

1. General Information

1a. Submitted by the College of: FINE ARTS

Date Submitted: 9/27/2016

1b. Department/Division: Department of Arts Administration

1c. Contact Person

Name: Rachel Shane

Email: rachel.shane@uky.edu

Phone: 257.7717

Responsible Faculty ID (if different from Contact)

Name:

Email:

Phone:

1d. Requested Effective Date: Specific Term/Year ¹ Spring 2017

1e. Should this course be a UK Core Course? No

2. Designation and Description of Proposed Course

2a. Will this course also be offered through Distance Learning?: Yes 4

2b. Prefix and Number: AAD 475G

2c. Full Title: Managing Your Artistic Career

2d. Transcript Title:

2e. Cross-listing:

2f. Meeting Patterns

LECTURE: 2

DISCUSSION: 1

2g. Grading System: Letter (A, B, C, etc.)

2h. Number of credit hours: 3

2i. Is this course repeatable for additional credit? No

If Yes: Maximum number of credit hours:

If Yes: Will this course allow multiple registrations during the same semester?

2j. Course Description for Bulletin: Artistic careers are exciting, dynamic and meaningful. Yet artists still require the skills and knowledge of business and industry in order to build a successful career. This course will walk you through the steps of setting your goals and the objectives that will guide you in building your career. Using the hybrid format, the course will include presentations of arts administration principles and practices as well as in-person sections tailored to students in Music, Theatre and Dance, and the Visual Arts.

2k. Prerequisites, if any:

2l. Supplementary Teaching Component:

3. Will this course taught off campus? No

If YES, enter the off campus address:

4. Frequency of Course Offering: Spring,

Will the course be offered every year?: Yes

If No, explain:

5. Are facilities and personnel necessary for the proposed new course available?: Yes

If No, explain:

6. What enrollment (per section per semester) may reasonably be expected?: 100

7. Anticipated Student Demand

Will this course serve students primarily within the degree program?: No

Will it be of interest to a significant number of students outside the degree pgm?: Yes

If Yes, explain: Universities across the United States offer bachelors degrees in the visual and performing arts. Students graduating in these areas (including music performance, acting, theatre, dance, or studio art) enter the job market with 101,719 other graduates annually.¹ In order to be adequately prepared for this competitive environment, the College of Fine Arts (CFA) is proposing a unique course that combines the efforts of all of the CFA academic units: Arts Administration, Art and Visual Studies, Music, and Theatre and Dance. Currently within the CFA there are some professional practices courses. However, depending on the discipline, the content varies and typically does not cover a broad range of arts management topics such as managing finances, business structures, and marketing techniques. Additionally, not all units have the faculty resources to offer the courses on a regular basis. Managing Your Artistic Career would combine the best practices of these courses with new content from Arts Administration.

8. Check the category most applicable to this course: Not Yet Found in Many (or Any) Other Universities ,

If No, explain:

9. Course Relationship to Program(s).

a. Is this course part of a proposed new program?: No

If YES, name the proposed new program:

b. Will this course be a new requirement for ANY program?: No

If YES, list affected programs:

10. Information to be Placed on Syllabus.

a. Is the course 400G or 500?: Yes

b. The syllabus, including course description, student learning outcomes, and grading policies (and 400G-/500-level grading differentiation if applicable, from **10.a** above) are attached: Yes

Distance Learning Form

Instructor Name: Rachel Shane

Instructor Email: rachel.shane@uky.edu

Internet/Web-based: No

Interactive Video: No

Hybrid: Yes

1.How does this course provide for timely and appropriate interaction between students and faculty and among students? Does the course syllabus conform to University Senate Syllabus Guidelines, specifically the Distance Learning Considerations? Engaged interaction between students and faculty are built into the curriculum of the online course. There are submissions and/or interaction requirements for every module. The instructor is required to be available for virtual 'office hours' 3. The instructor is required to answer emails from students within 24 hours of receiving them. The breakout session faculty also is available in office hours. The syllabus meets all requirements of the UK Senate Syllabus Guidelines and its Distance Learning Considerations.

2.How do you ensure that the experience for a DL student is comparable to that of a classroom-based student's experience? Aspects to explore: textbooks, course goals, assessment of student learning outcomes, etc. This course mirrors the quality of the classroom experience, while embracing the advantages of distance learning. The course matches traditional versions of this class in all ways: - The course description, learning outcomes and expectations - The content and schedule of assignments and exercises - The draft, review, and final product workflow for creating final projects - The grading assessment, as in the classroom, is determined both by the quality of student work and student participation and engagement throughout the semester. Additionally, students have the benefit of breakout sessions to discuss certain topics in person. By offering this class in as a hybrid, there will be areas in which the student's experience will exceed that of the classroom, including, but not limited to, offering flexibility for various schedules, life circumstances, and learning styles. Moreover, the online portion of the course will feature videos from alumni and artists in the field that could only be included in an online course.

3.How is the integrity of student work ensured? Please speak to aspects such as password-protected course portals, proctors for exams at interactive video sites; academic offense policy; etc. Quizzes and exams will be given via Canvas which requires secure password authentication. All exams may consist of random ordering of questions in a category and random ordering of answers for questions, helping to prevent copying from one computer to another. Quizzes and exams will be open book, and timed, to assure that all students have the same opportunities for success. Written work will be read closely for evidence of plagiarism and appropriate tools will be used to check for this (e.g., SafeAssign).

4.Will offering this course via DL result in at least 25% or at least 50% (based on total credit hours required for completion) of a degree program being offered via any form of DL, as defined above? No

If yes, which percentage, and which program(s)? NA

5.How are students taking the course via DL assured of equivalent access to student services, similar to that of a student taking the class in a traditional classroom setting? Distance Learning Students have access to the Distance Learning Library, and access to UKIT as outlined on the syllabus. Students have access to the instructor through live 'office hours' and the instructor will answer emails within 24 hours of receiving them.

6.How do course requirements ensure that students make appropriate use of learning resources? There are 15 units in this course, which require readings of books, articles and/or online resources, followed by discussions of those materials. The course also requires students to read material, complete assignments, exercises and discussions to demonstrate they understand their readings and the course content.

7.Please explain specifically how access is provided to laboratories, facilities, and equipment appropriate to the course or program. The hardware and software required to complete this course are widely available, are spelled out in the course syllabus and are available in the University of Kentucky computer labs. Students without access to the University of Kentucky will be required to have access to this hardware and software through other avenues.

8.How are students informed of procedures for resolving technical complaints? Does the syllabus list the entities available to offer technical help with the delivery and/or receipt of the course, such as the Information Technology Customer Service Center (<http://www.uky.edu/UKIT/>)? Contact information for the Information Technology Customer Service Center is in the syllabus for this course.

9.Will the course be delivered via services available through the Distance Learning Program (DLP) and the Academic Technology Group (ATL)? YES

If no, explain how student enrolled in DL courses are able to use the technology employed, as well as how students will be provided with assistance in using said technology.

10.Does the syllabus contain all the required components? YES

11.I, the instructor of record, have read and understood all of the university-level statements regarding DL.

Instructor Name: Rachel Shane

AAD 475/475G: Managing Your Artistic Career Rationale for New Course

The College of Fine Arts, in collaboration with all of its academic units, is proposing a new hybrid course that will prepare students for entering an established arts organization or launch an entrepreneurial venture.

Universities across the United States offer bachelors degrees in the visual and performing arts. Students graduating in these areas (including music performance, acting, theatre, dance, or studio art) enter the job market with 101,719 other graduates annually.¹ In order to be adequately prepared for this competitive environment, the College of Fine Arts (CFA) is proposing a unique course that combines the efforts of all of the CFA academic units: Arts Administration, Art and Visual Studies, Music, and Theatre and Dance.

Currently within the CFA there are some professional practices courses. However, depending on the discipline, the content varies and typically does not cover a broad range of arts management topics such as managing finances, business structures, and marketing techniques. Additionally, not all units have the faculty resources to offer the courses on a regular basis.

Managing Your Artistic Career would combine the best practices of these courses with new content from Arts Administration.

Managing Your Artistic Career is a new approach to professionalism courses. It combines the best elements of the units in the College of Fine Arts. Through this collaboration, faculty across the units will be able to work together in order to meet the needs of students. The hybrid will allow for a consistent offering of the course to all students in the college (currently some professional practices courses can only be offered every few years due to faculty resource issues).

The hybrid development will allow for the course to exceed current student learning outcomes of existing face-to-face instruction through the integration of a broader range of topics, increased credit hour commitment for the course (current classes are typically one credit hour), and the ability to build technology-based instructional techniques including videos with arts professionals that otherwise may not be available to students.

This course was the recipient of an eLii Hybrid grant in Round 3.

This will be a new elective course in the College of Fine Arts.

AAD 475/475G: MANAGING YOUR ARTISTIC CAREER



Instructor Information

Hybrid Course Instructor: Dr. Rachel Shane

Email: rachel.shane@uky.edu*

Telephone: 859.257.7717

Office: Fine Arts, Room 205

Virtual Office Hours: By appointment via Google Hangout. [Schedule online.](#)

Response Time: Professor will respond to student emails within 48 hours.

* Preferred method for reaching instructor.

Music Discussion Course Instructor: Dr. ToniMarie Marchioni

Email: marchioni.oboe@uky.edu

Art Discussion Course Instructor: Mr. Rob Dickies

Email: rmick3@uky.edu

Theatre Discussion Course Instructor: Dr. Geri Maschio

Email: g.maschio1@uky.edu

General Discussion Course Instructor: Dr. Rachel Shane

Email: rachel.shane@uky.edu

UK's Information Technology Customer Service Center

Website: <http://www.uky.edu/ukat>

Telephone: 859-218-HELP

Email: 218help@uky.edu

Course Description

Artistic careers are exciting, dynamic and meaningful. Yet artists still require the skills and knowledge of business and industry in order to build a successful career. This course will walk you through the steps of setting your goals and the objectives that will guide you in building your career. Using the hybrid format, the course will include presentations of arts administration principles and practices as well as in-person sections tailored to students in Music, Theatre and Dance, and the Visual Arts.

Course Outcomes

After completing this course, successful students will be able to:

- Identify business structures and employment systems within the arts industries;
- Create effective artistic branding messaging through exposure to market research, promotion, and social media strategies and tools;
- Analyze legal and financial situations to identify the issues that affect artists and arts organizations;
- Enhance skills in research, writing, communications and networking;
- Develop an action plan based on clear and identifiable goals; and
- Function successfully within a professional work environment.

Course Outline

Unit 1: Envisioning Your Future

Online Topics:

- What is my future?

Online Assignment:

- Video: What my future holds

Breakout Section Topics:

- Artist Skills
- Discussion: Sample Artist Videos

Unit 2: Planning for Your Future

Online Topics:

- Core Values
- Goal Setting
- Mission Statements

Online Assignments:

- Quiz: Values, Goals and Mission Statements
- Goal Setting, Part I: Identify your values, set your goals, write your mission

Breakout Section Topics

- Values and Artistic Projects
- Discussion: Values, goals, personal mission

Unit 3: Understanding Business Structures in the United States

Online Topics:

- Sole Proprietorships
- Partnerships
- LLCs, LLPs, S-Corp, L3C's, etc.
- Corporations
- Nonprofit Corporations

Online Assignment:

- Quiz: Business Structures

Breakout Section Topics

- Guest Speaker: Running an artistic business
- Small Group Discussion: Organizations and business structure

Unit 4: Considering Employment Scenarios

Online Topics:

- What type of employee am I?
 - Exempt
 - Non-exempt
- What if I am not an employee?
 - Independent contractors
- Should I join a union?
 - Unions
 - Management
 - Labor relations

Online Assignment:

- Quiz: Employment

Breakout Section Topics

- Theatre/Music: Unions
- Art: Employment structure

Unit 5: Exploring Organizational Culture

Online Topics:

- Learning internal cultural
- Rules: formal and informal
- Conflict Resolution

Online Assignment:

- Quiz: Organizational Culture

Breakout Section Topics

- Professional etiquette scenarios

Unit 6: Managing Career Relationships

Online Topics:

- Adaptability
- Cooperation and Collaboration
- Collaboration beyond disciplines
- Mentorship

Online Assignment:

- Quiz: Career Relationships

Breakout Section Topics

- Guest Speaker: Managing career relationships

Possible Common Hour for guest speaker

Unit 7: Developing Career Skills

Online Topics:

- Professional Development
- Career Resources
- Networking
- Cover letters / resume

Online Assignments:

- Quiz: Career Skills
- Assignment: Cover Letter
- Network Analysis, Part I: Examining Your Current Network

Breakout Section Topics

- Activity: Cover letters
- Discussion: Cover letters, letters of introduction

Unit 8: Creating Your Brand

Online Topics:

- Marketing basics
- Business communication techniques

Online Assignments Due:

- Quiz: Marketing and Communication
- Goal Setting, Part II: Revisiting your values, goals and mission

Breakout Section Topics:

- Discussion: Elements of a Good Artist Bio
- Discussion: Social Media Space

Breakout Section Assignments Due:

- Assignment: Artist Biographies of 3-4 Artists

Unit 9: Assessing the Market

Online Topics:

- Situational and competitive analysis
- Message and image creation

Online Assignments Due:

- Quiz: Market Analysis
- Network Analysis, Part II: Growing Your Network

Breakout Section Topics:

- Elements of a Good Artist Bio

Breakout Section Assignments Due:

- Assignment: Your Artist Biography

Unit 10: Communicating Your Value and Passion

Online Topics:

- Social media strategies and tools
- Building a digital hub

Online Assignments Due:

- Quiz: Social Media
- Network Analysis, Part III: Personal Approaches

Breakout Section Topics:

- Guest Speaker: Artist Bio Feedback

Unit 11: Building Your Network

Online Topics:

- Communicating value in your network
- Contribute to your network
- Expanding your network

Online Assignments:

- Quiz: Market Analysis
- Network Analysis, Part IV: Adding to Your Network (Informational Interview)

Breakout Section Topics:

- Discussion: Resumes
- Activity: Examples of good and bad resumes

Breakout Section Assignments Due:

- Assignment: Resume

Unit 12: Deciphering Why Economics Matter to Artists

Online Topics:

- Basic economic theory
- Supply and demand: “going rate”; union rates
- Emotional value

Online Assignments:

- Quiz: Economics

Breakout Section Topics:

- Discussion: Arts and the economy event analysis

Breakout Section Assignments Due:

- Assignment: Arts and the economy current event news article

Unit 13: Organizing Your Finances

Online Topics:

- Budgeting and tax requirements
- Insurance
- Invoices / Getting Paid!
- Record Keeping

Online Assignments:

- Quiz: Finances

Breakout Section Topics:

- Discussion: Budgeting, taxes, insurance, invoices, record keeping

Breakout Section Assignments Due:

- Assignment: Financial questions

Unit 14: Identifying a Legal Issue

Online Topics:

- Intellectual Property Laws
- Contracts (written and oral)
- Ownership

- IMSLP and VARA
- Legal Resources

Online Assignments:

- Quiz: Legal Issues

Breakout Section Topics:

- Discussion: Contracts and legal issues

Breakout Section Assignments Due:

- Assignment: Bring in contract examples and a news article addressing a current issue that affects field

Unit 15: Revisioning Your Future

Online Topics:

- Reevaluating goals, mission and vision
- Putting a plan in action
- Setting timeframes

Online Assignment:

- Video: What my future holds NOW
- Goal Setting, Part III: Reevaluating your values, set your goals, write your mission

Breakout Section Topics:

- Discussion: Student videos

Common Hour Exam

(Orchestra: TTH 3:30-6:30 / Concert week Wednesday 7-10)

Grading Information

Each student’s overall course grade will be computed according to the following breakdown:

AAD 475 Grading Information (Undergraduate)

Assignments	Undergraduate
Quizzes (13 quizzes @ 2% each)	26%
Online Interactions / Assignments	12%
In-Class Interactions / Assignments	12%
Videos (15%)	
● Unit 1	5%
● Unit 15	10%
Goals Setting (10%)	
● Part I	3%
● Part II	2%
● Part II	5%

Network Analysis (25%)	
<ul style="list-style-type: none"> ● Part I, Examining Your Current Network 	5%
<ul style="list-style-type: none"> ● Part II, Growing Your Network 	5%
<ul style="list-style-type: none"> ● Part III, Personal Approaches 	5%
<ul style="list-style-type: none"> ● Part IV, Adding to Your Network 	10%

AAD 475G Grading Information (Graduate)

Assignments	Graduate
Quizzes (13 quizzes @ 2% each)	26%
Online Interactions / Assignments	12%
In-Class Interactions / Assignments	12%
Videos (15%)	
<ul style="list-style-type: none"> ● Unit 1 	5%
<ul style="list-style-type: none"> ● Unit 15 	10%
Goals Setting (10%)	
<ul style="list-style-type: none"> ● Part I 	3%
<ul style="list-style-type: none"> ● Part II 	2%
<ul style="list-style-type: none"> ● Part II 	5%
Network Analysis (25%)	
<ul style="list-style-type: none"> ● Part I, Examining Your Current Network 	5%
<ul style="list-style-type: none"> ● Part II, Growing Your Network 	5%
<ul style="list-style-type: none"> ● Part III, Personal Approaches 	5%
<ul style="list-style-type: none"> ● Part IV, Adding to Your Network 	10%

Course Policies and Procedures

Submissions

All assignments should be submitted via Canvas following the instructions provided. All assignments must be submitted on the specified due date by 11:59 pm EST/EDT US in order for it to be considered on time.

Assignments should be labeled for digital submission as follows:

lastname_firstinitial_unitnumber_assignment.ext

For example, Jane Smith's assignment for a Unit 1 assignment called 'essay' would be:

Smith J u1 Essay.doc

Text-based documents should be submitted as a Word document using the .doc or .docx extension. Follow the specific formatting instructions in the assignment sheet for other types of submissions.

Late Submissions

Assignments that are submitted anytime after 11:59 pm EST/EDT US due date are considered late.

There is a 10-point deduction for each day an assignment is late. Assignments that are seven or more days late will receive a grade of "0."

Number of Days Late	Late Penalty	Highest Grade Possible
1	-10	90%
2	-20	80%
3	-30	70%
4	-40	60%
5	-50	50%
6	-60	40%
7 or more days late	-100	0%

Grading Explanation

Letter Grade: A

Range: 90 to 100 percent

Characterization: Excellent

Explanation:

Student demonstrates a full understanding of the subject matter, exemplary critical and creative thinking, strong comprehension of concepts presented in literature and previous work in the subject area, and highly developed communication and presentation skills. The work is of outstanding quality according to the criteria established for graduate level evaluation

Letter Grade: B

Range: 80 to 89 percent

Characterization: Good

Explanation:

Student demonstrates above average comprehension of the subject matter, above average critical and creative thinking, familiarity with concepts presented in literature and previous work in the subject area,

and above average communication and presentation skills. The work is of passing quality according to graduate level evaluation criteria.

Letter Grade: C

Range: 70 to 79 percent

Characterization: Average

Explanation:

Student demonstrates average comprehension of the subject matter, average critical and creative thinking, familiarity with basic concepts found in literature and previous work in the subject area, and average communication and presentation skills. The work is of passing quality according to graduate level evaluation criteria.

Letter Grade: D (**undergraduate students only**)

Range: 60 to 69 percent

Characterization: Poor

Explanation:

Student demonstrates minimal understanding of the subject matter, poorly developed communication skills, inability to apply subject matter understanding in other contexts, and little evidence of critical or creative thinking. The work is unsatisfactory and is considered as failing the graduate level evaluation criteria.

Letter Grade: E (**undergraduate students only**)

Range: 0 to 59 percent

Characterization: Failing

Explanation:

The student shows inadequate understanding of subject matter, fails to complete course requirements, shows no demonstration of critical or creative thinking, and has very poor communication skills. The work is clearly of unacceptable quality according to the evaluation criteria.

Letter Grade: E (**graduate students only**)

Range: 0 to 69 percent

Characterization: Failing

Explanation:

The student shows inadequate understanding of subject matter, fails to complete course requirements, shows no demonstration of critical or creative thinking, and has very poor communication skills. The work is clearly of unacceptable quality according to the evaluation criteria.

Academic Integrity

Per university policy, students shall not plagiarize, cheat, or falsify or misuse academic records. Students are expected to adhere to University policy on cheating and plagiarism in all courses. The minimum penalty for a first offense is a zero on the assignment on which the offense occurred. If the offense is considered severe or the student has other academic offenses on their record, more serious penalties, up to suspension from University may be imposed.

Plagiarism and cheating are serious breaches of academic conduct. Each student is advised to become familiar with the various forms of academic dishonesty as explained in the Code of Student Rights and Responsibilities. Complete information can be found at the following website:

<http://www.uky.edu/Ombud>

A plea of ignorance is not acceptable as a defense against the charge of academic dishonesty. It is important that you review this information as all ideas borrowed from others needs to be properly credited.

[Part II of Student Rights and Responsibilities](#) states that all academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thoughts, research, or self-expression. In cases where students feel unsure about the question of plagiarism involving their own work, they are obliged to consult their instructors on the matter before submission.

When students submit work purporting to be their own, but which in any way borrows ideas, organization, wording or anything else from another source without appropriate acknowledgement of the fact, the students are guilty of plagiarism. Plagiarism includes reproducing someone else's work, whether it be a published article, chapter of a book, a paper from a friend or some file, or something similar to this. Plagiarism also includes the practice of employing or allowing another person to alter or revise the work which a student submits as his/her own, whoever that other person may be. Students may discuss assignments among themselves or with an instructor or tutor, but when the actual work is done, it must be done by the student, and the student alone. When a student's assignment involves research in outside sources of information, the student must carefully acknowledge exactly what, where and how he/she employed them. If the words of someone else are used, the student must put quotation marks around the passage in question and add an appropriate indication of its origin. Making simple changes while leaving the organization, content and phraseology intact is plagiaristic. However, nothing in these Rules shall apply to those ideas which are so generally and freely circulated as to be a part of the public domain (Section 6.3.1).

PLEASE NOTE: Any assignment you turn in may be submitted to an electronic database to check for plagiarism.

Decorum and Civility

Free discussion, inquiry and expression are encouraged in this class. Classroom behavior that interferes with either (a) the instructor's ability to conduct the class or (b) the ability of students to benefit from the instruction is not acceptable. Criticism should be constructive, well-meaning and well-articulated. Please, no tantrums, rants or profanity.

Accommodations

If you have a documented disability that requires academic accommodations, please meet with your instructor as soon as possible during scheduled office hours or by appointment. In order to receive accommodations in this course, you must provide a Letter of Accommodation from the Disability Resource Center (Room 2, Alumni Gym, 859.257.2754, email address: jkarnes@email.uky.edu) for coordination of campus disability services available to students with disabilities.

Technical Requirements

Hardware

Minimum suggested computer hardware:

- Processor: dual Core 1.3 Ghz or higher
- RAM: 4 GB or more preferred (minimum 2 GB)
- Hard Drive: 250 GB or larger preferred (minimum 100 GB or larger)
- Wireless card: 802.11n preferred (minimum 802.11 b/g compatible)
- Operating system: Most recent version for your hardware (for example, Mac OS 10.8 or Windows 7)
- Keyboard
- Mouse (or equivalent)
- Webcam (some laptops come with an integrated webcam and will not require an external device)

External Devices:

- Printer (doesn't matter if it is color or black/white)
- Scanner for documents and images
- Headphones or headset with microphone
- Digital Camera
- Other helpful options: DVD/CD drive/burner, external hard drive (for data backup/extra storage), and laptop security cable

Minimum suggested laptop computer hardware:

- Microphone (sometimes is integrated with the webcam or with a headset)

Optional:

- Mobile Device (iPhone, iPad, Android)
<http://www.uky.edu/ukat/hardwareguide>

Software

Software (required)

- Up to date virus software
- PDF reader, Adobe Acrobat Reader
- Microsoft Office (Excel, Word, PowerPoint)
- (available free through <https://download.uky.edu/>)
- Google Drive installed on computer
- Latest version of Firefox Internet Browsing software (mozilla.org)
- Adobe Flash Installed

Provided by the University of Kentucky

- Adobe CS6 (will be available when class begins)
- Microsoft Office Suite (Word, Excel, PowerPoint)

Web browser

Internet Browser (required)

- The latest version of Firefox (Cookies must be enabled; Pop-Blocker must be disabled)

Internet Browser (optional)

- The latest version of Google Chrome (Cookies must be enabled; Pop-Blocker must be disabled)

Internet

Internet Connection (required)

- DSL, cable, or any high-speed internet connection

Resources

Downloadable Applications (required)

- Java
- JavaScript
- Flash

Download University Software

- <https://download.uky.edu/>

Additional Resources

Technical Requirements:

- <https://www.uky.edu/elearning/technology/technicalrequirements>

Procedure for Resolving Technical Complaints

Students should contact the University of Kentucky Help Desk with technical complaints.

Email: 218help@uky.edu

Information to include:

- Course Name and Number
- Unit Number
- Assignment number
- Description of the problem

**Make sure to copy the course Instructor on the email.*

Contact Information

Program Contacts

Department of Arts Administration

artsadministration@uky.edu

859.257.9616

Chair

Rachel Shane, Ph.D.

rachel.shane@uky.edu

859.257.7717

Instructional Designer

Joe French

joe.french@uky.edu

859.218.1347

IT Support

Information Technology Customer Service Center

UKAT (<http://www.uky.edu/ukat/help>) provides technical support to University of Kentucky students. If students are having difficulty with UK-related systems, call 859-218-4357.

Other Technical Complaints. If students are having difficulty with their own computer or software, they will be responsible for resolving these as soon as possible

Distance Learning Library Services

The goal of Distance Learning Library Services is to provide access to information resources for the students who take classes through the Distance Learning Programs. Services include:

- Access to the University's circulating collections
- Document Delivery & Interlibrary Loan
- Research Assistance

- Information on Distance Learning Library Services: <http://www.uky.edu/Libraries/DLLS>

DL Librarian

Carla Cantagallo

Local phone number: 859 218-1240

Email: dlservice@email.uky.edu

DL Interlibrary Loan Service:

http://libraries.uky.edu/page.php?lweb_id=253

Copyright Notice

Copyright University of Kentucky, College of Fine Arts, Department of Arts Administration

All rights reserved.

All parts of the online Department of Arts Administration are expressly the copyrighted property of the University of Kentucky. As a student of the University of Kentucky Department of Arts Administration you agree not reproduce, duplicate, copy, sell, resell or exploit any portion of the courses or sites or information distributed to you as part of the program.

Roshan Nikou Graduate Council