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# Student Resources at UAS



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# Student Resource Center

The Student Resource Center (SRC for short) is located on the lower floor of the Mourant building. It is right below the cafeteria. This is where many student service offices are.

We have students working at the reception desk down there, who will be happy to help you find the resource you need.

You can call the SRC desk at 907-796-6000.

# Counseling Services

<https://uas.alaska.edu/juneau/counseling/index.html>

Counseling services support the mental well-being of students, foster student success, and contribute to a safe and welcoming campus community. Counseling can help students clarify personal challenges, explore emotions, set goals, and improve relationships.

Carrie is our Juneau-based campus counselor. She can assist any student *residing in Alaska*. She can talk in-person, via Zoom, or over the telephone.

Call the Student Resource Center or click the link above to set up an appointment

Want to speak to another counselor? We also have TimelyCare, a telehealth option available to all students.



Carrie Klein, she/her



# Disability Services

<https://uas.alaska.edu/dss/index.html>

Disability Services (DS) coordinates support services for students who experience disabilities, and provides resources for the university and community. We specialize in helping students identify learning strategies that will work best for them in college classes, along with implementing accommodations that make courses more accessible to students with documented disabilities.

A few example accommodations available to students with disabilities:

- Testing adjustments (e.g., extended time, reduced distraction environment, and/or access to adaptive software as needed)
- Note-taking assistance
- Alternate Format Materials (e.g., book and other course materials in large print, Braille, audio tape, digital audio, electronic text, etc.)
- Assistive technology (e.g., computer equipment, recording devices, assistive listening devices, etc.)
- On-campus Housing (e.g., single-room, emotional support animals, meal plan exemptions)

Finally, if you had an Individualized Education Program (IEP) at your old school, it does not follow you to UAS. Set up a meeting with Devin so that she can help you.



Devin Tatro, she/her

Call the SRC or click the link above to set up an appointment



# Career Service Center

[https://uas.alaska.edu/career\\_services/](https://uas.alaska.edu/career_services/)

**Career Services can help you find a job or internship, create a resume, explore careers, and more!**

## **Get Career Advising**

Aimée offer guidance and resources for all your career queries – connect virtually, in person, or reach out to her at [uas.career@alaska.edu](mailto:uas.career@alaska.edu) or 907-796-6000 for further assistance.

## **Check out the Website for Self-guided Resources**

- Job & internship search strategies
- Resume and cover letter guides
- Interview preparation guide
- Advice on negotiating an offer
- Building your network, and more!

## **Career Fairs & Events**

Career Services hosts a career fair each year in February and a variety of other events and programs. Attend our events to network with employers looking to hire UAS students and to hone your career development skills! Go to your [\*\*HANDSHAKE\*\*](#) account to check out upcoming events.



Aimée Richards, she/her



# Student Belonging

## The Native and Rural Student Center (NRSC)

<https://uas.alaska.edu/juneau/nrsc/index.html>

The NRSC, located below the cafeteria, is an inclusive space for everyone. It's a spot to study, grab a snack, and connect with other students. Run by Kolene DáxKílatch James, the NRSC hosts numerous clubs and events.

## Alaska Native Student Retention Specialist

[jcalba@alaska.edu](mailto:jcalba@alaska.edu)

JoMarie Alba is our Alaska Native Student Retention Specialist. They are located near the NRSC, and are a good person to go for if you need some guidance on finding community at UAS.



Kolene James, she/they



JoMarie Alba, she/they



# Exchange and Study Away

<https://uas.alaska.edu/exchanges/index.html>

Miranda assists students with going over their options and choices for exchange and study abroad, as well as getting them set up with the appropriate offices that can help facilitate their exchange. There are a lot of options out there and Miranda can help students whittle it down to something a bit more digestible.

Contact the Student Resource Center or email Miranda directly at [mabarril@alaska.edu](mailto:mabarril@alaska.edu).



Miranda Barril, she/her



# Student Health Center (Juneau)

<https://uas.alaska.edu/juneau/health/index.html>

Student Health Center located on the Juneau campus. Students can be seen for many illnesses or problems including minor illnesses, injuries, rashes, gynecological issues, mental health issues and chronic problems such as asthma, high blood pressure, and allergies. Amanda (right) is our clinician. She can diagnose, prescribe medication, or refer to a specialist, such as a psychiatrist or orthopedic physician. Also available are physical exams, lab testing, and reproductive health visits. Please see the FAQs on our web page for more information.

Call or visit the Student Resource Desk to set up an appointment.



Amanda Arra, she/her







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# Additional Student Resources

The following resources are not located at the Student Resource Center. Read individual slides for specific office location and contact information

# Veteran's Benefits

<https://uas.alaska.edu/veterans/index.html>

UAS Military & Veteran Services assists active-duty military members who would like to take classes using their military Tuition Assistance (TA) as well as Veterans and spouses/dependents of Veterans who would like to use their GI Bill® at UAS. Deb is the dedicated Military and Veteran Advisor who is also the VA School Certifying Official for all three campuses. Students are also encouraged to join the UAS Student Veterans Club to connect with other student Veterans/active-duty military members as well as the campus community at large through monthly events. UAS highly values our military connected students as they enhance our campus culture through their rich life experiences.



Deborah (Deb) Rydman, she/her

You can email Deb directly at [drrydman@alaska.edu](mailto:drrydman@alaska.edu) to schedule a Zoom meeting



# One Stop - Novatney Building

We serve as a 'one-stop' resource to assist students with enrollment questions, from applying to UAS through graduation. Students can call, email, or visit our office in the Novatney Building for help with admissions, registration, transcript requests, residency applications, graduation applications, change of majors, petitions, and more. We're also happy to direct students who aren't sure where to go.

You can reach the One-Stop desk at 907-796-6100.



Karen Madsen, she/her



CJ Mariano, she/her



Ruby Matiasowski,  
she/her



# Financial Aid - Novatney Building

[https://uas.alaska.edu/financial\\_aid/](https://uas.alaska.edu/financial_aid/)

The financial aid team at UAS is dedicated to making college accessible and affordable through scholarships, grants, student employment, loans, and other resources. The Office of Financial Aid is your go-to for questions about scholarships, grants, student loans, and FAFSA completion. In the spring, they often offer scholarship essay workshops.

You can email them at [uas.finaid@alaska.edu](mailto:uas.finaid@alaska.edu) or call them at 907-796-6255.



Janelle Cook,  
she/her



Kayla McLoughlin,  
she/her



# Student Accounts

Student Accounts is your resource for questions about billing, payment methods, payment plans, account balances, and refunds. Juneau-based students enrolled in at least 1 credit can also get free monthly bus pass from this office. This is also where you can obtain your Whale Card (Student ID).

<https://uas.alaska.edu/student-accounts/>

Juneau (Novatney Building):

(907) 796-6367

Cashier Email: [uas.cashier@alaska.edu](mailto:uas.cashier@alaska.edu)

Billing Email: [uas.billing@alaska.edu](mailto:uas.billing@alaska.edu)

Ketchikan (Ziegler Building):

(907) 228-4530

[ktn.business@alaska.edu](mailto:ktn.business@alaska.edu)



Sitka:

(907) 747-7700

[sitka.accounts@alaska.edu](mailto:sitka.accounts@alaska.edu)



# Office of Equity and Compliance

## Novatney Building

The Office of Equity and Compliance (OEC) promotes a learning and working environment free from discrimination and harassment. The OEC will investigate complaints of discrimination, harassment, and other forms of sexual misconduct. Even without a formal complaint, the OEC will help connect individuals with resources, which may be internal or community-based, and can provide supportive measures for individuals who have experienced discrimination, harassment, or other forms of sexual misconduct. Supportive measures can consist of no-contact orders between individuals, academic accommodations, and workplace accommodations

<https://uas.alaska.edu/equity-and-compliance/discrimination.html>

Title IX refers specifically to discrimination on the basis of sex and gender. This includes sexual harassment, sexual assault, domestic violence, stalking, and dating violence. If you know of something of this nature happening, you should report it.

<https://uas.alaska.edu/equity-and-compliance/titleix/index.html>



Mitzi Anderson, she/her



Steffi Jedlicka, she/her



# IT Helpdesk - Hendrickson Building

The IT Helpdesk is available for any school-related technology troubles. Your account isn't letting you log in? Blackboard isn't working? Campus WiFi is down? IT has you covered!

They are partially staffed by fellow students. It's easy to go to their office and find a friendly face! Our current student workers are Emma, Melanie, and Sam.

*IT does not help fix personal electronics. Only school stuff!*

You can email them at [uas.helpdesk@alaska.edu](mailto:uas.helpdesk@alaska.edu), give them a call at 907-796-6400, or visit them in-person. They are located on the lower level of the Hendrickson building on the Juneau campus.

[IT HelpDesk Homepage](#)  
[Frequently Asked Questions](#)



# Student Support Specialists

## Sitka

Student Support Specialists are allies for UAS Sitka students, helping with time management, academic strategies, campus navigation, financial aid, and more. They are the main contacts for Sitka Start students, working closely with advisors to support new students. You can meet with them once or regularly throughout the semester via phone, email, or Zoom.



Mageda Nader  
she/her



Courtney MacArthur  
she/her



Dakotah Weese  
he/him







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# Academic Support

These resources are meant to help students with their classes and academics directly.

# Academic Advising

[https://uas.alaska.edu/academic\\_advising/index.html](https://uas.alaska.edu/academic_advising/index.html)

Academic advisors are here to help you navigate your degree plan, make your class schedule, and get registered for classes. They can also help guide you to different campus resources, and provide support on your journey through UAS.

Advisors are determined by your program. If you are unsure who your advisor is, reach out to [uas.advisors@alaska.edu](mailto:uas.advisors@alaska.edu).

Some programs will transition students to a faculty advisor. Staff advisors will still be there if your faculty advisor is unavailable.

It's important to speak to your advisor at least once a semester.



# The Egan Library

<https://uas.alaska.edu/library/index.html>

Our Egan Library has a group of subject librarians able to assist students with research questions. They're a great resource for fine-tuning your searches, navigating different databases, or even seeing if your class textbook is on reserve to borrow!

The library is a comfortable and friendly place - and online access is also available, for distance students needing research help! There are also Library Science (LS) classes for more advanced info!

Call the Circulation Desk at 907-796-6300 or email [uas.eganlibrary@alaska.edu](mailto:uas.eganlibrary@alaska.edu) for more information.



Elise Tomlinson, she/her



Jen Ward, she/her



Jonas Lamb, he/him



David Cox, he/him



Cindy Boesser, she/her



# Ziegler Library - Ketchikan Campus

<https://uas.alaska.edu/ketchikan/library/index.html>

We also have an in-person library on the Ketchikan campus. Kathy and Lana would be happy to assist you with any research needs!

Call the Circulation Desk at 907-228-4567 or email [libket@alaska.edu](mailto:libket@alaska.edu) for more information



Kathy Bolling,  
she/her

Lana Clark,  
she/her

# Academic Resources

## The Learning Center

The Learning Center, located in the library, offers tutoring and support for math, science, and accounting courses. Run by Gabe Wechter and Auguste Stiehr, the center also provides online support for remote learners.

<https://uas.alaska.edu/juneau/tlc/index.html>

Gabe Wechter,  
he/him



Auguste Stiehr,  
he/him



## The Writing Center

The Writing Center, located on the library's ground floor opposite the big windows, is run by Jessy Goodman and student staff. They offer writing help in any subject and provide online sessions for remote students.

<https://uas.alaska.edu/juneau/writing-center/index.html>



Jessy Goodman, she/her



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# Important + Helpful Websites

# ELMO - Easy Login Maintenance Option

<https://elmo.uas.alaska.edu/>

ELMO allows you to reset your passwords, look up your UA ID Number and UA Username, and set your email forwarding.

Your UA username and password is your *single sign-on*. Meaning, you will use the same username and password across all websites, platforms, and apps associated with UAS.



# UAOnline

<https://www.alaska.edu/uaonline/>

UAOnline is your online student portal. This is where you can:

- add/update your personal info (nickname, pronouns, preferred contact information)
- register for classes and see your grades
- access your financial aid
- see/pay your bill
- forward school email to your personal email address





# Two-Factor/Multi-Factor Authentication

2FA/MFA is a security feature that requires you to approve logins to your account. There are two ways to do this:

- Install the Duo Mobile app on your smartphone and sync your UA Account to it. Then when you log in, you can approve a push notification to your phone. You can also request Duo call/text your phone for approval.
- If you don't have a phone, you can also use ELMO. Go to ELMO → Option 2 → Answer your security questions → Security Settings → Generate one-day passcode. This will give you a code to approve logins for the day.

For 2FA issues or questions, contact [uas.helpdesk@alaska.edu](mailto:uas.helpdesk@alaska.edu).



# Blackboard

<https://classes.alaska.edu/>

Blackboard is where your course websites are hosted. Your teachers can upload readings, files, links, and other information to the site. You are also able to submit work through Blackboard.

The [Blackboard Overview for Students video](#) shows you how to login to Blackboard. And, we have a [youtube playlist](#) of video guides on how to navigate Blackboard.

There is a Blackboard app, by Anthology Inc., that you can download to your phone. Enter "University of Alaska" and use your UAS login & password.

Some professors may use alternative course websites. If they do, they will provide you directions on how to access it.

**NOTE: You should be checking Blackboard every day for announcements from your professors.**



# Virtual Bookstore

<https://bncvirtual.com/ualaska>

UAS uses an online bookstore for one-stop textbook purchasing. Click the link above, click “Let’s Get Started,” and then input your course schedule information. The site will automatically generate any required textbooks your teachers have listed.

\*Students are not required to purchase books from this site. If you can find a better deal elsewhere, feel free to purchase from other vendors. Just ensure the ISBN book identification number matches the one from our bookstore, or else you might be getting the wrong book.



# Gmail + Google Suite

Go to UAS Website → Click the human icon on the top right → my Email

You are assigned a university email address. All emails from the university will be sent to your school email address unless you forward emails to your personal email.

Your university email also gives you access to the entire Google Suite (Docs, Slides, Spreadsheets, Drive, etc...) This is a cloud based service that allows you to access your documents from any location.

More info:

<https://uas.alaska.edu/helpdesk/software/gapps-general.html>



# DegreeWorks

(Go to [UAOnline](#) → [Student tab](#))

DegreeWorks is an online degree checklist that tells you which requirements you have met or still need to meet. It also lists courses that would fill your degree requirements. You can use the “What-If” function to see how your progress carries over to another degree or program, as well as how certain courses would count in your plan.

\*It is YOUR responsibility to know your degree requirements. You can work with your advisor to decide between classes or make a schedule, but you still need to know what is required and make choices accordingly.



# UAS Connect

<https://connect.uas.alaska.edu/events>

UAS Connect is our new hub for happenings on campus. It hosts:

- Club meetings
- Dining hall specials
- Special events
- Seminars and conferences
- Rec Center info



# Career Tools

## Handshake

Handshake is the University of Alaska's career management platform. On Handshake, students and alumni can discover new career paths, build a professional profile, find amazing jobs and internships, and connect with great companies. Login with your UA username and password to get started with Handshake today!

<https://alaska.joinhandshake.com/login>

### Get started with **HANDSHAKE** as a student

- Discover hundreds of jobs and internships.
- Receive personalized recommendations based on your interests.
- Connect with employers.
- Network with peers.
- Find events and career fair information.
- Sign up for on-campus interviews.
- Access the platform through the **HANDSHAKE** app or go to [alaska.joinhandshake.com](https://alaska.joinhandshake.com)
- Login to your UA **HANDSHAKE** portal using your UA single sign-on to find jobs/internships and begin networking!

## Career Coach

[Career Coach](#) is a tool for you to explore career and education opportunities in Alaska and to learn more about how your unique skills, interests and values align with different careers. With [Career Coach](#) you can:

- Take personalized assessments that match your interests to specific college majors
- Find workforce training and educational opportunities
- Access current Alaska labor market and wage data using simple online tools
- Learn more about in-demand careers
- Search for available programs in the UA system that lead to the career you want
- Login to [career coach](#) using your UA single sign-on



# Career Tools

## Virtual Career Center

Our new custom online community for faculty and staff will help you to explore the full range of career resources available across campus to better engage students with their career development at UAS.

Through the [Virtual Career Center](#) you will be able to:

- Find and explore career development resources through video, photo, and written content (eg. resume & cover letter guides, interview coaching, and MUCH more)
- Spotlight your upcoming events, internships, and research opportunities for current and prospective students
- Promote student career resources **related to their majors and identities** such as employment/internship/research opportunities, events, professional associations, podcasts, etc.

