SUBSTANTIVE CHANGE PROPOSAL
FOR
THE MASTER OF SCIENCE DEGREE IN
HUMAN RESOURCES MANAGEMENT

FT. WALTON BEACH, FLORIDA

SUBMITTED BY
DR. MICKEY CREWS
FLORIDA REGION DIRECTOR

January 15, 1999
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A. THE NATURE OF THE CHANGE

Based upon knowledge of market needs, we are planning to offer the Master of Science Degree in Human Resources Management (MSHRM) at the Regional Office Site in Ft. Walton Beach, Florida. (See survey at Appendix F)

The MSHRM degree is an interdisciplinary program designed to teach the legal, organizational, theoretical and operational skills needed to manage human resources efficiently. A broad range of electives allows each student to prepare for specific roles in public agencies, private corporations, military management, or academic institutions.

All graduates from the MSHRM program will have completed a 30 semester hour (SH) program. This includes 21 SH of required courses and 9 SH of electives.

Courses in this program taught by TSUFR will be offered over a 10-week term. Classes will be taught under two formats: intensive weekend and once per week. Courses taught on weekends will be limited to those approved by the faculty for weekend teaching. Some courses will be taught by distance learning using videotapes, e-mail, computer-mediated conversations, and peer interactions. Courses will be taught by full-time faculty from the Florida Region and by qualified local adjunct faculty.

B. THE RELATIONSHIP OF DISTANCE LEARNING TO THE INSTITUTIONAL PURPOSE AND MISSION

This program is consistent with the purpose of the University as stated in the Troy State University Mission and Goals Statement (See Appendix A). “The University is dedicated to the preparation of students in a variety of fields in the arts and sciences, as well as to its historic role in the preparation of teachers. A major commitment exists to provide undergraduate and graduate education for the national and international community, especially for mature students, not only by traditional means of delivery but also by technological means.”

C. LOCATION/SITE INFORMATION

Troy State University Regional Office
81 Beal Parkway
Ft. Walton Beach, Florida 32548

Distance from TSU Main Campus, Troy, Alabama – approximately 140 miles.
RESPONSIBLE ADMINISTRATOR:
Ms. Rhonda Duryea, Coordinator
81 Beal Parkway
Ft. Walton Beach, Florida 32549
(850) 244-7414
FAX (850) 301-2169

Classes are delivered using a variety of methods including in-class lectures, videotapes, e-mail, computer-mediated conversations, peer interactions, course guides and syllabi, local learning activities and faculty conferences. Media and its use will vary by individual class needs. The term schedule designates those courses offered by distance learning.
DISTANCE LEARNING REPORT: GROUP INSTRUCTION

Complete this form for each site where the institution has initiated or expanded instruction delivered to groups for academic credit. (Reproduce form as needed.)

INSTITUTION: Troy State University Florida Regional Office

SITE NAME AND ADDRESS: Troy State University - Ft. Walton Beach
81 Beal Parkway
Ft. Walton Beach, Florida 32549

DEGREE/PROGRAM OFFERED: Classroom location site only.

INDIVIDUAL COMPLETING THIS REPORT: Dr. Mickey Crews - DATE: January 15, 1999

ENTER DATA FOR THE MOST RECENT FALL TERM: YEAR 1998. FOR COURSES USING MORE THAN ONE TECHNOLOGY, CHOOSE THE PRIMARY MODE OF INSTRUCTION AND ENTER DATA ON ONLY ONE LINE.

<table>
<thead>
<tr>
<th>HEADCOUNT ENROLLMENT</th>
<th># OF COURSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRADITIONAL CLASSROOM</td>
<td>579</td>
</tr>
<tr>
<td></td>
<td>37</td>
</tr>
</tbody>
</table>

VIA
telecommunications
point-to-point
microwave
ITFS
commercial cable TV
satellite
video via land lines
computer networks
audio
teleconferencing
other

TOTAL 579 37
D. MEANS USED TO MONITOR AND ENSURE QUALITY OF ACADEMIC PROGRAMS

1. The Planning Process

The Purpose of the Master Plan

- This document identifies the planning process of Troy State University Florida Region, based on the TSU, University College and Florida Region missions. It includes tactical planning goals, procedures, and timelines.

- The Troy State University Mission:

  TSU’s mission is to encourage each student to develop his/her potential and to become a productive member of society by providing an appropriate academic, cultural, and social environment.

- The University College Mission:

  University College’s mission is to administer off-campus programs that support the TSU purpose and objectives.

- The Troy State University Florida Region Mission:

  Florida Region’s mission is to develop and maintain academic and administrative programs that support the mission and goals of Troy State University and University College (UC).

- The Troy State University Florida Region Master Plan:

  The Master Plan provides a coordinated approach to planning in the Florida Region. It includes tactical planning goals, procedures, and timelines.

Tactical Planning

The TSUFR Associate Director for Academics (ADA) will distribute instructions and suspense dates for the planning documents as required.

Suspenses will be established as follows:

(1) Annual Self-Study Update and Revision of Six Points of Institutional Effectiveness (SPIES).
   (a) October each year
(b) Department Chairs/Staff Directors to ADA.
   - Includes program self-study weaknesses, Plans For Improvement (PFIs),
     academic profiles, in-house and educational testing service evaluations,
     comprehensive exams, and faculty evaluation results.

(2) Submission of Self-Study Update and Revision of SPIEs to UC.
   (a) December/January each year.
   (b) ADA to UC.

(3) Self-Study PFI Submission
   (a) January/February each year.
   (b) Department Chairs/Staff Directors to ADA.
       - Prepare Planning Statements and Resources Needs.

(4) Troy State University Planning Request Short Range (Annual) Plans.
   (a) January each year.
   (b) Department Chairs/Staff Directors to ADA.
       - UC provides forms and instructions.
       - UC provides forms and instructions.
       - Director submits TSU Resources Required for Short-Range Annual Plan
         form to UC.

(5) TSU Budget for the Plan
   (a) January/February each year.
   (b) ADA to UC.
       - Director integrates self-study PFI submissions received from Department
         Chairs/Staff Directors. With UC guidance, submit L/S plans to UC; brief
         Vice President UC.
       - Assistant Director for Finance submits budget.

Reference Documents

- TSU Manual for Developing Planning Documents
- TSU University College Policy Manual
- TSUFR Director’s SPIE/Self-Evaluation
- University College Policy Manual
- Policy letters and memoranda as required
2. Systematic Evaluation of Instructional Results

The evaluation of all off-campus degree programs is the primary responsibility of the Vice President and the Director of Academic Affairs of University College. They are assisted in those responsibilities not only by the Dean of Sorrell College of Business, but also by the Director, the Associate Director for Academics and the Regional Chairpersons. Department Chairs located at the main campus are responsible for providing guidance as required and for advising appropriate deans, as well as the Vice President for University College, on all aspects of academic quality, including the evaluation of faculty. The following instruments are used in the evaluation of the programs:

a. Student End-of-Course Critiques

b. Student Exit Assessment Form (completed by all students filing an Intent to Graduate)

c. One-Year-Out and Five-Year-Out Alumni Surveys

d. Written Comprehensive Examinations (required for all graduate programs). Successful completion of these examinations is required for graduation.

The results of these assessment instruments will be reviewed annually or quarterly, as appropriate, by the Director of Academic Affairs of University College, Department Chairs on the main campus, the Associate Director for Academics, the Regional Department Chairpersons, and the faculty.

3. Process for Monitoring and Evaluating Expanded Activities

Troy State collects student statistics or headcount and enrollment data quarterly. This data is provided to the TSUFR Director, the Associate Director for Academics and to TSU Troy for monitoring and evaluating the programs.

All of the processes described in “b” above are used to monitor the academic quality of the new or expanded activities.

4. There are no differences in admission or graduation requirements for students participating through distance learning.

5. There are no special arrangements for grading, transcripts or transfer credit policies for distance learning students.
E. INSTRUCTIONAL MATERIALS

Troy State University Florida Region does not acquire any of its instructional materials from other organizations.

F. DEVELOPMENT AND PRESENTATION OF COURSES

1. There are no differences in the selection of course content.

2. Roster of Instructional Staff is at Appendix B.

3. Faculty Evaluation

Full-time Florida Region faculty members teaching at Ft. Walton Beach are evaluated by the Florida Region Chair and the Associate Director for Academics. The full-time faculty members fill out and turn in to the Regional Chair a faculty productivity report and this report is reviewed and discussed by the Regional Chair and the faculty member. The Chairs also visit the classroom. Student assessments are regularly reviewed by the Chairs and the Associate Director for Academics. If there are any problems identified by these student assessments, they are brought to the attention of the faculty member and monitored. Assessment summaries are provided to the faculty member, the Chair, and the Associate Director for Academics.

Adjunct faculty are evaluated by the Regional Chairs and the full-time faculty who teach at Ft. Walton Beach. Classroom visits, student assessments, and student verbal/written comments are used in the process. Problems are discussed with the Associate Director for Academics and solved. The adjunct faculty are issued contracts on a course by course basis and contracts are not reissued until problems are solved.

Full-time and adjunct faculty who teach at the Ft. Walton Beach site provide input to the institutional effectiveness and planning process through their Regional Chairs and the Area Coordinator. This is a continuing process (See Appendix C.)

4. Faculty are provided with a Troy State University Faculty Handbook, a University College Policy and Procedures Manual, and a Florida Region Faculty Handbook to explain the instructional procedures.

5. Full-time faculty members are contracted to teach ten graduate courses per year.

G. LEARNING RESOURCES

The Troy State University, Florida Region (TSUFR) Library provides the relevant graduate-level supporting materials for students pursuing Master's Degrees at all Florida Region teaching sites. This includes the proposed Master of Science Degree in Human Resources Management at the Regional Office site in Fort Walton Beach.
TSUFR maintains a Regional Library on Hurlburt Field, Florida, some six miles from the Regional Office site. This library serves dual functions. It is the local library for students and faculty at the Regional Office and two other nearby sites, and it is the TSUFR Regional Library that coordinates and provides services and resources for all Florida Region sites.

Although local students are encouraged to use the library services on site, TSUFR Library recognizes that the needs of a student population composed largely of working adults may best be served by offering many resources and services accessible from home or the workplace.

TSUFR Library provides these services through a centralized model, made possible by the emergence of technology in the field of information. Through electronic access, a cogent selection of services and resources is made easily available from a central source. These services are a blend of pedagogic materials to undergird each program as whole; research aids, both actual materials or systems of identifying, locating, and retrieving needed documents; and assistance of trained staff in person and/or via telecommunication to optimize use of these resources. Key components are online full-text periodical databases; a collection of monographs and periodicals on site and through interlibrary loan (ILL) from The Troy State Library System and other libraries; reference and other assistance via e-mail, telephone, or in person at the Regional Library; FAX service; bibliographic instruction; and library web pages with links to relevant sites, to general TSUFR library and collection information, and to the online periodical databases. At other sites, TSUFR arranges where possible a memorandum of understanding (MOU) with an appropriate local academic library. At the Regional Office where students have easy access to the Regional Library, such an MOU is not necessary.

The Florida Region Regional Library personnel provides services for all students and faculty. The Regional Library staff consists of the Assistant Director for Library Services, the Reference Librarian, and three Library Assistants. At the other sites, part-time TSU Field Librarians assist students and faculty. The Assistant Director for Library Services is responsible for the overall structure of the program, including planning, budgeting, hiring staff at the sites, and making policy decisions. The TSUFR Library Reference Librarian coordinates collection development with input from student, staff, the Field Librarians, and faculty and is also responsible for providing course-related bibliographies of TSU-owned materials. He designed and continues to develop the Library web pages. He serves as a reference source for all students and faculty, who may contact him by e-mail, telephone, or in person.

One Library Assistant spends 50% of her time working directly with the Reference Librarian to maintain currency of such information on the web as changes in database passwords or notification of new resources. She also assists in designing tutorials for the web page for all TSUFR students. Another Library Assistant deals with individual ILL requests. A third handles all routine library operations and provides faculty support. All Library Assistants support the program with reference by telephone, e-mail, or in person in the Regional Library. They also assist with detailed group and one-on-one bibliographic instruction in both print and electronic resources. Two part-time library aides assist with general clerical, circulation, and patron-related duties. In all service to patrons, individual assistance is emphasized, in recognition of
the needs of working adults, especially those returning to school and only marginally familiar with current library services and technology.

The Assistant Director for Library Services and the Reference Librarian (both of whom have a Master's Degree in Library Science) work with the Field Librarians in the Florida Region to keep them informed of changes, policies, and events concerning the Library and to provide resources and assistance with collection development and other support as needed. They also provide training to Field Librarians in new resources at the Regional Library, on-site, or by e-mail, or telephone. The Reference Librarian also provides in-house training to staff on new products as needed. All Florida Region library staff attend the Annual Florida Region Conference each autumn, where special training sessions are scheduled in the Library.

In addition to staff at the Regional Library, the Dean of Libraries, at Troy State University, Main Campus Library, coordinates library services throughout the entire TSU University College system and serves as an information resource for Regional Librarians.

Many of the services provided by the Regional Library, as mentioned above, are accessed through the Library's web pages by students at home and on work computers. Students can use the web pages for a variety of aids. The web pages offer bibliographic instruction; library information publications; bibliographies of TSU materials to support courses; the electronic databases; links to The TSU System library catalog; access to course-related resources; lists of TSUFR periodical holdings; and assistance for ILLs.

The Library's web pages remain in continuous revision. Tutorials are in the process of development; links to other sites are periodically checked for currency; and all library information is revised as necessary.

Students and faculty at the Regional Office site tend to make extensive use of Regional Library holdings and of ILL, which is available for all TSUFR students and faculty through the Regional Library. An e-mail interlibrary loan request form is available on the library web pages, and students use this or come to the library in person for assistance with their needs.

The Regional Library's monographic collection in the field of Business Administration and Management includes over 3,200 monographs and 157 periodical subscriptions, not including those full-text periodicals in the online databases. Many of these resources address the HRM curriculum. These resources are augmented by approximately 15,000 monographic titles in Business and Management, including 33 per cent of the Harvard Business Core Collection, in the Troy State Library at Troy, AL. Students also have access to that library's extensive periodical collection (forty per cent of those periodicals indexed in Wilson's Business Periodicals Index). These materials, as well as those throughout the entire TSU System, are available to all TSUFR students through ILL.

To help determine resources and their availability, The TSU System Catalog identifies most materials within the Troy State libraries in Troy; Montgomery; Dothan; Phenix City; Hurlburt Field, FL; Pensacola, FL; and Whiting Field, FL. In addition, membership in The Florida
Region consortium, Panhandle Library Access Network (PLAN), makes available resources through interlibrary loan from most Florida libraries, including those of the state universities.

While the TSU Catalog includes the periodical holdings of the Main Library at Troy, AL, the TSUF R periodical holdings are listed separately on the web page. These resources are particularly helpful for locating those periodicals indexed but not full text in the databases, so that articles from them may be readily obtained through ILL or from the shelves of the Regional Library.

TSUF R offers students, faculty, and staff access to a number of online databases. For the HRM program, the most cogent are Information Access Corporation (IAC's) Business and Company ASAP, and UMI's ABI/INFORM Global. Both index an extensive list of periodicals, and each provides full text for over 600 of them. While there is some overlap, there are also many titles individual to each. In addition, TSUF R also offers online access to IAC's Expanded Academic ASAP, UMI's Periodical Abstracts Research II, and EBSO's Academic Search Elite, all of which provide full-text articles over a wide range of academic disciplines, including counseling journals addressing personnel issues. Some of these databases are made available through a statewide library consortium as described below, and others, through the TSU Main Campus Library. The package provided by the Florida consortium also includes Books in Print, useful for literature searches, and the Electric Library, of marginal use to graduate students but containing some full-text materials of benefit. Further support is available through PsychInfo, the online version of Psychological Abstracts, relevant to many aspects of the Human Resource Management program. This indexing provides abstracts rather than full text, but as is true with all the above databases, titles indexed but not full text may be ordered through ILL from the TSU System Catalog or other sources. Students also have access, through the State of Florida, to certain databases of FirstSearch. While most of these have no full text, they refer to many periodicals in the TSU Library System.

TSUF R Library continues to evaluate databases both independently and in conjunction with other institutions. TSUF R Library currently maintains membership in the State of Florida's Library Information Resource Network (LIRN), which helps make available online databases through the combined buying power of its membership. These databases are accessible to all students of participating institutions, regardless of the physical location of the student. In Academic Year 1999-2000, TSUF R will receive all of its database access through the Main Campus Library, which has expanded its database subscriptions.

Another key component of library service is bibliographic instruction, particularly in the technology arena. Tutorials on library usage are provided both by Library staff and by outside sources. For example, the Information Access Company (IAC), the source for Expanded Academic ASAP and Business and Company ASAP, provides videos, workbooks, and condensed quick-reference user guides. Instructors may borrow a copy of the video and workbook for their own use, and students may also request them by ILL or check them out from any TSUF R site. The TSU System Catalog also provides built-in tutorials for author, title, subject, and other bibliographic searches to enable students to maximize its utility. The TSUF R staff is in the continual process of developing online tutorials to augment the initial ones that
introduce students to general TSUFR library services. These tutorials address individual library skills and serve to supplement instruction given by the library staff.

Each term members of the staff visit classes to give brief introductions to the Library, or more extensive orientations are scheduled in the Library, as requested by instructors. Graduate classes most frequently requesting this service are either introductory or research courses.

Handouts explaining the Regional Library's services as a local library are given to each incoming student. Handouts explaining the services on the web are given to the introductory or research classes mentioned above; a copy is sent to each instructor, with the information that a master copy is available at the Regional Office; and a copy is given to each undergraduate student in the Florida Region's introduction to TSU course, which is primarily an orientation to library services. In addition, copies of all handouts are available in the Library. Each term, passwords to the proprietary databases are provided to instructors for distribution in their classes.

Surveys for assessing resources and services are available for student/faculty use in the Library, at designated times in the term in the classroom, and online. These are reviewed by the Assistant Director for Library services and addressed as needed.

A TSUFR Library Committee consisting of faculty and assistant directors meets monthly to review and make recommendations on needs of libraries both locally and throughout The Region.

H. STUDENT SUPPORT SERVICES

Orientation: Each prospective student receives an Orientation Packet. This packet contains:
  * Welcoming Letter – Director
  * Graduate Admission Information
  * TSUFR Student Information Handbook
  * Graduate Registration Forms
  * 2 Transcript Request Forms (More are provided if needed)
  * Graduate Admissions Application
  * TSUFR Library Fast Facts Handout
  * TSU Drug Policy Statement
  * Testing Information
  * Term Schedule

Advisement: During the initial interview, the Coordinator reviews possible transfer credits and projected course offerings with the student. Students who have transfer credit are advised to obtain a catalog description of the coursework, and if possible, a course syllabus. The student is advised to contact the faculty advisor of the degree program to seek preliminary advice as to the probable/possible transfer of credit.
After the student is enrolled, resident faculty are scheduled to meet every term with students for specific academic advisement in the field of Human Resources Management. As stated in Section One, full-time faculty will be directly responsible for advising students.

A Curriculum Planning Sheet is maintained in the Ft. Walton Beach site office for each student. It shows the courses taken and the remaining requirements. This form is reviewed and updated by the student, the Coordinator, and the advising faculty member each term.

Counseling: Student counseling begins with the first drop-in visit, the first telephone inquiry and the first chance encounter with a prospective student. Every effort is made to find the proper educational program for a prospective student whether or not the student is a viable candidate for a Troy State program. The student’s academic and professional background is explored, career possibilities or goals are discussed, and financial options are reviewed.

Students are also regularly contacted as to needed testing and testing suggestions. They are reminded on a regular basis of their need for particular coursework. Students who fail to register for an upcoming term are also contacted as to the reason for becoming inactive. Students are apprised of library resources and are given the prepared library/resource information packet developed by the Troy State Florida Region Librarian.

Registration: Registration is held on site at the start of each term. In addition to the aforementioned academic advisement and counseling, all other requirements for registration are accomplished, such as purchase of textbooks, payment of fees, class assignments, and scheduling for required admission tests. The Graduate Curriculum Planning Sheet is completed at this time, or an appointment is made with a faculty advisor to complete it at the earliest possible date.

Records Maintenance: Official files for active students are kept in locked, fireproof file cabinets in the TSUFR Graduate Records Office at the Regional Office. Back-up files are maintained in the Records Office at the Troy, Alabama campus. Additionally, a record of each student’s courses, GPA, and grades are maintained on an IBM on-line computer system. Data are input at the Regional Office and are stored on tape in the Computer Center at the Troy, Alabama campus.

Records of students who graduate are sent to the Troy, Alabama campus where they are microfilmed and stored. A duplicate of the final transcript is maintained at the Regional Office. The files of inactive students are retained at the Regional Office for one year and are then forwarded to the Troy, Alabama campus for storage.

I. CONTRACTUAL AGREEMENT

Because TSUFR maintains its own Library on Hurlburt Field, FL, six miles from the Regional Office site, it has not arranged Contractual Agreements with other libraries to provide library services for the students in the HRM program at that site.
J. ORGANIZATIONAL STRUCTURE

The institution’s organizational charts can be found at Appendix E.

K. EVIDENCE OF FINANCIAL VIABILITY

Factors Influencing Viability

Existing Florida Regional Office programs are financially sound. They are generating increasing enrollments and provide ample revenues to support growth. The proposed MSHRM program is projected to provide additional revenue and complements the existing programs where staff and faculty are in place and additional classrooms are available.

Revenue and Costs Estimates

The local assessment shows initial student interest to be 18-22 students. A conservative estimate is 15 enrollments per course the first two terms (five-term year) and 20 or more enrollments per course thereafter. Two courses will be conducted each term.

<table>
<thead>
<tr>
<th>Enroll/Term</th>
<th>Tuition</th>
<th>Revenue/Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSHRM</td>
<td>180</td>
<td>$90,000</td>
</tr>
</tbody>
</table>

Revenue for a four-term year would be:

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$90,000</td>
</tr>
<tr>
<td>Fees</td>
<td>2,700</td>
</tr>
<tr>
<td>Textbooks</td>
<td>5,400</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$98,100</td>
</tr>
</tbody>
</table>

Expense estimates are based on the cost of providing instructors, equipment, administrative and library support, and equipment:

Expenses would be:

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional (Salaries, benefits, travel, equipment, etc.)</td>
<td>$72,000</td>
</tr>
<tr>
<td>Library (Holdings, salaries, equipment)</td>
<td>4,000</td>
</tr>
<tr>
<td>Institutional Support (Salaries, postage, supplies, advertising, etc.)</td>
<td>12,000</td>
</tr>
<tr>
<td>Textbooks</td>
<td>4,200</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$92,200</td>
</tr>
</tbody>
</table>

As the data indicates, adding the proposed program to an already established and successful operation only strengthens the whole and increases financial viability.
APPENDICES

A. TSU Mission and Goals Statement
B. Roster of Instructional Staff
C. Faculty Evaluation
   - Faculty Productivity Reports
   - Student Course Critique Assessment
D. Library Information
E. Organizational Charts
F. Needs Survey
APPENDIX A

TSU Mission and Goals Statement
PURPOSE OF TROY STATE UNIVERSITY FLORIDA REGION

The purpose of Troy State University Florida Region is to provide educational services for the larger community, especially adult education and graduate education for mature students. The Region provides selected educational programs to communities and organizations throughout the South and other selected locations.

GOALS AND OBJECTIVES

* To offer programs that meet career and personal needs of mature students.
* To maintain a permanent and an adjunct faculty that meets high standards of personal and instructional professionalism, academic preparation, and business/industrial/governmental experience.
* To provide academic advisement services to each student on a continuing basis to facilitate progression toward educational goals.
* To provide library facilities and services for academic research and personal development by students and faculty.
* To make use of the latest in instructional technology within the limits of resources available to enhance teaching and learning activities.
* To provide alternatives to traditional classroom delivery systems.
* To enhance our educational programs by providing or sponsoring non-credit workshops and courses.
* To maintain strong liaison between the Florida Region and main campus departments and faculty to insure continuing high quality educational programs.
* To provide accurate records for degree certification and as source documentation for future endeavors of the students.
APPENDIX B

Roster of Instructional Staff
Teaching Site: Regional Office
ROSTER OF INSTRUCTIONAL STAFF

Name of Institution: Troy State University - Florida Region:

Instructions: In the case of a new program, please provide information for all faculty who will teach courses during the first chronological year after initiation of the program(s). Faculty should be grouped by departments or disciplines (do not use broad areas such as social sciences or humanities). If a faculty member is teaching in two or more discipline areas or departments, list the faculty member under the discipline in which the heaviest teaching load occurs. "It is the responsibility of the institution to keep on file for all full-time and part-time faculty members documentation of academic preparation, such as official transcripts, and if appropriate for demonstrating competency, official documentation of professional and work experience, technical and performance competency, records of publications, and certifications and other qualifications." (1991 Criteria for Accreditation: pp. 25-27) In cases where experience, certifications, or special training is offered in lieu of formal academic preparation, please attach vita or other pertinent materials for each case. Documents which validate this experiential information should also be maintained by the institution. Please list all faculty for the new program, both full- and part-time. In categorizing faculty as either full or part-time, please use the Commission definition of full-time faculty: full-time faculty members are defined as those whose major employment is with the institution; whose primary assignments are in teaching and/or research; and whose employment is based upon a contract for full-time employees.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Faculty Member</td>
<td>Most advanced Degree and Discipline (concentration or major); Institution awarding the degree; Graduate semester hours in each discipline in which courses have been taught.</td>
<td>If degree in column two is a doctorate, list master's degree and discipline here. List any other degrees which are appropriate to your current teaching assignment. Provide name of institution and graduate semester hours as in column 2. If outstanding professional experience and demonstrated contributions to the teaching discipline are presented in lieu of academic preparation, provide documentation supporting the exception.</td>
<td>Teaching Responsibilities: List the catalogue title and catalogue number of all courses taught (at the site) during the requested time period. Indicate whether graduate (G) or undergraduate (U).</td>
</tr>
</tbody>
</table>

**Full Time: Human Resources Management**

<p>| Grubb, Todd | Ph.D., Human Systems; Univ. of Louisville (9 SH Systems) | M.P.A., Public Admin.; Syracuse University (40 SH Public Admin.) | HRM 610 Research Techniques in Human Resource Management (G); HRM 620 Organization Theory (G); MAN 677 Systems Management (G) |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Degree(s), Experience</th>
<th>Additional Information</th>
<th>Course(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irwin, John</td>
<td>Ph.D., Management, Florida State Univ; (27 QH Management)</td>
<td>M.A., Business Administration, Saginaw Valley State Univ; (24 QH Business Admin)</td>
<td>MAN 696 Financial Analysis (G) MAN 655 Managerial Economics (G)</td>
</tr>
<tr>
<td>Hannay, Maureen</td>
<td>Ph.D., Industrial Relations/HRS, Univ of Toronto; (Hours not calculated in Semester or Quarter Hours)</td>
<td>M. Industrial Relations, Univ of Toronto; (Hours not calculated in Semester or Quarter Hours)</td>
<td>HRM 624 Human Resources Management (G) HRM 632 Compensation Management and Wage and Salary Admin. (G) HRM 619 Seminar in Human Resources Administration (G) HRM 698 Strategic Human Resources Management (G)</td>
</tr>
<tr>
<td>Mankelwicz, John</td>
<td>PhD, Management; Temple University 27 QH Econ; 5QH Mkt; 31QH Org Beh; 18QH Stats; 10QH Op Mgt; 15QH Acct/Fin; 10QH Bus Law; 26 QH Plng/Dec Mkg; 10QH Res; 22QH Bus Mgt</td>
<td>MBA, Temple University 27QH Econ; 5QH Mkt; 13QH Org Beh; 9QH Stats; 5QH Op Mgt; 10QH Acct/Fin; 10QH Bus Law; 13QH Plng/Dec Mkg</td>
<td>HRM 610 Research Techniques in Human Resource Management (G) MAN 673 Operations Management (G)</td>
</tr>
<tr>
<td>Mason, Ben F.</td>
<td>PhD, Management; Florida State University 127 SH Management</td>
<td>MBA, University of Alabama 60 SH Management</td>
<td>HRM 620 Organization Theory (G)</td>
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<tr>
<td>Northam, Melissa</td>
<td>Ph.D., Business Administration, Univ. of South Carolina; (36 QH Business Admin)</td>
<td>M.A., Marketing, Univ of Alabama; (14 QH Marketing)</td>
<td>HRM 610 Research Techniques in Human Resource Management (G) MAN 665 Marketing Management (G)</td>
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Part Time: Human Resources Management
<table>
<thead>
<tr>
<th>Name</th>
<th>Degree/Background Information</th>
<th>Degree/Background Information</th>
<th>Courses</th>
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<tbody>
<tr>
<td>Binford, Donald</td>
<td>Ph.D., Business; Arizona State (39 SH Business Courses)</td>
<td>M.S., Public Admin.; George Washington Univ. (22 SH Public Admin)</td>
<td>HRM 624 Human Resources Management (G)</td>
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<td>HRM 619 Seminar in Human Resources Administration (G)</td>
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<td>HRM 698 Strategic Human Resources Management (G)</td>
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<td>Carlton, Larry</td>
<td>DBA, University of Sarasota 49 SH Business Administration</td>
<td>M.S., Human Resources Management; Golden Gate University 21 SH Human Resource Management</td>
<td>HRM 640 Human Resource Staffing (G)</td>
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<td>HRM 632 Compensation Management and Wage and Salary Admin. (G)</td>
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<tr>
<td>Porrer, Donald</td>
<td>DBA, Nova University (90 QH Management)</td>
<td>M.S., Gen. Administration; Central Michigan University (32 QH Admin., 9 QH Law)</td>
<td>HRM 679 Information Systems for Human Resources Management (G)</td>
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<td>MAN 677 Systems Management (G)</td>
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<td>MAN 673 Operations Management (G)</td>
</tr>
<tr>
<td>Murray, Peter</td>
<td>M.S. Management/Data Processing; Florida Inst. of Tech. (15 QH Management; 24 QH Management Info Systems)</td>
<td>B.S., Data Processing/Management Info Systems; University of Tampa (50 SH Computer &amp; Info Science)</td>
<td>HRM 679 Information Systems for Human Resources Management (G)</td>
</tr>
</tbody>
</table>
| Sauer, Robert            | PhD, Management & Industrial Relations; Univ of Wisconsin 54 SH Industrial Relations | M.S. Industrial Relations; University of Wisconsin 18 SH Industrial Relations | HRM 640 Human Resource Staffing (G)  
HRM 624 Human Resources Management (G) |
|-------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Jernigan, Finith        | J.D., Law; Florida State Univ.; (131 QH Law)                                       | M.S., Public Admin.; Troy State University (45 QH Public Admin)                 | HRM 601 Legal Environment of Employment Decisions (G)  
HRM 605 Labor Law (G) |
| Macon, Robert           | J.D., Law; Birmingham School of Law (80 SH Law)                                     | B.S., Social Studies Education; Florida State Univ. (35 SH History)             | HRM 605 Labor Law (G)  
HRM 601 Legal Environment of Employment Decisions (G) |
| Zuro, Joseph            | PhD, Industrial Org Psych; Purdue University                                        | M.A., Industrial Psych; Univ of Nebraska                                       | HRM 690 Advanced Concepts & Topics in Management (G)  
HRM 620 Organization Theory (G)  
MAN 676 Organizational Behavior (G) |

**NOTE:** An additional full-time HRM faculty member will be hired at the Ft. Walton location once 100 enrollments per term are achieved.
APPENDIX C

Faculty Evaluation
Faculty Productivity Report
Student Course Critique Assessment
TSUFR

PROFESSIONAL ACTIVITIES REPORT SUMMARY

(FOLLOWING IS A SYNOPSIS OF A DETAILED REPORT)

NAME:

DEPARTMENT:

DATES OF REPORT:

SECTION I – DESCRIPTIVE MATERIAL WITH OWN EVALUATIVE COMMENTARY

A. TEACHING:

1. NUMBER, NAME & DISCIPLINE OF CREDIT COURSES TAUGHT

2. NUMBER OF TIMES TAUGHT

3. IDENTIFY LECTURE OR LAB COURSE

4. IF TEAM TAUGHT, PROPORTION OF COURSE TAUGHT

B. INFORMATION ON QUALITY OF TEACHING. USE ANY OR ALL OF THE FOLLOWING:

1. COMMENTS FROM THOSE WHO OBSERVED

2. STATISTICAL DATA

3. INNOVATIONS

4. CONFERENCES ATTENDED

5. OTHER
SECTION II – PROFESSIONAL SERVICES

A. FORMAL ADVISING OF STUDENTS
   1. NUMBER OF STUDENTS
   2. CHARACTERISTICS OF ADVISING
   3. TIME

B. LIST OF COMMITTEES ON WHICH YOU SERVE
   1. POSITION ON COMMITTEE
   2. TYPE OF COMMITTEE ACTIVITIES

C. PROFESSIONAL SERVICES EXTERNAL TO UNIVERSITY
   1. TYPE
   2. TIME

D. LIST TALKS, ADDRESSES, OR PAPERS

E. LIST OTHER PROFESSIONAL OR RELATED SERVICES NOT NOTED ABOVE

SECTION III – PROFESSIONAL ACTIVITY AND RESEARCH

A. LIST AND DESCRIBE ALL RESEARCH IN PROGRESS

B. LIST AND DESCRIBE ALL PAPERS, BOOKS, REVIEWS, ART WORK WRITTEN AND/OR SUBMITTED DURING THIS PERIOD

C. LIST ALL RESEARCH GRANTS OR CONTRACTS (APPLIED FOR AND/OR AWARDED)

D. LIST AND DESCRIBE PROFESSIONAL MEETINGS ATTENDED
E. LIST AND DESCRIBE ANY SEMINARS, GRADUATE COURSES OR WORKSHOPS YOU HAVE ATTENDED

F. LIST MEMBERSHIP IN PROFESSIONAL AND/OR HONOR SOCIETIES

SECTION IV – YOUR ADDITIONAL COMMENTS, JUDGMENTS, AND/OR INTERPRETATIONS.
This questionnaire gives you the chance to comment anonymously about this course and the way it was taught. Using the rating scale below, mark the one response for each statement that is closest to your view. Fill in the appropriate circle to the right of the statement.

(5) Very Effective
(4) Effective
(3) Moderately Effective
(2) Somewhat Ineffective
(1) Ineffective
(0) Not applicable, not used in the course, or you don't know. In short, the statement does not apply to the course or instructor.

As you respond to each statement, think about how each practice contributed to your learning in this course.

A. Course Organization and Planning
1. The instructor's explanation of course requirements
2. The instructor's preparation for each class period
3. The instructor's command of the subject matter
4. The instructor's use of class time
5. The instructor's way of summarizing or emphasizing important points in class

B. Communication
6. The instructor's ability to make clear and understandable presentations
7. The instructor's command of spoken English (or the language used in the course)
8. The instructor's use of examples or illustrations to clarify course material
9. The instructor's use of challenging questions or problems
10. The instructor's enthusiasm for the course material

C. Faculty/Student Interaction
11. The instructor's helpfulness and responsiveness to students
12. The instructor's respect for students
13. The instructor's concern for student progress
14. The instructor's or assistant's availability for extra help (taking into account the size of the class)
15. The instructor's willingness to listen to student questions and opinions

D. Assignments, Exams, and Grading
16. The information given to students about how they would be graded
17. The clarity of exams and quizzes
18. The exams' coverage of important aspects of the course
19. The instructor's comments on assignments and exams
20. The overall quality of the textbook(s)
21. The helpfulness of assignments in understanding course material

E. Supplementary Instructional Methods
Many different teaching practices can be used during a course. In this section (E), rate only those practices that the instructor included as part of this course.

Rate the effectiveness of each practice used as it contributed to your learning.

22. Problems or questions presented by the instructor for small group discussions
23. Term paper(s) or project(s)
24. Laboratory exercises for understanding important course concepts
25. Assigned projects in which students worked together
26. Case studies, simulations, or role playing
27. Course journals or logs required of students
28. Instructor's use of computers as aids in instruction

Questionnaire continued on the other side.
APPENDIX D

Library Information
MASTER OF SCIENCE IN HUMAN RESOURCES MANAGEMENT

1. Job Description, Field Librarian
2. Outline of Field Librarian's Duties, NAS Jacksonville
3. TSUFR Central Library Services on Web
4. TSUFR Central Library and Online Periodicals Supporting Jacksonville Program
5. UNF Library Collection Development Policy
6. UNF Holdings Count
7. UNF Databases
8. Letter of Usage Policy, Duval County Law Library
9. General Information, Jacksonville Public Library
JOB DESCRIPTION

POSITION TITLE: ASSISTANT DIRECTOR FOR LIBRARY SERVICES, FLORIDA REGION

POSITION CLASSIFICATION: ASSOCIATE PROFESSOR/PROFESSOR

DEPARTMENT: LIBRARY ADMINISTRATION/REFERENCE

QUALIFICATIONS: ALA accredited MLS or appropriate Masters in information or library science; experience in library management, reference, and bibliographic instruction in college/off-campus setting preferred. Communication, interpersonal skills, and a strong commitment to service.

DUTIES/RESPONSIBILITIES:

1. Designs and coordinates functions of library staff to provide optimal library services to students, faculty, and staff throughout the Florida Region.

2. Analyses information provided by administration, library staff, Main Campus, and professional literature, to revise and improve services and resources to meet changing needs of patrons.

3. Establishes surveys at all sites and maintains statistics on library holdings, usage, activity, and satisfaction as basis for reports and decisions.

4. Prepares reports for Director of Florida Region with information on library for local use or for use in SACS, SBICU, QES, IPEDS, or Main Campus reports.

5. Evaluates library services, performance, and perceived need to prepare annual SPIE evaluation and projection.

6. Analyses usage of resources, projected needs for resources, library statistics to prepare annual budget.

7. Formulates and submits recommendations for any revision in library policy to the Director of the Florida Region.

8. Coordinates with TSUFR Associate Directors and other Assistant Directors on special projects as needed.

9. Coordinates with Main Campus on matters affecting TSU/TSUFR System library service.

10. Negotiates contracts with academic libraries, where needed, to obtain library services for TSUFR students or provide shared resources for students where possible.
11. Interviews and hires library staff, professional and technical, for all sites.

12. Establishes and oversees procedures of library maintenance, collection development, and staff training.

13. Through Field Librarians or directly, works with installation librarians and educational services officers to develop installations libraries' support for TSUFR courses.

14. Provides bibliographic instruction to graduate research, undergraduate general studies classes, and other classes as needed.

15. Provides reference assistance to students and faculty.

16. Promotes public relations and maintains communication with administration, faculty, and students to increase library use and enhance library's role as facilitator.

17. Promotes public relations with coordinators, base education staff; and local librarians.

18. Participates in such TSUFR committees as Library and Publicity, serves on such Main Campus committees as Library Advisory, University College Library, Library Promotion and Tenure, and on search committees as required. Takes action on concerns expressed by student and faculty members of TSUFR Library Committee.

19. Attends weekly TSUFR staff meetings.

20. Travels to Main Campus or TSUFR sites as required.

21. Pursues continuing education and professional development related to library services through attendance at seminars, workshops, regional or national conferences, and professional reading.

22. Performs other duties as required by Director of Florida Region.

1/98-ADforLS
POSITION TITLE: REFERENCE LIBRARIAN
POSITION CLASSIFICATION: ASSISTANT PROFESSOR
DEPARTMENT: REFERENCE
QUALIFICATIONS: ALA-accredited Master of Library Science Degree; experience in reference, collection management, and bibliographic instruction preferred. Excellent communication and interpersonal skills and a strong commitment to service.

DUTIES/RESPONSIBILITIES:

1. Evaluates collection at Central Library.

2. Works with faculty to determine needed resources for courses, programs.

3. Provides reports on new resources and equipment to Assistant Director for Library Services for consideration for planning and acquisition.

4. Develops strategies for reference services.

5. Trains library staff in reference services and in basic computer skills for job performance.

6. Assists students and faculty with reference and research, including use of electronic resources.

7. Develops bibliographic instruction programs, including library portion of TSU 101.

8. Provides bibliographic instruction on classroom, online, and individual point-of-use basis.

9. Develops library publications, including bibliographies, and usage manuals, in print and online formats.


11. Researches Internet for resources pertaining to TSUFR curriculum, providing links to such resources and keeping them current.
12. Coordinates ordering of all new library materials for the Florida Region and processing of those received.

13. Reviews incoming materials, including online resources, for content in order to notify faculty and students of materials dealing with special interests.

14. Supervises Library Assistant in duties pertaining to webpage.

15. Supervises Library Aides on nights and weekends and for special projects.

16. Performs circulation desk duties as required.

17. Provides basic technical maintenance on electronic resources and notifies Computer Services of maintenance needs.

18. Travels for special projects or meetings within the Florida Region; to Main Campus, or to other areas as required.

19. Performs other duties as assigned.
LIBRARY ASSISTANT II-A. FLORIDA REGION

DUTIES AND RESPONSIBILITIES:

1. Is responsible for circulation desk, including establishing circulation procedures.

2. Handles all aspects of overdues procedures, from notification of overdues to follow-up and recording of delinquent accounts.

3. Assists instructors by coordinating all handling of A/V software, including scheduling, routing and return.

4. Performs necessary office duties including typing, word processing, reproducing, filing correspondence and library records, and FAXing.

5. Maintains all files of Library activity, including all statistics.

6. Assists with preparation of reports, including gathering information.

7. Takes minutes for Library Committee Meeting.

8. Supervises all aspects of library aide program, including recruiting, scheduling, training, and maintenance of records.

9. Processes in all new books and videos, maintaining shelf list and CirculationPlus entries.

10. Notifies all new faculty and weekend faculty of library facilities and services.


12. Develops communication and rapport with administration, faculty, and students to improve library service.


14. Fire Prevention Officer

15. Helps to create and maintain pleasant, welcoming atmosphere in library to help dispel library anxiety on part of patrons.

16. Assists students and faculty with reference and research, including with use of library materials, equipment, and electronic resources.
17. Assists students and faculty with preparation of interlibrary loan request forms and other library patron forms.

18. Assists with library tours, orientation and one-on-one instruction.

19. Schedules use of VCR for student make-up work.

20. Makes arrangements with such entities as builders, salesmen, travel agents, hotels, car rental services, etc., to organize library projects.

21. Assists with training of aides in other TSUFR sites as needed.

22. Travels periodically with Librarian to other TSUFR sites or Main Campus to assist with specific projects or for information purposes and to promote public relations among personnel.

23. Other duties as assigned.

8/98-A
DUTIES AND RESPONSIBILITIES:

1. Develops communication and rapport with administration, faculty, and students to improve library service, through helping to create a welcoming library atmosphere.

2. Performs such routine library services as staffing circulation desk, answering telephone inquiries, assisting students/faculty with preparing interlibrary loan forms.

3. Assists students and faculty with reference and research, and instructs students and faculty in the use of library materials and equipment.

4. Uses technology skills to assist students and faculty with computer searches; to prepare reports, statistics, etc., on word processor.

5. Assists with library tours, orientation and one-on-one instruction.

6. Is responsible for interlibrary loan process which includes the following duties: Processing of incoming ILL materials; notifying students; arranging payment by student for materials to lender; and maintaining records and statistics.

7. Is responsible for maintenance of periodicals, including recording incoming periodicals and filing claims for delinquent issues. Revises periodical lists, marking indexes to indicate TSU-FR holdings. Maintains order on shelves and provides shelf labels.

8. Sorts and distributes mail.

9. Assembles information packets for class presentation and assists with preparation of library information handouts.

10. Maintains order by shelving books and reading shelves.

11. Assists with training of student aides and aides in satellites as needed.

12. Maintains reserve shelf, including working quarterly with faculty to determine needs.

13. Supervises student aides on evening shift and/or weekend shifts as needed.
14. Performs general office duties as required.

15. Works shift hours as assigned.

16. Travels periodically with Librarian to other Florida Region satellites or Main Campus to assist with specific projects or for information purposes and to promote public relations among personnel.

17. Other duties as assigned.

12/97-C
DUTIES AND RESPONSIBILITIES:

1. Develops communication and rapport with administration, faculty, and students to improve library service, through helping to create a welcoming library atmosphere.

2. Performs such routine library services as staffing circulation desk, answering telephone inquiries, assisting students/faculty with preparing interlibrary loan forms.

3. Assists students and faculty with reference and research, and instructs students and faculty in the use of library materials and equipment.

4. Uses technology skills to assist students and faculty with computer searches; to prepare reports, statistics, etc., on word processor.

5. Assists with library tours, orientation and one-on-one instruction.

6. Develops surveys, serves as liaison with Field Librarians to obtain survey results from sites, and records survey results.

7. Obtains materials or outside maintenance assistance for computers as authorized.

8. Performs routine computer service functions (backing up files, etc.).

9. Provides routine computer information to staff.

10. Assists with training of student aides and aides in satellites as needed.

11. Travels periodically with Librarian to other Florida Region satellites or Main Campus to assist with specific projects or for information purposes and to promote public relations among personnel.

12. Supports faculty members who have designed and produced their course materials as they teach their course in a distance education mode as relates to library resources.

13. Relays to appropriate individuals information regarding the needs of users as indicated by the results of periodic needs assessments that are developed to ensure timely and efficient distance education courses.

14. Maintains an awareness of technical advances in the field.
15. Researches, explores, analyzes/tests, and recommends purchases of technologies needed.

16. Produces Florida Region Newsletter, Sandscripts.

17. Keeps all sites, including Distance Learning, supplied with updates of all Library publications.

18. Provides current database passwords to all TSUFR faculty, staff, and students through appropriate contact points (Distance Learning Office, Field Librarians, etc.).

19. Creates and updates online tutorials.

20. Updates web versions of print library publications and locally-produced information on the web.


22. Performs other duties as assigned.

12/97-B
JOB DESCRIPTION

NIGHT/WEEKEND LIBRARY AIDE

The Library Aide is of general assistance in all areas of the Library. The Library Aide, though responsible to the Head Librarian, is supervised by the library staff on duty.

For guidance, all procedures may be found in Procedures Manual.

Duties and Responsibilities:

1. Maintains rapport with administration, faculty, and students in order to facilitate library service.

2. Answers telephone.

3. Assists students and faculty with circulation procedures. (Handles check in/out and/or renewal.)

4. Assists with reference questions or refers questions to other library staff on duty.

5. Provides and assists with filling out forms for interlibrary loan requests.

6. Shelves periodicals, books, vertical files, and fiche, and maintains appropriate records.

7. Checks shelves regularly to maintain proper order of materials.

8. Provides computer assistance.

9. Contacts students with overdue books.

10. Performs routine clerical tasks such as copying, filing, word processing, and data entry.

11. Dusts shelves.

12. Assists with daily closing procedures.

13. Other duties as directed.

1/98-N/WLA
Introductory Guide to the Library

Library Hours – Regular Sessions

Monday - Thursday 9 AM - 8 PM
Friday & Saturday 9 AM - 5 PM
Sunday 1 PM - 8 PM
Holidays CLOSED

Library Hours – Quarter Breaks

Monday - Thursday 9 AM - 4 PM
Friday 9 AM - 12 PM
Weekends & Holidays CLOSED

Call ahead or check WWW for possible variation in schedule. Changes are posted in advance.
Vital Facts About
TSU Florida Region Library
Hurlburt Field

updated 8-19-98 cl

General Information

Troy State University Florida Region (TSUFR) maintains a Central Library at Hurlburt Field. This library serves as the chief source of material and service to the Florida Region and as the liaison to the Troy State Library on the Main Campus in Troy, Alabama.

TSUFR Central Library, Hurlburt Field

Location
Building 90359, 139 Le Tourneau Circle
P.O. Box 9250 Hurlburt Field, FL 32544

Phone
850-581-0309
800-638-7237
850-581-2936 (FAX)

Email
library1@tsufl.edu

Hours
Central Time
Monday -Thursday 9 AM - 8 PM
Friday - Saturday 9 AM - 5 PM
Sunday 1 PM - 8 PM
Holidays CLOSED

Staff
Assistant Director for Library Services:
Ms. Tuny Jennings (tuny@tsufl.edu)

Reference Librarian:
Mr. Jay Brandes (jayb777@tsufl.edu)

Library Assistants:
Ms. Anne Kashynski (whf@tsufl.edu)
Ms. Jeannette Thomin (jthomin@tsufl.edu)
Ms. Tonya Bodenheimer (tonyab@tsufl.edu)

The library staff is here to assist you in your research and to answer any questions you have about the library's holdings, materials, services, and databases. If you need help, please ask!
TSU Florida Region
Hurlburt Field Library Service

Staff:

Ms. Tuny Jennings organizes and directs the library staff. She coordinates and provides library services for the Region. She is directly responsible to the Director of the Florida Region for the development, maintenance, and supervision of adequate library services and physical facilities to support TSU academic programs in the Florida Region, which presently includes seventeen sites.

Mr. Jay Brandes manages reference services, coordinates collection development for the Florida Region, develops bibliographic instruction, and develops and manages the library’s web pages.

Ms. Anne Kashynski oversees the day-to-day operation of the Library. She supervises the circulation department and schedules the use of the audio-visual collection.

Ms. Jeannette Thomin coordinates instructor reserve materials and is in charge of the periodical department, publications, newsletters, and special projects. She edits Sandscripts and is the instructors’ Distance Learning contact.

Ms. Tonya Bodenheimer manages the interlibrary loan program, coordinates needs of TSUFR satellite sites, and coordinates recurring Library activities.

THE MAJOR DUTY OF THE LIBRARY STAFF is to help students and faculty locate the materials they need, whether on our shelves, in another library, or on an electronic database. Library services are changing from day to day, along with information access methods. The library staff does not expect everyone to be familiar with library procedures, especially if they have not recently had to use a library. PLEASE ASK FOR HELP. You are our favorite part of the job!
Library Resources

TSU Identification -- Proof of current enrollment is required PRIOR to checking out/ordering materials each quarter. You will not receive a card to carry; all information will be on file and on computer in the Library.

Loan Periods and Renewals -- Most books may be checked out for two weeks with one two-week renewal. In accordance with base custom, overdue fees are not charged. Please tell us at the time of check-out if you know you are going TDY, and we will make special arrangements.

To renew a book, you may return the book to the circulation desk and a staff member will issue a new due date. For your convenience, books may also be renewed by telephone. You will be given a new due date over the phone. Please write it on the "Date Due" slip in the back of the book.

Periodicals do not circulate, but students are welcome to make copies for $.10 per page.

Interlibrary Loan (ILL) -- Interlibrary Loan allows you to request books and photocopies of journal articles that are not available at your local library or via TSU online services. Within the TSU system there is no charge for ILL services. Courier service from Main Campus each Thursday allows delivery of books and photocopies from Troy within a week. Delivery from other TSU campuses may vary. Given time, we can obtain most materials, but there are several considerations when ordering outside The TSU System:

1. IF YOU KNOW YOU NEED AN ITEM, PLEASE LET US KNOW RIGHT AWAY, SO WE CAN GET IT TO YOU WHEN YOU NEED IT. Obtaining materials may take longer than you think!

2. TSU materials can usually renewed for up to two weeks. Extra time may not be allowed by outside libraries.

3. PLEASE, PLEASE, PRINT LEGIBLY, IN BLACK INK. These requests get faxed, photocopied, and sometimes re-faxed. This will help us do things right the first time and get them to you promptly. If we cannot read it, we’re all in trouble. Make it sharp and clear.

4. Be sure to use the right form. Note whether you’re requesting a book or journal from TSU’s collection, or a book or journal from outside our system. Carefully mark where the item you need is held. Within The TSU System there is no charge for ILL services. There MAY be a charge for items from outside our collection. Before ordering, students
will be asked to sign a waiver form stating the maximum they will pay.

**Book Hold** — If a patron wishes to borrow a book that is checked out, the circulation department will recall the book at the earliest possible time, notify the patron requesting the item, and hold it for three days.

**Reserve Materials** — Certain books and periodical articles have been placed on reserve at the Circulation Desk for use in class assignments. These materials are listed on the reserve shelf under the professor's name. If you need to use a reserve item, ask a member of the library staff for assistance.

- **In-House reserves** — Must not be taken from the Library.
- **Check-Out reserves** — May be checked out any time during Library hours. Loan period depends on professor's instructions.

**Lost Materials** — Lost or damaged library materials should be reported to the Library promptly. Anyone who loses or damages library materials is required to pay the current price of the materials plus processing and handling charges to replace the materials.

**Clearance of Library Obligation** — All library obligations must be cleared before the end of each quarter. A student who fails to do so may not be permitted to register for a subsequent quarter, receive grades or secure a transcript from the University.

**Videos** — You're allowed to view these in the Library. If you need to use a video for a class presentation, your instructor can check out AV materials for you. When in doubt, call us for help.

**Collection**

**Online Catalog** — This system is on a database only; there aren't any cards. The TSU Online Catalog lists all books, videos, and government documents owned by The TSU System, as well as their locations. Check the bottom of the citation for specific location information.

**Internet** — The Internet allows one to conduct online searches in the World Wide Web and in a number of other information resources. If you need instruction on how to use the Internet, ask a member of the Library staff for help. The Central Library's web page can be reached at [http://www.tsufl.edu](http://www.tsufl.edu). Click on Library Services to get to our page.

**ABI/INFORM** — This online database for Business and Management indexes over 1,000 journals, more than 500 of these in full text.
Expanded Academic ASAP -- This online database indexes 1,700+ journals covering many disciplines, especially the social sciences. 550+ of the journals are full text in the database.

Business and Company ASAP -- This online database indexes 1,000+ business and management journals. 400+ of the journals are full text in the database.

PsycINFO -- This database indexes abstracts of 1,300+ journals from 1974-today. PsycINFO is the electronic equivalent of the printed index Psychological Abstracts. It provides citations to journal articles, books, and book chapters in psychology and related disciplines such as education, business, medicine or law.

Health Reference Center Academic -- This online database indexes 180+ consumer health journals. It also includes selective indexing from thousands of additional journals, as well as full text for many pamphlets and books.

FirstSearch -- This search interface provides access to several databases. One of the databases, WilsonSelect, provides indexing and full text for 400+ academic and non-academic journals.

NOTE: This database is for students in Florida ONLY.

AULIMP -- Air University Library Index to Military Periodicals lists nearly 100 military journals.

ERIC -- Education Resources Information Center indexes documents and journals in education.

MEDLINE -- An index to journals and documents in the medical field.

Circulating Book Collection -- Books are shelved in open stacks in the rear of the library. They are classified according to the Library of Congress system and are indexed in the Online Catalog.

Reference -- Reference books are in the center of the library next to the periodical stacks. These are non-circulating books, to be used in the library or photocopied. Many resources have been specially grouped for easy access. Please ask for assistance in locating information in the reference section.

Periodicals -- You cannot check out periodicals, but you may copy articles for your own use. Back issues of periodicals are on shelves in the center of the library. Current periodicals are located along the back wall of the library in alphabetical order. The library owns a number of periodicals on microfiche. A microfiche/microfilm reader is located next to the microfiche cabinet. Periodical indexes, as well as listings of periodical holdings of TSU and local libraries, are also on the back wall of the library. Copies are ten cents per page.

Vertical File -- The vertical file, located at the front of the library, is a series of folders. It is housed in two filing cabinets and contains articles and pamphlets by subject. The folders are
arranged alphabetically, and indexed in a 3" x 5" card box on top of the filing cabinets. These articles may be checked out or reproduced. Please ask the library staff for assistance.

Students are free to browse the library's collection, but please do not reshelve items. Books should be left in the study carrels or on nearby tables. Periodicals should be left in one of the three available boxes. Please remember to protect the collection—no eating, drinking, or use of tobacco is allowed in the library at any time.

Services

Copy Machine -- Copies cost ten cents per page. Items with large print may be reduced to print two pages on one sheet. Ask for help with reduction. Please bring change.

VCR -- Although video checkout is limited to instructors, a video player is available for viewing videos. You may view videos at any time the Library is open, but you should call ahead to confirm availability of VCR and video.

Word Processing -- PCS are available for student use. Microsoft Word is here for your use; please check with the library staff for limits on computer use.

Book Return -- Books may be returned in the drop box on the Circulation Desk inside the library or in the drop box located in front of the Library.

Suggestion Box -- To improve library services, we solicit your suggestions and comments. Suggestion forms are located on top of the suggestion box, and surveys are available at the Circulation Desk. Completed forms may be given to any staff member or placed in the suggestion box, located near the drinking fountain.

Email -- Email is not available. Please use the TSUFR computer labs at Hurlburt, Eglin, or the Regional Office.
Area Libraries

Your current TSU registration form entitles you to use the base library where you attend classes (regardless of military affiliation). Both the Eglin and Hurlburt base libraries maintain a wide array of periodicals, books, and videos. If you do not have a DOD sticker and do not take class on base, you will need a base pass for the quarter. To obtain a pass, go to the TSUFR office on Hurlburt during office hours. If you have questions, please call 581-3130 or 581-3162.

Eglin Base Library -- Eglin offers a Novell local area network with about 18 CD-ROM databases providing citations to reference material found in periodicals, Infotrac's Business and Company Profile, FirstSearch which provides about 60 databases, a public access computer with Microsoft Word for Windows, and two ProQuest workstations. Students (individuals or groups) who wish an orientation session on the use of the automated reference services should call the library and make an appointment. Military members and dependents may get a borrower's card using their ID cards. Others must show their paid registration receipt. The loan period for books is 2 weeks and items may be renewed twice by bringing them into the library (no phone renewals). Reserves and interlibrary loan service are offered, as well as document delivery and online searching by a library searcher under special circumstances. All services are free to students.

Hurlburt Base Library -- Hurlburt Library offers FirstSearch. Four public use word processing computers are available on a first come, first served basis. They have Word and WordPerfect software packages. Library orientations are available on a walk-in basis or by appointment. Military members and dependents must present their military ID cards to register for a borrower's card; others must show a paid Troy registration receipt for the current school term. Most materials are loaned for three weeks — videos check out for one week. Customers may phone for a renewal and may reserve materials which are currently checked out. Interlibrary loan and document delivery services are available.

TSUFR 581-0309  Eglin  882-2460  Hurlburt  884-6947

Library Hours
Monday  Closed  Mon. - Thurs.  9 AM - 7 PM
Tuesday - Thursday  10 AM - 9 PM  Fri. - Sat.  9 AM - 5 PM
Friday  Closed  12 noon - 5 PM
Saturday  10 AM - 4 PM
Sunday  10 AM - 4 PM
Holidays  Closed
1-4. Information and Help
   - How to receive additional assistance.
   - Outline of online library services and materials (including WWW address).
   - Citing the Internet.
   - Downloading Internet documents.
   - Evaluating Internet documents.
   - Helpful hints and friendly reminders.

5-6. Books and Government Documents
   - Library catalog.
   - Interlibrary loan.
   - Bibliographies.
   - Online books and documents.
   - Citing online books and documents.

   - Browsers.
   - Search Engines and other Internet indexes.
   - TSU Subject links.
   - Citing online sources

8-16. Journal Articles
   - Using journal databases (indexes).
   - Locating journals.
   - Interlibrary loan.
   - Online journals.
   - Citing online journals.
   - Database passwording, searching techniques, individual guides.

TSU Library Services on the WWW by Jay Brandes. Revised 11/1/98.
Information and Help

- How to receive additional assistance.
- Outline of online library services and materials.
- Citing the Internet.
- Downloading Internet documents.
- Evaluating Internet documents.
- Helpful hints and friendly reminders.

HOW TO RECEIVE ADDITIONAL ASSISTANCE

Although this handout is designed to provide you with the basic information you will need to utilize many of the library's services, it does not provide you with all of the knowledge and skills you will need to complete successfully the research for your academic studies.

- If you have not already received a packet regarding your local library services, you should obtain one from your local library or office staff. Take the time to familiarize yourself with the local materials and services.

- Always ask for any assistance you need from your TSU library personnel.

- If you are an undergraduate student, you are encouraged to sign up for TSU 101, a required general studies course, as soon as possible. A portion of this course is focused on utilizing library services.

- If you are not familiar with the Internet and the tools for using it effectively, now is an excellent time to learn.

An online version of this document is available from the Information and Help web page. It contains the information in this handout as well as links to the referenced web sites and resources. The Information and Help web page updates you on the newest online resources and changes to the library web pages—check it frequently to find out what's new. The Information and Help web page also contains links to online tutorials for the Internet/WWW, search engines, databases, the library web pages, and more.

Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it.

Samuel Johnson
OUTLINE OF ONLINE LIBRARY SERVICES AND MATERIALS

OUR ADDRESS:
The direct address to the TSU Library services page is http://www.tsufl.edu/library/services.htm.
We encourage first time users to enter through the Troy State University Home page, http://www.tsufl.edu, and then select Library Services. Doing so will give you a chance to see the other TSU information available online.

The TSU Library Services web page provides two main choices:

Local Materials and Services arranged by TSU site. Take this link from the Library Services page to find out about the facilities, hours, services, personnel, materials, etc., at your local site.

Online Resources and Services Take this link from the Library Services page to access the following online resources:

- **Journal Databases** (see pages 8-16 of this handout)
- **TSU Library Catalog** (see page 5 of this handout)
- **Search Engines** (see page 7 of this handout)
- **Interlibrary Loan** (see pages 5 & 9 of this handout)
- **Information and Help** (see pages 1-4 of this handout)
- **Lists of Journals** (see page 9 of this handout)
- **Bibliographies** (see page 6 of this handout)
- **WWW Links by Subject** (see page 7 of this handout)

Each of the above online resources is detailed in this publication. As indicated earlier, this handout is designed to provide you with the basic information you will need to use these services, but it is not a substitute for the hands-on assistance and training which is available to you from your TSU library staff.

This handout will frequently reference, in bold letters, one of the above web pages, e.g., the Online Resources and Services page or the Lists of Journals page.
CITING THE INTERNET

A guide to citing the WWW using Modern Language Association and American Psychological Association style is available, free of charge, from the library. The guide can also be accessed from the Information & Help page, but most users will find the printed version much more convenient to use.

It is very important to record the Internet address, often referred to as the Universal Resource Locator (URL), e.g., http://www.mathx.org/53787/bio1.htm, of WWW sites in order to find them again readily if need be and in order to cite them properly. For articles obtained from proprietary databases (online journal indexes) it is important to record the name of the database. The best way to know what information, e.g., author, title, URL, etc., you will need to know in order cite an online document is to review the citation guide first.

DOWNLOADING FROM THE INTERNET

BASIC INFORMATION:

When downloading, save your file as a text file, i.e., filename.txt, e.g., nafta1.txt. If you do not, you may have large amounts of unwanted characters in your file. These characters are the code that works behind the scenes to make WWW links operate. You should be able to retrieve text files using any word processor or electronic note pad.

MORE INFORMATION:

Remember that when you save a document from the Internet you are saving the text, not the pictures. Occasionally you will encounter the text of a document that is actually an image of a printed page. The easiest way to make a copy of this data is to make a printout. If you really want to save an image you can usually do so by "right mouse clicking" on the images and selecting the appropriate save command. Most images on the WWW are in GIF, JPEG, or TIFF formats. If you save in this format, you will need an Internet browser or other special software to view the images. You may have the option to save images as a bitmap (Windows ’95 and Windows ’98 give you the option). If you save as a bitmap, you will be able to open and edit the image in applications such as Paint. Note, however, that bitmap files take up a lot of disk space.

On occasion the document image takes the form of a PDF (Portable Document Format) file which requires Adobe Acrobat Reader (software) to view. You will almost always be alerted to this fact before you access the document. You will often but not always be offered an opportunity to download this software at no charge. If a downloading link is not provided, you can obtain the software from the Adobe WWW site at http://www.adobe.com.
EVALUATING INTERNET DOCUMENTS

When evaluating information on the Internet—be skeptical!

Availability on the Internet does not guarantee reliability. Some steps for evaluating a site are to determine:

- Who the authors are (and what are their credentials)
- If the document has a formal title
- When the information was updated
- If the document provides references or links to other information that might clarify its content.
- What type of site is providing the information. Hint: Common extensions found prior to the first single slash in United States URLs are .com (commercial) .edu (educational) .gov (government) .mil (military) .org (organization). CAUTION: Schools (.edu) may let students create personal web pages.
- Other evaluation criteria are available at: http://www.bowdoin.edu/dept/library/internet/eval

HELPFUL HINTS AND FRIENDLY REMINDERS

1. The Troy State University "Computer Resources Usage Policy" is available online at http://www.tsufl.edu/usepolicy.htm. You are responsible for adhering to this policy. Please take the time to read it.

2. Always, always back up your files. This is probably the most important thing you can do to help keep you from being very unhappy when you lose or damage a paper or other important file. Keep a printed copy of your work just in case. You might want to keep an extra back up copy of important files in a separate place, e.g., a fireproof container or any place other than the original.

3. Label your disks so they can be returned to you if they are lost. Have a consistent way of labeling your files.

4. Obtain and keep updated virus protection software for your computer.

5. Use a high-quality surge protector (not a power strip) for your computer and phone line. Unplug equipment when not in use or during electrical storms.
Books and Government Documents

- Library catalog.
- Interlibrary loan.
- Bibliographies.
- Online books and documents.
- Citing online books and documents.

TSU ONLINE LIBRARY CATALOG

This catalog of books and government documents contains listings for eight TSU libraries. At the top of each catalog search screen, e.g., author search, title search, subject search, etc., is an icon for HELP with that feature. Books not located at a TSU library local to you may be requested through interlibrary loan (ILL). Book ILL forms are available from your library staff.

TIP - Symbols used to describe the locations of books and documents are: TSUDOTHAN Dothan, TSUMTYG Montgomery (the Montgomery nursing library is indicated by the Location designation NGENERAL), TSUPHENIXC Phenix City, TSUTROY Troy Main Campus, UCHURLBURT Hurriert, UCPENSACOL Pensacola, UCWHITING Whiting.

Although the catalog is primarily for use in locating books and documents, it can also be searched by Periodical Title to find out if the TROY, AL campus library subscribes to a particular journal.

TIP - Symbols used to describe the periodical holdings formats are: B Bound volume, MF Microfiche, M Microfilm, U Unbound issues, UF Ultrafiche.

INTERLIBRARY LOAN

Books that are not available at a TSU library or any of your local libraries may be requested through interlibrary loan (ILL). Book ILL forms are available from your library staff. For your convenience, forms for requesting ILL of books are also available online. If you need to request an interlibrary loan for a book that is not held by a TSU library, you can save time by finding out where the book is available. For locating books, which are not held by TSU:
- LUIS database—access to the catalog of the State of Florida's Universities. See page 16 of this publication for more information.
- WorldCat database (via FirstSearch), a nationwide library index. See the databases section of this publication for more information.
- Other university library catalogs (take the subject link marked Libraries from the Online Resources and Services page).
- Ask your library staff for assistance.
**BIBLIOGRAPHIES**

Bibliographies, lists of books owned by TSU, are available for a number of TSU classes. These lists of TSU library holdings allow you to locate quickly books that are available for your class. To access these bibliographies, simply select the Bibliographies link from the Online Resources and Services page.

**ONLINE BOOKS AND DOCUMENTS**

**BOOKS:**

Most of the books you will need are only available in a traditional printed format. A number of books are available online; however, they tend to be older works that are not copyrighted, e.g., *Beowulf*, the works of Shakespeare, etc. Links to online text archives such as *Project Gutenberg* are organized by the Yahoo search engine at: http://www.yahoo.com/Arts/Humanities/Literature/Electronic_Literature/Collections


**GOVERNMENT DOCUMENTS:**

The public nature of state and federal documents makes the Internet an excellent source for these resources. Although the availability of documents is frequently limited to the past few years, many classic documents, e.g., *The Constitution of the United States*, are also available.

A subject or keyword search engine search may find the document you are seeking. An excellent general starting point is the Yahoo search engine listings at: http://www.yahoo.com/Government/Documents.


**CITING ONLINE BOOKS AND DOCUMENTS**

In order to cite online books and documents properly, you will need to record information such as the document's author, title, electronic address, etc. For more information regarding citing online resources, refer to "Citing the Internet" on page three of this publication before you do your research.
Internet Sites, Web Pages, Web Documents, Etc.

- Browsers, search engines, and other Internet indexes.
- TSU Subject links.
- Citing online sources.

BROWSERS, SEARCH ENGINES, OTHER INDEXES

Your INTERNET BROWSER, e.g., Microsoft Internet Explorer or Netscape, allows you to navigate effectively among web sites. Become familiar with your browser's features! Taking some time to become comfortable using your browser will allow you to more quickly and effectively locate the information you need. An online tutorial is available from the Information and Help page.

Search Engines are indexes to Internet sites.

Key Word SEARCH ENGINES search directly for web sites based on words that you enter. An example is AltaVista— http://www.altavista.digital.com Use AltaVista when you are looking for individual web sites with specific information, e.g., criticism of Pre-Raphaelite art.

Menu SEARCH ENGINES search from a series of subject menus. An example is Yahoo— http://www.yahoo.com Use Yahoo when you are looking for general categories or subjects, e.g., art history. Within these categories, Yahoo will list individual web sites or allow you to select a narrower category.

Meta SEARCH ENGINES search several search engines simultaneously. An example is DogPile— http://www.dogpile.com Use DogPile when you are looking for information which is hard to find (e.g., if AltaVista or Yahoo found few or no web sites), or if you are performing an exhaustive search of the Internet.

Other Internet Indexes The Search Engines web page provides convenient access to these and other search engines as well as to other excellent resources for finding sites on the Internet. Listed resources such as the WWW Virtual Library and the Britannica Internet Guide are valuable but often-unknown tools for locating Internet sites.

TSU SUBJECT LINKS The Online Resources and Services page provides links to several hundred WWW Links arranged by Academic Area. These links are an excellent way to quickly locate some of the most useful Internet sites on a subject. Although a few individual web sites are listed on the TSU subject pages, most links are to sites that are comprehensive resources for a given subject. These "Best of the Best" web sites have been selected with the TSU student in mind. Please take the time to review the links for your area of interest.

CITING ONLINE SOURCES

In order to cite online journals properly, you will need to record information such as the document’s author, title, electronic address, etc. For more information regarding citing online resources, refer to "Citing the Internet" on page three of this publication before you do your research.
Journal Articles

- Using journal databases (indexes).
- Locating journals.
- Interlibrary loan.
- Online journals.
- Citing online journals.
- Database passwording, searching techniques, individual guides.

USING JOURNAL DATABASES

Journal indexes, whether printed, online, or in another format, typically allow you to find citations to journal articles on a particular subject. These citations are the reference elements you will need to locate the journal article, i.e., the article author, article title, periodical title, volume, date, and page numbers. The primary journal indexes provided by the TSU library are accessible only on the World Wide Web. Online indexes are powerful searching tools; they allow the user to search any number of terms in a variety of ways, e.g., subject, keyword, author, journal title, date, etc.

In addition to providing article citations, most online indexes provide abstracts (summaries) of the articles. The feature which you will find most convenient is the material for which the complete text is available online. The combined total of journals available full text via TSU-provided databases is more than 1,500. While there is a vast amount of text available on these databases, you will often encounter a citation for which the text is not available online. You are strongly encouraged not to limit your research to those items that are instantly available.

Do not avoid using an otherwise excellent article just because it will take a little effort to obtain it. To do so will diminish the quality of your research and of your academic experience.

For articles that are not full text on the database you are searching, you may be able to obtain the article immediately from another database or free of charge via interlibrary loan from a TSU library. Some of the best journals are simply not available online. The TSU Central Library subscribes to more than 300 journals that pertain to our academic programs. Thousands more are available in short order from other TSU libraries. The next two sections, Locating Journals and Interlibrary Loan, provide more information on locating and obtaining journal articles.

The final section of this publication, pages 11-16, provides general information on accessing and searching these databases, as well as detailed information about each of the 20+ indexes available. You will want to review this information prior to doing your research in order to determine which database(s) will be best for your topic and learn important information about the databases. While some databases are more "user friendly" than others, the best and easiest way to learn about using these databases is to ask for help from your friendly and knowledgeable library staff.
LOCATING JOURNALS

To help you to determine the location of journals readily available to you, either online or via interlibrary loan, several online resources are provided. The Lists of Journals page provides links to:

1. A list of the 1,500+ journals which are available from TSU-provided online databases. The printed list of these titles is available where TSU has their library facilities.

2. A detailed list of the journal titles held by the TSU Central Library (on Hurlburt Field, FL). The printed list of these titles is available where TSU has their library facilities.

3. The TSU Online Library Catalog. The catalog may be searched to determine which journals the TSU library in Troy, AL holds.

4. Several lists of electronic journals available on the WWW.

INTERLIBRARY LOAN

Journals which are not available online or at your local library may be requested through interlibrary loan.

Your local TSU library personnel can provide you with the appropriate forms. Book ILL forms are available from your library staff. For your convenience, forms for requesting ILL of periodical articles are also available online. If you use the online forms, please read the policies and procedures (posted online) first. If you need to request an interlibrary loan for an article from a journal that is not held by a TSU library, you can save time by finding out where the journal is available.

For locating journals that are not held by TSU:
- LUIS database, the catalog of the State of Florida's Universities. See the databases section of this publication for more information.
- UnionLists database (via FirstSearch), a national journal index. See page 16 of this publication for more information.
- Other university library catalogs (take the subject link marked Libraries from the Online Resources and Services web page).

ONLINE JOURNALS

Most of the journals you will need are available only in a traditional printed format or from a proprietary database (detailed above).

Because the citation requirements differ for articles retrieved from databases and for those from other online sources, it is important to differentiate the two.
ARTICLES FROM PROPRIETARY DATABASES: Articles from proprietary databases are technically on the Internet but, in order to access them, the user must typically sign in to the database, search for the article, and then retrieve it from the database. Articles from these databases do not have a single, static URL by which they may be directly retrieved. When citing these types of articles, you will need to know, among other things, the name of the database.

OTHER ONLINE ARTICLES: Journal articles that are available openly on the Internet typically have a URL by which they can be freely and directly accessed. When citing these types of articles, you will need to know, among other things, the URL of the article.

A number of journals are available publicly online; however, the vast majority tend to be of a less-than-scholarly nature. The following observations about online (not from a proprietary database) journals may assist you in evaluating their utility.

- The complete text of a small number of quality printed journals is available online. Journals such as *FBI Law Enforcement Bulletin* are available online in their entirety. Because the publisher of this journal is a federal agency, there are no profit or copyright concerns to limit free distribution. Most, if not all, of these types of journals are included in one or more of the databases provided by TSUFR.

- The text of selected articles of many quality printed journals is available online. Web sites of journals such as *Foreign Affairs*, *Milbank Quarterly*, and many others often provide access to the text of selected articles. Because these publishers are for-profit companies, they will rarely provide free access to all the articles from every issue. Many of these journals are included in one or more of the databases provided by TSU.

- There are several thousand online journals available on the Internet that may have a printed equivalent but are often strictly electronic journals. Many are completely free, others, often the more scholarly ones, are subscriber based. The content and scholarly merit varies widely. Most of these journals have a very narrow scope, e.g., *Journal of Memetics: Evolutionary Models of Information Transmission*. Others, while of possible interest as personal reading, offer little in terms of academic research material, e.g., *Church of Kerouaciness: A Beaten Feats Zine*.

- As noted in the "Locating Journals" section of this publication, the Lists of Journals page provides links to several comprehensive lists of online journals. You may want to browse through these lists to locate those titles of interest to you.

**CITING ONLINE JOURNALS**

In order to cite online journals properly you will need to record information such as the documents' author, title, electronic address, etc. As detailed in the section above, a very important distinction to make when citing an online article is between journal articles retrieved from a proprietary database and those from other online sources. To cite the former requires the name of the database from which you retrieved the article; the latter requires the URL of the article. For more information regarding citing online resources, refer to "Citing the Internet" on page three of this publication before you do your research.
GENERAL INFORMATION, PASSWORDING, SEARCHING

General Information:

- **Proprietary database** is the term used to refer to online journal and document indexes. These commercial, subscription, or non-profit services typically provide indexing, abstracts, and text for journal articles.

It is **VERY IMPORTANT** not to confuse the database (content) with the company that provides it (computer service) or the search interface (software) used to access the database. Although the interface name is often the most prominent wording on the search screen, it is important to refer to databases by the title of the database itself. For example:

<table>
<thead>
<tr>
<th>DATABASE</th>
<th>COMPANY</th>
<th>INTERFACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expanded Academic ASAP</td>
<td>Information Access Company</td>
<td>Search Bank</td>
</tr>
<tr>
<td>General BusinessFile ASAP</td>
<td>Information Access Company</td>
<td>Search Bank</td>
</tr>
<tr>
<td>ABI/INFORM</td>
<td>UMI Company</td>
<td>ProQuest Direct</td>
</tr>
<tr>
<td>WilsonSelect</td>
<td>Online Computer Library Center, Inc.</td>
<td>FirstSearch</td>
</tr>
<tr>
<td>Academic Search FullTEXT</td>
<td>EBSCO Industries Inc.</td>
<td>EBSCOHost</td>
</tr>
</tbody>
</table>

Passwording:

• Passwords are available to CURRENTLY REGISTERED students only.

• Your instructors should have the current passwords for you. Ask them first!

• You may contact your local TSU library personnel or the TSU Central Library to obtain the passwords.

• The term *password* is a generic term used to tell you that identification is needed to access the database(s). More information regarding the specific items for which you will be prompted is available from the library web page that provides access to these databases.
Searching techniques:

TYPES OF SEARCHES:
The two most common search options which databases offer are subject searching and keyword searching. Subject searches look for the search terms you have entered in subject headings which have been assigned to items (articles, books, documents) by the database provider. Keyword searches typically look for search terms in the title, abstract, and subject headings of items. Use subject searching for broad topics, e.g., a search on the term General Motors. Use keyword searching for narrower topics, e.g., General Motors profit sharing plans. Subject searches usually provide results which are more targeted to your search terms than the results of a keyword search; they will however, produce fewer results. If your search results in too many results try:

- Starting with fewer terms or starting with broader terms.
- Using synonyms for your terms. The database may provide a way to browse its subject terms.
- Performing a keyword search. Once you find a good article, you can often look at the abstract to see what subject headings were used for that article, and then perform a subject search using those terms.
- Making sure you are using a database that is appropriate for the topic.

CONNECTING YOUR KEY WORD SEARCH TERMS:
Most databases allow searches using the boolean operators AND, OR, and NOT. Use AND to limit search results, e.g., dog and cat, use OR to broaden a search, e.g., dog or cat or turtle; use NOT to exclude results that include a particular term, e.g., (food additives) NOT pet. Use NOT with caution or you may exclude useful items. Most databases default the AND operator when you enter terms, e.g., if you enter the terms federal automotive laws the system will search on federal and automotive and laws. Use parenthesis to group your terms, e.g., (job or work or office) and stress.

SPECIAL COMMANDS:
Each database will have its own set of special features, options, and search screens that allow you to perform advanced searches. One of the most frequently available features is truncation. A truncation symbol, often * or ?, searches for various endings to your search term. For example, using the search term psy* will prompt the database to look for all words beginning with psy, e.g., psychiatry, psychiatric, psychiatrist, psychoanalyze, etc. Truncation is very useful when searching on terms that may or may not be plural.

CAPITALIZING:
Generally, databases are not case sensitive, i.e., they do not care whether or not you capitalize. The safest choice is not to capitalize. If a database is case sensitive, a lower-case search will look for both upper and lower case, but an upper-case search may search for an exact case match.

AVAILABILITY:
For those items that are not available full text on the database, you can utilize the techniques and services detailed elsewhere in this handout. NOTE: Several databases offer fee based document delivery. You may utilize these services at your own expense.
GUIDE TO INDIVIDUAL DATABASES

It is VERY important not to confuse a database (content) with the company that provides it or the search interface used to access the database. Database titles appear in bold in this section.

DATABASE INFORMATION - Database name (page number to see for help).
ABI/INFORM (13), Academic Search FullTEXT Elite (14), Air University Library Index to Military Periodicals (14), Anthropology Index (16), Books in Print (13), ERIC (15), Electric Library (16), Expanded Academic ASAP (13), FirstSearch (several databases) (16), General BusinessFile ASAP (13), Health Reference Center (13), MEDLINE (15), National Newspaper Index (13), PsycINFO (14), UnCover (15).

Databases from the Information Access Company (IAC). The search interface is named Search Bank. Databases available are...
A business and management database - General BusinessFile ASAP
A social science database - Expanded Academic ASAP
A health database - Health Reference Center
A newspaper index (no full text) - National Newspaper Index
A listing of published books (no full text) - Books in Print
- Content: Indexing and abstracting of journals. Three have many journals in full text.
- Coverage: Subjects as indicated above.
- Access: By password. Available only to TSU students. REMEMBER: The company that provides these databases is named IAC, the search interface is named Search Bank. Look for these words when connecting.
- Tips/hints/features:
  1. Search Bank defaults to perform a subject search. You may prefer to do a key word search.
  2. Only after you have performed a search may you then limit the results list to full text items only. Look for the circular Limit Search icon. Limiters may include: To references with Full Text available and To Refereed publications (Expanded Academic and Health Reference Center databases only).
  3. When viewing the abstract or article may find the Link or Explore icon, located to the left, of use in linking to related articles and other information.

ABI/INFORM. The UMI Company produces ABI/INFORM. The search interface (software system) is named ProQuest Direct.
- Content: Indexing and abstracting of 1,000+ journals, 500+ in full text.
- Coverage: Business & Management.
- Access: By password. Available only to TSU students. REMEMBER: The company that provides these databases is named UMI, the search interface is named ProQuest Direct. Look for these words when connecting.
- Tips/hints/features:
  1. Only after you have performed a search may you then limit the results list to full text items only. Look for the "View only Full Text." statement at the bottom of the screen. Do not be fooled by the option on the search screen marked "Search full text of Articles." This option is for searching within the entire article, as well as the title, subject, and abstract, for your search terms.
  2. Do not use your browser's print function to print articles. Use the database's PRINT ARTICLE option when you are viewing the text of the article.
  3. This service may not be available when the system is being updated. Usual update times are (Eastern time zone): 2AM-3AM Sunday-Friday, 10PM Saturday-10AM Sunday.
**Academic Search FullTEXT Elite.** The company that produces this database is Ebsco and the search interface (software system) is named EBSCOhost.

- **Content:** Indexing and abstracting of 3000+ journals, 1,200+ in full-text. Contains full text for many items.
- **Coverage:** Social sciences (mostly) and humanities.
- **Access:** By password. Available only to TSU students. For access via the TSU access point, the password is your Social Security number—no dashes, e.g., 678094427. REMEMBER: The company that provides these databases is named Ebsco, the search interface is named EBSCOhost. Look for these words when connecting.
- **Tips/hints/features:**
  1. Make sure to use boolean operators, i.e., and or not, between your search terms.

**PsycINFO.** Ebsco Industries Inc. produces PsycINFO. The search interface (software system) is named EBSCOhost.

- **Content:** Provides abstracts and indexing for 1,000,000 articles in 1,300 journals from nearly 50 countries. Also includes abstracts for dissertations, books and book chapters from 1984 to current.
- **Coverage:** Counseling and Psychology.
- **Access:** By password. Available only to TSU students. REMEMBER: The company that provides this databases is named Ebsco, the search interface is named EBSCOhost. Look for these when connecting.
- **Tips/hints/features:**
  1. Make sure to use boolean operators, i.e., and or not, between your search terms.
  2. PsycINFO is the online version of the printed index named Psychological Abstracts.
  3. When you connect to PsycINFO you can receive additional information by selecting the "more info" link. Online help is available by selecting the "Online Help" link.
  4. The text of the documents indexed in PsycINFO is not available online in the PsycINFO databases. However, many of the articles are available full text on other TSU-provided databases or in print form at TSU libraries.

**AULIMP - Air University Library Index to Military Periodicals**

- **Content:** Indexing to nearly 100 military journals.
- **Coverage:** Military / Defense oriented.
- **Access:** Unrestricted.
- **Tips/hints/features:**
  1. Although full text is not provided online, virtually all articles not held by your local libraries should be available via interlibrary loan from Air University Library.
  2. Text of many of the journals is available online via other resources. The journals that are indexed in AULIMP and available online are listed and linked from a link on the library's subject links page for International Relations. Look for the link for the selected site (in the Siteseeking Guide) marked
    - Media/Publication: Air University Index to Military Periodicals Index list and links to online journals
    - Other military texts are available online from the links marked:
    - Media/Publication: Online Journals Air University Library
    - Media/Publication: Online Newspapers and news services Air University Library
    - Media/Publications: MILITARY Journals & Newspapers available online U.S.M.C
ERIC - Education Resources Information Center
- Content: Indexing and abstracting of journals and documents.
- Coverage: Thorough coverage of all areas of education.
- Access:
  - Unrestricted via the direct ERIC link from the TSU Journal Indexes page (has an online ordering feature).
  - Unrestricted via LUIS.
  - Password access via FirstSearch (has an online ordering feature as well as FirstSearch's "Libraries with Items" feature.)
- Tips/hints/features:
  1. Items with an EJ number, e.g., EJ 496837, are journal articles. Items with an ED number, e.g., ED 924934, are documents.
  2. Virtually all documents are available via interlibrary loan at no charge. You will receive the document on microfiche. You will need to have access to a microfiche reader in order to view the document. Printed documents are available for a fee.
  3. ERIC Digests, a portion of the ERIC Database, are short reports on current education topics produced by each of the 16 ERIC Clearinghouses. To search the fulltext database of ERIC Digests, go to the U.S. Department of Education WWW at http://www.ed.gov/databases/ERIC_Digests/index.

MEDLINE is a database produced by the National Library of Medicine.
- Content: Indexing and abstracting of medical journals and documents.
- Coverage: Thorough coverage of all areas of medicine.
- Access:
  - Unrestricted via National Library of Medicine.
  - Unrestricted via WebLUI5.
  - Restricted (TSU within Florida) via FirstSearch.
- Tips/hints/features:
  1. Additional databases; AIDSLINE, AIDSDRUGS, AIDSTRIALS, BIOETHICSLINE, ChemID, DIRLINE, HealthSTAR, HISTLINE, HSRPROJ, OLDMEDLINE, POPLINE, SDILINE, SPACELINE are also available via the Internet Grateful Med (IGM) interface.

UnCover is a database provided by CARL (Colorado Area Research Libraries), the interface (software system) is UnCoverWeb.
- Content: Indexing and abstracting of nearly 17,000 journals.
- Coverage: General coverage of many academic areas.
- Tips/hints/features:
  1. UnCover may appear to want account/password information to get in. You can bypass this by clicking on the "Search UnCover Now" icon.

WebLUI5 is a search interface to the online library catalogs of the State of Florida's universities and community colleges. It also provides unrestricted access to the MEDLINE and ERIC databases (see separate entries for MEDLINE and ERIC information).
- Coverage: Listings of all book and journal titles.
- Tips/hints/features:
  1. WebLUI5 can be particularly helpful in locating items for interlibrary loan.

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Electric Library is a database from the Infonautics Corporation.

- Content: Indexing, text, images, and graphics for magazines, books, newspapers, pictures, maps, and TV & radio transcripts.
- Coverage: General coverage of non-academic [mostly] and academic subjects.
- Access: By password. Available only to TSU students.

Anthropological Index.

- Content: Indexing to anthropology journals held by the Museum of Mankind Library
- Coverage: Journal articles from the 1960s to date.

**FLORIDA USERS ONLY**

FirstSearch is a search interface (software system) which provides access to several databases. OCLC (Online Computer Library Center, Inc.) produces this service. Databases available via the FirstSearch system are:

- **Article1st** - Index to 12,500 journals.
- **Contents1st** - Tables of contents to 12,500 journals.
- **Electronic Collections Online** - Index to 900+ journals.
- **ERIC** - Massive index to documents and journals in education.
- **FastDoc** - Index to articles.
- **GPO** - Index to publications of the federal government.
- **MEDLINE** - Index to documents/journals in the field of medicine.
- **NetFirst** - Index to Internet sites.
- **PapersFirst** - Index to papers presented at conferences.
- **ProceedingsFirst** - Index to conference publications.
- **UnionLists** - Journal holdings of OCLC member libraries. [See tip # 3]
- **WorldCat** - Massive index to locate books and journal titles. [See tip # 3]

- Content: Indexing and abstracting to journals and articles.
- Coverage: As indicated above. More extensive descriptions of these databases are available online via FirstSearch.
- Access: By password. Available only to TSU students at sites within Florida. Unrestricted access to MEDLINE and ERIC is provided by separate links on the TSUFR Journal Indexes web page. Unrestricted access to MEDLINE and ERIC is also provided via the WebLUIs interface. Access to these databases is available by taking the link, located on the Journal and Document web page, for databases available geographically (Florida).

**Tips/Notes/features:**

1. For some of the databases the "Libraries with Item" box will allow you to see what libraries own an item. This can be helpful in locating items for interlibrary loan.
2. See additional notes regarding ERIC under the separate ERIC database listing.
3. **WorldCat** and **UnionLists** are excellent resources for identifying the locations of books, documents, and journals not owned by TSU. When you need to request an interlibrary loan for non-TSU materials you can speed up the process by providing, along with the proper loan form, the database printout which indicates the libraries that hold the items.
4. **Several dozen additional databases** are available to users within Florida. The Florida Distance Learning Initiative makes these databases available to the public at the facilities of all of Florida's State Universities, all of Florida's State Community Colleges, and Florida public libraries that offer online services. A list of these databases is available by taking the link, located on the Journal and Document web page, for databases available geographically (Florida).
Citing the World Wide Web in Style
American Psychological Association and Modern Language Association Formats

CONTENTS:

AMERICAN PSYCHOLOGICAL ASSOCIATION - Page 1
MODERN LANGUAGE ASSOCIATION - Page 12

NOTES:

♦ This guide is intended to assist you in preparing references for documents retrieved from the Internet. For other types of media or for information on using references within your works, please refer to the printed APA or MLA publications.

♦ The online version of this publication addresses electronic communication—documents from E-mail, bulletin board, Listserv, USENET, Internet Relay Chat. This document is available online at http://www.tsufl.edu/library/5/citation.htm.

♦ Pay close attention to the layout of the references. References are double-spaced. References are tabbed as indicated in the examples—APA indents the first line, MLA indents all but the first.

♦ This document was revised October 23, 1998 by Jay Brandes, Reference Librarian. Published by Troy State University Florida Region Central Library. P.O. Box 9250, Bldg. 90359, Hurlburt Field, FL 32544. © Troy State University.
AMERICAN PSYCHOLOGICAL ASSOCIATION

- Journal articles retrieved from proprietary databases (journal indexes). See NOTE below.
  PAGE 2

- Formal documents, i.e., a journal article, newsletter article, government document, or book, retrieved from the Internet / World Wide Web. See NOTE below.
  PAGE 6

- Regular Internet sites, i.e., common web pages.
  PAGE 10

NOTE: Because the citation requirements differ for articles retrieved from databases and for those from other online sources, it is important to differentiate the two.

ARTICLES FROM PROPRIETARY DATABASES: Articles from proprietary databases are technically on the Internet but, in order to access them, the user must typically sign in to the database, search for the article, and then retrieve it from the database. Articles from these databases do not have a single, static URL by which they may be directly retrieved. When citing these types of articles, you will need to know, among other things, the name of the database.

OTHER ONLINE ARTICLES: Journal articles that are available openly on the Internet typically have a URL by which they can be freely and directly accessed. When citing these types of articles, you will need to know, among other things, the URL of the article.

SOURCES for this section (APA Style):


APA STYLE APA STYLE APA STYLE APA STYLE APA STYLE

Items (journal articles) retrieved from a database.
I. DEFINITION
II. ELEMENTS TO INCLUDE
III. EXAMPLES

I. DEFINITION
Items (journal articles) retrieved from a database. Defined as:

TYPE OF PUBLICATION: It is a formal document, i.e., an online journal, newsletter, government document, or book. It is not a plain-old web page.

ACCESS: Retrieved from a proprietary database*. The article itself usually does not have a URL by which it can be readily accessed.

* Proprietary database is the term used to refer to on-line journal and document indexes. These commercial, subscription, or non-profit services typically provide indexing, abstracts, and text for journal articles. It is VERY IMPORTANT not to confuse the database (content) with the company that provides it (computer service) or the search interface (software) used to access the database. For example:

<table>
<thead>
<tr>
<th>DATABASE</th>
<th>COMPANY</th>
<th>INTERFACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>General BusinessFile ASAP</td>
<td>Information Access Company</td>
<td>Search Bank</td>
</tr>
<tr>
<td>ABI/INFORM</td>
<td>UMI Company</td>
<td>ProQuest Direct</td>
</tr>
<tr>
<td>Academic Search FullTEXT</td>
<td>EBSCO Industries Inc.</td>
<td>EBSCO Host</td>
</tr>
</tbody>
</table>

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the text. Last name, First initial.

2. Date of publication or, if no date can be found, date of your on-line search. Put the date in parenthesis—year, Month day, e.g., (1997, December 25).

3. Title of the document. Book or government document titles are underlined; titles of journal or newsletter articles are not. In titles of books and articles in reference lists, capitalize only the first word, the first word after a colon or dash, and proper nouns.

* If needed, you may use brackets after the title to provide any additional information about the document, e.g., [Abstract] or [Newspaper, selected stories on-line] or [Excerpt of book].
4. Publication information. The publication information of the journal or newsletter, e.g., journal title, volume, number. Journal and newsletter titles underlined.

5. Statement of length. The pagination of the printed article. If there is no printed version or if the pagination of the printed document is not known, provide, in brackets, the number range or total number of pages, paragraphs, or other sections, if they are numbered. If they are not numbered, use the statement [No pagination].

6. Statement of accessibility. Specifically, the statement

Retrieved Month day, year from the on-line database:

Database name [Company providing the database].

➢ For articles retrieved from databases with a universal entry point, i.e., one URL (universal resource locator), you should include the URL instead of or in addition to the name of the database and the company.

For example, ERIC Digests, an educational database, can be freely accessed at the Internet address—http://www.ed.gov/databases/ERIC_Digests/index/. Putting the URL of ERIC Digests in a citation enables the reader of the citation to obtain a document in the database. The statement of accessibility for a document from ERIC Digests could be:

Retrieved May 16, 1998 from the on-line database:

ERIC DIGESTS [U.S. Department of Education]:

http://www.ed.gov/databases/ERIC_Digests/index
III. EXAMPLES

EXAMPLES FOR JOURNAL ARTICLES RETRIEVED FROM A PROPRIETARY DATABASE. Articles without a printed version, i.e., the journal is only an electronic one—there is not a printed journal:

EXAMPLE:


EXAMPLE:


EXAMPLES FOR JOURNAL ARTICLES RETRIEVED FROM A PROPRIETARY DATABASE. Articles with a printed version, i.e., the journal is also a printed journal:

EXAMPLE:

EXAMPLE:


EXAMPLE:


EXAMPLE:


EXAMPLE:

For an on-line journal, newsletter, government document, or book.

I. DEFINITION
II. ELEMENTS TO INCLUDE
III. EXAMPLES

I. DEFINITION
For an on-line journal, newsletter, government document, or book. Defined as:

TYPE OF PUBLICATION: It is a formal document, i.e., it is a journal article, newsletter article, government document, or book. It is not a plain-old web page.

ACCESS: Internet site. It has a URL. It was not retrieved from a proprietary database.

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the text. Last name, First initial.

2. Date of publication, or if no date can be found, date of your on-line search. Put the date in parenthesis—year, Month day, e.g., (1997, December 25).

3. Title of the document. Book or government document titles are underlined, titles of journal or newsletter articles are not. In titles of books and articles in reference lists, capitalize only the first word, the first word after a colon or dash, and proper nouns.

> If needed you may use brackets after the title to provide any additional information about the document, e.g., [Abstract] or [Newspaper, selected stories on-line] or [Excerpt of book].

4. Publication information:

- If the document is a journal or newsletter article: The publication information of the journal or newsletter, e.g., journal title, volume, number. Journal and newsletter titles underlined.

- If the document is a book or government document: The publication information of the book or document, e.g., place of publication and publisher. If there is no printed version, or if the length of the printed version is not known, provide the name of the main (parent) web site where the document is published as the place of publication, and the name of any institution or organization sponsoring or associated with the web site as the publisher.
5. Statement of length:

- If the document is journal or newsletter article: The pagination of the printed article. If there is no printed version, or if the pagination of the printed document is not known, provide in brackets the number range or total number of pages, paragraphs, or other sections, if they are numbered. If they are not numbered use the statement [No pagination].

- If the document is a book: No statement is used.

6. Statement of accessibility. Specifically, the statement

Retrieved Month day, year from the World Wide Web: URL

III. EXAMPLES

EXAMPLE FOR A JOURNAL OR NEWSLETTER ARTICLE Articles without a printed version, i.e., the journal is only an electronic one—there is not a printed journal:


EXAMPLES FOR A JOURNAL OR NEWSLETTER ARTICLE Articles with a printed version, i.e., the journal is also a printed journal:

EXAMPLE:

EXAMPLE:


EXAMPLE:


EXAMPLE:

EXAMPLE FOR A BOOK Books without a printed version, i.e., the book is only an electronic one—there is not a printed book:


EXAMPLE FOR A BOOK Books with a printed version, i.e., the book is also a printed book:

APA STYLE APA STYLE APA STYLE APA STYLE APA STYLE

For a regular Internet site, i.e., a common web page

I. DEFINITION
II. ELEMENTS TO INCLUDE
III. EXAMPLES

I. DEFINITION
For a regular Internet site, i.e., a common web page. Defined as:

TYPE OF PUBLICATION: It is a not a formal document, i.e., it is a plain-old web page.
It is not a journal article, newsletter article, government document, or book.

ACCESS: Internet site. It has a URL. It was not retrieved from a proprietary database.

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the text. Last name, First initial.

2. Date of publication, or if the material is frequently revised, date of latest update, or if no
date can be found, date of your on-line search. Put the date in parenthesis—year, Month
day, e.g., (1997, December 25).

3. Title of the document. In titles of books and articles in reference lists, capitalize only the
first word, the first word after a colon or dash, and proper nouns.

4. Publication information—the name of the main (parent) web site where the document is
posted.

5. Statement of length in brackets. The number range or total number of pages, paragraphs,
or other sections, if they are numbered. If they are not numbered, use the statement [no
pagination].

6. Statement of accessibility. Specifically, the statement

Retrieved Month day, year from the World Wide Web: URL

Need help finding these elements? Try Where does citation information come from? by Chris
III. EXAMPLES

EXAMPLES FOR A REGULAR WEBSITE:

EXAMPLE:


EXAMPLE:


EXAMPLE:


EXAMPLE:

MO**ERN LANGUAGE ASSOCIATION**

- Journal articles retrieved from proprietary databases (journal indexes). See NOTE below.
  PAGE 13

- Formal documents, i.e., a journal article, newsletter article, government document, or book, retrieved from the Internet / World Wide Web. See NOTE below.
  PAGE 17

- Regular Internet sites, i.e., common web pages.
  PAGE 20

NOTE: Because the citation requirements differ for articles retrieved from databases and for those from other online sources, it is important to differentiate the two.

ARTICLES FROM PROPRIETARY DATABASES: Articles from proprietary databases are technically on the Internet but, in order to access them, the user must typically sign in to the database, search for the article, and then retrieve it from the database. Articles from these databases do not have a single, static URL by which they may be directly retrieved. When citing these types of articles, you will need to know, among other things, the name of the database.

OTHER ONLINE ARTICLES: Journal articles that are available openly on the Internet typically have a URL by which they can be freely and directly accessed. When citing these types of articles, you will need to know, among other things, the URL of the article.

**SOURCES for this section (MLA Style):**


I. DEFINITION
Items (journal articles) retrieved from an online database. Defined as:

**TYPE OF PUBLICATION:** It is a formal document, i.e., it is an article. It is not a plain-old web page.

**ACCESS:** Retrieved from a proprietary database*. The article itself usually does not have a URL by which it can be readily accessed.

> *Proprietary database* is the term used to refer to online journal and document indexes. These commercial, subscription, or non-profit services typically provide indexing, abstracts, and text for journal articles. It is **VERY IMPORTANT** not to confuse the database (content) with the company that provides it (computer service) or the search interface (software) used to access the database. For example:

<table>
<thead>
<tr>
<th>DATABASE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>General BusinessFile ASAP</td>
<td>Information Access Company</td>
<td>Search Bank</td>
</tr>
<tr>
<td>ABI/INFORM</td>
<td>UMI Company</td>
<td>ProQuest: Direct</td>
</tr>
<tr>
<td>Academic Search FullTEXT</td>
<td>EBSCO Industries Inc.</td>
<td>EBSCO Host</td>
</tr>
</tbody>
</table>

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the text. **Last name, First name.** Followed by an abbreviation, such as *ed.*, if appropriate. **Note on abbreviations:** For editor, *ed.* For compiler, *comp.* For translator, *trans.* For example: Smith, Doug *ed., Loyd, Phil *comp., Bloxson, Ozzie *trans.

2. Document title—the title of the text you are citing. **In quotation marks.** In both titles and subtitles, capitalize the first words, the last words, and all principal words, including those that follow hyphens in compound terms. Do not capitalize the following parts of speech when they fall in the middle of the title: Articles (a, an, the), prepositions (against, between, in, of, to, etc.), coordinating conjunctions (and, but, for, nor, or, so, yet, etc.). For more information and examples, refer to section 2.6 of the *MLA Handbook.*
3. Name of the editor, compiler, or translator of the text (if relevant and if not cited earlier). **First name Last name.** Preceded by the appropriate abbreviation, such as *Ed.*


4. Journal title—the title of the journal from which you are citing a text. **Underlined.**

5. Version number of the source. That is, journal volume number, issue number, or other identifying numbers.

6. Date of publication. Day Month year, e.g., 10 Dec. 1997:

7. Statement of length. The pagination of the printed version of the document. If there is no printed version, or if the length of the printed version is not known, the number range or total number of pages, paragraphs, or other sections, if they are numbered. If they are not numbered, use the statement n. pag. to indicate no pagination. **Note on abbreviations of length:** For paragraphs, *pars.*, e.g., 13 pars.; for pages, *pp.*, e.g., 4 pp.

8. Name of the database. **Underlined.**

9. Name of the institution, organization, or company sponsoring or associated with the database.


11. The electronic address or URL (universal resource locator). In angle brackets and followed by a period, e.g., <http://ericir.syr.edu/Eric>.

> Suggestion: Provide the URL only if it will be of utility to the reader of the citation, i.e., if the reader can use that URL to actually retrieve the document.

For example, *ERIC Digests*, an educational database, can be freely accessed at the Internet address—http://www.ed.gov/databases/ERIC_Digests/index/. Putting the URL of *ERIC Digests* in a citation enables the reader of the citation to obtain a document in the database. For articles retrieved from databases with no clear entry point, no universal entry point, or that require a password, do not include the URL in your citation.

**III. EXAMPLES**
EXAMPLES FOR JOURNAL ARTICLES RETRIEVED FROM A PROPRIETARY DATABASE. Articles without a printed version, i.e., the journal is only an electronic one—there is not a printed journal.

EXAMPLE:


EXAMPLE:


EXAMPLE:

EXAMPLES FOR JOURNAL ARTICLES RETRIEVED FROM A PROPRIETARY DATABASE. Articles with a printed version, i.e., the journal, is also a printed journal.

EXAMPLE:


EXAMPLE:


EXAMPLE:


EXAMPLE:


EXAMPLE:

For an on-line journal article, newsletter article, government document, or book.

I. DEFINITION

For an on-line journal article, newsletter article, government document, or book. Defined as:

TYPE OF PUBLICATION: It is a formal document, i.e., it is a journal article, newsletter article, government document, or book. It is not a plain-old web page.

ACCESS: Internet site. It has a URL by which it can be directly accessed. It was not retrieved from a proprietary database.

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the source. Last name, First name. Followed by an abbreviation, such as ed., if appropriate. Note on abbreviations: For editor, ed. For compiler, comp. For translator, trans. For example: Smith, Doug ed., Loyd, Phil comp., Bloxson, Ozzie trans.


- Titles of journal or newsletter articles in quotation marks.
- Book or government document titles underlined.

➢ In both titles and subtitles, capitalize the first words, the last words, and all principal words, including those that follow hyphens in compound terms. Do not capitalize the following parts of speech when they fall in the middle of the title: Articles (a, an, the), prepositions (against, between, in, of, to, etc.), coordinating conjunctions (and, but, for, nor, or, so, yet, etc.). For more information and examples, refer to section 2.6 of the MLA Handbook.

3. Name of the editor, compiler, or translator of the text (if relevant and if not cited earlier). First name Last name. Preceded by the appropriate abbreviation, such as ed. Note on abbreviations: Ed. for editor, Comp. for compiler, Trans. for translator. For example: Ed. Doug Smith, Comp. Phil Loyd, Trans. Ozzie Bloxson.
4. Publication information.

- If the document is a journal or newsletter article: The publication information of the journal or newsletter, e.g., journal title, volume, number. Journal and newsletter titles underlined.

- If the document is a book or government document: The publication information of the printed book or document e.g., place of publication and publisher. If the publication information for the printed document is unknown, or if there is no printed version of the document, use the name of the main (parent) web site where the document is posted as the place of publication.

5. Date of publication. **Day Month year**, e.g., 10 Dec. 1997, or if no date can be found, date of your online search.


- If the document is a journal or newsletter article: The pagination of the printed version of the document. If there is no printed version or, if the length of the printed version is not known, provide, in brackets, the number range or total number of pages, paragraphs, or other sections, if they are numbered. If they are not numbered use the statement n. pag. to indicate no pagination. **Note on abbreviations of length:** For paragraphs, **pars.**, e.g., 13 pars.; for pages, **pp.**, e.g., 4 pp.

- If the documents is a book: No statement is used.

7. The name of any institution or organization sponsoring or associated with the web site.

8. Date when you accessed the item.

9. The electronic address or URL (universal resource locator), in angle brackets followed by a period, e.g., `<http://www.fbi.gov/leb/may962.txt>`.

III. EXAMPLES

EXAMPLE OF A JOURNAL ARTICLE:

Standfest, Steven R. "Focus on Stress: The Police Supervisor and Stress." **FBI Law Enforcement Bulletin.** V.65 #5. May 1996:


`<http://www.fbi.gov/leb/may962.txt>`.
EXAMPLE OF A BOOK:


For a regular Internet site, i.e., a common web page.

I. DEFINITION

For a regular Internet site, i.e., a common web page. Defined as:

TYPE OF PUBLICATION: It is a not a formal document, i.e., it is a plain-old web page. It is not an online journal, newsletter, government document, or book.

ACCESS: Internet site. It has a URL by which it can be directly accessed. It was not retrieved from a proprietary database.

II. ELEMENTS TO INCLUDE (if given):

1. Name of author, editor, compiler, or translator of the source. Last name, First name. Followed by an abbreviation, such as ed., if appropriate. Note on abbreviations: For editor, ed. For compiler, comp. For translator, trans. For example: Smith, Doug ed., Loyd, Phil comp., Bloxson, Ozzie trans.


   • If your reference is to a web page or group of pages within a scholarly project or parent web site: The title of the page in quotation marks, or for a page with no title, a description such as Home page (not in quotation marks).

   • If your reference is to a personal or professional web site (the main site): The title of the site underlined, or for a site with no title, a description such as Home page (not underlined).

   > In both titles and subtitles, capitalize the first words, the last words, and all principal words, including those that follow hyphens in compound terms. Do not capitalize the following parts of speech when they fall in the middle of the title: Articles (a, an, the), prepositions (against, between, in, of, to, etc.), coordinating conjunctions (and, but, for, nor, or, so, yet, etc.). For more information and examples, refer to section 2.6 of the MLA Handbook.

3. Date of publication. Date of electronic publication or latest update. Day month year, e.g., 10 Dec. 1997:
4. Statement of length. The total number of pages, paragraphs, or other sections, if they are numbered. If they are not numbered, use the statement n. pag. to indicate no pagination. Note on abbreviations of length: For paragraphs, pars., e.g., 13 pars.; for pages, pp., e.g., 4 pp.

5. The name of any institution or organization sponsoring or associated with the web site.


7. The electronic address or URL (universal resource locator) in angle brackets followed by a period, e.g., <http://www.tsufl.edu>.


III. EXAMPLES

EXAMPLES FOR A REGULAR WEBSITE:

EXAMPLE:

EXAMPLE:

EXAMPLE:
EXAMPLE:


University of Illinois at Chicago 1 Apr. 1998

<http://www.uic.edu/~magyar/Lab_Help/lghome.html>.

EXAMPLE:

TSUFR JOURNALS IN PAPER
AT CENTRAL LIBRARY
FOR INTERLIBRARY LOAN

BUSINESS

Barron's
Beijing Review
Business and Society Review
Journal and Psychology
Wall Street Journal
ABA Bank Compliance
ABA Banking Journal
ABA Journal
Academy of Marketing Science Journal
Advertising Age
ADWEEK Eastern Edition
Air Transport World
American Advertising
American Agent & Broker
American Business Review
American Statistician
America's Network
Automotive Industries
Automotive Manufacturing & Production
Automotive Marketing
Automotive News
Aviation Week & Space Technology
Bank Marketing
Banking Strategies
Barclays Economic Review
Brookings Review
Business America
Business Communications Review
Business Credit
Business and Economic Review
Business and Health
Business Economics
Business Forum
Business History
Business History Review
Business Horizons
Business Information Review
Business Journal
Business Lawyer
Business Perspectives
Business Quarterly
Business Week
Challenge
The China Business Review
Commercial Law Journal
Commercial Lending Review
Communication World
Communications News
Computer Industry Report
Computerworld
Datamation
Economic Indicators
Economic Inquiry
Economic Perspectives
Business Journals Online

The Economist
Euromoney
Financial World
Fiscal Studies
Forbes
Fortune
Global Economic Outlook
Global Finance
Growth and Change
Harvard Business Review
Human Systems Management
IBM Systems Journal
INC.
Industrial and Labor Relations Review
Industrial Management
Industrial Relations
Information Today
Information World Review
Information Week
InfoWorld
International Journal of Purchasing and Materials Management
International Trade Forum
Journal of Advertising
Journal of Advertising Research
Journal of Applied Business Research
The Journal of Business
Journal of Business Administration
Journal of Business Communication
Journal of Business & Economic Statistics
Journal of Business and Psychology
Journal of Business Forecasting Methods & Systems
Journal of Business Logistics
Journal of Business Strategy
Journal of Consumer Affairs
Journal of Consumer Policy
Journal of Consumer Research
Journal of Economic Issues
Journal of International Business Studies
Journal of Labor Research
Journal of Lending & Credit Risk Management
Journal of the Market Research Society
Journal of Marketing
Journal of Marketing Research
Journal of Money, Credit & Banking
Journal of Portfolio Management
Journal of Risk and Insurance
Logistics Management
Marketing
Marketing News
Money
Multinational Business
Nation's Business
Brookings Papers of Economic Activity
Decision Sciences
Employee Assistance Quarterly
FW Financial World
HR Magazine
Information Executive
Journal of Forecasting
Journal of Systems Management
Labor Law Journal
The Labor Lawyer
Management Science
Operations Research
Planning Review
Brookings Papers of Economic Activity
Decision Sciences
Employee Assistance Quarterly
FW Financial World
HR Magazine
Information Executive
Journal of Forecasting
Journal of Systems Management
Labor Law Journal
The Labor Lawyer
Management Science
Operations Research
Planning Review
The Academy of Management Executive
Academy of Management Journal
Academy of Management Review
Accountancy
Accounting and Finance
Accounting Horizons
Accounting Review
Across the Board
Administrative Science Quarterly
American Business Law Journal
American Economic Review
American Economist
Association Management
Business Ethics Quarterly
Business and Society
Business and Society Review
CMA - the Management Accounting Magazine
California Management Review
Corporate Board
Directors & Boards
Economic Quarterly
Economic Record
Economic Review
Employee Benefit Plan Review
Finance & Development
Financial Analysts Journal
Financial Executive
Financial Management
The Financial Review
Group & Organization Management
Human Resource Development Quarterly
Human Resource Management Journal
Human Resource Planning
International Journal of Commerce & Management
The Journal for Quality & Participation
Journal of Accountancy
Journal of Applied Behavioral Science
Journal of Business Ethics
Journal of Finance
Journal of Financial Planning
Journal of Human Resources
Journal of Management
Journal of Management Studies
Journal of Managerial Issues
Journal of Small Business Management
Journal of Urban History
Labor Studies Journal
MIS Quarterly
Manage
Management Accounting
Management International Review
Management Quarterly
Management Review
Management Today
Managers Handbook
Mergers & Acquisitions
Monthly Labor Review
Organization Studies
Organizational Dynamics
Personnel Psychology
Planning
Sloan Management Review
Strategy & Leadership
Supervision
Training
Training & Development
PSYCHOLOGY AND COUNSELING

American Journal of Orthopsychiatry
American Journal of Psychiatry
American Journal of Psychoanalysis
American Journal of Psychotherapy
American Psychologist
Annual Review of Psychology
Applied Psychological Measurement
Behavioral Disorders
Behavior Modification
Career Development Quarterly
Community Mental Health Journal
Criminal Justice and Behavior
Death Studies
Developmental Psychology
Families in Society
Gerontologist
Journal for Specialists in Group Work
Journal of Abnormal Psychology
Journal of Applied Behavioral Analysis
Journal of Applied Psychology
Journal of Business and Psychology
Journal of Career Planning and Employment
Journal of Clinical Child Psychology
Journal of Clinical Psychology
Journal of Community Psychology
Journal of Conflict Resolution
Journal of Consulting and Clinical Psychology
Journal of Counseling Psychology
Journal of Criminal Justice
Journal of Cross-Cultural Psychology
Journal of Employment Counseling
Journal of Marital and Family Therapy
Journal of Marriage and the Family
Journal of Mental Health Counseling
Journal of Multicultural Counseling and Development
Journal of Personality and Social Psychology
Journal of Reality Therapy
Journal of School Psychology
Journal of Social Issues
Journals of Gerontology
Measurement and Evaluation in Counseling and Development
Perceptual and Motor Skills
Personnel
Personnel and Guidance Journal
Personnel Journal
Psychological Bulletin
Psychological Methods
Psychological Reports
Psychology and Aging
Psychology of Women Quarterly
Psychotherapy
The School Counselor
Sociology and Social Research
AORN Journal
Accent on Living
Adolescence
Age and Aging
AIDS Alert
AIDS Weekly Plus
Alcohol Health & Research World
Alcoholism & Drug Abuse Week
American Behavioral Scientist
American Druggist
American Health for Women
American Journal of Drug and Alcohol Abuse
American Journal of Economics and Sociology
American Journal of Education
American Journal of Law and Medicine
American Journal of Psychology
American Journal of Public Health
American Medical News
Annual Review of Genetics
Behavioral Health Management
Behavioral Health Treatment
Brown University Child and Adolescent Behavior Letter
Brown University Digest of Addiction Theory and Application
Brown University Long-Term Care Quality Advisor
Child Health Alert
Clinical Nursing Research
Contemporary Drug Problems
Crime and Delinquency
Current Health 2
Drug Topics
Educational & Psychological Measurements
Exceptional Children
The Exceptional Parent
Feminist Studies
Geriatrics
Harvard Health Letter
Harvard Mental Health Letter
The Hastings Center Report
Health
The Human Life Review
Human Relations
Human Resource Development Quarterly
International Journal of Comparative Sociology
JAMA, The Journal of the American Medical Association
Journal of Abnormal Child Psychology
Journal of American Academy of Child and Adolescent Psychiatry
Journal of Applied Behavioral Science
Journal of Child and Adolescent Psychiatric Nursing
Journal of Community Health
Journal of Comparative Family Studies
Journal of Counseling and Development
Journal of Development Studies
Journal of Family History
Journal of General Psychology
Journal of Genetic Psychology
Journal of Human Resources
Journal of Men's Studies
Journal of Occupational and Organizational Psychology
Journal of Parapsychology
Journal of Psychology
Journal of Research in Crime and Delinquency
Journal of School Health
Journal of Sex Research
Journal of Social Psychology
Journal of Sport & Exercise Psychology
Journal of Studies on Alcohol
Journal of Youth and Adolescence
Morbidity and Mortality Weekly Report
Nursing
Occupational Outlook Quarterly
Pediatrics
Personnel Psychology
Perspectives in Psychiatric Care
Psychological Record
Psychology Today
Public Health Reports
Science, Technology, & Human Values
Sex Roles: A Journal of Research
Social Forces
Social Justice
Social Policy
Social Problems
Social Research
The Social Science Journal
Social Work
Society
Sociological Perspectives
Sociology
Sociology of Religion
Studies in Family Planning
Training & Development
Work and Occupation
LITERATURE

Some important materials & services:

➢ BY AUTHORS: Novels, short stories, poems, and plays by various authors.
➢ ABOUT AUTHORS: Biographical material about an author's life.
➢ CRITICISM OF AN AUTHOR'S WORKS: Criticism, evaluation, & analysis of an author's work.

The ONLINE CATALOG lists materials in The TSU System. Items not at the Central Library can be obtained through INTERLIBRARY LOAN.

TRY THE 80+ ONLINE BIBLIOGRAPHIES. They will help you to identify resources available to you.

PLEASE ASK! Allow the staff to assist you in the use of reference materials such as the Gale Literary Criticism Series, or in the location of materials which may not show up on the online catalog, e.g., individual poems, short stories, or plays that are contained in anthologies).

YOU ARE ENCOURAGED TO START EARLY!

The following are some of the authors and subjects for which materials are available at the Central Library. Many other items are available through INTERLIBRARY LOAN.

The following is based on information from:
Queen's University http://stauffer.queensu.ca/inforref/tutorials/qcat/qeval.htm
Bluefield College http://www.bluefield.edu/library/period.html
Cornell University http://www.library.cornell.edu/okuref/research/skill20.html

Despite the fact that the terms magazine, journal, periodical, and serial each have a different definition, they are often used to refer to the same general print medium. Your instructor may often direct you to use scholarly, academic, or research journals. This handout is intended to help you better understand and differentiate these publications. Always check with your instructor if you ever have a question about the suitability of a resource for your class assignments.

This handout begins with definitions. Pages two and three provide a comparison and contrast of non-scholarly and scholarly publications.

**Definitions (Based on Webster's Third New International Dictionary)**

**NEWSPAPER:** A publication that is produced and distributed daily, weekly, or at some other and usually short interval. Typically contains news, editorials, features, advertising, or other information regarded as of current interest.

**NEWSLETTER:** A publication written for the dissemination of news. A printed sheet, pamphlet, or small newspaper containing news or information of current interest to a special group.

**PERIODICAL:** A publication that is produced on a regular (fixed) interval, e.g., weekly, monthly, or quarterly. Usually published more frequently than annually, usually not published daily (daily publications are usually newspapers). This general term may be applied to publication such as newsletters, magazines, and journals.

**MAGAZINE:** A periodical that usually contains a collection of articles, stories, poems, and pictures and is directed at the general public.

**JOURNAL:** This term is sometimes used to refer to newspapers but is usually used to describe periodicals dedicated to a particular field of study, e.g., microbiology. Journals are often the official or semiformal publication of a group or society.

**SERIAL:** Something produced in a series, e.g., motion pictures, radio shows, or publications such as newspapers, newsletters, magazines, journals, or other periodicals. Serial is the most general term used to refer to publications that are produced on a regular basis. Libraries or periodical indexes may refer to their serials list or serial holdings. These are the listings of the newspapers, journals, etc., which they subscribe to or index.
TSUFR CENTRAL LIBRARY
LET US KNOW WHAT YOU THINK

1=VERY SATISFACTORY       2=SATISFACTORY
3=UNSATISFACTORY          4=VERY UNSATISFACTORY

Using the scale above please rate YOUR LEVEL OF SATISFACTION WITH:

1) THE BOOK COLLECTION?  1  2  3  4
2) THE JOURNAL COLLECTION?  1  2  3  4
3) THE INTERLIBRARY LOAN SERVICES?  1  2  3  4
4) THE DATABASES & COMPUTER SERVICES?  1  2  3  4

5) HOW HELPFUL IS OUR STAFF?
VERIES HELPFUL 1  2  3  4  5  6  7  8  9  10 NOT AT ALL HELPFUL

6) HOW EASY IS IT TO FIND WHAT YOU NEED?
VERY EASY 1  2  3  4  5  6  7  8  9  10 VERY DIFFICULT

7) HOW IMPORTANT IS THE LIBRARY TO YOU
ESSENTIAL 1  2  3  4  5  6  7  8  9  10 NOT VERY

8) DID YOU USE ANY OF OUR ON-LINE DATABASES OR OUR HOMEPAGE?  Y N
If yes, please comment on your experience_____________________________________

9) HOW OFTEN DO YOU USE OUR LIBRARY SERVICES?
   ___WEEKLY   ___MONTHLY   ___QUARTERLY

10) ARE THERE OTHER THINGS YOU WOULD LIKE THE LIBRARY TO OFFER?
    ___MORE BOOKS   ___MORE PERIODICALS   ___MORE DATABASES
        ___MORE REFERENCE MATERIALS   ___MORE HOURS   ___OTHER

IF YOU CHECKED ANYTHING IN #10 PLEASE LIST YOUR SPECIFIC NEEDS
__________________________________________________________

11) ARE YOU?  ___STUDENT   ___FACULTY   ___STAFF   ___OTHER
    If you are a student, WHAT IS YOUR MAJOR? ______________________
    If you are faculty, WHAT DEPARTMENT(S)? ______________________

12) ANY OTHER COMMENTS ON WHAT YOU LIKE OR DON'T LIKE ABOUT US?
__________________________________________________________

YOUR NAME AND TELEPHONE (OPTIONAL)
Post Orientation Library Survey

The library would like to thank you for the opportunity to tell us about library services. Please assist us in serving you by evaluating how useful the orientation was. Thank you.

1. Had you been to the TSU library before the introduction? Y N

2. Have you visited the TSU library since the introduction? Y N

3. Did the introduction help you in any way?
   YES
   If yes, how?
   a. _____ informed you of TSU library services
   b. _____ encouraged you to start project early
   c. _____ gave you tips to use a library better
   d. _____ introduced you to new material
   e. _____ helped relieve library anxiety
   f. _____ other: ____________________________

   NO
   If no, why not?

4. Suggestions for improvement of the orientation:

5. When you went to the library, did you
   a. Find what you wanted? Y N
   b. Receive helpful attention? Y N
   c. Find the library atmosphere satisfactory? Y N
   d. Use our home page or on-line databases? Y N
      If yes, tell us what you thought
   _______________________________________
   e. Request an interlibrary loan? Y N
      If yes, did you receive it? Y N
      If no, what was the item that was not available?
   _______________________________________

6. Suggestions for improvement of library!

7. Anything you particularly liked?

Thank you for taking the time to fill this out. If you need more room to answer any questions, please use the back of this sheet. Your opinion is important to us!
TSU LIBRARY ONLINE SERVICES SURVEY

Thank you for taking the time to help us to improve your library services. Please note that this survey is for ONLINE services ONLY. When you have made all your selections please press the SUBMIT button at the bottom.

1 SELECT ONE [ ] Troy State University Site where you are registered.

2 STATUS:  C Undergraduate  C Graduate  C Faculty  C Staff

3 SELECT ONE [ ] TSU Major (students) or Department (faculty)

4 I utilize TSU Library online services (check all that apply):
   C At home  C At work  C At a TSU provided computer (Library, lab, etc.)
   C At a friend's house  Other (name it): 

5 Online services I use are (check all that apply):
   C Journal Databases  C The Online Catalog  C Search Engines  C Interlibrary Loan Forms
   C Info & Help (citation guide etc.)  C Journal Lists  C Bibliographies  C WWW Subject Links

6 How useful are these online sources for you? Are they vital to completion of your course work (degree program)? CHECK ONE.

   1 ESSENTIAL - NOT USEFUL 10

   1 2 3 4 5 6 7 8 9 10

7 How easy is it to use our TSU online library services? Please note: This question is about the TSU library pages ONLY, not the external services like databases (e.g., Academic Source), search engines such as Dogpile and Yahoo!, or web sites which don't belong to Troy. We're asking about just the online library resources themselves for this question. CHECK ONE.

   1 EASY - DIFFICULT 10

   1 2 3 4 5 6 7 8 9 10

8 What other online library services would you like us to offer?
9 Room for your comments here! What are we doing right for you? What should we improve? Tell us about problems and we can fix them.

10 If you want to know more about your online or other library services, or need some training on how to use your library services, give us your name and ways to contact you in the box below.

THANK YOU! Press the submit button to complete this survey.

01101
FPF
APPENDIX E

Organizational Charts
Troy State University - Florida Region

Executive Staff

Dr. Mickey Crews
Director
7/1/88

Ms. Linda Wade
Department Secretary II
5/6/89

VACANT
Public Relations/Marketing
Part-Time Position

Ms. Tanya Jennings
Assistant Director
Library Services
7/1/84

Ms. Janie Winstead
Assistant Director
Student Services
5/15/88

Library Staff

Dr. Mickey Crews
Associate Director
Academics
9/1/85

Student Services Staff

Dr. Don Parmer
Associate Director
Operations
8/1/87

Faculty

17 Sites

Ms. Claudia Enloe
Assistant Director
Computer Services
4/1/89

Ms. Claudia Enloe
Assistant Director
Administrative Computers

Mr. Jim Holstein
Assistant Director
Financial Services
6/7/83

Business Office Staff

As of: 10/7/98
DEPARTMENT CHAIR POSITIONS
FLORIDA REGION
TROY STATE UNIVERSITY

[Diagram showing organizational structure]
APPENDIX F

Needs Survey
DATE: November 30, 1998

TO: Dr. Mickey Crews
    Director, TSUFR

FROM: Dr. John Irwin
      Regional Chair, Dept. of Management

RE: Survey Results

We mailed 250 surveys to our current undergraduate (Business) majors and alumni in the local area. One hundred sixty-eight were completed and returned. The following are the results from the survey:

Total surveys returned: 168

1. those interested in a MSHRM: 87%
   those not interested: 13%

2. those that will enroll 84%
   those that will not 11%
   those that are uncertain 5%

3. prefer courses at the following locations:
   Regional Office 69%
   Nas Pensacola 24%
   Hurlburt Field 7%

4. Status of Student Population
   civilian 77%
   military 19%
   retired military 3%
   military dependent 1%
5. **Current Educational Status**
   - Masters degree: 0%
   - Bachelors degree: 57%
   - Senior: 34%
   - Junior: 9%

6. **Employed in the HRM field**
   - 61%
   - Not employed: 38%
   - No response: 1%

As you can see from the results of the survey, the majority of students want a Masters Degree in Human Resources Management. I recommend that we request permission and submit a Substantive Change to the Graduate Council for approval.