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

TUESDAY, November 11, 2014 @ 3:30 P.M.
Livermore Library - Room 212

Robert Arndt, ARTS (Chair)                       Nancy Crouch, AVC for Technology Resources and Chief Information Officer
Marian Wooten, EDUC                              Susan Whitt, Dean Library Services
Robin Snead, LETT                                Nicolette Campos, Accessibility Resource Center
Rita Hagevik, NS&M                               TBA, SGA Senator
Melanie Hoy, S&BS                                Bessie Barnes, Graduate Student
Jesse Rouse, at-large (secretary)                
Laura Staal, at-large                            
Melissa Schaub, AVC Enrollment

In attendance:
Robert Arndt, ARTS (Chair)
Marian Wooten, EDUC
Robin Snead, LETT
Jesse Rouse, at-large (Secretary)
Laura Staal, at-large
Melissa Schaub, AVC Enrollment
Nancy Crouch, AVC Technology Resources
Susan Whitt, Dean Library Services
Nicolette Campos, Accessibility Resource Center
Bessie Barnes, Graduate Student

Members not present:
Rita Hagevik, NS&M
Melanie Hoy, S&BS
TBA, SGA Senator

1. Meeting called to order at 3:31PM

2. Minutes of the October 14, 2014 meeting approved

3. Agenda for November 11, 2014 meeting approved

4. Reports
   a) Enrollment (Academic Support Center/Writing Center) (Appendix A)
   b) Mary Livermore Library (Appendix B)
   c) Division of Information Technology (Appendix C)
   d) Accessibility Resource Center (Appendix D)
5. Old Business  
   a) No old business

6. New Business  
   a) Academic Computing Initiative (Appendix E)

7. Announcements  
   a) No announcements

8. With no further business, meeting adjourned at 4:27pm.

Minutes respectfully submitted by Jesse Rouse, 11/14/2014
Appendix A

Academic Support Center
November 11, 2014

Tutoring Program

Currently there are 37 tutors who can tutor 127 courses from 17 academic departments. The tutoring staff consists of 32 peer tutors, 1 volunteer peer tutor, 1 volunteer staff tutor, and 3 professional tutors (one graduate student and two temporary hires), 1 research assistant, and 1 Hawk Assistant.

- 562 unique students were scheduled for tutoring as of 11/10/14.
- 466 unique students attended tutoring between 8/25/14 and 11/10/14.
- 126 of those students (23.8.0%) are attending tutoring for MAT 1070 – College Algebra.
- Breakdown by major - Pre-Nursing 15.6%; Biology 14.3%; Chemistry 9.8%; Undecided 8.4%; Computer Science 5.5%; Business 5.3%; all other majors under 5%.
- Breakdown by class - Freshmen 249 (52.7%); Sophomores 102 (21.4%); Juniors 73 (16.4%); Seniors 40 (9.0%); Graduate 2 (0.3%).
- Breakdown by gender – 325 female (74.2%); 141 male (25.7%).
- Breakdown by ethnicity – Black/African American 233 (49.3%); White/Caucasian 126 (27.8%); American Indian/Alaskan Native 66 (12.6%); Other/Not Disclosed 36 (8.6%); Asian 4 (1.4%); Native Hawaiian/Pacific Islander 1 (0.1%).
- Attendance data: Of the 2897 appointments scheduled between these dates - 1895 hours attended, 516 hours missed/no show, 330 excused absences, 151 cancelled/rescheduled by tutors, and 5 blank records.
- As of November 10, there are 46 unfulfilled tutoring requests – either no tutor is available or the student cannot attend when a tutor is available.
- Attendance Policy Violations as of November 10:
  - 136 students have been removed from the schedule for violating the tutoring program attendance policy
  - 20 students have been reported for violations (not yet removed from the schedule)
  - 21 students had meetings with the coordinator to be added back to the schedule
  - 4 of those students had a second violation (permanent removal for Fall 2014 semester)
- Scheduled tutoring appointments for students who submitted the online request form. Of the 495 requests received and processed:
  - 385 have been scheduled for an appointment
  - 29 have been contacted for more information
  - 46 have no tutor available
  - 11 were referred to attend SI sessions
  - 6 were referred to the Writing Center
  - 11 dropped/withdrew from the course
  - 7 cancelled the request before it was scheduled
- All tutoring request forms received as of November 11 have been processed.

Academic Resource Mentoring/Probation & Suspension/Appeals

334 students being recruited based on academic standing data
- 232 students enrolled in mentoring (face to face/ online)
  - 171 are students who already have success contracts
• 53 are students who did not have success contracts
• 8 are students who are on good standing and enrolled on their own
• 102 students not enrolled in mentoring
  o 30 students who have success contracts that have not enrolled in the program
  o 64 students who are not contracted who have not enrolled in the program
  o 8 opted out of participation following discussion with coordinator (decided mentoring was not the best option for their needs)

Supplemental Instruction

• 30 total SI courses (82 sections) spanning across 13 academic disciplines
• 664 students (2176.6 hours, 2124 visits) have attended SI sessions as of 11/10/14
  o Classification Breakdown
    ▪ Freshman—385 students/1261 visits/ 1305.0 hours
    ▪ Sophomore—160 students/537 Visits/ 534.9 hours
    ▪ Junior—70 students/ 181 Visits/ 188.3 hours
    ▪ Senior—49 Students/ 145 Visits/ 148.4 Hours
  o Major Breakdown
    ▪ PREN—120 Students/ 381 Visits/ 401.3 Hours
    ▪ BIO—100 Students/ 315 Visits/ 329.9 Hours
    ▪ UND—51 Students/ 128 Visits/ 131.2 Hours
    ▪ CHM—47 Students/ 138 Visits/ 146.4 Hours
    ▪ BUS—59 Students/ 192 Visits/ 169.0 Hours
    ▪ CRJ—40 Students/ 96 Visits/ 98.2 Hours

HAWK Alert

HAWK Alert
Referrals: 1770
Students: 1171

KUDOS
Referrals: 250
Students: 155

Intervention Referral:
Referrals: 1
Students: 1

Test Performance easily dominates Faculty/Staff concerns in student performance, while Class Attendance, Completion of Assignments and Homework Performance follow closely behind. Tutoring and Mentoring are consistently the highest recommendations. Professors are continuing to use the Current Grade, which may be important data at the end of this semester. Holly (Social Work) has completed her training and is currently completing referrals on her own, albeit at an introductory pace. We have streamlined our contact processes by allowing Brittany to initiate follow-ups every week, which
will help the HA Spec’s to concentrate on their walk-in’s and their high priority referrals, while also continuing our attempts to communicate with our referred students.

**HAWK Alert**
1770 referrals, 1171 students.

<table>
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<tr>
<th><strong>Reasons:</strong></th>
<th><strong>Referrals</strong></th>
<th><strong>Students</strong></th>
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<tbody>
<tr>
<td>Class Attendance</td>
<td>535</td>
<td>373</td>
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<tr>
<td>Quality of Written Work</td>
<td>164</td>
<td>149</td>
</tr>
<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>120</td>
<td>100</td>
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<td>Test Performance</td>
<td>826</td>
<td>665</td>
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<td>Quiz Performance</td>
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<td>266</td>
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<td>Homework Performance</td>
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<td>407</td>
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<td>Class Participation</td>
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<tr>
<td>Disruptive/Disorderly</td>
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<td>11</td>
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<tr>
<td>Content Difficulty</td>
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<td>131</td>
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<tr>
<td>Completion of Assignments</td>
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<td>Time Management</td>
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<tr>
<td>Other (Please Specify in Notes Box Above)</td>
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<td>46</td>
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<tr>
<td>Current Grade: C</td>
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<td>11</td>
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<tr>
<td>Current Grade: D</td>
<td>76</td>
<td>72</td>
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<td>Current Grade: F</td>
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<td>258</td>
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<tr>
<td>Tutoring</td>
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<td>623</td>
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<tr>
<td>Writing Center</td>
<td>124</td>
<td>94</td>
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<tr>
<td>(Brainstorming/Organization/Development/Clarity)</td>
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<td></td>
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<tr>
<td>Personal Problems (Counseling)</td>
<td>144</td>
<td>114</td>
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<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
<td>71</td>
<td>49</td>
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<tr>
<td>Mentoring (ARM)</td>
<td>247</td>
<td>205</td>
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<td>IT Assistance (BlackBoard/BraveWeb/BraveMail/Excel/Word)</td>
<td>96</td>
<td>67</td>
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<tr>
<td>Finish Incomplete (I) (Grade will turn to F)</td>
<td>14</td>
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**KUDOS**
250 referrals, 155 students.

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<td>Current Grade: B</td>
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<td>Highest Score on Exam</td>
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<td>A on Test</td>
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<td>Excellent Quiz Performance</td>
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<td>Honors List</td>
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<td>Chancellor's List</td>
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<td>Active Participation</td>
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<td>Excellent Lab Results</td>
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<td>Perfect Attendance</td>
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<td>Exemplary Student</td>
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<td>Excellent Team Work</td>
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<td>Outstanding Project Completion</td>
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<td>Referals</td>
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<tr>
<td>Students</td>
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Excellent Presentation  
Submits completed satisfactory assignment/homework in a timely manner  
Excellent writing skills  
Has a good understanding of concepts introduced in class  
Posts or submits BlackBoard or online assignments in a timely manner

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<th>Category</th>
<th>Score 1</th>
<th>Score 2</th>
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<tr>
<td>Submits completed satisfactory assignment/homework in a timely manner</td>
<td>15</td>
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<tr>
<td>Excellent writing skills</td>
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<tr>
<td>Has a good understanding of concepts introduced in class</td>
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<tr>
<td>Posts or submits BlackBoard or online assignments in a timely manner</td>
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**Resource Learning Lab**

As of 11/10/14, 253 students have signed into to use the Resource Learning Lab. We are currently in limbo with our newest online software, but should resume before next report. We are also working on returning to our maximum capacity of lab machines.
University Writing Center Report
Submitted by Dr. Teagan Decker, Director of the University Writing Center
November 2014
Time period: October-November 2014

Activities and Projects

- Tutoring students
- Speaking to classes about the Writing Center
- Offering workshops about effective use of sources (MLA format—APA coming next). Workshops were held October 8th and 9th. Eleven students attended.
- Presentation at the International Writing Center Association conference on Nov. 1.

Usage Information

- 833 total tutorial sessions
- 368 unique clients
- 227 online writing tutorials
- 52% of unique clients visited one time
- 48% of unique clients visited more than one time.

Student Survey Response (27 responses)

- Although the [online] connection was delayed, I was completely satisfied with [the tutor]'s assistance. Her skill level far exceeded my expectations. Thank you - I have already referred the program to other students in my class.
- Did a great job!
• Did not help at all
• [The tutor] was very patient with me. I was having trouble with my computer, and she reached out to me through email until we found a solution to my problem. She also provided me with help with organizing my paper. I feel confident about starting my paper now.
• I am able to mark strongly agree toward the staff since it was done online. The error is on my part. The session would have been more beneficial if I had made an appointment to meet with [the tutor] in person. I will not make the error again. [The tutor] was very helpful during my session with her.
• I didn’t get a chance to catch her name but, mine is James Jones. So whoever helped me thank you and I will be back.
• I felt that the online version of this wouldn't be as helpful as if I would have went to the actual writing center on be much more helpful. I found the online version of this to be very helpful, but feel that it would've have been more engaging had I actually have went to the center.
• I worked with [the tutor] on Sunday and followed up again with her on Tuesday to go over the recommended changes. This is my first semester in the MPA program and the first time I’ve had to write a paper in 18 years. The writing center has provided a huge comfort to me. Thank you!!!!
• She was great to work with!
• Thanks so much:)
• The tutor is very helpful. She honestly told me what needs to be done in order for my paper to be great.
• Whoever created this program is a genius. It really helps. I visit all the time. At first my pride kept me from getting the help that i needed. But now, I am happy I visited.

Fall 2014 Staff

• Janae Aiken, Undergraduate Tutor (English Education)
• Haley Bean, Undergraduate Tutor (Social Work)
• Teagan Decker, Director (English)
• Mari DeRuntz, Undergraduate Tutor (English Education)
• Kelli Jacobs, Undergraduate Tutor (English Education)
• Zachary Lunn, Undergraduate Tutor (Biology)
• Cheron McMullen, Undergraduate Tutor (Criminal Justice)
• Kenley Patanella, Undergraduate Tutor (Biology)
• Meghan Taylor, Undergraduate Tutor (English Education)
• Heather Wade, Undergraduate Tutor (English)

Appendix B
The Mary Livermore Library saw an increased demand for study space as students continued their constant request for study rooms. Due to lack of space in our building, this is always a challenge for us to provide this service. We also saw increased requests for research and reference services, as well as use of materials and reserves held within the library. We began preparing for an extended exam schedule which has been made more challenging by not yet having vacant positions filled. Our Friends of the Library sponsored our annual Fall Faculty Showcase that highlighted newly published books by Dr. Mohammad Ashraf and Dr. John Spillan. We were one of the co-sponsors for the Civil War Series program “North Carolinians Meet Sherman’s March” by Dr. Jacqueline Glass Campbell held October 23, 2014.

The library staff was involved in promoting library services by setting up a table at Pembroke Day, participating in the various homecoming functions held throughout the month of October, and participating in the Grad Finale event for students.

*Library Reference Stats:*
- Directional 494
- Technical 43
- Instructional 39
- Research 422
- Accounts 21
- Distance Education 102
- Federal/State Documents 11

*Instructional Statistics:*
- 26 Classes
- 460 Students

*Monthly Attendance:*
- 18,033
Division of Information Technology

Academic Support Services Subcommittee Report for November 11, 2014

Projects and Strategic Initiatives

DoIT is making steady progress on organizational effectiveness, operational efficiency, and campus initiatives. Hiring is first priority. Ray Buehne, Director of Enterprise Applications, joined the team on November 10. Additionally, two open technical roles will be filled in the coming weeks. Recruiting is underway for the remaining open positions, including the IT Security Officer.

The master project plan is complete and is serving as a functional, coordinated tool division-wide to schedule and manage projects and related tasks. A few of our major accomplishments are noted below.

- The Banner migration to UNC GA is underway and on schedule for completion by March 28, 2015. Project plans for the data center migration are documented and work is in progress.
- The Academic Computing Initiative (ACI), a plan for refreshing faculty, classroom and laboratory computers, is in its planning stages. Our goal is to distribute computers to faculty during the spring semester and to continue with a repeatable process and sustained focus over the coming years. Laboratory and classroom refreshes will follow. ACI will be discussed with this committee on November 12, 2014.
- In partnership with the Nursing faculty and vendors we upgraded the video simulation and recording system (Calypso) in the Health Sciences Building and trained faculty to use it. The upgrade enables faculty to record multiple sessions from multiple labs, edit recordings, and stream the videos from one central location. The upgrade also provides UNCP with a more energy efficient system and includes maintenance of the equipment for a fraction of the original anticipated costs.
- Tool selection for our Service Management tool is underway. This tool will facilitate data collection for customer requests, trouble tickets, and asset management for computer inventory.
- Virtual Server Environment Software Upgrades are underway in our data center. There are over 200 virtual servers housed on 16 physical servers. 35% of physical servers were updated in October.
- Network/Internet connectivity for Dial Solar Project installed
- Student Data Mart. DoIT staff are working with the UNC GA team to install initial scripts and run initial loads. We completed initial data cleanup tasks.
- Met with Campus paperless initiative
  - Banner Document Management (BDM) Student Records Migration is underway. We have completed migration of Student Records documents from OpenKM to BDM and provided training for staff of Registrar’s Office
  - Campus wide inventory of paper assets and computers underway. DoIT is collaborating with Brent Locklear on this effort.
  - We are investigating tools to facilitate electronic signatures.
Operational Updates

October Stats from the Help Desk
(Abandoned calls are those where caller hung up before the staff could pick up.)

- Total
  - 1455 calls received
  - 1149 calls handled (76%)
  - 306 abandoned* calls/.48 calls per hour (24%)
  - Average call duration = 3 minutes, 43 seconds

- Evening and Weekend - DoIT staff is closely monitoring volume of calls in the evening (5 PM – midnight) and weekend hours to determine staffing needs. Reports for these hours in October show:
  - 106 calls received
  - 87 calls handled (82%)
  - 19 calls abandoned/2.25 per hour (18%)
  - Average call duration .06 minutes

Updates
- The Education and Technology Fee and the Banner Implementation Fee were discussed with the Tuition and Fees Committee and at the recent student forums. We have asked that the Banner Implementation fee be renamed the Enterprise Systems Fee and continued beyond the planned 2016 expiration date. We also requested an increase in the Education and Technology fee to support our IT services.
- Network and Systems Administration staff provided technical communications support for broadcasting several home football games, including support provided to ESPN and WNCP (first-ever live telecast for WNCP). Staff are on hand for ALL home football games.
- Two compromised email accounts led to off-campus mail delivery issues. These accounts were identified and off-campus email issues resolved.
- UNCP is now part of the system wide Learning Management System (LMS) Consortium. This will provide us with peer support and networks from which we can learn about best practices and more.
- DoIT staff are engaged in the planning discussions for two new campus buildings; the Student Health Services Building and the downtown incubator.
Appendix D

Accessibility Resource Center
Academic Support Services Subcommittee Meeting
November 11, 2014

October statistics from Titanium database:
- 5 Intake appointments
- 13 accommodations appointments
- Proctored 81 exams for 38 students with disabilities
- 26 consultations with professors
- Provided 126 hours of interpreting services (American Sign Language)
- 2,322 pages converted to alternate format

From our hash mark sheet (numbers are not in Titanium, because they did not require a case note)
- 204 phone calls
- 119 Note takers
- 111 Walk-ins

Other activities:
I was available for informal discussions with faculty regarding accessibility issues: October 15th, 23rd and 28th; November 5th. No faculty attended. Upcoming dates: November 20th in UC Annex room 203 at noon.

The ARC staff and Graduate Assistants participated in Grad Finale for students and guests who may need accommodations for Commencement.

I conducted a brief faculty training for the Art Department

Interviewed and filled the ARC Administrative Assistant position. Ms. Shawnda Cummings will begin on November 17th.

We co-coordinated and participated in VSA event on October 22nd for over 1,200 PSRC children with disabilities, plus over 200 volunteers.

I co-conducted Grievance Panel training with Ronette Gerber.

I presented with Jim Kessler to PED 4030 class on accessible facility and program design. ARC staff met with two UNCP students who would like to create and coordinate an inclusive sports day program on campus for students with disabilities in the Public Schools of Robeson County.
Appendix E

The University of North Carolina Pembroke Academic Computing Initiative
Key Principles and Recommendations for 2015 and Beyond
November 2014

Information technology is interwoven in all aspects of campus and community life. To succeed in accomplishing the vision and goals of our strategic plan, UNCP must provide faculty and students with access to affordable high quality technology for instruction, learning, research and creative endeavors. Client computers, including desktops and laptops, are gateway technologies that facilitate access to a wealth of resources reaching far beyond our campus. Developing and implementing a sustainable, predictable and dependable model for identifying, procuring, and managing client computers for faculty and student access will ensure that UNCP stewards scarce resources effectively and efficiently. With this in mind, we propose the UNCP Academic Computing Initiative.

Recommendation

The UNCP Academic Computing Initiative will focus on client computers for faculty, teaching labs and non-teaching labs. The portion of the initiative funded by the Provost’s Office will provide:

- Replacement of 1 client computer per faculty member once every 4 years.
- Removal of 1 client computer per faculty member once every 4 years.
- Replacement of classroom and lab computers once every 4 years.
- Removal of each classroom and lab computer as they are refreshed.

This UNCP ACI will align with the following guiding principles:

- All aspects of the initiative will focus on support of the academic mission.
- Input will be solicited from faculty, staff and students to best inform decisions impacting the ACI.
- Client computer refresh cycles will be defined to address appropriate security, functionality and cost measures.
- Cost considerations will include recurring support costs as well as initial purchases.
- Standard desktop and laptop models of will be offered and funded centrally.
- Windows and Apple machines of similar cost will be offered to the general population.
- Offerings will include a software image standard to campus, regardless of operating system.
- Basic peripherals such as docking stations, mouse and monitor replacements will be replaced sparingly as appropriate from the central funds.
- Standards will be defined to meet the general needs for teaching and research. Exceptions to be funded centrally will be negotiated with university leaders and will be supported based on needs to support teaching and research.
- Optional upgrades and the purchase of additional peripherals will be funded by the requesting departments.
- Distribution of client computers and training related to their use will be scheduled to best align with the academic calendar, affording faculty and support staff time to prepare for academic, research and creative endeavors.
• Vendor partners will be engaged to augment DoIT staff in deploying client computers.
• Computing options and associated costs will be defined equitably and in the spirit of stewardship.
• All computing options offered will align with the strategic plans for UNCP

In its first year, the UNCP Academic Computing Initiative (ACI) will replace approximately 130 faculty and 226 classroom and lab computers. We recommend that the refresh of staff client computers follow the same principles and implementation model with the following exceptions:
• Staff computer refresh will be funded by individual departments, as they are currently funded.
• Deployment will be scheduled to accommodate and complement faculty, classroom, and lab deployment schedules.

As the ACI is implemented, it is essential that its effectiveness be measured, and that continual improvements are made. In that vein, follow on activities after year 1 will ensure that:
• Feedback from faculty and students will be gathered and used to improve the program over time.
• Usage data for existing labs and classrooms will be collected to determine the optimal configurations for these spaces.
• Ongoing, cost analyses on options for labs, including virtual computing labs (VCL), will be explored and analyzed.
• All computers and monitors distributed centrally by DoIT will be tracked centrally.
• A thorough plan will be developed and implemented to manage retiring machines, trickle down, and refreshing with careful considerations of costs.