

3.4.9 The institution provides appropriate academic support services. **(Academic support services)**

Compliance Status: Compliance

The College of Coastal Georgia provides appropriate academic support services for the provision of high-quality learning opportunities that promote student success in an ever-changing global environment.

Information Commons

The College's Information Commons consists of the Library, the Learning Center and the TRiO Student Support Services Program. The Information Commons provides students and faculty with resources for conducting research, delivering instruction and improving learning.

Library Services

The Clara Gould Memorial Library in Brunswick and the library at the Camden Center provide students and faculty with access to books, journals, audio-visual materials and electronic publications. The collections at both sites include 50,109 print volumes, 57,053 e-books, 145 current periodical and newspaper publications and newspaper subscriptions, 27,062 full-text electronic journal titles, 240 electronic databases and 1,374 media titles.

The Clara Gould Memorial Library facility has 30,998 square feet with 2 group study rooms; a computer lab with access to 44 computers; 2 computer and video projector equipped classrooms; and a room for housing Student Support Services (TRiO program). The computer lab provides students with access to the Internet, WebVista, GALILEO, GIL, and computer assisted instruction programs such as Microsoft applications. Any time the library is open, librarians are available to assist students and faculty with locating and using the resources and services. The Camden library provides the same services as the Clara Gould Memorial Library. An [Ask-A-Librarian](#) e-mail link is available on the library website, so that students off campus can also request the assistance of a librarian. Students also have wireless access to Internet at both campus sites. The Learning Center is also located in the library and provides access to peer tutors and online tutoring.

The College's two libraries employ a total staff of eight professionals; six on the Brunswick campus and two at the Camden Center.

For more details regarding learning resources and services, please refer to [Core Requirement 2.9](#).

Learning Center

The role of the Learning Center is to support classroom instruction and assist with student retention. This is accomplished through the combination of individual and group tutoring, along with computer assisted instruction (e.g., [Tutor.com](#)). The Center staff works with faculty from the academic disciplines and the administration in order to ensure that materials are current and

tutors are suited for their assignments. A few faculty members donate extra time in their schedules to work in the learning center to assist students. Students are also encouraged to schedule time in the learning center and make it a part of their learning experience.

The Center has offered peer tutoring services since its implementation in 2000. In 2007, the Learning Center received professional certification from the College Reading and Learning Association (CRLA). Since that time, all tutors are required to meet the qualification standards of CRLA to become employed by the Learning Center. Tutors must meet the on-going training standards set forth by CRLA in order to obtain and maintain certification and maintain employment.

The Peer Tutoring Program consists of 15-20 certified tutors that provide assistance in most academic subjects. The services are available at both the Brunswick and Kingsland campuses. Tutoring is offered Monday through Friday at the Camden Center during Library hours and Sunday through Friday on the Brunswick campus during most library hours.

TRiO Student Support Services Program

The Student Support Services program is a federally funded educational opportunity TRiO program, which provides academic support for students (1) who come from low-income families (defined by Federal government guidelines); (2) who are defined as first-generation (neither of the students' parents or guardians has received a four-year degree); or (3) who have documented disabilities that can adversely affect student class performance or attendance as well as learning disabilities. The grant was renewed in 2010 for five years.

Support is provided through activities that encourage academic development, assist with College requirements, and motivate students. The goal of the TRiO program is to increase student retention and graduation rates, as well as to facilitate two-year college student transition to four-year institutions. Services include basic skills instruction and tutoring; academic, financial, career and personal counseling; assistance with admission and transfer to four year programs and institutions; assistance with financial aid; mentoring; cultural activities; and accommodations for students with disabilities.

In addition to the Information Commons, the College provides other academic support services to students, including Learning Support, the Center for Academic Advising, and technological assistance.

Learning Support Program

The College offers learning support courses in English grammar and composition, reading, mathematics and study skills through its Learning Support Program. These learning support courses provide developmental training in the basic skills areas. The courses are designed for students who wish to enter degree programs. Students wishing to improve their academic background in these areas may elect to take these courses and should discuss the restrictions with their advisors.

Students whose placement scores and high school records indicate academic weakness will be required to complete Learning Support courses. Placement is as follows: (1) score below either 430 SAT I Verbal or below ACT English 17, below 400 SAT I Mathematics or below ACT Mathematics 17 scores as established by the USG or (2) have not met the College Preparatory Curriculum requirements in English or mathematics shall be required to take the appropriate part(s) of the COMPASS exam to determine whether or not they are placed in Learning Support.

Table 1 below presents a comparative Fall Semester overview of Learning Support program enrollment based on student placement.

Table 1: Comparative Learning Support (LS) Snapshot¹

LS Placement	Fall 2009	Fall 2010	% change
Institution-Required	13	23	77%
System-Required	761	784	3%
Voluntary	85	17	-80%
Total	859	824	-4%

Learning support courses and the associated exit exams are established by the USG and the College as prerequisites for admission into baccalaureate, associate degree and college transfer credit courses. Students who are required to take learning support courses must complete these courses before they may enroll in most credit courses. Students may not accumulate more than 20 hours of college-level credit before completing all Learning Support requirements. Students enrolled in both learning support and credit courses may not withdraw from the required learning support courses unless they also withdraw from credit courses. Learning support courses are identified by course numbers in the 0010-0099 series. These courses do not offer credit toward degrees, but institutional credit is granted upon satisfactory completion of a learning support course.

Students who complete Learning Support Reading, English or Mathematics at another University System of Georgia institution are exempted from those areas at the College. Students that begin learning support courses, but do not complete them at another USG institution, are placed in the equivalent courses at the College.

Center for Academic Advising

The Center provides assistance to students in the development and completion of their academic and career goals at the College. The Center staff advises students through admissions, enrollment and registration processes and provides appropriate ongoing advising support in academic programs. Additionally, the Center staff advises students who have not declared a program of study in course options that may be applicable to multiple majors.

¹ USG Data Mart, Office of Research and Policy Analysis

The Academic Services [organizational chart](#) that includes the Center for Academic Advising, TRiO, the Learning Center, and Learning Support, provides an overview of staffing assignments. Academic Services is currently in the process of recruiting a First Year and Transfer Programs Coordinator.

TechnologyTutor.com

Tutor.com is an online, live tutoring service that supplements the College's on-site tutoring program. Students get one-to-one academic support in core academic areas. Tutor.com was first available to College students in 2006. At that time, students could access the service from 2:00 pm until 10:00 pm, seven days a week. In July 2009, Tutor.com became available 24/7. Since then usage has increased more than 200%².

Classroom Support

The use of educational technology in expanding students' learning opportunities is integrated throughout the curriculum. All classrooms are equipped with SMART technology: ceiling mounted digital overhead projector, connection to the internet, document camera, and CD/DVD and videotape players. Several also have digital interactive drawing boards (SMART interactive whiteboards). All of the classrooms on each of the campus sites are provided with access to Microsoft Office Suite, the instructor's home drive and email, and any other specialized software specific to the instructor's discipline.

In an effort to enhance instructional technology on campus, a Coordinator of Instructional Technology was hired in Spring Semester 2011. In addition to providing faculty support in the classroom, the Coordinator will be responsible for offering technology tutorial support to students.

Computer Labs

On the Brunswick campus there are seven student, four teaching, and two testing labs that collectively contain 283 computers. The Camden Center provides one student and three teaching labs that contain 112 computers. In total, as of Spring Semester 2011, the College supports 395 computers.

² As of Fall Semester 2010

Supporting Documentation

[Ask-A-Librarian, College of Coastal Georgia, Library web page](#)

[College of Coastal Georgia Academic Services organizational chart](#)