July 20, 2015

Dear NGS Faculty:

This is my second faculty letter to you and I hope you are finding these letters useful with valuable information. In my last letter I introduced myself and our Program Chairs and shared some websites for teaching online and focusing on our adult learners. This letter highlights our amazing Librarian, Cecilia Mullen, and some valuable information from her. Then I share new written information about our Student Point of Contact (POC) and end with some bulleted reminders from Academic Affairs.

First, please allow me to share a little about Cecilia's background:

> She has been the NGS Librarian for three years and has been a practicing librarian for over 40 years. Prior to this, she specialized in library reference and instructional services at large comprehensive universities such as San Jose State University, University of Washington, and University of Massachusetts Amherst. She has also served as a government services librarian at the U. S. Army Corps of Engineers in their Regional Office located in Seattle, Washington. With these assignments she became a specialist in the research of all of the science and engineering disciplines, as well as applied technology fields, such as aviation mechanics and industrial design. She developed an expertise in researching the literature of business and law enforcement. While at San Jose State University, she pioneered the first online database searching and became a lead expert in mediated database searching. As databases were further developed for individual searching, she transitioned to in-depth training in researching methods and strategies for faculty and students. She received her undergraduate degree from Gonzaga University and master's degree from University of Washington.

Second, here is an overview Cecilia wrote about our NGS online data bases for research. Please contact her at librarian@ngs.edu or cmullen@ngs.edu if you have any questions.

> *"NGS subscribes to a selection of online databases to support the study and research endeavors of students. To cover the fields of business and management, ABI Inform Complete is the database where scholarly journals, trade journals, conference papers, and other publications can be searched, read, and downloaded. When searching on the ProQuest Platform, ProQuest Dissertations and Theses can also be searched independently or simultaneously with ABI Inform Complete. PQD&T is the largest collection of theses and dissertations available within one file. It has over 1 million copies of research level documents in full text. If students are studying a topic that involves the application of management theories to a particular field, such as e.g. health care or engineering, or education, then searching within OmniFile Full Text Select might be most productive. This database contains journal articles from both popular publications as well as scholarly resources from a broad range of disciplines that most closely represent the common academic curriculum. LexisNexis is another database that covers a broad spectrum of subject fields and is suitable for both the undergraduate and graduate student. It is unique in its full text coverage of a large collection of newspapers that are published worldwide. It is updated daily, so world events of a social or political or business nature are readily available. It also has a large file of business information, including reports and summaries of leading companies, as well as legal documents that include standards and codes. The access to all of these databases is provided on the Library Page within the Portal under the Student Resources tab. There the students are provided the active links to the databases, along with specific User Names and Passwords, when required. On the Library Page is also a list of additional databases that are available as open access databases, which means that they are freely and openly available on the Web at no cost. Most of these are created and maintained by government agencies. PubMed*

produced by the National Library of Medicine and ERIC produced by the Department of Education are examples of these very comprehensive databases." (Mullen, C. July 15, 2015)

Cecilia has also reminded Academic Affairs that faculty, and not students, have access to an online software called iThenticate that assists with detecting plagiarism issues.

> *"iThenticate is a plagiarism checking program that NGS has contracted for use by NGS faculty. This program is an easy to use system that allows faculty to compare student writings/papers to a database of 90,000 journals, 92 mil newspapers magazines and books, and over 300,000 dissertations, as well as web content. After uploading a paper, faculty are able to view side by side the written excerpts where matches or similarities are found in the database of already published literature. You can visit the iThenticate website, http://www.ithenticate.com/ for further explanation of the system, including a three minute demo and other descriptive information. In order to use the program you will need to send an email to NGS Librarian, Cecilia Mullen, at cmullen@ngs.edu and she will enroll you in our roster of users. Just provide her with your name and NGS email address."*

Third, thank you to our Program Chairs, especially Jack Kovalcik, who took the lead to edit and revise our Student Point of Contact (POC) information. When I visited an Orientation last month I was impressed with this system but felt we needed more in writing to assist students, faculty, and administration. This information will be added to the Student Handbook and will assist with clarifying roles and responsibilities.

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> *Student Point of Contact (POC)*
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> *During the cohort Orientation course, the NGS Project Faculty Lead will discuss the role of the cohort's Student Point of Contact (POC).*
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> *The Student Point of Contact (POC) is the student nominated by the members of the cohort to serve as a designated Class Representative for the duration of the program schedule. The NGS Project Faculty Lead will provide the contact information (POC name, email) to Academic Affairs and the Program Chair by the end of the first course. Academic Affairs will add the POC name to the cohort schedule.*
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> *Students can bring cohort feedback and issues, both positive and constructive, to the POC. The POC serves as the individual who collects comments and summarizes them and serves as the primary interface between the cohort, Faculty, and NGS. The POC communicates with Faculty, but the Faculty will provide documentation of an issue that cannot be resolved or answered or one that is beyond the realm of POC or Faculty responsibility. The Faculty will then contact Student Services and work with the appropriate NGS Department (Academic Affairs, Student Services, Information Technology) or Administration, as required to reach a resolution. Faculty are also required to be provide a summary of the POC issues at the end of each course using the required Course Handoff Form.*
>
> *If the cohort is part of a face-to-face program then the POC becomes a member of the Student Quality Advisory Council (see page 81 of the Catalog and Student Handbook 2014-2016).*

Finally, some administrative reminders from Academic Affairs:

- Be cognizant of the grade submission timing (6 days after the last course meeting or course end date)
- Contact AA about student services issues
- Be sure to complete the Course Handoff form (in Faculty Resources on NGS portal) and submit it to AA at the end of class
- Use the portal, not an outside email address, to communicate with students
- IT reminder from Elaine Moore –make sure you put your recordings into the course folder under the proper cohort
- Should you have any referrals for our programs, please be sure to send them to our amazing Enrollment Team:

    Bachelor of Science Completion Program (BSc)-Karen DiGloria (kdigloria@ngs.edu ext. 125)

    Master of Science (MS)-Trish Halpin (phalpin@ngs.edu ext. 104)

    Doctor of Business Administration (DBA)-(Lisa Melchiorri lmelchiorri@ngs.edu ext. 166)

Thank you for working with our students and sharing your expertise in your content area. You are the face of our school and are doing the most important job of teaching our students. We are delighted to have you on our team here. Academic Affairs and Program Chairs have been finalizing our Curriculum Development Committees (CDC) and look forward to working to strengthen our programs and build on what we have as a foundation. Pedagogy research tells us that the human variable, combined with appropriate content, is still the most critical in student success. Please call or email me with your ideas and teaching stories as I would love to hear them.

Sincerely,

Eileen C. Sullivan

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