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

TUESDAY, February 12, 2013 @ 3:30 P.M.
Library Conference Room – Room 212

Dr. Larry Arnold (Faculty: Chair)                  Susan Whitt (Library)
Dr. Melissa Schaub (representing Provost)         Steven Hunt (CAE)
Cindy Saylor (representing DoIT)                  Mary Helen Walker (DSS)
                                            Dr. Rita Hagevik (Faculty)

1. Call to Order

2. Approval of the Minutes of the November 13th Meeting
   a) Approved.

3. Approval of the Agenda
   a) Approved.

4. Reports

   a) Mary Livermore Library
Mary Livermore Library
February 2013 Report
Academic Support Committee

The Mary Livermore Library completed the fall 2012 semester by having extended operating hours until 2:00 a.m. during exams. Students made good use of our study rooms and library in general. We continued to participate in the celebration of the 125th anniversary of the University by selling all but five of our 300 historic calendars highlighting photographs from our Elmer Hunt Photograph Collection. These remaining calendars will be placed for silent auction in our 12th annual Friends of the Library benefit to be held March 22, 2013. The Friends of the Library also sponsored a program entitled “James K. Brayboy and Dr. English Jones: Succeeding Against the Odds” which highlighted distinguished scholars important to the history of UNCP. The Library received notice that our Letter of Intent for a LSTA grant was approved. We will now proceed to submit a full application. If approved we will be able to employee two positions to continue to add an additional 30,000 more photographs online to our Elmer Hunt Photograph Collection. Our Spring Semester began in earnest as we received a high number of requests from faculty for library instruction classes. We are extremely pleased to see more requests for instruction with writing intensive and writing within a discipline courses. We are also seeing more instruction in the areas of science.

Library Reference Stats:
Directional 58
Technical 26
Library Instruction:
Sessions: 55
(Writing Intensive or Writing Within a Disciple Classes): 12
Students: 910

b) University Writing Center
University Writing Center Report
Submitted by Dr. Teagan Decker, Director of the University Writing Center
January 2013

1) February staff meeting: Tutor Katelyn Lee gave a presentation on writing case briefings.

2) Usage Information (January 14-February 14):

- 196 total writing tutorials (as compared to 158 in Spring 2012)
- 127 unique clients
- 16 online writing tutorials
- 63% of unique clients visited one time
- 37% of unique clients visited more than one time
- 33% freshman student tutorials
- 16% sophomore student tutorials
- 22% junior student tutorials
- 21% senior student tutorials
- 6% graduate student tutorials
- 2% faculty or staff tutorials

c) Division of Information Technology

Division of Information Technology
Academic Support Services Subcommittee Report for January 2013

Division Level:
DoIT began an assessment of its project management methodology with an external consultant last fall. DoIT found that there are over 240 projects at various stages and that most DoIT staff members have limited training in project management. DoIT has contracted with Collegiate Project Services to provide an extensive training program designed to introduce project management concepts and instill them throughout our processes. DoIT has also created a Project Coordinator team that is currently drafting a project charter for an enterprise project management methodology. Training in the areas listed below has been scheduled. Multiple sessions of some classes will be held to ensure that all DoIT staff are able to attend without disrupting services.
• Project Management Skills and Methodology (complete)
• Process Skills for Project Team Members (underway)
• Project Communications Skills
• Project Management Software
• Skills for Project Team Leaders
• Practical Project Tools and Processes

Departmental Summaries:

Client Services
• Work continues to finalize the technology installation project for the Health Sciences Building
• Support for faculty in the use of the new technologies present in the Health Sciences Building continues
• Preparations for the faculty technology refresh project are underway

Course Management Support
• Update for Pearson / MyLab installed in test environment
• All Fall 2012 courses have been archived
• Support for Admissions to transition to document management solution (Docustore) has begun

Networking
• VoIP phone system upgrade project has been completed
• Panic Button system replacement is complete
• With migration complete, the Octel Voicemail system has been shut down
• The Fort Bragg Office DSL circuit has been upgraded
• BTOP II (MCNC Project) progress –
  - Hut is in place beneath the water tower
  - Uplink to primary data center is complete
  - Anticipate second connection in the coming weeks

Applications
• The Roster Verification Process has been completed and implemented
• In progress –
  - Process to manage late fees / interest on student accounts
  - Automation of drop process when students fail prerequisites

Disability Support Services

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
February 12, 2013
DSS Activities:

- Developing captioning protocol for public events.
- Worked with new incoming students for January.
- Developed new Syllabus Access Statement for Fall 2013.
- Lifted reformatted policies to legal website; working on more policies as required.
- Developing a Personal Care Attendant policy and procedure.
- Converted all Fall 2012 students to electronic files.
- Worked on students who were dropped from rosters due to ‘no-pay status’ and were receiving third party payment for tuition on getting back into their classes.
- Conducted and resolved an informal ADAAA grievance filed by a student with her professor.
- Met with Academic Affairs on placement of student in Field experience.
- Met with the Emergency Health and Safety Committee on students in crisis.
- Attended webinar on Career Counseling and Advising Students with Asperger’s Disorder.
- Attended and participated in 125th Anniversary meetings and events.
- Updating and rewriting ‘Animals on Campus’ policy and procedure.
- Providing clinical supervision through a Filed Experience for an MSW candidate.
- Set date and made campus arrangements for October 23, 2013 as the annual Vision Strength and Arts (VSA) Festival.
- Met with 11 new students and their families during Open House.

e) Center for Academic Excellence

February Report for CAE

Courtney Walters—Tutoring Program Coordinator

We currently have 41 tutors who can tutor 132 courses from 18 academic departments. We lost two tutors at the end of January - those tutors & courses not included in the totals.

We currently need tutors for the following courses:

- BIO 1020 (tutor schedule is full; asked for faculty recommendations - Erika Young gave me names of 3 students)
- CRJ 2400 (asked for faculty recommendations - Roger Guy could not “locate a suitable tutor”)
- CRJ/SOC/SWK 3600 (strongest need - tutor schedule is full; asked for faculty recommendations - heard from Renee Edwards and Steve Marson, but have not received any names yet)
- ITC 2700 (asked for faculty recommendations - Cynthia Xhang gave me a name of a student, but said most good ITC students work for DoIT)
- GLY 2460 (have not asked for recommendations yet)
- SWK 3480 (have not asked for recommendations yet)

Jennifer Bruner—Academic Resource Mentoring

Academic Resource Mentoring
Monthly Report

Date: 2/8/13

PROBATIONARY STUDENTS  TOTAL = 405

• 145  Mentoring and contracted
• 53  Mentoring and not contracted
• 35  Not mentoring and contracted
• 166  Not mentoring and not contracted
• 4  Dropped for non-attendance
• 2  Opted out on own

GOOD STANDING STUDENTS  TOTAL = 5

• 2  Mentoring and contracted.
• 2  Mentoring and not contracted.
• 1  Not mentoring and contracted. A Financial Aid appeal that has not responded to outreach.

OTHER BREAKDOWNS

• 208  Total student who have received services from the ARM's Program (includes those who have been dropped or opted out).
• 48  Students attending on Financial Aid Appeal.
• 77  Students attending on Academic Appeal.
• 61  Students attending as Readmitted students.
• 0  Students participating Online 25 identified and awaiting availability of newly designed module to be completed in the coming week.
• 202  Students participating on Main Campus.

Mark Hunt—HAWK Alert Coordinator, Resource Learning Lab Coordinator, Interim Supplemental Instruction Coordinator

HAWK Alerts: We currently have 234 referrals for 203 students. Our new SAGE HAWK Alert has been submitted to the entire campus and is being actively used. Current issues are the erroneous submittal of referrals by faculty of their entire class roster, which happens because of both faculty error and design flaws. A fix has been uploaded that eliminates this error.

Resource Learning Lab: New computers for the lab have been ordered and are in-route.

TutorTrac: New updates and changes have been uploaded.

Digital Signage: We currently have video looping on the monitors and plans are to add more items and schedules to the TV's soon.
AdvisorTrac: Training has been completed for AdvisorTrac and individual departments are working to implement their data and users.

Break room/Conference Room: Pending funding approval.

Audio/Visual Room: A quote for a StarBoard and Tablet has been submitted. I have contacted James Lewis for a quote on the cameras and am awaiting a response.

Bathroom Upgrades/Doors for DF Lowry 119A &B, 120A: Special projects requests have been made and inspections are underway for renovations.

Supplemental Instruction (SI), Spring 2013 is available in 81 different sections with 46 SI faculty members and 48 SI leaders with approximately 2960 students enrolled in an SI class. These numbers include the sections paid for by the NAPE and RISE grants.

Discussion in response to faculty concerns, forwarded to the chair, that the process for Supplemental Instruction room assignments were causing some difficulties followed.

5. Old Business - none

6. New Business - none

7. Announcements - none

8. Adjournment – 4:40 p.m.