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

TUESDAY, March 13, 2012 @ 3:30 P.M.
Library Conference Room – Room 212

✓ Ms. Melanie Wood
✓ Dr. Richard Kang
✓ Dr. Jason Hutchens
✓ Dr. Teagan Decker
✓ Dr. Elinor Foster
✓ Mr. Steven Hunt
x Dr. Bob Orr (✓ Kevin Pait substituted)
✓ Dr. Rachel Smith
✓ Dr. Irina Falls
x Ms. Mary Helen Walker
x Ms. Jackie Clark

1. Call to Order

2. Approval of the Minutes of the November 8th Meeting

3. Approval of the Agenda

4. Reports
   a) Chair’s report on surveys (Dr. Rachel Smith)
   b) Mary Livermore Library (Dr. Elinor Foster)
   c) University Writing Center (Dr. Teagan Decker)
   d) Division of Information Technology (Dr. Bob Orr)
   e) Disability Support Services (Ms. Mary Helen Walker)
   f) Center for Academic Excellence (Mr. Steven Hunt)

5. Old Business
   None.

6. New Business
   None.

7. Announcements
   None.

8. Adjournment
REPORTS:

MARY LIVERMORE LIBRARY

Library Report
March 13, 2012

Items requested from year-end funds for one-time technology funding were approved in the amount of $29,396.65. Ordering assistance is being provided by DoIT.

The last program in the Hunt photographs identification series will take place March 20. The topic is the LRDA and will include information about the LRDA project, Lumbee Homecoming.

Preparations are under way for the eleventh annual Friends of the Library benefit event featuring Dr. Ben Chavis. He will present the first winner of the new scholarship he and the Friends of the Library have co-endowed. Seven other scholarship winners will be introduced at the April 13 program.

Librarians have agreed to cover reference duties until midnight Sunday-Thursday instead of until 9:00 while the position of University Library Technician for Reference Services is vacant. It is now posted on the Human Resources site.

WRITING CENTER

No Report.

DIVISION OF INFORMATION TECHNOLOGY

Client Services Monthly Report

- Assistant CIO Cindy Saylor:
  - With the assistance of many DoIT and UNCP staff, organized UNCP’s Tech Expo 2012 held on Wednesday, February 29th, 10am-2pm. The Expo featured 28 manufacturers/vendors providing educational technology information and demonstrations. Over 100 individuals from UNCP and area educational institutions attended the event.
  - Met with Alex Fux, Greek Coordinator, to discuss opportunities to engage the Greek Council in DoIT's student educational initiative in support of student success.
  - With a great amount of assistance from Liz Cummings, Tabitha Locklear, Rob Hughes, and Robby Gaddy, collected data and quotes for the one-time funding allocations for the faculty and labs/classrooms refresh, technology operational supplies and the School of Business, School of Education and English Department.
• Participated in the SPARC Vision Conference on February 28th.

• DoIT staff Michael Pruitt, Daryl Burgwyn and Tate Corney worked three days with Data Network Solutions on VMWare View and Samsung Zero clients. Their work included upgrading our server infrastructure to View 5.0 in the interest of performance gains and additional features that lend the product more towards meeting our needs, modifying 32-bit Windows 7 to optimize performance and establish a baseline faculty/staff image, and using the Terradici console to push out firmware updates and optimized settings for the zero clients. They also established a series of Group Policy Objects (GPOs) for pushing out optimized settings for the Windows 7 VM and MS Office. They also worked with View Personas and Thin Apps. Following DNS’s departure, the DoIT View team continued work, creating a fresh base image for faculty/staff, as well as an image for student users. They resolved some server issues with View Personas and the ThinApp repository which resulted in a persistent user experience across desktops and the ability to push applications to users. DoIT is continuing to test and optimize the View setup, taking into account user feedback. The team has created thin apps of nine applications. Testing and work on creating more thin apps continues.

• Tabitha Locklear and Wes Frazier built a new image to include a sysprep answer file for classrooms and labs. Wes has uploaded the basic image to Dell, so all future classroom and lab computers purchases will be delivered with the new image on them, decreasing the amount of time it requires to prepare computers for installation.

• Tabitha also worked with Robby Gaddy and Mary Graham to collect projector data from all our labs and classrooms across campus. This effort produced hard data on the total number of projectors on campus, their model specifications and locations, in an effort to begin projector standardization and a 3-year refresh cycle. Additionally, the Lab/Classroom Team has been upgrading all the Starboards on campus with version 9.31.

• In December, Lab/Classrooms staff worked with Rob Hughes to begin a pilot with DeepFreeze’s Data Igloo where a thaw space was created on most of the classroom teaching workstations to save user profiles so users would get a faster login time. The Writing Center was included as a test lab. Although the instructor workstations appear to be working flawlessly, the pilot test revealed that the thaw space filled very quickly on lab machines due to the number of login profiles and space required. Once the profile folder is full, it will not let anyone else log into that computer. Deleting profiles takes about 20 minutes per computer. Staff will revisit the amount of space dedicated for saving the user profiles and test again to measure average amount of it takes to fill to capacity versus a scheduled removal of the profiles. A scheduled automatic removal solution has yet to be found.

• Robby Gaddy provided a great deal of support for the Social Work Symposium on February 24th and received a thank you note for his dedicated effort.

• Tabitha met with Teaching Fellows Director Karen Granger and NC Teaching Fellows Program staff to assist in planning for the NC Teaching Fellows Program summer conferences to be held at UNCP July 20-22 and July 27-29.

• Jillena Locklear passed the Dell Printer Certification course and test.
• Johnathan Kerns has completed the Adobe Acrobat Professional training course: Creating and Working with PDF’s in Adobe Acrobat. He is also working on both Dreamweaver training and Microsoft courses in IT Academy. Johnathan has also been creating informational pieces and guides for the DoIT Tech Tips webpage.

• Liz Cummings, Wanda Hunt, Johnathan Kerns and Wes Frazier have assumed the necessary roles as the DoIT Web Team. Wanda and John are assuming the instructor roles of Dreamweaver Trainers. Wanda has also assumed the role of IT Academy Administrator.

• Charles Kearney and Liz Cummings have assumed the role of Listserv Administrators.

• Training:
  o Wanda Hunt:
    ▪ 1 – Dreamweaver training session for faculty
    ▪ 1 VCL training session for students

• Work Orders for February 2012

  o Top 6 Requestors:
    1. Division of Information Technology (60)
    2. School of Education (36)
    3. English & Theatre (29)
    4. Housing and Residence (23)
    5. Biology (15)

  o Client Services Areas  Closed Work Orders
    Faculty/Staff Services  76
    Help Desk Services  266
    Labs/Classrooms  268
    BraveTechs  171
    LabTechs  101
    ClassTechs  15
    Help Desk Blackboard Support  28
    925

    Quick Tickets  146

• VCL Reservation Statistical Information for February 2012:

  Total Reservations:  202
  Total Hours Used:  364
  "Now" Reservations:  185
  "Later" Reservations:  17
  Unavailable:  0
Load times < 2 minutes: 64
Load times >= 2 minutes: 138
Total Unique Users: 37
Unique Users of Generic Linux VMware: 2
Unique Users of VMware Windows XP: 37

**Durations:**

- 0 - 30 minutes: 62
- 30 minutes – 1 hour: 18
- 1 hour – 2 hours: 42
- 2 hours – 4 hours: 31
- > 4 hours: 49

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**Planning and Budgeting**

**Work Orders:**

**Charles Swayne**
- Blackboard: 57

**Melanie Jacobs**
- Other Software: 10
- General PC: 5
- Blackboard: 54
- General Wed: 7

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Fall 2011 Course Archives were completed for Offsite and Onsite

- A letter of complaint was written to Drew Stephenson to address the poor service from SafeAssign
- Blackboad Advisory group met on February 8th. The Agenda included Fall 2011 Reporting for Blackboard courses that included overall summary of usage, number of active courses, and average users per month. Discussed known issues occurring with test lockouts and hanging along with a problem with permissions to documents that were copied over from another course. I created a Notes to Faculty sheet that included a work around for this as well as a Test/Quiz checklist for students and passed that on to the campus as well. Terry Locklear talked about the Blackboard Online Orientation for students that he and George Guba are working on. I also provided a handout with Highlights of Bb 9.1 Service pack 8. Which was released by blackboard in February.

- Provided a workaround to faculty for test problems to reduce lockouts and test problems for students. It appeared that the most frequent lockouts and problems were
for test that had these settings applied.

Force Completion  
Set Timer  
Auto Submit On  
One at a Time/Prohibit Backtrack  
Randomize questions

I would like for you to consider the following.
The Auto Submit is new and when using this setting it is better to NOT Force Completion. The rationale behind this is that you have the timer and Auto-Submit set and that is adequately restrictive. Not Forcing Completion will allow students with network, or computer problems to get back in and finish where they left off. Since you have your test set to "One at a Time" students can't see the entire test to look up answers (even though they won't have time to do so). If you don't Force Completion and a student is "kicked out" or the test freezes they will be able to get back in in the time you gave them (1 hour, 30 minutes, etc.), and complete the test. Please note that the timer continues even when the student is out of the test. When they get back in (given that Force Completion is off) they can continue with the time left. This will discourage students from looking up answers when they are out of the test. It is advised that you tell them you are going to do this in the test instructions. Because you have not Forced Completion the same test will be presented to the student to pick up where he/she left off (even though you have randomized the questions). With "One at a Time" set each question previously submitted will have been saved from the original attempt.

- Applied a WayPoint update to production to fix some issues that were occurring for faculty on February 10 @ 5am. I applied the SafeAssign update in production as well.  
- Corrected a problem that was occurring with forms for faculty senate. I updated and fixed this form a few weeks back but found that when I was emailing the file to Bobbie Scott to upload to the server when she saved the file the setting that allowed the form to be edited was being removed in the save.  
- Provided IT Academy administrator training and Dreamweaver to Wanda Hunt  
- Provided Listserv Administrator training to Liz Oxendine and Charles Kearney  
- Provided Dreamweaver training for Dr. Curtis Web Journalism class: 8 participants attended  
- Terry installed two patches to the test server to fix the issues with test I tested this patch and all was well. He pushed that patch to production on February 22nd.  
- Offered two training sessions on Managing the Gradebook in blackboard Feb. 22 and Feb. 29: 3 participants attended.  
- Organized the presentation on Sakai for the Faculty. Presented by Morgan Haskell from UNC on February 27th.
Inter-Active Video Facility

<table>
<thead>
<tr>
<th>Starboard Training</th>
<th>Number In Attendance</th>
<th>Minutes</th>
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<tbody>
<tr>
<td>2-Feb</td>
<td>3</td>
<td>30</td>
</tr>
<tr>
<td>29-Feb</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24-Feb</td>
<td>2</td>
<td>60</td>
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<tr>
<td><strong>Total=</strong></td>
<td></td>
<td><strong>90</strong></td>
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Instructor Support - Jon Lloyd

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<tr>
<th>Instructor</th>
<th>Activity</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Wendt</td>
<td>Wrote guide for iPad use in IVC</td>
<td>30</td>
</tr>
<tr>
<td>Hutchens</td>
<td>Walkthrough of iTunes U</td>
<td>20</td>
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<tr>
<td>Dent</td>
<td>Walkthrough of iTunes U</td>
<td>30</td>
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<tr>
<td>Dent</td>
<td>Configuration of multiple displays</td>
<td>60</td>
</tr>
<tr>
<td>Irina Falls</td>
<td>iPad orientation and tutorials</td>
<td>60</td>
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<tr>
<td>Giannatasio</td>
<td>Blackboard Collaborate Troubleshooting</td>
<td>30</td>
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Total= 230

IVF Usage-February

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Class Sessions</td>
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<tr>
<td>Conf-Non Instructional</td>
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<td><strong>Total=</strong></td>
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IVC Usage - February

<table>
<thead>
<tr>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>DF Lowry 308</td>
</tr>
<tr>
<td>Sampson 228</td>
</tr>
<tr>
<td>Dial 214</td>
</tr>
<tr>
<td>Oxendine 1258</td>
</tr>
<tr>
<td>Lumbee Hall</td>
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<tr>
<td>Regional Center</td>
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<tr>
<td><strong>Total=</strong></td>
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Instructor Support - James Lewis

<table>
<thead>
<tr>
<th>Hours</th>
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<tbody>
<tr>
<td>Yan Shi Podcast Support</td>
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<td>Yan Shi Podcast Support</td>
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The University of North Carolina at Pembroke
Academic Support Services Subcommittee
MINUTES

<table>
<thead>
<tr>
<th>Dent</th>
<th>Podcast Support</th>
<th>60</th>
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<tbody>
<tr>
<td>Shoulders</td>
<td>Media Support</td>
<td>120</td>
</tr>
<tr>
<td>Mensah</td>
<td>Video Support</td>
<td>60</td>
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DoIT Applications Development and Enterprise Services

Enterprise Systems
The following projects will be implemented in March:
Veteran's Status for Admissions
Bank Account Changes through Self Service for Payroll

The following projects will be delivered as soon as a merchant id is set up and ready:
Adding money to Bravecard through a web application
Transcript requests through self-service for current students

The following projects are ion the design stage:
Text messaging to students
Using Banner for ESL students

Network Services

Wireless Network
DoIT will assist Residence Life to deploy wireless to Courtyard Apartments. Once complete, all campus residential units will be covered with wired and wireless connectivity.

Health Sciences Building
DoIT is working on network and communication provisions for the new Health Sciences Building. This building will be technology intensive and will rely heavily on a state of the art communications infrastructure to support the teaching and learning technologies deployed within.

MCNC BTOP2 Project
UNCP is serving as a community anchor point along the expansion route of MCNC’s BTOP 2 project. The pad for MCNC’s equipment hut has been completed beneath the UNCP water tower.

Telephony
- Telephone system will be upgraded to the latest version enabling greater resiliency and new ways to connect to the public telephone network.

Outages
- Network Access Control system was down during the 8:00am to 10:00am business hours on February 27th causing temporary loss of access to the wireless network and residential network.

Data Center
- Lumbee Hall Secondary Data Center – no downtime reported.
- Oxendine Data Center – On Thursday 2/23/12, a problem with the generator test caused all three HVAC units to experience power loss. The outage was very short and inconsequential. The generator was found to have loose and dry rotted belts which led to the problem. The belts have since been replaced.

Email
- Email Statistics
  - Exchange mailboxes: 1696 – no change
  - Exchange Unified Messaging Accounts: 908 – down one from 909
  - Exchange Total Email: 1.99TB
  - Total Inbound Spam Activity for the month of January 2012:
    - Total Messages: 568049 up from 537,129
    - Good Messages: 412851 up from 395,887
    - Blocked Messages: 155198 up from 141,242
    - Good Messages: 72.68% down from 73.70%
    - Blocked Messages: 27.32% up from 26.30%

DISABILITY SUPPORT SERVICES

No Report.
The University of North Carolina at Pembroke  
Academic Support Services Subcommittee  
MINUTES  

CENTER FOR ACADEMIC EXCELLENCE  

Center for Academic Excellence (CAE) Report  
March 13, 2012  

We currently have 10 tutors and are in the process of hiring 4-5 more. Including the new hires, we will be able to tutor 97 courses in 25 different subject areas in 15 departments. 183 unique students have attended scheduled tutoring appointments with a total of 620 contact hours. Students have requested tutoring in 31 courses in 11 different subject areas. After looking at the reported mid-term grades we have 2045 students reported as having received at least one D or F in their course work. The CAE sent emails to each of these students advising them of their options. Of those 2045, 296 are currently on probation which is 57% of the probationary population. Of those 296, 125 are currently seeing a mentor. In brief a total of 516 currently enrolled students are on probation with 191 currently being served by the Center for Academic Excellence. Five new peer mentors will begin work with the Center on Wednesday March 14th. Our CAE staff and mentors continue to provide workshops and mentoring sessions for probation students.

We currently have received 164 Early Alerts with approximately 29 remaining active. The Early Alert PDF has been revised with improvements/corrections and is active for use.

The Resource Learning Lab (RLL) has been utilized by approximately 7 students this semester from the Social Work program and walk-ins.

Jan Lowery, NAPE Director, has purchased AdvisorTrac for the usage of the NAPE program staff and the CAE staff. This program has not been uploaded to our system yet.

TutorTrac is currently functioning properly and has been placed behind BraveWeb, but access has been limited to students and staff. Faculty will be added when SAGE is active.

The Supplemental Instruction program (SI) has been very successful thus far this semester. 241 unique students have attended SI sessions for a total of 696 contact hours. Spring 2012, we have 47 Sections of SI, 21 SI Faculty, 19 SI Leaders and 1676 Students in SI Courses.

RISE Enrichment: Spring 2012, we have 5 Sections of RISE courses, 4 RISE Faculty, 5 RISE Leaders and 190 Students in RISE Courses.

Currently the CAE staff provides weekly advising tips for both faculty members and students.

Advising Week is March 19-24 with advising kickoff on Tuesday March 20th.