

Learning Support Services

Academic Computing Services

The Academic Computing Centers (ACC) provide computer support for academic instructional and research needs to GCC faculty, staff and students. The Academic Computing Centers are located at the Fredericksburg, and Locust Grove campuses, and at the Daniel Technology Center in Culpepper.

The primary goal of the Academic Computing Centers is to provide GCC faculty, staff, and students with an academic environment that enables the completion of course assignments, review of computer based tutorials, access and sending of e-mail, and document scanning. ACC users have access to the Germanna website to apply for registration, enroll in classes, and look-up their student information.

The computers in the Academic Computing Centers are equipped with the Windows Operating System, Microsoft Office Suite, web browsing, virus protection, and various curriculum based software that allows students to access resources outside of the classroom. Equipment available includes computers, scanner and laser printers.

Information for location and hours of operation can be accessed at:

<http://www.germanna.edu/acc/?menuchoice=ACC%20Home>

Library Services

The library provides a variety of resources for research and study as well as leisure reading. These services are available to students, faculty, staff and the community. There are three library locations: the Locust Grove Campus, Fredericksburg Area Campus and Daniel Technology Center in Culpeper. Library services include: in-person research assistance, individual and classroom instruction, intercampus and interlibrary loan, reserve services, and media viewing and listening. Online research assistance is provided to current students, faculty and staff by professional librarians 24/7 through LRC Live.

The library provides access to over 80,000 electronic books, 30,000 books in the circulation collection, and over 10,000 online full-text journal articles, many of which are peer reviewed. There are also approximately 120 print periodicals available between the three locations; these can be transported between campuses, upon request. Additionally, the library provides access to over 100 databases. The library's web site, <http://www.germanna.edu/library/>, gives access to resources and services. Library users can locate books in all formats and media material in any GCC library through VCCSLinc, the online library catalog. Online resources may be accessed from college computers as well as remotely from computers off-campus. Use your myGCC logon ID and password for remote access.

All library collections are continually updated and improved through a collection development program that actively encourages faculty participation and library user feedback.

Tutoring Services

Tutoring Services offers a variety of free academic support services to students enrolled in credit courses at Germanna. The Fredericksburg and Locust Grove Tutoring Centers have a staff of well-trained tutors who are available to provide assistance to students in all subject areas. Students may schedule individual or group appointments, and online tutoring is available during daytime, evening, and weekend hours by clicking on the *Smarthinking* link on the Tutoring Services' website. Walk-in Math and Writing Labs are available at each center on a daily basis, and students are also invited to attend one of our many academic tutorials and study skills workshops.

The Tutoring Services' website offers a wide array of academic support services including online workshops, assessments, supplementary academic materials, and links to many reputable reference sites. Students may also submit an online request for tutoring appointments directly from the Tutoring Services' website: www.germanna.edu/tutor/.

Testing Services

Testing services are provided at the Fredericksburg and Locust Grove campuses. Testing centers may be used for faculty assigned make-up tests, proctored tests/activities for distance education, English and Math placement, TEAS, and computer competency testing.

High Tech Testing Services

High Tech Testing is administered by appointment at the Fredericksburg Campus, Room 218, and in the Daniel Technology Center's Testing Center. Many Pearson Vue, CompTIA and Certiport Microsoft certification tests are available. Also available is the Career Readiness Certificate (CRS). Call 540-834-1022 for more information.

GED® Testing Center

The General Educational Development (GED) Exam provides an opportunity to enable individuals who have not graduated from high school to demonstrate the attainment of abilities normally associated with completion of a high school program of study. By achieving satisfactory scores on the GED Exam, individuals will be awarded a General Educational Development Certificate by the Commonwealth of Virginia and may qualify for admission to college or for more advanced educational opportunities.

The GED exam consists of a battery of five comprehensive tests in writing skills, math, social studies, science, and reading skills. These tests are designed to measure the concepts and intellectual skills normally acquired during high school. The full test administration (five tests) takes approximately 7 1/2 hours.

To register to take the GED exam at Germanna, individuals must meet the following guidelines:

- Germanna's GED testing center serves residents of Stafford, Spotsylvania, Caroline, King George, and the city of Fredericksburg.
- An applicant normally must be at least 18 years of age.
- Each applicant must register to take the test in advance through the school division in the county or city where he/she resides. (Note: As an option, individuals may start the registration process by going on-line at <http://www.GED123.org> . A certificate must be printed after completing the on-line portion and taken to the registration site in order to complete test registration.)
- There is a registration fee for the GED exam that must be paid in advance. The current registration fee in Virginia, which is effective July 1, 2011, is \$58.00 for first-time test takers and \$10.00 per subject test for repeat test takers. Only money orders are acceptable, and the fee must be paid, in advance, at the time of registration. The test fee amount is subject to change annually.
- Two forms of identification, including a current government-issued Photo ID, must be presented at the time of registration.
- Upon request, special accommodations may be available for individuals with physical, emotional, or learning disabilities and should be applied for prior to test registration.

Effective January 1, 2002, a completely new GED Test was implemented nationwide. Only test scores achieved since January 1, 2002 will now count toward earning a certificate in Virginia.

Germanna Community College currently operates a Regional GED Testing Center for the Fredericksburg area at the Fredericksburg Area Campus and conducts monthly GED Testing on Saturdays for residents of Fredericksburg, Stafford, Spotsylvania, Caroline, and King George. Additional special weekday test sessions are available for students in the Rappahannock Area Regional Adult Education program as well as Germanna's Middle College program.

GED Testing is also available for residents of Culpeper, Orange, and Madison through a different regional GED test center at the Adult Education Center next to Culpeper County High School. For more information, call (540) 829-9914. All individuals must register through the school system of the county or city where they reside to take the test through either center.

The Germanna Regional GED Test Center for the Fredericksburg area is located at the Fredericksburg Area Campus of Germanna Community College. Interested individuals, who would like additional GED test information, may call Germanna at (540) 834-1035 or call the Rappahannock Area Regional Adult Education Office at (540) 898-8165.

More detailed GED testing information is available on Germanna's web pages at www.germannna.edu/ged_testing.

Student Technical Support

Student Technical Support at Germanna Community College fields student inquiries about online services and technology. The Student Technical Support offers phone assistance, an email and an online request form for students to submit questions regarding various computer-related tasks and applications. This team is dedicated to providing timely, quality service to students to ensure they have the technology assistance necessary to be successful during their academic careers. It provides technical support for students trying to access online services or those using other technologies provided by the institution for success during their coursework.

- Provide assistance to learners in the following areas:
 - Reset passwords for Blackboard and SIS
 - Troubleshoot Blackboard issues
 - Answer general SIS questions
- Answers to general computer-related questions