ACADEMIC SUPPORT

University Libraries
The extensive library system at the University of Louisville is designed to support undergraduate and graduate research; broad, university scholarship; and student and faculty success.

To these ends, the University Libraries provide services ranging from materials check-outs, research assistance, inter-library loans and course reserves to loans of laptops, camcorders and flash drives. The libraries also provide study spaces, meeting rooms and presentation spaces. They house UofL resources like the Writing Center, the Delphi Center, and the Teaching Innovation Learning Laboratory (TILL). Ultimately, University Libraries serve as academic common spaces for all students, faculty, and staff.

The University Libraries consist of:

- Ekstrom (Main) Library,
- Archives and Special Collections,
- The Margaret Bridwell Art Library,
- The Louis Brandeis Law Library,
- The Dwight Anderson Memorial Music Library, and
- The Kornhauser Health Sciences Library.

The Libraries’ collections are extensive. Total holdings exceed 2.2 million printed volumes; subscriptions to both print and electronic journals surpass 90,000. E-books, microfilm, and other formats such as DVDs are also included in the collection. Most of these materials can be found using the library’s website (https://louisville.edu/library).

In addition, the Libraries subscribe to over 300 online information databases in a wide variety of subject areas.

Inter-library loan services provide study and research materials not owned by the University of Louisville Libraries from collections of other libraries.

More information about library materials, facilities and services can be found at the University Libraries website (https://library.louisville.edu/home).

Information Technology Services
The Office of Information Technology (IT) offers numerous technology and computing solutions in support of University of Louisville’s teaching, research and service missions. Serving students, faculty and staff, IT maintains campus wired and wireless networks and delivers enterprise administrative and academic applications. More information concerning IT services can be found at louisville.edu/it.

UofL’s email and ULink services are the university’s most popular websites. ULink is our secure portal to all necessary campus information and services, including the administrative environments where you can check your class schedule, tuition balance and much more. Students can log into their email as part of Windows Office 365 (Word, PowerPoint, Excel, etc.) options provided to enrolled students at louisville.edu/email.

IT offers secure, unlimited data storage free for faculty, staff and students via CardBox. A CardBox account lets you synchronize and backup all of your personal files plus collaborate, securely share and edit easily with other UofL users. See louisville.edu/it/cardbox for information on how to sign-up for an account.

For discounted and free software, sign-in to louisville.onthehub.com (http://louisville.onthehub.com) with your UofL userID and password. For purchasing competitively priced computers and other tech items, IT recommends the online University Bookstore.

IT’s HelpDesk assists the University of Louisville community daily with regard to technology questions and issues. Need help changing your password, for example? The IT HelpDesk can be reached at louisville.edu/it/helpdesk for online assistance (chat, incident tickets, self-help) or call (502) 852-7997 to talk to someone. Additionally, IT provides free, 1:1 walk-in technology help for students, faculty and staff. Their iTech Connect team, located in the lower level of the Miller IT Center on Belknap campus, can troubleshoot various technology problems like wireless connections, antivirus protection and digital device management.

IT maintains the university's extensive networking, including a 40 gigabit campus backbone network and a high-speed intercampus fiber network. Wireless service is universally available for University of Louisville students, faculty and staff and guests across all campuses. It is highly recommended to set up and always use the ULsecure wifi option to protect your devices. Also on each campus, multiple computing centers provide access to academic software and the Internet. Additional public desktop computer workstations are also located throughout each campus in high-traffic locations.

REACH (Resources for Academic Achievement)
Resources for Academic Achievement (REACH) is the university’s centralized academic support unit for undergraduate students. REACH conducts multiple services and programs from the Belknap Academic Building (BAB), Ekstrom Library, J.B. Speed School of Engineering, and the Miller Information Technology Building (MITC).

These academic support services and retention programs offer students the opportunity to better prepare and adapt to college life and to improve their academic skills and performance in college courses. REACH’s mission statement, values statement, goals, and annual reports are available on the REACH website (http://www.reach.louisville.edu/about).

The Learning Resource Center (Belknap Academic Building 248 and 250)
Scheduled Tutoring offers students small group tutoring sessions each week for many 100-, 200-, and some 300-level courses. These sessions provide guided study and review of course material. Tutoring requests can be submitted online and appointments are scheduled for 60-minute recurring, weekly sessions. Online tutoring sessions are also available, and scheduled drop-in hours are available for select science lab courses, select languages, and other courses. Find more information on scheduling on the REACH website (https://reach.louisville.edu/tutoring/tutor-scheduled.html)

Peer Assisted Learning (PAL) is a series of weekly review and discussion sessions attached to specific courses that are historically difficult for students. PAL integrates how to learn with what to learn. PAL sessions allow students to get extra help beyond the normal classroom. PAL is voluntary and free, with sessions designed to assist small and large groups of students. Find more information about Peer Assisted Learning
Individual Tutoring is available for students who have documented physical or learning disabilities and need accommodated tutoring sessions. Documentation must be provided to REACH from the Disability Resource Center at the time of a student’s request. Students receive individualized tutoring and additional tutoring time in scheduled onsite appointments each week.

Find more information on tutoring on the REACH website (http://reach.louisville.edu/tutoring/).

Special Topics in College Mathematics (GEN 103) is an intervention course in algebra that are required by KY state law for students who are admitted to the University with identified college mathematics deficiencies. Placement in GEN 103 (https://catalog.louisville.edu/search/?P=GEN%20103) (for non-STEM majors) or GEN 104 (https://catalog.louisville.edu/search/?P=GEN%20104) for STEM majors is based on successful completion of basic mathematics courses (e.g., MAT 55 (https://catalog.louisville.edu/search/?P=MAT%2055) and/or MAT 65 (https://catalog.louisville.edu/search/?P=MAT%2065) in KCTCS), ACT or SAT Math subscore, or a placement test score that does not meet the QR (Quantitative Reasoning) requirement for the student’s intended major. GEN 103 (https://catalog.louisville.edu/search/?P=GEN %20103) and GEN 104 (https://catalog.louisville.edu/search/?P=GEN %20104) are computer-based courses (three elective credit hours each) that focus on algebra topics—such as linear equations and factoring—and utilize an online homework, tutorial, and assessment program. Successful completion of GEN 103 (https://catalog.louisville.edu/ search/?P=GEN%20103) and/or GEN 104 (https://catalog.louisville.edu/ search/?P=GEN%20104) (or an appropriate placement score) is required for entry to QR courses. More information on intervention coursework is available on the REACH website. (http://www.reach.louisville.edu/courses)

The Speed Calculus Preview Program is a fee-based summer program designed for first-year engineering students. Students are referred to this program based on their performance on the online Algebra Readiness Exam, which is available to all admitted engineering students prior to their first fall semester. This program provides an advanced algebra review to help students prepare for calculus in the J.B. Speed School of Engineering.

Computer Resource Centers
The Computer Resource Center (CRC) tutors provide tutoring and test review sessions for College of Business students enrolled in C# programming courses and courses that focus on using Microsoft Excel and Access. The CRC also supports Speed School of Engineering students taking courses in Electrical and Computer Engineering, Computer Engineering and Computer Science programming, and Mechanical Engineering.

CRC tutors also assist students with the most common technologies used on campus, including Microsoft Office Suite products, Blackboard, ULink, email, wireless network access, and basic computer operations.

The CRC centers are located in Ekstrom Library, the MITC building, and in the J.B. Speed Engineering building and operate on a drop-in basis. No appointments needed!

Find more information at: reach.louisville.edu/tutoring/computer/.