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

TUESDAY, March 5, 2013 @ 3:30 P.M.
Library Conference Room – Room 212

Vice Chancellor for Academic Affairs                  Director of the Center for Academic Excellence
Associate Vice Chancellor for Information Resources,
Dean of Library Services                               Dr. Larry Arnold
Director of Disability Support Services                Dr. Rita Hagevik
Director of the Writing Center                         Dr. Jason Hutchens

1. Call to Order

2. Approval of the Minutes of the February 12th Meeting

3. Approval of the Agenda

4. Reports
   a) Mary Livermore Library

Mary Livermore Library
March 2013 Report
Academic Support Committee

The Mary Livermore Library continued to provide needed research services and study areas for students. Request for library instruction remained constant and the librarians worked hard to handle all requests while having an open position. Search committees were in various levels of progress to fill the vacant positions of Instructional Services/Reference Librarian and the University Library Technician for Cataloging Services. A candidate for the Dean of Library Services was on campus February 26 for interviews. The Library submitted a full LSTA grant application requesting funds to employee two positions to continue to add an additional 30,000 more photographs online to our Elmer Hunt Photograph Collection. The Library also participated and showed support for the AACSB accreditation visit for the School of Business on February 28.

Library Reference Stats:
Directional 85
Technical 36
Instructional 27
Reference 325
Accounts 14
Distance Education 69
b) University Writing Center

University Writing Center Report
Submitted by Dr. Teagan Decker, Director of the University Writing Center
March 2013

1) February staff meeting: Tutor Katelyn Lee gave a presentation on writing legal case briefings. March staff meeting: Volunteer tutor Dr. Mike Berntsen gave a presentation on writing personal statements/application essays.

2) Usage Information (January 14-March 4):

- 323 total writing tutorials (as compared to 317 in Spring 2012)
- 179 unique clients (as compared to 280 in Spring 2012)
- 27 online writing tutorials
- 57% of unique clients visited one time
- 43% of unique clients visited more than one time
- 37% freshman student tutorials
- 14% sophomore student tutorials
- 23% junior student tutorials
- 19% senior student tutorials
- 5% graduate student tutorials
- 2% faculty or staff tutorials

3) Usage Information Fall 2012

- 993 total appointments
- 768 unique clients

4) Student Satisfaction Surveys:

Surveys are sent via email after tutorial sessions. 29 surveys have been submitted.

Student Survey Results January 14-March 4

I would rate this session:
Excellent (72%)
Very Good (17%)
Good (10%)
Fair (0%)
I will return to the center for future assignments:
Strongly Agree (86%)
Moderately Agree (14%)
Moderately Disagree (0%)
Strongly Disagree (0%)

I will recommend the center to a friend:
Strongly Agree (86%)
Moderately Agree (14%)
Moderately Disagree (0%)
Strongly Disagree (0%)

Staff member(s) were knowledgeable:
Strongly Agree (90%)
Moderately Agree (10%)
Moderately Disagree (0%)
Strongly Disagree (0%)

The Writing Center's staff member(s) were professional:
Strongly Agree (83%)
Moderately Agree (17%)
Moderately Disagree (0%)
Strongly Disagree (0%)

The Writing Center's atmosphere is welcoming:
Strongly Agree (72%)
Moderately Agree (28%)
Moderately Disagree (0%)
Strongly Disagree (0%)

**Student Survey Comments January 14-March 4:**

- [The tutor] did an excellent job on revising my paper.
- This was my first presentation on PowerPoint. I did not know anything about PowerPoint. Your staff helped me in one day to understand how to use PowerPoint. Thank you.
- Excellent recommendations to perfect my paper. Highly recommended.
- Was thankful to get advice and leadership from a peer, that knew exactly how I felt and what to help with.
- Thank you for the service
• Gained great knowledge from the center; very welcoming part of the campus

• The Writing Center was extremely helpful in providing me with needed feedback on my research paper.

• [The tutor] also helped me improve my computer skills. She taught me some things on the computer that I did not know and wanted to use toward my research papers. Thank You

• I gained a lot by the use of the writing center.

• I will visit the writing center more this semester than I have in the past.

5) Current staff

Katelyn Lee (political science major)
Victoria Newkirk (middle grades/history education major)
Chase Whisenhunt (B.A. in business and M.A. in public administration)
Jacob Steiner (English major)
Brittany Glenn (B.A. in English)
Heather Wade (English major)
Cheron McMullen (Criminal Justice major)
Mike Berntsen (Lecturer in English/Ph.D. in English) (volunteer)

c) Division of Information Technology

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

Division Level:
Project management training is ongoing. The concepts from class are already being applied in practical ways. Work continues toward the planning and groundwork to fully implement project management methodologies.

Departmental Summaries:
Client Services

• Preparations for the faculty technology refresh continuing – deadline for faculty computer selections has passed

• Robby Gaddy and Joshua Plummer attended Extron Training. This room / technology control system is well represented on campus and will likely be expanded. This training will allow for efficient, knowledgeable support of this system

• Support was provided for FAFSA Day on 2/23/2013

• Assistive Technology support within DoIT is working in conjunction with DSS to migrate the JAWS software from a locally licensed, very limited installation, to a network license service installation. This will increase
access to this software for our blind / low vision students and result in greater ADAAA compliance.

Course Management Support
• SafeAssign paper submission issue resolved
• Installed Waypoint building block to test environment
• Installed Blackboard Mobile web services to test environment
• Installed SafeAssign building block update to test environment
• In progress
  - Connect Message Gateway
  - Removal of Fall 2011 courses from production server

Networking
• BTOP II (MCNC Project) - Fiber infrastructure upgrade to higher bandwidth connections
  - Connections to Charlotte and Wilmington Point of Presence sites complete
  - UNCP awaiting scheduling for local fiber termination
• Bookstore Point of Sale – PCI Compliant POS system that will allow for credit card transactions from the registers
  - Firewall setup underway
  - Vendors are testing application code
• Safe Connect – This system will allow a secure connection to the UNCP wired and wireless networks.
  - Migration pilot with RESNET wired network will go live March 11, 2013

Applications
• In progress –
  - Process to manage late fees / interest on student accounts
  - Automation of drop process when students fail prerequisites
  - New degree audit process and the encoding of all degree programs
  - Changes to grade submission and pre-requisite checking for Fall 2013
  - Roster Verification for the second 8-week courses has begun

Enterprise Systems
• New Banner application server installed in test environment
• Oracle 11g upgrade complete in test environment
• New Banner application server installation in progress in production environment
• Oracle 11g upgrade in progress in production environment
• Migration of Academics and Admissions web sites to Drupal complete

Work Orders Completed Summary

<table>
<thead>
<tr>
<th>Client Services</th>
<th>774</th>
</tr>
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<tbody>
<tr>
<td>Course Management</td>
<td>284</td>
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**d) Disability Support Services**

Disability Support Services  
Student Academic Success and Retention Area  
Division of Academic Affairs  
March 5, 2013

**DSS Activities:**
• Developing captioning protocol for public events.
• Attended and participated in 125th Anniversary meetings and events.
• Providing clinical supervision through a Filed Experience for an MSW candidate.
• Attended HR training.
• Conducted ADAAA Grievance Panel training.
• Attended safety training.
• Attended State Department meeting hosted by Career Services.
• Attended commencement captioning meeting.
• Worked with DoIT to network AT.

**Statistics:**
• 19 new students applied for services in February.
• DSS served 590 students in February.
• Proctored multiple exams for 37 students.
• Trained 13 students in assistive technology.
• Hired Notetakers for 45 students

Disability by Category for Spring 2013:
ADD/HD 169
Autism 43
TBI 16
Chronic Health 134
Hearing Impairment 5
Learning Disability 121
Mobility 128
March Report for CAE

**Courtney Walters—Tutoring Program Coordinator**
We currently have 43 tutors who can tutor 137 courses from 19 academic departments. I have attached a list of the courses our tutors can cover to this email.

We will be losing our MAT 2100 tutor after this week. Her softball schedule conflicts too much with her tutoring schedule and softball is her priority. The person who was recently hired to tutor the online sections of Social Statistics (CRJ/SOC/SWK 3600) with Renee Edwards quit last week because she got a full-time job with the Board of Education. I am having a difficult time finding and keeping tutors on staff to cover these statistics courses.

We have unfulfilled tutoring requests for the following courses:
- CRJ/SOC/SWK 3600**
- CSC 2050
- CSC 2150
- ENV 1100**
- ITC 2700
- GGY 1010
- GGY 3290
- GLY 1150**
- GLY 2460**
- MAT 2100**
- MCM 2400
- PLS 3520
- SWK 2000
- SWK 3480

**Tutors who were covering these courses are no longer working for the CAE. These students need to be rescheduled.

**Program Statistics**
- 340 unique students were scheduled for tutoring between January 14 & February 28.
- Of those, 54 either never attended or canceled before actually attending sessions.
- 286 unique students have attended tutoring sessions.
- The majority of the students who attended tutoring were biology majors (22.8%), nursing majors (21.4%), and chemistry majors (12.0%).
- Breakdown by class - Freshmen 112; Sophomores 69; Juniors 59; Seniors 36; Not classified 10.
• Attendance data: Of the 1479 appointments scheduled between January & February - 958 hours attended, 330 hours missed/no show, 86 excused absences, 70 rescheduled by tutors, and 35 blank/missing records.

Mark Hunt—HAWK Alert Coordinator & RLL Coordinator

HAWK Alerts: We currently have 661 referrals for 530 students, which suggests an increased usage of our referral system by Faculty/Staff on the same students (i.e. more referrals are generated on the same student who may be struggling in more than one class, suggesting Faculty/Staff buy-in). Erroneous referrals have ceased. The CAE is currently attempting to gain access to DoIT’s student cell phone list and plans to ask Redrock to add these cell phone numbers to TutorTrac for usage by our HAWK Alert Advisors. A new hire, Rocky Locklear will start work for our HAWK Alert program August 2013 and will pursue his Masters in Counseling. We have also employed Annette Locklear, who will be receiving her Masters in Counseling May 2013. New work spaces for these intake specialists are currently underway. Plans to create a new referral called a “Kudos” referral, which would focus on congratulating and bolstering confidence of students when they are performing well. A Kudos referral would be generated by Faculty/Staff and would be communicated directly between the Faculty/Staff member and the student, without the need for HAWK Alert Advisors. Data will be tracked like our current referral, and options for selection by Faculty/Staff would be “A on test”, “Active Participation”, “Excellent Lab Results”, “Honors List”, “Chancellors List”, “Perfect Attendance”, “Highest Score on Exam”, etc.

Resource Learning Lab: New computers for the lab should be imaged during Spring Break.

TutorTrac: New updates and changes have been uploaded. We will be requesting a “Completed” button to TutorTrac to track our KPI completion percentages.

Digital Signage: We currently have video looping on the monitors and plans are to add more items and schedules to the TVs soon.

AdvisorTrac: Training has been completed for AdvisorTrac and individual departments are working to implement their data and users. Purchases for individual centers are underway.

Breakroom/Conference Room: Pending funding approval.

Audio/Visual Room: A quote for a StarBoard and Tablet has been submitted to Robert Hughes and I am awaiting a response. A quote from James Lewis for our camera is as follows:

• Camera (Camera, Microphone, 1 Year Svc): $10,439.00.
• Installation (Mileage, Installation, Consumables): $1,438.00.
• Total: $11,877.00.
Bathroom Upgrades/Doors for DF Lowry 119A &B, 120A: Special projects requests have been made and inspections are underway for renovations. (A second special projects request has been submitted).

Mark Hunt—Interim Supplemental Instruction Program Coordinator

Supplemental Instruction: We are attempting to increase accountability concerning SI leader hours worked and admin hours. We have hired two student workers to observe SI sessions, especially in the late hours. Participation is as follows:

Supplemental Instruction (CAE): 608 Visits/675.25 Hours/254 Students
Supplemental Instruction (RISE): 1467 Visits/1590.25 Hours/491 Students
Supplemental Instruction (NAPE): 739 Visits/776.75 Hours/242 Students

Total: 2814 Visits/3042.25 Hours/987 Students

SI: 46 sections – 1463 Students
RISE: 7 sections – 205 Students
NAPE: 32 sections – 1074 Students

Total: 85 Sections - 2742 Students

Jennifer Bruner—Academic Resource Mentoring Program Coordinator

PROBATIONARY STUDENTS TOTAL = 402

- 183 Mentoring and contracted
- 23 Mentoring and not contracted
- 31 Not mentoring and contracted
- 145 Not mentoring and not contracted
- 15 Dropped for non-attendance
- 3 Opted out on own

GOOD STANDING STUDENTS TOTAL = 8

- 5 Mentoring and contracted.
- 3 Mentoring and not contracted.
- 0 Not mentoring and contracted.

OTHER BREAKDOWNS

- 234 Total student who have received services from the ARMs Program (includes those who have been dropped or opted out).
- 36 Students attending on Financial Aid Appeal.
• **63** Students attending on Academic Appeal.

• **41** Students attending as Readmitted students.

• **0** Students participating Online. 25 identified and awaiting availability of newly designed module to be completed in the coming weeks.

• **216** Students participating on Main Campus.

SI – room schedule, leader schedule, student schedule

5. Old Business

6. New Business

7. Announcements

8. Adjournment