619-4127. The Dean of Risk Management is the NWACC Vehicle Safety Program Coordinator and will contact the insurance provider regarding the accident and provide the information needed. A copy of all information related to the accident will be kept by the Dean of Risk Management for file purposes.

1. The Dean of Risk Management is responsible for reporting all claims or losses which involve any bodily injury or property damage to the Ramsey, Krug, Farrell & Lensing. Insurance Agency.

2. Drivers who have had an at-fault accident must attend a defensive driving class within sixty days following the accident.

IV. NWACC RECORDS

NWACC records for the Safety Program are subject to audit by the Risk Management Division of the Arkansas Insurance Department.

V. DEFENSIVE DRIVING CLASSES

Enrollment in, attendance at, and payment for Defensive Driving Classes are responsibility of the employee. Classes must be approved by the Department of Finance and Administration – Office of Driver Services or the National Safety Council. Upon successful completion of the defensive driving course, the employee will provide an original certificate of completion to the NWACC Dean of Risk Management. The Coordinator will copy the certificate, and forward the copy to the NWACC Human Resources Department for inclusion in the employee's personnel file.

VI. DRIVERS WHO ARE NOT ARKANSAS RESIDENTS

This Safety Program also applies to drivers who are not Arkansas residents but who routinely drive state vehicles. (See II, C-2.)

Revised: March, 2005

XIII. EMERGENCY PROCEDURES

- FOR ALL EMERGENCY PROCEDURES PLEASE SEE THE INFORMATION BELOW. CALL PUBLIC SAFETY 619-4229.

- THE CRISIS PROCEDURES MANUAL IS LOCATED BELOW, On The K-Drive, And On The Risk Management Website on the Intranet

- PUBLIC SAFETY PERSONNEL CAN BE CONTACTED IMMEDIATELY BY LIFTING THE RECEIVER ON THE RED SECURITY PHONES IN THE COLLEGE HALLWAYS OR BY THE SECURITY PHONES, LOCATED NEAR THE ENTRY DOORS, TO GAIN ACCESS TO THE BUILDING.

NWACC INCLEMENT WEATHER PROCEDURES

Weather Cancellation

- The President of the College or his/her designate is responsible for the orderly conduct of college schedules and activities during inclement weather.
- Notices of cancellation of classes and/or other activities will be released through the appropriate NWACC personnel to local television and radio stations for broadcast (see policy information below).
- Cancellations of daytime classes are normally announced by no later than 5:30 A.M. of the day classes are being cancelled. Cancellations of evening classes are normally announced by no later than 2:30 P.M.

WEATHER INFORMATION NUMBERS:

- Students 619-4377
- Staff/Faculty 619-4343

SEVERE WEATHER

THE SOUNDING OF THE PUBLIC WARNING SIRENS OR VERBAL WARNING ANNOUNCEMENT OF "TAKE COVER" CONSTITUTES OFFICIAL AND IMMEDIATE NOTICE TO MOVE TO A PLACE OF SHELTER. NO ADDITIONAL CONFIRMATION IS REQUIRED. GO TO THE NEAREST PLACE OF SHELTER IMMEDIATELY.