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

TUESDAY, December 9, 2014 @ 3:30 P.M.
Livermore Library - Room 212

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

In attendance:
Robert Arndt, ARTS (Chair)
Melanie Hoy, S&BS
Jesse Rouse, at-large (Secretary)
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:
Rita Hagevik, NS&M
Robin Snead, LETT
Marian Wooten, EDUC
Bessie Barnes, Graduate Student
TBA, SGA Senator

1. Meeting called to order at 3:34PM

2. Minutes of the November 11, 2014 meeting approved

3. Agenda for December 9, 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) January meeting cancelled

7. Announcements  
   a) Next meeting February 10

8. With no further business, meeting adjourned at 4:28pm.

Minutes respectfully submitted by Jesse Rouse, 12/10/2014

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Appendix A

Academic Support Center  
December 8, 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.

- 602 unique students were scheduled for tutoring as of 12/5/14.
- 496 unique students attended tutoring between 8/25/14 and 12/5/14.
- 134 of those students (27.01.0%) are attending tutoring for MAT 1070 – College Algebra.
- Breakdown by major - Biology 14.9%; Pre-Nursing 14.7%; Chemistry 9%; Undecided 8.1%; Computer Science 5.6%; Business 5.1%; all other majors under 5%.
- Breakdown by class - Freshmen 269 (54.23%); Sophomores 105 (21.17%); Juniors 76 (15.32%); Seniors 44 (8.87%); Unclassified 2 (0.4%).
- Breakdown by gender – 344 female (69.35%); 152 male (30.65%).
- Breakdown by ethnicity – Black/African American 249 (50.20%); White/Caucasian 134 (27.01%); American Indian/Alaskan Native 68 (13.71%); Other/Not Disclosed 37 (7.46%); Asian 6 (1.21%); Native Hawaiian/Pacific Islander 1 (0.2%).

Academic Resource Mentoring/Probation & Suspension/Appeals

335 students being recruited based on academic standing data
- 207 students enrolled in mentoring (face to face/online)
  - 156 are students who already have success contracts
  - 43 are students who did not have success contracts
  - 8 are students who are on good standing and enrolled on their own
• 29 students enrolled in mentoring who have been dropped for non-attendance (three consecutive absences)
  o 19 are students who have success contracts
  o 10 are students who did not have success contracts
• 99 students not enrolled in mentoring
  o 29 students who have success contracts that have not enrolled in the program
  o 62 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)

26 appeals have been received and processed as of 12/1/14
• 22 Financial Aid Only Appeals
  o 17 Readmitted Students
  o 4 Continuing Students
  o 1 First Time Transfer (suspended after first term, sat out semester, returning for second term)
• 4 Academic & Financial Aid Appeals
  o 4 Continuing Students

Supplemental Instruction

• 936 students (3280.33 hours, 3457 visits) have attended SI sessions as of 12/5/14
  o Classification Breakdown
    ▪ Freshman—446 students /1828 visits/ 1898.6 hours
    ▪ Sophomore—188 students/767 Visits/ 790.7 hours
    ▪ Junior—86 students/ 320 Visits/ 336.3 hours
    ▪ Senior---58 Students/ 240Visits/ 252.5 Hours
  o Major Breakdown
    ▪ PREN—139 Students/ 590 Visits/ 637.2 Hours
    ▪ BIO---105 Students/ 443 Visits/ 463.6 Hours
    ▪ UND—60 Students/ 178 Visits/ 184.2 Hours
    ▪ CHM—49 Students/ 169 Visits/ 181 Hours
    ▪ BUS—65 Students/ 298 Visits/ 275 Hours
    ▪ CRJ—53 Students/ 147Visits/ 156.5 Hours
  o Colleges utilizing SI---
    ▪ AS—592 Students/ 2250 Visits/ 2367.4Hours
    ▪ BU—81 Students/ 398 Visits/ 376 Hours
    ▪ ED---105 Students/ 508 Visits/ 535.9 Hours

HAWK Alert

HAWK Alert
Referrals: 1801
Students: 1179

KUDOS
Referrals: 250
Students: 155

*Intervention Referral:*
Referrals: 2
Students: 2

Test Performance continues to dominate our HA population as main areas of concern for Faculty/Staff. Class Attendance, Completion of Assignments and Homework Performance still continue follow closely behind. Tutoring and Mentoring are consistently the highest recommendations. Our Social Work Intern Holly (Social Work) has is currently completing referrals on her own, but will not be back with us for Spring 2015 as her internship hours are complete.

Referrals by Class (Referrals/Student):
FR: 885/538
SO: 289/198
JR: 307/212
SR: 300/218
GR: 15/12

**HAWK Alert**
1801 referrals, 1179 students.

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Referrals</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Attendance</td>
<td>559</td>
<td>388</td>
</tr>
<tr>
<td>Quality of Written Work</td>
<td>169</td>
<td>152</td>
</tr>
<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>123</td>
<td>103</td>
</tr>
<tr>
<td>Test Performance</td>
<td>843</td>
<td>671</td>
</tr>
<tr>
<td>Quiz Performance</td>
<td>329</td>
<td>270</td>
</tr>
<tr>
<td>Homework Performance</td>
<td>491</td>
<td>409</td>
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<tr>
<td>Class Participation</td>
<td>241</td>
<td>186</td>
</tr>
<tr>
<td>Disruptive/Disorderly</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td>Content Difficulty</td>
<td>164</td>
<td>132</td>
</tr>
<tr>
<td>Completion of Assignments</td>
<td>538</td>
<td>403</td>
</tr>
<tr>
<td>Time Management</td>
<td>123</td>
<td>100</td>
</tr>
<tr>
<td>Other (Please Specify in Notes Box Above)</td>
<td>47</td>
<td>46</td>
</tr>
<tr>
<td>Current Grade: C</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>Current Grade: D</td>
<td>83</td>
<td>79</td>
</tr>
<tr>
<td>Current Grade: F</td>
<td>293</td>
<td>265</td>
</tr>
</tbody>
</table>

**Recommendations:**

- Tutoring
- Writing Center (Brainstorming/Organization/Development/Clarity)
- Personal Problems (Counseling)
- Resource Learning Lab (Reading Comprehension/Writing Software)
- Mentoring (ARM)
- IT Assistance (BlackBoard/BraveWeb/BraveMail/Excel/Word)
- Finish Incomplete (I) (Grade will turn to F)

Referrals: 768
Students: 623

KUDOS
250 referrals, 155 students.

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<th>Students</th>
</tr>
</thead>
</table>

**Recommendations:**

Referrals: 125
Students: 95

Referrals: 147
Students: 116

Referrals: 71
Students: 49

Referrals: 250
Students: 207

Referrals: 96
Students: 67

Referrals: 14
Students: 13
Current Grade: A  30  30
Current Grade: B  122  38
Highest Score on Exam  10  10
A on Test  19  19
Excellent Quiz Performance  15  15
Honors List  21  21
Chancellor's List  0  0
Active Participation  27  27
Excellent Lab Results  19  19
Perfect Attendance  13  13
Exemplary Student  32  32
Excellent Team Work  7  7
Outstanding Project Completion  131  47
Excellent Presentation  8  8
Submits completed satisfactory assignment/homework in a timely manner  15  15
Excellent writing skills  7  7
Has a good understanding of concepts introduced in class  1  1
Posts or submits BlackBoard or online assignments in a timely manner  3  3

**Resource Learning Lab**

We have currently hosted nearly more than 400 students in our lab thus far. 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.

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University Writing Center Report
Submitted by Dr. Teagan Decker, Director of the University Writing Center
December 8, 2014

**Activities and Projects - November**

- Tutoring students
- Speaking to classes about the Writing Center

**Usage Information: Fall 2014**

- 1250 total tutorial sessions (estimated).
- 1274 total sessions in Fall 2013
- 512 unique clients this semester
- 352 online writing tutorials
- 52% of unique clients visited one time
- 48% of unique clients visited more than one time
Student Survey Response (108 responses)

- [The tutor] was very helpful this evening. S/he has given me many suggestions for improvements. I have made another appointment before my assignment is due with him/her.
- All of my questions were answered and I received feedback that was most helpful and I look forward to coming back in from time to time.
- 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

Mary Livermore Library
December 2014 Report
Academic Support Committee

The Mary Livermore Library continued with the increased demand for study space, as end of the semester projects and exams fast approached for our students. We provided extended library hours and remained open until 2:00 a.m. the week before and the week of exams. Library staff also concentrated on reviewing security plans and procedures for our library. We were approved to fill a vacant position in our circulation services area and began reviewing applications for our Circulation Administrative Support Associate, which has been vacant for over a year. We hope to move forward with filling open librarian positions as well.

As part of our Native American Heritage focus, on November 11 our Friends of the Library sponsored a very successful program featuring Lawrence Locklear who discussed his new book *Hail to UNCP: a 125 Year History of the University of North Carolina at Pembroke*. Additionally, library staff were involved in the Native American Read-In held at Pembroke Elementary School.

*Library Reference Stats:*
- Directional 279
- Technical 20
- Instructional 13
- Research 238
- Accounts 9
- Distance Education 6
- Federal/State Documents 0

*Instructional Statistics:*
- 11 Classes
- 190 Students

*Monthly Attendance:*
- 15,635
DoIT continues to make progress in hiring additional staff, make upgrades and equipment refreshes to the core network and plan processes and consider initiatives to increase efficiency and produce cost savings for the university.

A few of our major accomplishments and ongoing projects are noted below.

- The Banner migration to UNC GA continues. Connectivity testing, resolution of identified migration issues and testing of various Banner modules and interfaces and other project tasks are either underway or scheduled to begin shortly. A number of testing scenarios have already been completed.
- Student DataMart installed in Banner Production without issues.
- Banner Document Management has been installed in the Registrar’s Office.
- Work on the Academic Computing Initiative (ACI) continues. The ACI Team has met with Dell, Lenovo and Apple to discuss available services and to discuss the need for a vendor / UNCP relationship to rise to the level of partnership to most efficiently accomplish acquisition and distribution of new computers. The team has also discussed and established the technical standards that will best meet the needs of UNCP faculty, students and staff. The team will seek faculty input in the new year.
- Virtual Server Environment Software Upgrades are nearly complete. All virtual servers have been migrated and 15 of 16 host systems have been updated.
- DocuSign is proposed by University Advancement as a solution for e-signatures. A presentation on this product will be made to the IT Leadership team on December 9, 2014.
- Plans for testing and implementation of Office 2013, Visio 2013 and Project 2013 are being developed.
- An improved process for gaining guest access to Brave Wi-Fi is being tested. Expanding and streamlining guest access will provide additional services and convenience for guests, presenters and others requiring wireless access during their visit to UNCP, while distributing the tasks associated with the provision of this service.
- Work continues on the UNCP Core Network refresh. Interface migration to the new Nexus platform is underway in both the Lumbee and Oxendine data centers.

Operational Updates
November Stats from the Help Desk

(Abandoned calls are those where caller hung up before the staff could pick up.)

- Totals
  - 908 calls received
• 742 calls handled (82%)
• 165 abandoned* calls/.23 calls per hour
• Average call duration = 2 minutes 58 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 November show:
  ▪ 78 calls received
  ▪ 58 calls handled (82%)
  ▪ 20 calls abandoned/.06 per hour
  ▪ Average call duration 2 minutes 19 seconds
○ Work Orders
  ▪ 887 Work Orders were completed in November
  ▪ Of this total, 287 were completed by members of our various student work programs

Operational Updates

Tech and AV support were provided multiple special events including:
• Chancellor Search Committee meeting and the
• NC State Attorney presentation
• Transfer Student Orientation
• Commencement activities

DoIT staff are engaged in multiple construction projects including:
• Student Health Services Building
• downtown incubator
• Jazzman’s Coffee shop (Bookstore)
• Relocation of Housing and Residence Life (and other related moves)
November statistics from Titanium database:
  • 3 Intake appointments
  • 4 accommodations appointments
  • Proctored 54 exams for 29 SWD’s
  • 19 consultations with professors
  • Provided 115 hours of interpreting services (American Sign Language)
  • 601 pages converted to alternate format

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

Other activities:
I was available for informal discussions with faculty regarding accessibility issues: November 5th and 20th. No faculty attended.
ARC staff attended the UNCP Open House on Saturday November 15th.
ARC and Career Services coordinated interviews through the Federal Workforce Recruitment Program (WRP) for 10 students with disabilities.
Participated in Transfer Student Orientation on Saturday December 6th.

Upcoming Activities:
Graduate and Undergraduate Commencement
ARC staff will be working with Dr. Chaumba (Department of Social Work), on a service learning project for her students.