

## MEMO

To: Curt Madison

From: Katy Spangler, Chair, "800 Help Line Committee,"  
Distance Education Steering Board

Date: July 11, 2006

Re: Completion of Database Project

Please find attached the copy of an Excel spreadsheet in which the distance programs available from the University of Alaska are listed. The spreadsheet contains addresses, emails, and contacts for each program.

This completes the charge given to our committee to prepare the first step in a pilot project in which an 800 number is made available to callers who need information about distance programs at the University of Alaska. This spreadsheet contains comprehensive information that would allow operators to direct callers to advisors and other responsive persons who can answer their questions.

Please note that our consultant, Margaret Grogan, found many errors that need attention in the Gateway that is currently available online. These will need immediate attention.

Our committee is eager to move to the next stage of this project. Thank you for making it possible for us to pursue a project that we think will be valuable to students and to distance programs throughout the UA system.

CC: Doug Desourcie  
Holly Royce  
Margaret Grogan

Report on Advising Support for  
University of Alaska Distance Students

July 11, 2006

Respectfully submitted by,

The DESB 90 Day Workgroup  
on DE Advising Help

Katy Spangler, Juneau Campus, UAS, Chair  
Holly Royce, Interior Aleutians Campus, UAF  
Doug Desourcie, Valdez, Prince William Sound Community College

**University of Alaska Statewide Distance Education Project  
Project Consultant: Margaret Grogan**

**The goal provided to me was:**

Create a searchable spreadsheet or database containing basic information about all distance programs available throughout the University of Alaska system.

Basic information would include:

- names of all distance programs with website
- advisor or program contact with phone number and e-mail
- campus information including basic student services:
  - advising
  - access to computers
  - library
  - email account
  - technical assistance
  - proctoring of tests and exams
  - financial aid
  - book/material purchase

**The Database I Created:**

I have compiled a database of all programs and degrees offered by distance from the University of Alaska across the state. It includes offerings from all three major campuses along with all their branches, and addresses all disciplines. The database provides the vital information for every program - title, department, campus, website, contact person with phone number and e-mail address and finally the method of delivery.

I have discovered that a wide variety of UA distance programs are out there in many different disciplines – accounting, business, computers, education, engineering, environment, general studies, health and medicine, and social issues, with the largest group being education. There are 84 different programs in the database with all campuses being well represented. UAA has 16 programs concentrating on health/nursing, special education and social work. UAF has 23 with native and rural education and important part of their programs. UAS has 45 programs with computer information, business, and education making up the largest part. Six of the programs are collaborations between campuses.

The method of delivery for most programs is now web based, but with a significant dependence on audioconferencing still evident. There is also videoconferencing available for some programs.

Also included with the programs database is another database listing resources that are available to distance students on each campus – admissions, testing/tutoring, financial aid, books, library, technical help and proctoring. The website and phone numbers are provided for each resource.

Finally there is an additional listing of resources that would be helpful to anyone involved in distance education at UA – distance handbooks, distance education centers on each campus, UAonline, IT helpdesks, and much more.

I used Gateway as a starting point to begin compiling this information, and soon discovered as I spoke with the various campuses and departments that there were many more distance programs available, and that some programs no longer exist or are suspended. (see Gateway notes) After studying websites, talking with the distance education offices on each campus, and speaking with many, many department heads, professors, and administrative clerks in several departments on each campus, I feel that the listing is rather complete. Of course, it is always possible that I have missed something, and plans for new distance programs are in the works all across the state, so the database will need constant updating. Contact persons, phone numbers and e-mails would also need to be updated periodically as well.

#### **Uses for Database:**

I would think that this information would be valuable for the distance education offices on each campus since, as I talked with them, I realized that they know what classed are offered by distance across the state, but none seems to have a complete knowledge of what programs and degrees are offered by distance, statewide.

Of course the most logical place for distances offices, admissions, and all web users to access this information would be Gateway. Therefore, this database would be a very important tool for persons managing that website so that it reflects the most current listings.

However, there is another whole group of potential UA “customers” out there that are not comfortable with using, or did not have access to computers and the World Wide Web. Most, but not all, of them are in rural Alaska and would therefore be the ones most likely to be looking for distance programs. This database if specifically designed for them. It is phone based. Inquirers would phone the university (using a statewide or nationwide 800 number) and would be provided with a way to get the information they needed via phone. (An added feature of the service might be to send out a part of the information on hardcopy by mail.) Of course the 800 operators could also give websites and e-mail addresses if the called asks for them.

## **The Statewide Distance 800 Operators:**

The 800 operators would require a certain amount of knowledge and background in order to be able to assist the callers. These requirements could be necessary for hire or could be provided by training.

A basic knowledge of:

1. the location of the three UA campuses and their branches and the regions they serve.
2. the location of towns and villages in Alaska
3. how distance education works statewide, and the methods of delivering classes by distance in Alaska.
4. the needs of the distance student.
5. the degree system in a university.

Tools for the 800 operator:

1. The Alaska towns and city locator to see where caller lives
2. The UA Campus locator to see which campus services the caller's location
3. The Database and list of resources and websites to give required information based on the appropriate campus.

## **Notes and Suggestions:**

- The database is now in Excel. I believe it should be in a different program; one that is more searchable. IT Services could suggest a better program.
- One of the jobs of the 800 number operator could be to update contact persons and phone numbers on an on-going basis.
- Gateway: I found that the following items seem to need to be adjusted on the current site:
  1. There is no longer a "Desktop Publishing and Graphics" certificate at UAS
  2. The "Post-baccalaureate teacher licensure program is at UAS, not UAF
  3. The "Early Childhood Education" credential at UAS is suspended at this time. (As is the "Early Childhood Education" M.A.T.)
  4. UAS and UAF have "Reading" endorsements, but not UAA
  5. The "Mathematics" endorsement is at UAS only.

6. The “General Studies, BLA” at UAS should be by “Web” not “Live Satellite”
7. The “General Studies” bachelor at UAS is a repeat of the above.
8. There is not an “Interdisciplinary” bachelor at UAF
9. The “Master of Business Administration, M.B.A. is at UAS, not UAF, and is “Web,” not “Audioconference.”
10. “Master of Public Administration” at UAS is a repeat of “Master of Public Administration, M.P.A.” at UAS. It is by “Live Satellite.
11. “Cross-cultural Education” Master at UAF is repeated. One should be “Cross-cultural Studies.” The first is an education degree and the other is a native studies degree.
12. There are several programs that can be added. (See Database)

Respectfully submitted:

Margaret Grogan  
208-562-0639  
margaret.grogan@mac.com

Department	Program	Degree	Campus	Requirements/ Web site	Program Advisor	Phone number	E-Mail	Method of Delivery
Accounting	Accounting	Certificate	UAS	<a href="http://www.uas.alaska.edu/acaemi/cs/certs/acct_tech.html">http://www.uas.alaska.edu/acaemi/cs/certs/acct_tech.html</a>	Janet Dye	1-800-478-9069	<a href="mailto:Janet.dye@uas.alaska.edu">Janet.dye@uas.alaska.edu</a>	Audio/Web
Accounting	Accounting	Bachelor B.B.A.	UAS	<a href="http://www.uas.alaska.edu/academ/ics/bach/bba/accounting.html">http://www.uas.alaska.edu/academ/ics/bach/bba/accounting.html</a>	Valentina, Karen or Christin	1-800-478-9069	<a href="mailto:uas.alaska.edu">uas.alaska.edu</a>	Web
Business	Applied Business Management	Certificate	UAF TVCC	<a href="http://www.tvc.uaf.edu/programs/abus/abus.html">http://www.tvc.uaf.edu/programs/abus/abus.html</a>	Melissa Brown	907-455-2837	<a href="mailto:fmcb@uaf.edu">fmcb@uaf.edu</a>	Web/Audio
Business	Small Business Management	Certificate	UAS KTN	<a href="http://www.uas.alaska.edu/academ/ics/bach/bba/management.html">http://www.uas.alaska.edu/academ/ics/bach/bba/management.html</a>	Tim Ewest	1-888-550-6177	<a href="mailto:timothy.ewest@uas.alaska.edu">timothy.ewest@uas.alaska.edu</a>	Audioconference/Web
Business	Business Administration	Associate	UAS KTN	<a href="http://www.uas.alaska.edu/academ/ics/assoc/aaas/business_admin.html">http://www.uas.alaska.edu/academ/ics/assoc/aaas/business_admin.html</a>	Tim Ewest	1-888-550-6178	<a href="mailto:timothy.ewest@uas.alaska.edu">timothy.ewest@uas.alaska.edu</a>	Audioconference/Web
Business	General Business	Bachelor B.B.A.	UAS	<a href="http://www.uas.alaska.edu/academ/ics/bach/bba/general_business.html">http://www.uas.alaska.edu/academ/ics/bach/bba/general_business.html</a>	Valentina, Karen or Christin	1-800-478-9069	<a href="mailto:mba@uas.alaska.edu">mba@uas.alaska.edu</a>	Web
Business	Marketing	Bachelor B.B.A.	UAS	<a href="http://www.uas.alaska.edu/academ/ics/bach/bba/marketing.html">http://www.uas.alaska.edu/academ/ics/bach/bba/marketing.html</a>	Valentina, Karen or Christin	1-800-478-9069	<a href="mailto:mba@uas.alaska.edu">mba@uas.alaska.edu</a>	Web
Business	Business Management	Bachelor B.B.A.	UAS	<a href="http://www.uas.alaska.edu/academ/ics/bach/bba/management.html">http://www.uas.alaska.edu/academ/ics/bach/bba/management.html</a>	Valentina, Karen or Christin	1-800-478-9069	<a href="mailto:mba@uas.alaska.edu">mba@uas.alaska.edu</a>	Web
Business	Business Administration	Master M.B.A.	UAS	<a href="http://www.uas.alaska.edu/academ/ics/graduate/mba.html">http://www.uas.alaska.edu/academ/ics/graduate/mba.html</a>	Valentina, Karen or Christin	1-800-478-9069	<a href="mailto:mba@uas.alaska.edu">mba@uas.alaska.edu</a>	Web
Computer	Administrative Office Support	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Eve Dillingham	1-800-478-9069	<a href="mailto:eva.dillingham@uas.alaska.edu">eva.dillingham@uas.alaska.edu</a>	Web
Computer	Computer Applications	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Eve Dillingham	1-800-478-9069	<a href="mailto:eva.dillingham@uas.alaska.edu">eva.dillingham@uas.alaska.edu</a>	Web
Computer	Networking Essentials	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Eve Dillingham	1-800-478-9069	<a href="mailto:eva.dillingham@uas.alaska.edu">eva.dillingham@uas.alaska.edu</a>	Web
Computer	Programming Foundations	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Charles Greeson	1-800-478-9069	<a href="mailto:Chuck.greeson@uas.alaska.edu">Chuck.greeson@uas.alaska.edu</a>	Web
Computer	Web Authoring	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Colleen McKenna	1-800-478-9069	<a href="mailto:Colleen.mckenna@uas.alaska.edu">Colleen.mckenna@uas.alaska.edu</a>	Web
Computer	Web Foundations	Certificate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Colleen McKenna	1-800-478-9069	<a href="mailto:Colleen.mckenna@uas.alaska.edu">Colleen.mckenna@uas.alaska.edu</a>	Web
Computer	Computer Info & Office Systems	Associate	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Eve Dillingham	1-800-478-9069	<a href="mailto:eva.dillingham@uas.alaska.edu">eva.dillingham@uas.alaska.edu</a>	Web
Computer	Networking	Bachelor	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Tim Powers	1-800-478-9069	<a href="mailto:tim.powers@uas.alaska.edu">tim.powers@uas.alaska.edu</a>	Web
Computer	E-Commerce	Bachelor	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Eve Dillingham	1-800-478-9069	<a href="mailto:eva.dillingham@uas.alaska.edu">eva.dillingham@uas.alaska.edu</a>	Web
Computer	Application Programming	Bachelor	UAS	<a href="http://www.uas.alaska.edu/bsis/">http://www.uas.alaska.edu/bsis/</a>	Charles Greeson	1-800-478-9069	<a href="mailto:Chuck.greeson@uas.alaska.edu">Chuck.greeson@uas.alaska.edu</a>	Web
Computer	Information Tech Specialist Prog.	Certificate	UAF TVCC	<a href="http://www.tvc.uaf.edu/progrms/its/index.html">http://www.tvc.uaf.edu/progrms/its/index.html</a>	Stephen Cysewski	907-455-2836	<a href="mailto:fsdc@uaf.edu">fsdc@uaf.edu</a>	Web
Computer	Information Tech Specialist Prog.	Associate	UAF TVCC	<a href="http://www.tvc.uaf.edu/progrms/its/index.html">http://www.tvc.uaf.edu/progrms/its/index.html</a>	Stephen Cysewski	907-455-2836	<a href="mailto:fsdc@uaf.edu">fsdc@uaf.edu</a>	Web
Education	Cross-Cultural Education	Master	UAF	<a href="http://www.uaf.edu/educ/gradu/ate/crosscultural.html">http://www.uaf.edu/educ/gradu/ate/crosscultural.html</a>	Jane Monahan	(907) 474 - 5362	<a href="mailto:fjimm1@uaf.edu">fjimm1@uaf.edu</a>	Audioconference
Education	Curriculum and Instruction	Master	UAF	<a href="http://www.uaf.edu/educ/gradu/ate/curriculum.html">http://www.uaf.edu/educ/gradu/ate/curriculum.html</a>	Jane Monahan	(907) 474-5362	<a href="mailto:fjimm1@uaf.edu">fjimm1@uaf.edu</a>	Audio/Web
Education	Child Development and Family Studies	Bachelor	UAF/CRCD	<a href="http://www.uaf.edu/catalog/current/programs/early_childhood.html">http://www.uaf.edu/catalog/current/programs/early_childhood.html</a>	Veronica Plumb	907-455-2038	<a href="mailto:fvmp@uaf.edu">fvmp@uaf.edu</a>	Audioconference

Education	Early Childhood Education	Certificate	UAS	<a href="http://www.uas.alaska.edu/academics/certs/ece.html">http://www.uas.alaska.edu/academics/certs/ece.html</a>	Kay, McCarthy	866-465-6424 907-796-6283	<a href="mailto:kathrin.mccarthy@uas.alaska.edu">kathrin.mccarthy@uas.alaska.edu</a>	Audioconference
Education	Early Childhood Education	Certificate	UAF	<a href="http://www.uaf.edu/catalog/curriculum/programs/early_childhood.html">http://www.uaf.edu/catalog/curriculum/programs/early_childhood.html</a>	Patty Meritt	907-455-2883 907-474-0841	<a href="mailto:fpam1@uaf.edu">fpam1@uaf.edu</a>	Audioconference
Education	Early Childhood Education	Credential	UAS	Program suspended at this time	Katy Spangler	907-694-7019	<a href="mailto:katv.spangler@uas.alaska.edu">katv.spangler@uas.alaska.edu</a>	Web
Education	Early Childhood Education	Endorsement	UAS	<a href="http://www.uas.alaska.edu/academics/prof_dev/ece2.html">http://www.uas.alaska.edu/academics/prof_dev/ece2.html</a>	Marjorie Fields	206-529-8250 206-240-1936	<a href="mailto:marjorie.fields@uas.alaska.edu">marjorie.fields@uas.alaska.edu</a>	Web
Education	Early Childhood Education	Associate	UAF UAS	<a href="http://www.uaf.edu/catalog/curriculum/programs/early_childhood.html#aas">http://www.uaf.edu/catalog/curriculum/programs/early_childhood.html#aas</a>	Scott Culbertson	888-560-5860 907-474-5860	<a href="mailto:fnstrc@uaf.edu">fnstrc@uaf.edu</a>	Audio/ Videoconference
Education	Early Childhood Education	Associate	UAS UAF	<a href="http://www.uas.alaska.edu/academics/assoc/aas/early_education.html">http://www.uas.alaska.edu/academics/assoc/aas/early_education.html</a>	Scott Culbertson	888-560-5860 907-474-5860	<a href="mailto:fnstrc@uaf.edu">fnstrc@uaf.edu</a>	Audio/ Videoconference
Education	Early Childhood Education, M.Ed.	Master	UAS	<a href="http://www.uas.alaska.edu/academics/graduate/med_ece.html">http://www.uas.alaska.edu/academics/graduate/med_ece.html</a>	Marjorie Fields	206-529-8250 206-240-1936	<a href="mailto:marjorie.fields@uas.alaska.edu">marjorie.fields@uas.alaska.edu</a>	Web
Education	Early Childhood Education, M.A.T.	Master	UAS	Program suspended at this time	Katy Spangler	907-694-7019	<a href="mailto:katv.spangler@uas.alaska.edu">katv.spangler@uas.alaska.edu</a>	Audioconference/ Web
Education	Early Childhood Special Education	Master	UAA	<a href="http://coe.uaa.alaska.edu/progr/aims/counseling/index.cfm">http://coe.uaa.alaska.edu/progr/aims/counseling/index.cfm</a>	Susan Ryan	907-786-4435	<a href="mailto:afsmr@uaa.alaska.edu">afsmr@uaa.alaska.edu</a>	Audio/Web
Education	Education	Bachelor	UAF /CRCD	<a href="http://www.uaf.edu/catalog/curriculum/programs/education_grad.html">http://www.uaf.edu/catalog/curriculum/programs/education_grad.html</a>	Phyllis Turnquist	907-474-1575	<a href="mailto:fnpdt@uaf.edu">fnpdt@uaf.edu</a>	Audio/Web
Education	Education	Master	UAF /CRCD	<a href="http://www.uaf.edu/catalog/curriculum/programs/education_grad.html">http://www.uaf.edu/catalog/curriculum/programs/education_grad.html</a>	Phyllis Turnquist	907-474-1576	<a href="mailto:fnpdt@uaf.edu">fnpdt@uaf.edu</a>	Audio/Web
Education	Educational Leadership	Endorsement	UAA	<a href="http://coe.uaa.alaska.edu/progr/aims/leadership/ed-leadersbio/programofrequirements.cfm">http://coe.uaa.alaska.edu/progr/aims/leadership/ed-leadersbio/programofrequirements.cfm</a>	Mike Johnson	907-786-4425	<a href="mailto:afmij@uaa.alaska.edu">afmij@uaa.alaska.edu</a>	Audioconference
Education	Educational Technology	Endorsement	UAS	<a href="http://www.uas.alaska.edu/academics/prof_dev/et.html">http://www.uas.alaska.edu/academics/prof_dev/et.html</a>	Marsha Gladhart	907-796-6047 877-465-4827	<a href="mailto:marsha.gladhart@uas.alaska.edu">marsha.gladhart@uas.alaska.edu</a>	Web
Education	Educator: Para-professional	Certificate	UAF /CRCD	<a href="http://www.uaf.edu/catalog/cat/05-06/programs/educator.html">http://www.uaf.edu/catalog/cat/05-06/programs/educator.html</a>	Larry Hausmann,	888-656-2130 907-656-2129	<a href="mailto:fnlah3@uaf.edu">fnlah3@uaf.edu</a>	Audio/Web
Education	Educator: Para-professional	Associate	UAF /CRCD	<a href="http://www.uaf.edu/catalog/cat/05-06/programs/educator.html">http://www.uaf.edu/catalog/cat/05-06/programs/educator.html</a>	Larry Hausmann,	888-656-2130 907-656-2130	<a href="mailto:fnlah3@uaf.edu">fnlah3@uaf.edu</a>	Audio/Web
Education	Educational Technology, M.A.T.	Master	UAS	<a href="http://www.uas.alaska.edu/academics/graduate/med_et.html">http://www.uas.alaska.edu/academics/graduate/med_et.html</a>	Marsha Gladhart	907-796-6047 877-465-4828	<a href="mailto:marsha.gladhart@uas.alaska.edu">marsha.gladhart@uas.alaska.edu</a>	Web
Education	Elementary Education	Credential	UAS	<a href="http://www.uas.alaska.edu/education/electrdn.html">http://www.uas.alaska.edu/education/electrdn.html</a>	Katy Spangler	907-694-7019	<a href="mailto:katv.spangler@uas.alaska.edu">katv.spangler@uas.alaska.edu</a>	Audioconference/ Web
Education	Elementary Education	Bachelor	UAF	<a href="http://www.uaf.edu/catalog/curriculum/programs/education.html#ba">http://www.uaf.edu/catalog/curriculum/programs/education.html#ba</a>	Jann Laiti	474-6447	<a href="mailto:fnjml@uaf.edu">fnjml@uaf.edu</a>	Audioconference
Education	Elementary Education, M.A.T.	Master	UAS	<a href="http://www.uas.alaska.edu/academics/graduate/mat_elem.html#mat_elem">http://www.uas.alaska.edu/academics/graduate/mat_elem.html#mat_elem</a>	Katy Spangler	907-694-7019	<a href="mailto:katv.spangler@uas.alaska.edu">katv.spangler@uas.alaska.edu</a>	Audioconference/ Web
Education	Guidance and Counseling	Master	UAF	<a href="http://www.uaf.edu/educ/gradu/ate/counseling.html">http://www.uaf.edu/educ/gradu/ate/counseling.html</a>	Jane Monahan	(907) 474 - 5362	<a href="mailto:fnjmm1@uaf.edu">fnjmm1@uaf.edu</a>	Web
Education	Mathematics Education	Endorsement	UAS	<a href="http://www.uas.alaska.edu/academics/prof_dev/math.html">http://www.uas.alaska.edu/academics/prof_dev/math.html</a>	Virgil Fredenberg	907-796-6082 877-465-4827	<a href="mailto:uas.fredenberg@uas.alaska.edu">uas.fredenberg@uas.alaska.edu</a>	Web
Education	Post-baccalaureate teacher licensure	Credential	UAS	<a href="http://www.uas.alaska.edu/academics/prof_dev/lee.html">http://www.uas.alaska.edu/academics/prof_dev/lee.html</a>	Katy Spangler	907-694-7019	<a href="mailto:katv.spangler@uas.alaska.edu">katv.spangler@uas.alaska.edu</a>	Audioconference
Education	Reading	Endorsement	UAF	<a href="http://www.uaf.edu/educ/other/reading.html">http://www.uaf.edu/educ/other/reading.html</a>	Jean Parker- Webster	(907) 474-7341 (907) 474-5362	<a href="mailto:fnfp1@uaf.edu">fnfp1@uaf.edu</a>	Web
Education	Reading	Endorsement	UAS	<a href="http://www.uas.alaska.edu/academics/prof_dev/reading.html">http://www.uas.alaska.edu/academics/prof_dev/reading.html</a>	Shirley Kaltenbach	907-796-6053 877-465-4827	<a href="mailto:shirley.kaltenbach@uas.alaska.edu">shirley.kaltenbach@uas.alaska.edu</a>	Web
Education	Reading, M.Ed	Master	UAS	<a href="http://www.uas.alaska.edu/academics/graduate/med_reading.html">http://www.uas.alaska.edu/academics/graduate/med_reading.html</a>	Shirley Kaltenbach	907-796-6053 877-465-4827	<a href="mailto:shirley.kaltenbach@uas.alaska.edu">shirley.kaltenbach@uas.alaska.edu</a>	Audioconference/ Web

Education	Secondary Education	Endorsement	UAF	<a href="http://www.uaf.edu/educ/secondary/endorsement.html">http://www.uaf.edu/educ/secondary/endorsement.html</a>	Karen Eller	907-474-6180	<a href="mailto:fnkie@uaf.edu">fnkie@uaf.edu</a>	
Education	Secondary Education M.A.T.	Master	UAA	<a href="http://coe.uaa.alaska.edu/progr/ams/teaching/secondary/index.cfm">http://coe.uaa.alaska.edu/progr/ams/teaching/secondary/index.cfm</a>	Dan Schwartz	907-786-4335	<a href="mailto:afcps@uaa.alaska.edu">afcps@uaa.alaska.edu</a>	
Education	Special Education	Endorsement	UAS	<a href="http://www.uas.alaska.edu/acad/emics/prof_dev/se.html">http://www.uas.alaska.edu/acad/emics/prof_dev/se.html</a>	Thomas Duke	907-796-6029 877-465-4827	<a href="mailto:thomas.duke@uas.alaska.edu">thomas.duke@uas.alaska.edu</a>	Web
Education	Special Education	Master	UAA	<a href="http://coe.uaa.alaska.edu/progr/ams/counseling/index.cfm">http://coe.uaa.alaska.edu/progr/ams/counseling/index.cfm</a>	Cheryl Chapman	907-786-6317	<a href="mailto:case@uaa.alaska.edu">case@uaa.alaska.edu</a>	Audio/Web
Education	Speech, Language, and Auditory Pathology	Master	UAA	<a href="http://coe.uaa.alaska.edu/progr/ams/counseling/lang.cfm">http://coe.uaa.alaska.edu/progr/ams/counseling/lang.cfm</a>	Julie Ray	907-786-4468	<a href="mailto:afjas5@uaa.alaska.edu">afjas5@uaa.alaska.edu</a>	Audio/Web
Engineering	Arctic Engineering	Master	UAA	<a href="http://www.engr.uaa.alaska.edu/programs/arctic/index.cfm">http://www.engr.uaa.alaska.edu/programs/arctic/index.cfm</a>	JeNae Christensen	907-786-1951	<a href="mailto:animc2@uaa.alaska.edu">animc2@uaa.alaska.edu</a>	Web
Environment	Environmental Technology	Certificate	UAS	<a href="http://www.uas.alaska.edu/ata/c/certificate.html">http://www.uas.alaska.edu/ata/c/certificate.html</a>	Tim Anderson	(800) 478-6653 (907) 747-7755	<a href="mailto:tim.anderson@uas.alaska.edu">tim.anderson@uas.alaska.edu</a>	Audioconference
Environment	Environmental Technology	Associate	UAS	<a href="http://www.uas.alaska.edu/ata/c/degree.html">http://www.uas.alaska.edu/ata/c/degree.html</a>	Tim Anderson	(800) 478-6653 (907) 747-7756	<a href="mailto:tim.anderson@uas.alaska.edu">tim.anderson@uas.alaska.edu</a>	Audioconference
General Studies	General Education	Associate	UAS	<a href="http://www.uas.alaska.edu/humanities/programs/bia.htm#general">http://www.uas.alaska.edu/humanities/programs/bia.htm#general</a>	Laura Hosey	(907) 769-6090 (907) 796-6405	<a href="mailto:Laura.hosey@uas.alaska.edu">Laura.hosey@uas.alaska.edu</a>	Audioconference/Web
General Studies	General Studies, B.L.A.	Bachelor	UAS	<a href="http://www.uas.alaska.edu/humanities/programs/bia.htm#general">http://www.uas.alaska.edu/humanities/programs/bia.htm#general</a>	Laura Hosey	(907) 769-6090 (907) 796-6406	<a href="mailto:Laura.hosey@uas.alaska.edu">Laura.hosey@uas.alaska.edu</a>	Audio/Live/Web
General Studies	General Studies	Associate	UAF/CRCD	<a href="http://www.uaf.edu/catalog/current/services/serv15.html">http://www.uaf.edu/catalog/current/services/serv15.html</a>	Adviser at each rural campus	886-478-2721 907-474-7143	<a href="mailto:ffrac@uaf.edu">ffrac@uaf.edu</a>	Audio/Web
Health/Medical	Certificate of Completion in Phlebotomy	Certificate of C	UAA UAS Sitka	<a href="http://www.uaa.alaska.edu/ctc/programs/alliedhealth/medt/phlebotomy.cfm">http://www.uaa.alaska.edu/ctc/programs/alliedhealth/medt/phlebotomy.cfm</a>	Maria Landt	907-786-4930	<a href="mailto:annal1@uaa.alaska.edu">annal1@uaa.alaska.edu</a>	Audio/Web
Health/Medical	Certificate of Completion in Pharmacy Technology	Certificate of C	UAA UAS Sitka	<a href="http://www.uaa.alaska.edu/ctc/programs/alliedhealth/phar/">http://www.uaa.alaska.edu/ctc/programs/alliedhealth/phar/</a>	Kathi Baldwin	907-786-4495	<a href="mailto:afkb@uaa.alaska.edu">afkb@uaa.alaska.edu</a>	Web
Health/Medical	Clinical Assistant	Certificate of C	UAA	<a href="http://www.uaa.alaska.edu/ctc/programs/alliedhealth/medt/assst.cfm">http://www.uaa.alaska.edu/ctc/programs/alliedhealth/medt/assst.cfm</a>	Maria Landt	(907) 786-4930	<a href="mailto:annal1@uaa.alaska.edu">annal1@uaa.alaska.edu</a>	Web
Health/Medical	Community Health Aide	Certificate	UAF UAS UAA	<a href="http://www.uaf.edu/catalog/current/programs/comm_health.html">http://www.uaf.edu/catalog/current/programs/comm_health.html</a>	Linda Curda	907-279-2710	<a href="mailto:lindac@gci.net">lindac@gci.net</a>	Remote Village Delivery
Health/Medical	Community Health Aide	Associate	UAF UAS UAA	<a href="http://www.uaf.edu/catalog/current/programs/comm_health.html">http://www.uaf.edu/catalog/current/programs/comm_health.html</a>	Linda Curda	907-279-2711	<a href="mailto:lindac@gci.net">lindac@gci.net</a>	Remote Village Delivery
Health/Medical	Community Wellness Advocate (CWA)	Certificate	UAS Sitka	<a href="http://www.uas.alaska.edu/health/science/programs/cwa.htm">http://www.uas.alaska.edu/health/science/programs/cwa.htm</a>	Cheryl Sampson	(907) 747-9473 800-478-6653	<a href="mailto:Cheryl.Sampson@uas.alaska.edu">Cheryl.Sampson@uas.alaska.edu</a>	Audioconference
Health/Medical	Dental Assisting	Certificate	UAA	<a href="http://www.uaa.alaska.edu/ctc/programs/alliedhealth/da/">http://www.uaa.alaska.edu/ctc/programs/alliedhealth/da/</a>	Stephanie Olson	907-786-6922	<a href="mailto:afsmo1@uaa.alaska.edu">afsmo1@uaa.alaska.edu</a>	Web & On-site UAA, UAF, UAS
Health/Medical	Dental Assisting	Associate	UAA	<a href="http://www.uaa.alaska.edu/health/science/programs/alliedhealth/da/">http://www.uaa.alaska.edu/health/science/programs/alliedhealth/da/</a>	Stephanie Olson	907-786-6923	<a href="mailto:afsmo1@uaa.alaska.edu">afsmo1@uaa.alaska.edu</a>	Web & On-site UAA, UAF, UAS
Health/Medical	Healthcare Privacy	Certificate	UAS Sitka	<a href="http://www.uas.alaska.edu/health/science/programs/himcert.pdf">http://www.uas.alaska.edu/health/science/programs/himcert.pdf</a>	Carol Liberty	907-747-7718 800-478-6653	<a href="mailto:Carol.liberty@uas.alaska.edu">Carol.liberty@uas.alaska.edu</a>	Audioconference
Health/Medical	Health Information Management (HIM) Coding Specialist Certificate	Certificate	UAS Sitka	<a href="http://www.uas.alaska.edu/sitka/coding.html">http://www.uas.alaska.edu/sitka/coding.html</a>	Carol Liberty	907-747-7718 800-478-6654	<a href="mailto:Carol.liberty@uas.alaska.edu">Carol.liberty@uas.alaska.edu</a>	Audioconference
Health/Medical	Health Information Management	Associate	UAS Sitka	<a href="http://www.uas.alaska.edu/sitka/HIM.html">http://www.uas.alaska.edu/sitka/HIM.html</a>	Carol Liberty	907-747-7718 800-478-6656	<a href="mailto:Carol.liberty@uas.alaska.edu">Carol.liberty@uas.alaska.edu</a>	Audio/web
Health/Medical	Licensed Practical Nurse	Certificate	UAA	<a href="http://nursing.uaa.alaska.edu/student/UpnAas.cfm">http://nursing.uaa.alaska.edu/student/UpnAas.cfm</a>	Helena Jermalovic	(907) 786-1930	<a href="mailto:afhjl@uaa.alaska.edu">afhjl@uaa.alaska.edu</a>	Audioconference
Health/Medical	Nursing	Associate	UAA	<a href="http://nursing.uaa.alaska.edu/student/aaas.cfm">http://nursing.uaa.alaska.edu/student/aaas.cfm</a>	Carol Coose	(907) 786-4577	<a href="mailto:afcsc@uaa.alaska.edu">afcsc@uaa.alaska.edu</a>	Videoconference/Web
Health/Medical	Medical Imaging Sciences	Associate	UAA	<a href="http://www.uaa.alaska.edu/ctc/programs/alliedhealth/radt/">http://www.uaa.alaska.edu/ctc/programs/alliedhealth/radt/</a>	Erica White	907-786-6933	<a href="mailto:afekw@uaa.alaska.edu">afekw@uaa.alaska.edu</a>	Audio/Web



## Procedures for UA Distance 800 Number Operators

1. Ask caller name of his/her city.
2. If necessary locate city on locator.

Alaska City Locator

[http://www.commerce.state.ak.us/dca/commdb/CF\\_CIS.htm](http://www.commerce.state.ak.us/dca/commdb/CF_CIS.htm)

3. Locate campus assigned to that area.

UA Campus Locator (best for UAA or UAS area)

<http://www.alaska.edu/distance/contact.htm>

and/or

UAF/CRCO Locator

<http://www.uaf.edu/educ/overview/rural.html>

4. Answer questions based on appropriate campus info using UA Distance Program Database.

### Suggestions:

All numbers should actually be called in the fall to confirm.

All numbers should be updated every 6 months.