MINUTES
MEETING OF THE ACADEMIC SUPPORT SERVICES SUBCOMMITTEE
THE UNIVERSITY OF NORTH CAROLINA AT PEMBROKE

TUESDAY, October 9, 2012 @ 3:30 P.M.
Library Conference Room – Room 212

Dr. Larry Arnold (Faculty: Chair)
Dr. Jason Hutchens (Faculty: Secretary)
Melissa Schaub (representing Provost)
Andrea Branch (representing DoIT)
Susan Whitt (Library)
Steven Hunt (CAE)
Irina Falls (Faculty)
Teagan Decker (Writing Center)
Nicolette Campos (representing DSS)
Rohald Meneses (Faculty)

1. Call to Order

2. Approval of the Minutes of the September 11th Meeting
   Approved with correction of one misspelled name

3. Approval of the Agenda
   Approved

4. Reports
   a) Mary Livermore Library

   Mary Livermore Library
   September 2012 Report
   Academic Support Committee

The Mary Livermore Library was a very busy place in September with attendance statistics indicating a noticeable increase in students coming in to study. Our limited number of group study rooms continued to be in demand with library staff having to remain cognizant to what groups were waiting to use them, particularly at night. Circulation staff noticed a higher than normal request for these rooms as well. We continued our full instruction schedule of 51 classes with 981 students taught.

Library Reference Stats:
Directional 96
Technical 43
Instructional 32
Our annual liaison luncheon was held on September 27. At this time we discussed the Library’s FY13 materials budget with the various University schools and departments. Our attendance was the highest yet and we saw an extremely high attendance from faculty.

Among ongoing activities were: work on the Library’s assessment report for SACS, meetings of the search committee for the Dean of Library Services, PEC meetings for those librarians undergoing tenure and post-tenure reviews, and completion of the Library’s fixed asset report.

Special Collections personnel designed a special 12-month calendar for 2013 which celebrates the 125\textsuperscript{th} anniversary of the University and features pictures from the Library’s Elmer Hunt Photo Collection. This calendar sells for $12 and all money goes to the Friends of the Library. Friends of the Library also sold hot dogs at Pembroke Day and raised $400. Work also continued on planning for our 12\textsuperscript{th} annual Friends of the Library benefit to be held March 22, 2013. The Library also participated in Pembroke Day with a library table planned and manned by volunteers from the Library’s staff.

### b) University Writing Center

University Writing Center Report  
Submitted by Dr. Teagan Decker, Director of the University Writing Center  
October 2012

1) Class Visits and presentations September 10- October 8

- Seven class presentations on Writing Center services
- Presentation on APA citation style to graduate students in the Counseling program.
- Presentation on writing in graduate school for the Graduate Research and Writing Academy

2) Usage Information (August 20-October 8):

- 372 total writing tutorials (as compared to 370 in Fall 2011)  
- 202 unique clients  
- 18 online writing tutorials  
- 40% freshman student tutorials  
- 14% sophomore student tutorials  
- 22% junior student tutorials  
- 15% senior student tutorials  
- 6% graduate student tutorials  
- 3% faculty or staff tutorials

3) Student Satisfaction Surveys:
Surveys are sent via email after tutorial sessions. 42 surveys have been submitted by clients.

**Student Survey Results August 20-October 8:**

I would rate this session:
- Excellent (60%)
- Very Good (29%)
- Good (10%)
- Fair (2%)

I will return to the center for future assignments:
- Strongly Agree (88%)
- Moderately Agree (12%)

I will recommend the center to a friend:
- Strongly Agree (81%)
- Moderately Agree (19%)

Staff member(s) were knowledgeable:
- Strongly Agree (83%)
- Moderately Agree (17%)

The Writing Center's staff member(s) were professional:
- Strongly Agree (81%)
- Moderately Agree (19%)

The Writing Center's atmosphere is welcoming:
- Strongly Agree (79%)
- Moderately Agree (21%)

The furnishings and technology were adequate:
- Strongly Agree (79%)
- Moderately Agree (21%)

The Writing Center's location is convenient:
- Strongly Agree (76%)
- Moderately Agree (24%)

**Student Survey Comments September 10-October 8:**

- [The tutor] did a very good job. I have been to [him/her] twice and shall return again.
- Talking sometimes a little loud.
- I loved the atmosphere and will return for future papers.
- Great place for people that need help with writing assessments and it is a quiet place where one can concentrate and write.
- I enjoyed my visit and will ask for [the tutor] again on my next visit!
- My comment is that I was not happy or pleased when I left this session on Monday, September 24, 2012. The individual that helped me with my paper took a lot of time talking,
and that kept [him/her] from helping to go over the entire paper. The session was for an hour, and I strongly believe that within that hour the writing center individual who helped me could have went over all my pages. Instead, when the next appointment arrived the writing center individual seen as though [he/she] couldn't wait to begin the new session. Basically, I was not pleased with the session. I come to the writing center for assistance with my papers and I hope in the future in will get better.

c) Division of Information Technology

Division of Information Technology

Academic Support Services Committee Report
October 2012

Networking:  Provided network connections for new Storage Area Network system between Oxendine Data Center and the new Data Center in the Health Sciences Building. Worked with Library to move ContentDM (digital media collection application) into publicly accessible network. Worked with Campus Safety and Campus Police to plan an upgrade to the panic button solution and a replacement for the City Watch notification system. Worked with Health Sciences technology vendor to integrate classroom technology onto the campus network. Finalized telephone, fax, and network connection for Fort Bragg remote office relocation

Applications:  In plans to implement U.achieve by the end of October.

Client Services:  Continues to work with the design group and technology vendor in finalizing the long-standing installation of technologies project in the Health Sciences Building, as well as support the faculty in the use of the technologies during this transitional period. Back-to-school was relatively smooth with September finding everyone getting settled in the semester. Work orders created in August numbered 2,456 with 2,396 work orders closed. In September work orders created numbered 1,086, with 1,068 closed for the month.

Blackboard:  The CourseSmart building block issues were corrected on BBtest and the announcement was made to the etext group that showed interest in this product. Updated McGraw Hill Connect, Pearson My Lab building blocks on Blackboard test. Updated the Blackboard Mobile building block for changes with the Mobile app subscription charge. Made announcement to campus of these changes. Implemented new Internships building block on Blackboard production system and announced to campus. Coordinated and planned Blackboard Collaborate Helpdesk training for 6 helpdesk staff members as well as the Blackboard Collaborate faculty training scheduled for October 10\textsuperscript{th}, 18\textsuperscript{th}, and October 23\textsuperscript{rd} to take place online. Provided Blackboard Collaborate training for students in school of education. Made changes to the Ares Course Reserve settings to improve services. Completed 74 work orders involving blackboard support/request

IVF:  There were 238 hours of IVF usage last month, with 153 of those being for classroom use and the other 85 for Conference –Non Instructional use. Several ten for techs were recorded and produced on topics ranging from Starboards usage to Youtube closed caption. Over 40 hours of assistance was provided to professors for capturing and encoding class sessions and iTunes University.

d) Disability Support Services
Served on/Attended the Following Committee Meetings:

1. New Student Orientation
2. IVSART: Interpersonal Violence Sexual Assault Team: Attended focus group for grant.
3. EHS: Emergency Health and Safety Committee: Crisis intervention team meeting about student in crisis.
4. ADAAA Coordinator Employee Accommodations meeting: Met on 9 employees for ADAAA accommodations.

Attended the Following Training:

1. Student Employee System.
2. NCAHEAD:
   a. The new ADA: What Does it Mean to Us?
   b. Effective Collaboration on College Campuses: Disability Access is Everyone’s Responsibility.

Special Projects:

1. Reformatting policies and procedures.
2. Presented on WorkForce Recruitment Program, a federal program designed to recruit employees with disabilities, with Career Services.
3. Conducted ADAAA training to DoIT supervisors.
5. Hosted NCAHEAD Fall conference. 73 DSS directors from NC 10/3-10/5.
6. Finalized VSA (Vision, Strength and Arts) Festival: 1000 k-12 students with disabilities to be hosted in the quad on 10/10/12.
7. PSRC Superintendents breakfast set up complete.

Student Statistics:

1. 83 new students
2. 435 returning students
3. Troubleshooting: Had 11 students with more than 15 appointments; maximum 33 appointments.
4. Processing 19 new students for services.
5. DSS had 573 scheduled appointments with students: 84.1% attendance kept.
e) Center for Academic Excellence

CAE Report October 2012

Academic Resource Mentoring Program (ARM)—Jen Bruner

In brief, ARMs is working with a list that contains a total of 264 currently enrolled students who are on probation with 159 of those currently being served by the Center for Academic Excellence. An additional 6 students on good standing have also enrolled bringing total ARMs enrollment to 165.

The break down looks like this.

* 264 – total enrolled students on probation per provided data. This number has decreased from previous reports due to a cleaning of the data to remove students who were not enrolled at the University or had obtained Good Academic Standing due to grade replacements, etc.
  * 139 (previously 129) – contracted and mentoring
  * 20 (previously 29) – not contracted and mentoring (Mentors are having these students sign contracts as they come in.)
  * 5 (previously 6) – contracted, but not attending mentoring (These are readmit students who signed their contracts in the summer and have not been responsive to our outreach to schedule them.)
  * 90 (previously 90) – not contracted and not attending mentoring (Outreach continues towards these students, all of whom have been unresponsive to our efforts to reach them.)
  * 3 (previously 3)– opted out of program on their own
  * 6 – dropped from program for non-attendance
  * 1 – pending withdrawal due to medical issues

* 6 (previously 7) – total enrolled students on good standing who have enrolled in program

* 165 – students being served by the ARM Program (includes all students regardless of academic standing)
  · 15 – attending mentoring online
  · 150 – attending mentoring on campus

HAWK Alert Program—Mark Hunt

HAWK Alerts: We currently have 254 alerts. The HAWK Alert Advisors (Walter Rashaad Saunders, Jarrod Lowery) have been hired and integrated into the network. We have issued them cell phones with unlimited minutes and texting capabilities and seem to be very effective. Our requested student dormitory report has been received from DoIT and is being used. Brittany
Jacobs has created a new RA HAWK Alert card that is designed to requisition the assistance of the RA’s, who are possibly our last line of defense.

SAGE: Plans are to have SAGE operational by the end of October, with Faculty/Staff training starting in November.

Resource Learning Lab: 10 lab computers are currently available for usage...DoIT has installed the wrong image on the remaining two, but Ethan has requested a new image. Tyler has been familiarized with the programs and has been assisting students with their acclimation to the lab’s programs. We currently have 5 students utilizing the lab with future prospects inquiring.

TutorTrac: All requested computers have access to TutorTrac.

Digital Signage: We currently have video looping on the monitors and plans are to add more items and schedules to the TV’s soon. Cable TV has been installed, but we are currently troubleshooting uploading issues to our signage players. Ethan is currently working on new displays.

AdvisorTrac: Pending Jan Lowry’s completion.

**Tutoring Program—Courtney Walters**

We currently have 28 tutors who can tutor 159 courses from 18 academic departments.

I am in the process of hiring a tutor for AIS/HST 1110 and another Philosophy/Religion tutor. I am also trying to recruit another business tutor who can work during evening hours.

(These numbers may not be 100% accurate as I am waiting for some of my tutors to submit corrections to their attendance records, but they are pretty close.)

307 unique students have been scheduled for tutoring since the beginning of the semester. Of those, 47 have either not yet attended their first appointment or canceled before actually attending sessions.

260 unique students have attended tutoring sessions.

The majority of the students attending tutoring are biology majors (24.1%), nursing majors (20.5%), and chemistry majors (11.7%).

Breakdown by class - Freshmen 32; Sophomores 68; Juniors 59; Seniors 49; Not classified 52.

Attendance data: Of the 1383 hours of tutoring that have been scheduled - 779 hours attended, 282 hours missed/no show, 67 hours excused absences, 171 hours canceled/deleted, 29 hours rescheduled by tutors, and 55 hours blank/missing records.

Courses with most students attending tutoring:

1) MAT 1070 – 45 students/104 hours attended
2) PHY 1500 – 19 students/57 hours attended
3) CHM 2500 – 18 students/62 hours attended

Fall 2011: 316 unique students scheduled tutoring
Spring 2012: 327 unique students scheduled tutoring

**Supplemental Instruction—Cynthia Torok**
Supplemental Instruction (SI), Fall 2012 is available in 53 different sections with 27 SI faculty members and 27 SI leaders with more than 2000 students enrolled in an SI class.

SI is offered in the following classes:

BIO  1000, 1030, 1060
CHM  1300, 1310
GGY  1020
GLY  1150
HST  1010, 1020
MAT  1050, 1070
PLS  1000, 1010
PHY  1500
PSY  1010
REL  1300
SOC  1020

5. Old Business

6. New Business
   Request for clarification about faculty members on committee
   Request for clarification about student representation

7. Announcements
   None

8. Adjournment