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

TUESDAY, September 9, 2014 @ 3:30 P.M.
University Center – Room 251

In attendance:
Larry Arnold, Past Chair
Robert Arndt, ARTS
Marian Wooten, EDUC
Rita Hagevik, NS&M
Melanie Hoy, S&BS
Jesse Rouse, at-large
Laura Staal, at-large
Melissa Schaub, AVC Enrollment
Nancy Crouch, AVC Technology Resources
Susan Whitt, Interim Dean Library Services
Nicolette Campos, Accessibility Resource Center

Members not present:
Kathryn Allen, LETT
TBA, SGA Senator
TBA, Graduate Student

1. Meeting called to order at 3:30pm by Past Chair
2. Election of Subcommittee Chair
   a) Robert Arndt elected unanimously
3. Approval of the Minutes of the April 8, 2014 Meeting
4. Approval of the Agenda for September 9, 2014
5. Support Services Final Report
6. Reports
   a) Mary Livermore Library (Appendix A)
   b) Division of Information Technology (Appendix B)
   c) Accessibility Resource Center (Appendix C)
   d) Enrollment
      i. Academic Support Center (Appendix D)
      ii. Writing Center (Appendix E)
7. Old Business

8. New Business

9. Announcements

10. With no further business, meeting adjourned at approximately 4:20pm.

Minutes respectfully submitted by Jesse Rouse, 9/11/2014

Appendix A
Submitted by Susan Whitt

Mary Livermore Library
September 2014 Report
Academic Support Committee

The Mary Livermore Library closed out the 2013-2014 academic year by offering late night hours the week before exams and the week of exams, in order to facilitate a quiet place for students to do research and study. A major migration to a new integrated library system was successfully completed in May. This system runs all circulation, cataloging, serials, and acquisitions processes. Extensive planning and hard work by library staff was required to make this a seamless transition for our campus community. We continue to monitor any issues such as incorrect links or other problems that may arise for our users, due to the modifications made with our migration. During the summer, the Library focused on providing instruction classes for on-campus summer programs involving children and young people. Librarians worked with the Brave Academic Readiness (BAR) summer program and the Junior Braves program sponsored by the Regional Center. As the new academic year begins, we focus on the increased demand for user services. Last year we offered the first classes of LIB 1000: Introduction to Academic Research. They were so well received that we now offer four not three sessions.

Our Friends of the Library organization was pleased to add an additional $10,000 to the FOL Generalist Endowed Scholarship, which means that two rather than one $500 scholarship can be awarded yearly from this fund. As a result of their hard work and
fundraising efforts, the Friends now award a total of nine scholarships to UNCP students each academic year.

Library Reference Stats:
Research 199
Directional 320
Technical 39
Instructional 11
Distance Education 64
Account 27
State/Federal Documents 4

Library Instruction:
Sessions: 11
Students: 152

Appendix B

Submitted by Nancy Crouch

Division of Information Technology
Academic Support Services Subcommittee Report for Summer 2014

Division Level:
It has been a very busy summer for the Division of Information Technology. From a large network infrastructure upgrade project to refreshed images and functionality testing for classroom and lab equipment to progress toward implementation of comprehensive project management, DoIT continues to move the use of technology for administrative and teaching applications forward. We also welcomed our new CIO, Nancy Crouch, to the DoIT family.

Departmental Summaries:

Educational and Client Technologies
• The Incident Management System replacement project team has issued a final recommendation on a product to replace a system developed in-house
• New anti-virus server in place and functional and will be placed into use after final decisions of configuration / policy.
• Campus migration to Windows 7 is complete
• Java 1.7 has been deployed to the campus using Oracle’s Deployment Rule sets
• The standard Dell image for office computers has been updated and will used for any new computers and for those needing to be reimaged
• Computers were replaced in the University Center Lab and computers were down streamed to various labs and classrooms and special software requests were fulfilled
• Printers were replaced in numerous labs
• The Sierra migration was completed for the Livermore Library
• A total of 4,943 work orders were completed in the months of May-August
• Training / Presentations
  o Robby Gaddy and Tabitha Locklear attended HaiVision HaiSchool
  o Bobby James attended Extron training for AV Associate and Technologies for Higher Education
  o Wanda Hunt provided a ResNet presentation for Residence Administrators and provided a presentation for BraveMail on Mobile Devices for Freshman Seminar and also provided orientation sessions for Raising the Bar, international students, new freshman and transfer students

**Course Management Support**
• Blackboard has been updated to Cumulative Update 10
• Wes Frazier has completed Blackboard Course Management training

**Networking**
• Network Refresh Project
  o Installed and migrated to new network core
  o Installed and migrated to new distribution layer
  o Installed new data center Nexus switch environment – migration of existing systems onto new equipment to be complete by the end of Fall Break
  o Installed new network visibility tools to provide analysis capability for troubleshooting and business efficiency
• Health Sciences Data Center Migration
  o Installed new HVAC ducting to create a sealed environment
  o Installed a self-contained fire suppression system
  o Installed new network core equipment
  o Installed new data center Nexus equipment
  o Migration of systems from Lumbee Data Center has begun
• SQL Server 2012 Upgrade
  o Installed new enterprise database system to replace the existing SQL 2005
  o New system is going through testing before migration of data begins
• Cisco Contact Center Expansion
DoIT Education and Client Technologies implemented a call center for Helpdesk operations
This is the fourth area to implement this system:
- Bursar
- Financial Aid
- Registrar
- DoIT Helpdesk

- SafeConnect Network Access Control System
  - Worked with the vendor to develop new enhancements to improve guest access capabilities
  - Upgraded the system to prepare for Fall semester
  - Will upgrade to the latest feature in preparation to deploy a delegated guest access model later in the year

- Tickets.com
  - Online ticket sales are now available for GPAC productions
  - Online ticket sales are now available for athletic events

- VPN System Upgrade
  - Cisco ASA equipment upgraded to the latest version
  - Redundancy repaired and tested – two ASA systems installed in different data centers for failover and redundancy

- Training
  - Cisco Internetwork Connectivity training – one week offsite training for Network Technician
  - Cisco Nexus training – one week offsite training for Network Specialist

Applications / Enterprise Systems
- The following projects were completed during the report period
  - HMS Financial Transactions
  - TouchNet Upgrade
  - PCS-HMS Photo Interface
  - Roster Verification Changes for Spring 2014
  - Banner-HMS Interface
  - TouchNet File Update/EFT Conversion
  - BDM Financial Aid Implementation
  - Financial Aid Authorization Sync for Bursar
  - Course & Room Scheduling Summer & Fall 2014
  - Regional Center Website Phase II
  - Touchnet Payment Plan
  - ReachNC Shibboleth Implementation
  - Semi-Annual Banner Access Review
There are approximately 14 additional projects underway, including many Cabinet, SEAC, GA and federal mandates. Two are very large in nature, namely, the Banner Hosting Migration and Student Data Mart projects.

**UNCP Virtual Computing Lab Statistics**
- During the time period of this report, a total of 251 reservations were made by 55 unique users.
- The most popular applications accessed were MS Office 2010, SPSS and Acrobat Pro

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**Appendix C**

Submitted by Nicolette Campos

**Accessibility Resource Center**

**Academic Support Services Meeting**

**September 9th, 2014**

**Summer Statistics**
- 24 Intake appointments
- Proctored 25 exams for 8 SWD’s
- 13 students using accommodations
- 14 consultations with professors

**August Statistics**

**From Titanium:**
19 intake appointments
78 accommodations appointments

From our **hash mark sheet** (numbers are not in Titanium, because they did not require a case note)
189 phone calls
Note takers 10
Walk-ins 78
7,142 pages converted to alternate format
Summer Projects

- Name change
- Up-dated ARC policies
- Participated in all NSO programs for freshman and transfer students
- Worked with GA’s on departmental assessment
- Worked with Jim Kessler and Mike Clark on transition plan for single use restrooms
- Created three Blackboard training modules for Faculty
- Created and reserved space for eight informal faculty discussions
- Trained new Graduate Assistant
- Revamping web-site (still in progress)
- Re-vamped end of semester evaluation – from paper to Qualtrics
- Online application for ARC services
- Working on paperless files for the Documentation Review Committee
- Met with faculty and staff on accessible course and program materials
- Worked on setting up Titanium reports (in progress)
- Clery Act training through GA
- CPR and AED training/certification
- Met briefly with new faculty

Appendix D

Submitted by Melissa Schaub

Academic Support Center
September 8, 2014

Tutoring Program

Currently there are 26 tutors who can tutor 93 courses from 17 academic departments. The tutoring staff consists of 24 peer tutors, 1 volunteer peer tutor, and 1 professional tutor.

- 95 unique students were scheduled for tutoring as of 9/4/14.
- 28 unique students attended tutoring between 8/25/14 and 9/4/14 and 10 did not show.
- Breakdown by major - Biology 20.6%; Pre-Nursing 17.2%; Chemistry 13.7%; Criminal Justice 6.8%; Computer Science 6.8%; Undecided 10.3%; all other majors under 5%.
- Breakdown by class - Freshmen 15; Sophomores 2; Juniors 7; Seniors 4.
- Attendance data: Of the 38 appointments scheduled between these dates - 29 hours attended, 8 hours missed/no show, 0 excused absences, and 1 rescheduled by tutors.
- 41 unfilled tutoring requests as of 09/05/2014. These instructors have been contacted to assist with recruitment of tutors.
<table>
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<th>Course number and section</th>
<th>Number of requests</th>
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<tr>
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<tr>
<td>ACC-5500-800</td>
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<tr>
<td>BIO-1020-001</td>
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<td>BIO-3150-002</td>
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<td>BIO-3180-002</td>
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<td>CHM-1400-001</td>
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<td>CHM-1410-004</td>
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<td><strong>TOTAL</strong></td>
<td><strong>41</strong></td>
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**Academic Resource Mentoring/Probation & Suspension/Appeals**

355 students being recruited based on academic standing data

- 173 students enrolled in mentoring (157 face to face, 16 online)
  - 132 are students who already have success contracts
  - 37 are students who did not have success contracts
  - 4 are students who are on good standing and enrolled on their own
• 182 students not enrolled in mentoring
  o 98 students who have success contracts that have not enrolled in the program
  o 82 students who are not contracted who have not enrolled in the program
  o 2 opted out of participation following discussion with coordinator (decided mentoring was not the best option for their needs)

Appeals Summary

• 110 appeals processed for Summer II 2014
• 334 appeals processed for Fall 2014

Supplemental Instruction

• 45 supplemental instruction leaders (9 RISE and 36 NAPE) have been hired
• 30 total SI courses (82 sections) spanning across 13 academic disciplines
• 88 students (98 hours) have attended SI sessions as of 9/4/14
  o Freshman—45 students /48 visits/ 48 hours
  o Sophomore—26 students/31 Visits/ 31 hours
  o Junior—9 students/ 9 Visits/ 9 hours
  o Senior---8 Students/ 10 Visits/ 10 Hours

HAWK Alert

69 referrals, 62 students.

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<th>Referrals Students</th>
<th>Recommendations</th>
<th>Referrals Students</th>
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<tr>
<td>Class Attendance</td>
<td>42 36</td>
<td>Tutoring</td>
<td>23 21</td>
</tr>
<tr>
<td>Quality of Written Work</td>
<td>2 2</td>
<td>Writing Center</td>
<td>10 8</td>
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<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>5 5</td>
<td>(Brainstorming/Organization/Development/Clarity)</td>
<td>11 9</td>
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<tr>
<td>Test Performance</td>
<td>0 0</td>
<td>Personal Problems (Counseling)</td>
<td>9 7</td>
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<tr>
<td>Quiz Performance</td>
<td>24 21</td>
<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
<td>11 9</td>
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<tr>
<td>Homework Performance</td>
<td>22 22</td>
<td>Mentoring (ARM)</td>
<td>9 7</td>
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<tr>
<td>Class Participation</td>
<td>18 16</td>
<td>IT Assistance</td>
<td>9 7</td>
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<tr>
<td>Disruptive/Disorderly</td>
<td>0 0</td>
<td>(BlackBoard/BraveWeb/BraveMail/Excel/Word)</td>
<td>Finishing Incomplete (I) (Grade will turn to F)</td>
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<td>Content Difficulty</td>
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<tr>
<td>Completion of Assignments</td>
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<tr>
<td>Time Management</td>
<td>11 11</td>
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<tr>
<td>Other (Please Specify in Notes Box Above)</td>
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KUDOS

4 referrals, 4 students.

<table>
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<th>Reasons</th>
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<td>Highest Score on Exam</td>
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<td>A on Test</td>
<td>0 0</td>
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<tr>
<td>Excellent Quiz Performance</td>
<td>2 2</td>
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<tr>
<td>Honors List</td>
<td>0 0</td>
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<tr>
<td>Chancellor's List</td>
<td>0 0</td>
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<tr>
<td>Active Participation</td>
<td>1 1</td>
</tr>
</tbody>
</table>
Excellent Lab Results 0 0
Perfect Attendance 0 0
Exemplary Student 0 0
Excellent Team Work 0 0
Outstanding Project Completion 0 0
Excellent Presentation 0 0
Currently has a course grade of B or higher 2 2
Submits completed satisfactory assignment/homework in a timely manner 0 0
Quiz/Test performance meets a satisfactory level 1 1
Actively participates in class discussion 1 1
Perfect attendance 0 0
Satisfactory writing skills 0 0
Has a good understanding of concepts introduced in class 0 0
Posts or submits BlackBoard or online assignments in a timely manner 0 0

*As of 9/8/2014

Resource Learning Lab

As of 9/4/14, 88 students have signed into to use the Resource Learning Lab. The Social Work department and International Programs continue to make referrals as needed.

Appendix E

University Writing Center Report
Submitted by Dr. Teagan Decker, Director of the University Writing Center
September 2014
Time period: August – September 2014

Activities and Projects

- Tutoring students
- Speaking to classes about the Writing Center
- Designing a workshop about effective use of sources (MLA format—APA coming next). Workshops will be held October 8th and 9th from 4:30 to 5:30. We are currently developing promotional materials
- Coding data from surveys administered to business students about writing group papers.
- Making travel arrangements and preparing for research presentation at the International Writing Centers’ Association Conference in Orlando, Fl.

Current Concerns: Staffing
One of the tutors left for another job, another is away for medical reasons, and I have not found a GA. This has left us short staffed. I will be hiring more tutors soon, but meanwhile the Writing Center is barely able to accommodate students who want appointments.

We have had a couple of complaints about students not feeling welcome when they walk into the Writing Center. This may be because when all tutors are busy we don’t have a good way to greet students. I am thinking of hiring a student worker to be a front desk person. Alternatively, I could schedule tutors to work the front desk (once there are enough tutors).

The staffing issue has meant that we cannot staff our evening library hours. We have changed those to online only hours, which has allowed for off-campus tutors to work during this time. These hours have been well utilized, and account for the high number of online tutorial sessions so far this semester.

**Usage Information**

- 46 total tutorial sessions
- 32 unique clients
- 20 online writing tutorials
- 78% of unique clients visited one time
- 22% of unique clients visited more than one time

**Fall 2014 Staff**

- Haley Bean, Undergraduate Tutor (Social Work)
- Mike Berntsen, Faculty Volunteer (English)
- Teagan Decker, Director (English)
- Mari DeRuntz, Undergraduate Tutor (English Education)
- Kelli Jacobs, Undergraduate Tutor (English Education)
- Zachary Lunn, Undergraduate Tutor (Biology)
- Cherón McMullen, Undergraduate Tutor (Criminal Justice)
- Kenley Patanella, Undergraduate Tutor (Biology)
- Heather Wade, Undergraduate Tutor (English)