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

TUESDAY, March 11, 2014 @ 3:30 P.M.
Mary Livermore Library Conference Room 212

Kathryn Allen, LETT
Larry Arnold, ARTS
Kelly Charlton, S&BS
Teagan Decker, Director University Writing Center
Melissa Schaub, VCAA designee
Nicolette Campos, for Director of DSS
Susan Whitt, Interim Dean Library Services
Marian Wooten, EDUC

Members not present:
Cindy Saylor, Associate VC for Information Resources Designee
Luciano Alvarado, SGA Senator
Rita Hagevik, NS&M
Corinne Jordan, Graduate Student

Guests:
Liz Cummings, Representative for Information Resources

1. Meeting called to order at 3:30pm
2. Approval of the Minutes of the January 14, 2014 Meeting
3. Approval of Agenda for March 11, 2014

4. Reports
   a. Mary Livermore Library (Appendix A)
   b. University Writing Center (Appendix B)
   c. Division of Information Technology (Appendix C)
   d. Disability Support Services (Appendix D)
   e. Center for Academic Excellence (Appendix E)

5. Old Business
   a. Report from Academic Affairs – Larry Arnold
5. New Business
   a. Support Services Survey

6. Announcements
7. With no further business, meeting adjourned at approximately 4:55pm

Minutes respectfully submitted by Kelly Charlton, 3/11/2014
Appendix A

Submitted by Susan Whitt

Mary Livermore Library
March 2014 Report
Academic Support Committee

The Library saw a high demand for library instruction as the new spring semester began. A major focus continued to be our migration to a new integrated library system, as there will no longer be a Coastal Carolina Library Consortium. We are partnering with DoIt for them to assist in the project management for this major issue. The date of our transition to a new hosted server is March 20 and we will go live with a new Sierra module on May 27. The Library held their thirteenth annual library benefit, "The Library Presents: An Intimate Evening with Dr. Elliot Engel," on February 28. It was held at the Chancellor’s residence this year, rather than in the Library. We received rave reviews for our speaker Dr. Elliot Engel and everyone enjoyed the evening.

Library Reference Stats (January/February 2014):
Directional 114
Technical 59
Instructional 41
Research 384
Accounts 28
Distance Education 83
Federal/State Documents 4

Instructional Statistics Total (January/February 2014):
75 Classes
1177 Students

Monthly Attendance Total (January/February 2014):
36,124

Appendix B

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

1) The entire staff travelled to the Southeastern Writing Centers Conference in Greenville, NC Feb 6-8. They presented a roundtable titled Group Papers in the Writing Center. The undergraduate staff members are preparing to present at the PURC Symposium in April.

2) Writing Center staff has developed a mission statement and about us document that is posted in the Center and on the website.
3) The Writing Center is beginning work on creating a series of workshops. The first will be about effective use of sources (avoiding plagiarism).

4) Jan 21-Mar 11 2014 usage Information:
   - 344 total tutorial sessions (compared to 384 last year)
   - 172 unique clients
   - 85 online writing tutorials
   - 51% of unique clients visited one time
   - 49% of unique clients visited more than one time
   - 30% freshman student tutorials
   - 19% sophomore student tutorials
   - 23% junior student tutorials
   - 9% senior student tutorials
   - 17% graduate student tutorials
   - 3% faculty or staff tutorials

5) Student Satisfaction Surveys:
   Surveys are sent via email after tutorial sessions.
   24 surveys have been submitted.

**Student Survey Results Spring 2014**

I would rate this session:
   Excellent (88%)
   Very Good (4%)
   Fair (4%)
   Poor (4%)

I will return to the center for future assignments:
   Strongly Agree (92%)
   Moderately Agree (4%)
   Moderately Disagree (4%)
   Strongly Disagree (0%)

I will recommend the center to a friend:
   Strongly Agree (88%)
   Moderately Agree (8%)
   Moderately Disagree (4%)
   Strongly Disagree (0%)

Staff member(s) were knowledgeable:
   Strongly Agree (79%)
   Moderately Agree (17%)
   Moderately Disagree (0%)
   Strongly Disagree (4%)

The Writing Center's staff member(s) were professional:
Strongly Agree (88%)
Moderately Agree (4%)
Moderately Disagree (4%)
Strongly Disagree (4%)

The Writing Center's atmosphere is welcoming:
Strongly Agree (88%)
Moderately Agree (8%)
Moderately Disagree (4%)
Strongly Disagree (0%)

Student Survey Comments:

- Very helpful
- The tutor was very helpful and insightful
- He/she was very good and had patience.
- He/she was a great help and very nice!!
- [The tutor] is the best tutor that I know. He/she encourages me to work on my grammar and gives me resources such as websites to help me learn outside of the writing appointment. I just want to say thank you to the writing center for having him/her as part of your team.
- [The tutor] was very helpful and professional. I feel a lot more confident about my paper and I believe I will get an even better grade on my revised paper.
- It was ok.
- Thank you so much for helping me

6) Current Staff, Spring 2014

Julie Sem (Accounting)
Haley Bean (Social Work)
Kenley Patanella (Biology)
Zach Lunn (Biology)
Mari DeRuntz (English Education)
Heather Wade (English)
Kelli Jacobs (English Education)
Cheron McMullen (Criminal Justice)
Michael Houck, G.A (English)
Mike Berntsen, Volunteer (Lecturer in English/Ph.D. in English)

1. Major activities/projects performed during this period:
   Tutoring students.
2. Problems encountered and corrective actions (if needed):
   None.
3. Upcoming planned activities/projects:
   Developing Workshops
   Developing material for website
4. Campus or partner coordination/resources needed for future activities/projects:
   Not known.
5. Program limitations:
Not known.

Appendix C

Submitted by Liz Cummings

Division of Information Technology
Academic Support Services Subcommittee Report
March 11, 2014

Departmental Summaries:

Client Services

- Faculty technology refresh 2013 has been closed and work has begun to prepare a list of faculty eligible for the next technology refresh cycle and on technology specifications for equipment choices. A survey for technology refresh preferences will be sent to eligible faculty in the coming weeks.
- A total of 847 work orders were completed in this report period.
  - 136 of these work orders were “Quick Tickets”, closed in real-time.
  - 331 work orders were closed by members of our student worker programs (BraveTechs, LabTechs and ClassTechs).
- Preparation for the end-of-support for Windows XP continues. The last reminder was sent out on March 3, 2014 and further communication will be made with the campus as the April end-of-support date approaches. DoIT has been scheduling operating system upgrades and those having computers running Windows XP that have not been scheduled for an upgrade should contact the Help Desk for scheduling. Since 3/3/2014 a pop-up message has been displayed upon startup for Windows XP machine instructing users to contact the Help Desk for upgrade to Windows 7.
- Evaluation and selection of a new Help Desk ticketing system is ongoing. The list of products has been pared to four and demos in the coming weeks will assist in a final decision.
- Wanda Hunt provided a presentation (UNCP Technology Overview) during the Transfer Seminar and conducted 9 sessions for Microsoft IT Academy for various campus constituents.
- Wesley Frazier will be assuming responsibility for Blackboard second tier and backup administrative support in March. He has transitioned to normal business hours. Evening and weekend Help Desk support is now provided by a senior BraveTech and LabTechs.

Networking / System Administration

- The following projects have been completed in the last month:
  - New UNCP website (Phase II) – Network configuration
  - McAfee EuQ Notifications
o Chemistry Lab Data Storage

• A sample of Networking projects that are underway:
  o UNCP Core Network Refresh, Cisco Lancerpe evaluation, Conversion of environmental controls to an enterprise level system, replacing the local Delta Controls system, Library migration to Sierra, WUNCP renovation project, Cisco Contact Center for DoIT, Active Directory upgrade, Argent Network Management upgrade, Fiber installation to Pine Cottage

• New projects received in the last month:
  o Palo Alto Networks Firewall Installation, Viewfinity, Health Sciences Data Center, SSL Certificate Migration, Wireless Expansion, Telephony Website

Applications / Enterprise Systems

• The following projects have been completed:
  o Banner-Blackboard Interface changes, BravesDollars Deposit

• The following projects represent a sampling of projects that are presently underway:

VCL (Virtual Computing Lab) Usage Statistics February, 2014

Total Reservations: 327

Total Hours Used: 449

Total Unique Users: 77

Most frequently used images/applications:
1. SPSS (148)
2. Microsoft Office 2010 (102)
3. CentOS 5.4 (12)
4. SAS 9.2 (12)
5. Adobe Acrobat 9 Pro w/Microsoft Office 2010 (8)

Appendix D
Statistics: 01/01/14-01/31/14

86 total clients (72 returning and 14 new) with 335 appointments

8 students had 6-10 appointments
6 students had over 10 appointments
3 of them had 20 or more appointments

12 Intake appointments

71 note takers (copying notes)
92 phone calls

Accommodations Activities:
- Proctored 8 tests/exams

Statistics: 02/01/14-02/28/14

75 total clients (65 returning and 10 new) with 493 appointments

11 students had 6-10 appointments
14 students had over 10 appointments
7 of them had 20 or more appointments

6 Intake appointments

63 Note takers (copying notes)
125 Phone calls
61 Walk-ins

Accommodations Activities:
- Proctored 62 tests/exams
DSS Activities/Projects:
- Participated in Open House
- Supervised two GA’s
- Attended various campus committee meetings.
- Advised Delta Sigma Omicron (DSO)

2. Problems encountered and corrective actions taken
- Professors calling or emailing about student issues (tests, note takers, conduct, grades). Work one-on-one with professor and student. Make referrals as necessary.

3. Upcoming planned activities/projects
- We are looking into online training modules
- Up-date cross-training for Accommodations Coordinator duties

4. Campus or partner coordination/resources for future activities/projects
- Faculty dialogues – small group discussions regarding students with disabilities
- We need to facilitate faculty relationships
- We may need to conduct additional faculty training

5. Program Limitations
- Online student support
- Evening coverage is occasionally an issue
- Access to new faculty
- Access to seasoned faculty to up-date training on ADAAA

Appendix E
Submitted by Melissa Schaub

Center for Academic Excellence Report for Academic Support Services Subcommittee
March 11, 2014
Note: The Center for Academic Excellence is still recovering from the sudden death of the director, Steven Hunt, on March 2nd. The Center’s full-time employees and student workers continue to do their jobs during this difficult time, providing academic support services to students who are struggling in any class. For the immediate future, the AVC for Enrollment has assumed the acting directorship of the CAE, and has compiled this report from the information provided by the listed coordinators.

**Tutoring**  
Courtney Walters, Coordinator

We currently have 38 tutors who can tutor 114 courses from 16 academic departments. Tutoring staff: 31 students, 2 student volunteers (unpaid), 4 temporary employees (graduates), and 1 staff member.

**Program statistics:**
- 225 unique students were scheduled for tutoring between January 13 & February 28.
- Of those, 36 have not yet attended or canceled before actually attending sessions.
- 189 unique students have attended tutoring sessions.
- The majority of the students who have attended tutoring are biology majors (23.7%) and pre-nursing (12.8%).
- Breakdown by class - Freshmen 72; Sophomores 44; Juniors 40; Seniors 31; Other/Not Classified 2.
- Attendance data: Of the 873 appointments scheduled between these dates - 475 hours attended, 141 hours missed/no show, 93 excused absences, 38 rescheduled by tutors, and 126 appointments were blocked or removed (dates the university was closed).
- Unfulfilled tutoring requests as of 3/10/14:
  - BIO-3200-001 (2) – course last offered Spring 2010
  - BIO-3540-001 – all former students have graduated
  - CRJ-2400-001 (2)
  - CRJ-2410-01
  - CSC-1300-800
  - CSC-2250-001
  - CSC-2850-001 (2)
  - ECN-2060-001
  - EDN-2100-800
  - ENG-2010-001
  - ENG-3250-001
  - HST-1110-001
  - ITC-2080-001
  - ITC-4100-001
  - MAT-2210-001
  - MAT-2210-002
  - MAT-3150-001
  - PHI-1000-002 (2)
  - PHY-3260-001
  - PLS-3110-001
Other activities in the period:
- Trained 7 new tutors in February.
- Trained 19 tutors on how to use Blackboard Collaborate for online tutoring in February.
- Invited tutors to present at Tutor/SI Conference in April. Two tutors and one SI Leader have expressed interest. Jennifer McNeill and I will assist them with writing a presentation proposal.
- Recruited tutors to cover courses that have been requested for tutoring.
- Preparations for upcoming Lambda Sigma Society induction of new members for 2014-2015 academic year. Identified qualified students and sent out invitation letters & applications to top 75 students in freshman class.
- The Director of Energy Management requested in February that we close the doors at Wellons Hall to conserve energy and not waste the heat in the building. Possible solution: remove keypads and switch to locks with keys so that doors can be closed during tutoring hours without locking students/tutors out of the building. Request was submitted to Facilities last week.

Supplemental Instruction

Jennifer McNeill, Coordinator

Program statistics:

All SI sections
Supplemental Instruction (RISE): 56 Students/126 Visits / 124.58 Hours
Supplemental Instruction (NAPE): 395 students/ 681 Visits / 705.83 Hours
Supplemental Instruction (CAE): 0 Students

Total 448 Students/ 807 Visits/ 830.41 hours

SI Sections with SI Leader Present in SI Course
Supplemental Instruction: 301 Students/547 Visits /555.91 Hours

Other activities in the period:
- Final Semester Evaluations (Spring 2014)
- Securing SI participating Faculty for summer/fall 2014
- Securing SI Leaders for summer/fall 2014
- New Faculty Recommendation Form
- New SI Leader application
  - plan to launch on website
  - advertise through Career Center
- Plan to attend SI/Tutor Workshop on 4/5/14—High Point University
• Implementing an Interview Process with new prospective SI Leaders
• Researching other SI programs at other UNC institutions to acquire information on how to maintain/boost SI attendance of their students

Future activities:
• Develop a participating SI faculty advisory board
• Develop new partnerships and funding opportunities for SI, similar to NAPE and RISE
• Make more data driven decisions about the program and the effectiveness of SI Leaders and SI participating faculty

Academic Resource Mentoring/
Jennifer Bruner, Coordinator
Probation and Suspension Support

Program statistics:
539 students are being recruited based on academic standing data
  • 257 students are enrolled in mentoring (236 face-to-face; 21 online)
    o 175 are students who already have success contracts
    o 75 are students who did not have success contracts
    o 7 are students who are on good standing and enrolled on their own
    o 9 students dropped for non-attendance
  • 273 students are not enrolled in mentoring
    o 53 students have success contracts that are not enrolled in the program
    o 220 students are not contracted who have not enrolled in the program
    o 1 opted out of participation following discussion with coordinator (decided mentoring was not best option for their needs)

Other activities and challenges during the period:
• Preparing for spring 2014 appeals by merging record keeping software with other department services (moving from Titanium to TutorTrac). Training for mentors with Mark Hunt will be 3/12/14.
• Collaborating with Transfer Transition office to target and reach out to possible at risk transfer students who were admitted to the university with 2.4 and lower GPAs for mentoring. – Currently mentoring 16 transfer students (not included in data above).
• Space to accommodate the hiring of new mentors presents a challenge. We are currently utilizing all rooms available with one room being shared between ARMS and the HAWK Alert program. Further expansion of the program would be hindered by current facility limitations.
• Many mentees were late starting the program due to university weather closures and have not received the same level of attention as some of their peers. Mentors met with these students on weeks we normally do not mentor (ex: midterm week) in order to make up missed appointments.
HAWK Alert Program

Mark Hunt, Coordinator

This semester, two new kinds of referrals were introduced (the 3- and 7-week progress reports). These reports debuted with bad timing, and did not see much adoption. Use of regular HAWK Alerts is also down compared to this point in the most recent two semesters.

Program statistics:
- 8 weeks into the semester, we have had 522 referrals for 421 students
  - In Fall 13 we had 730 referrals for 578 students
  - In Spring 13 we had 653 referrals for 510 students
- 62 Kudos referrals for 50 students
- 13 3rd week progress reports
- 16 7th week progress reports
- Specific reasons and recommendations for HAWK alerts provided by faculty:

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<th>Reasons</th>
<th>Referrals</th>
<th>Students</th>
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<tbody>
<tr>
<td>Class Attendance</td>
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<td>186</td>
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<tr>
<td>Quality of Written Work</td>
<td>51</td>
<td>42</td>
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<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
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<td>52</td>
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<tr>
<td>Test Performance</td>
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<td>180</td>
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<td>Quiz Performance</td>
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<td>136</td>
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<td>Homework Performance</td>
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<tr>
<td>Class Participation</td>
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<tr>
<td>Disruptive/Disorderly</td>
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<tr>
<td>Content Difficulty</td>
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<tr>
<td>Completion of Assignments</td>
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<td>Other (Please Specify)</td>
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<td>16</td>
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<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Referrals</th>
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<td>Writing Center</td>
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<td>Brainstorming/Organization/Development/Clarity</td>
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<td>Personal Problems (Counseling)</td>
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<tr>
<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
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<td>IT Assistance</td>
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<td>30</td>
</tr>
<tr>
<td>Finish Incomplete (I) (Grade will turn to F)</td>
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<td>5</td>
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Other activities in the period:

- **Resource Learning Lab**: The Resource Learning Lab’s physical location will be terminated to make way for office space; we are currently seeking online programs to replace or supplement the RLL’s current software to continue to meet campus needs. Online versions have been found and will be presented to acting director of CAE.
- **Digital Signage**: We are in the process of creating Brave Talk (name is up for debate) as a means of inspiration for our students. We will solicit words of encouragement or motivation from the Chancellor, VCs, Deans, Chairs, etc… for posting with their picture to ‘boost students in passing’ within DF Lowry.