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

Tuesday April 8, 2014 at 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
Corinne Jordan, Graduate Student
Cindy Saylor, Associate VC for Information Resources Designee
Melissa Schaub, VCAA designee
Nicolette Campos, for Director of DSS
Susan Whitt, Interim Dean Library Services
Marian Wooten, EDUC

Members not present:
Luciano Alvarado, SGA Senator
Rita Hagevik, NS&M

Guests:

1. Meeting called to order at 3:30pm
2. Approval of Minutes from March 11, 2014 Meeting
3. Approval of Agenda for April 8, 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
6. New Business
   a. Survey Preliminary Report
7. With no further business, meeting adjourned at approximately 4:55pm

Minutes respectfully submitted by Kelly Charlton, 4/8/2014
The Mary Livermore Library continued to see high use of our study areas, as well as ongoing requests from faculty for library instruction, even as the academic year is winding down. Study rooms have been in particular demand. We began the migration to our new hosted server environment on March 20. The Library was without connections to our online catalog, BraveCat, for a day and a half. We did post notices to campus listservs and on our webpage that our system was undergoing a major upgrade. Additionally, we did provide work-arounds that patrons could use to locate resources. How to request assistance and to report any other issues was posted on our webpage during this time, with plans to continue this display unit our migration is completed.

Our migration went well and we are pleased with the support we have received from Innovative Interfaces in working with the all technical issues for the Library. We functioned well right after the move and any issues with our various modules such as circulation, cataloging, serials, and acquisitions were dealt with quickly. By a week and a half into the migration we were functioning as normal. Clean-up of the system to erase any records owned by UNC Wilmington and Fayetteville State University will continue into mid-April. We will then proceed to upgrade to the Sierra software in May. We continue to transition our linkages to our electronic resources to the new hosted server environment. We hope to complete these as the required authorizations are approved. We posted webpage notices alerting users to these issues and how to proceed with linkage problems.

**Library Reference Stats:**
- Directional 77
- Technical 22
- Instructional 38
- Reference 284
- Accounts 38
- Distance Education 94
- Federal/State Documents 4

**Library Instruction:**
- Sessions: 22
- Students: 220
Appendix B

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

1) Staff members presented their work, “Group Papers in the Writing Center: Where Theory and Practice Collide,” at the PURC Symposium on April 2nd. They earned 4th place in the oral presentation category.

2) The Writing Center staff will participate in Safe Zone education on April 9.

3) The Writing Center is working on creating a series of workshops. The first will be about effective use of sources (avoiding plagiarism).

4) Jan 21-April 7 2014 usage Information:
   - 769 total tutorial sessions (compared to 706 last year)
   - 294 unique clients
   - 175 online writing tutorials
   - 47% of unique clients visited one time
   - 53% of unique clients visited more than one time
   - 31% freshman student tutorials
   - 15% sophomore student tutorials
   - 20% junior student tutorials
   - 11% senior student tutorials
   - 18% graduate student tutorials
   - 3% faculty or staff tutorials

5) Student Satisfaction Surveys:

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

   Student Survey Results Spring 2014

   I would rate this session:
   Excellent (82%)
   Very Good (10%)
   Fair (3%)
   Poor (3%)

   I will return to the center for future assignments:
   Strongly Agree (92%)
   Moderately Agree (5%)
   Moderately Disagree (3%)
   Strongly Disagree (0%)

   I will recommend the center to a friend:
Strongly Agree (92%)
Moderately Agree (5%)
Moderately Disagree (3%)
Strongly Disagree (0%)

Staff member(s) were knowledgeable:
   Strongly Agree (82%)
   Moderately Agree (15%)
   Moderately Disagree (0%)
   Strongly Disagree (3%)

The Writing Center's staff member(s) were professional:
   Strongly Agree (87%)
   Moderately Agree (8%)
   Moderately Disagree (3%)
   Strongly Disagree (3%)

The Writing Center's atmosphere is welcoming:
   Strongly Agree (90%)
   Moderately Agree (8%)
   Moderately Disagree (3%)
   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
- Feedback quick and effective

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 Bernsten, 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
   Safe Zone training

4. Campus or partner coordination/resources needed for future activities/projects:
   Not known.

5. Program limitations:
   Not known.

Appendix C

Submitted by Cindy Saylor

Division of Information Technology
Academic Support Services Subcommittee Report
April 8, 2014

Departmental Summaries:
Client Services
- A total of 1116 work orders were completed in this report period.
  - 223 of these work orders were “Quick Tickets”, closed in real-time.
  - 173 work orders were closed by members of our student worker programs (BraveTechs, LabTechs and ClassTechs).
- As of the date of this report, Microsoft has officially ceased all support, including security updates, for Windows XP. Anyone with knowledge of computers, including virtual machines that are running Windows XP, should contact the Help Desk as soon as possible.
- Michael Pruitt, Liz Cummings and Jillena Locklear attended BDM (Banner Document Management) Training to be able to provide Technical Support
- Bobby James attended Extron School of AV Technologies for Higher Education Training in Raleigh, NC
- Tabitha Locklear and Robert Gaddy attended Convergence Collaborative Technology Summit in Chesapeake, VA
- Cindy Saylor serves as Project Lead on the Sierra Project for Livermore Library
- Wanda Hunt, Shain Smith, Wesley Frazier and Liz Cummings attended Drupal Training at the Regional Center
• Wanda Hunt also completed the Management Tips training on Lynda.com and provided four faculty and staff sessions, four student sessions and one session for Applications Development (DoIT) for Microsoft IT Academy.

Networking / System Administration
• The following projects have been completed in the last month:
  o Uninterruptable Power Supply (UPS) deployment to replace all UPS units in communications closets
  o Lancope Sourcefire Evaluation
  o Palo Alto Network Firewall Installation
• A sample of Networking projects that are underway:
  o UNCP Core Network Refresh, 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

Course Management / Blackboard Support
• Space constraints on both the Blackboard server and the associated database have been addressed by archiving data. 2nd Tier support personnel are receiving alerts via email so that response to these issues can be made even after hours. Wesley Frazier is transitioning into 2nd Tier and backup admin support in order to provide improved support services to the campus community.

Applications / Enterprise Systems
• The following projects have been completed:
  o Regional Center Website – Phase I, Banner-Blackboard interface changes, BravesDollars Deposit
• The following is a sampling of projects that presently underway:

VCL (Virtual Computing Lab) Usage Statistics March, 2014
Total Reservations: 154
Total Hours Used: 231
Total Unique Users: 47

Most frequently used images/applications:
1. Microsoft Office 2010 (74)
2. SPSS v.19 (30)
3. Adobe Acrobat 9 Pro w/Microsoft Office 2010 (13)
4. SAS 9.2 (12)
Geometer’s Sketchpad (10)

Appendix D

Submitted by Nicolette Campos
Disability Support Services
Academic Support Services Meeting
April 8th, 2014

Statistics: 03/01/14-03/31/14

75 total clients (59 returning and 16 new) with 361 appointments

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

7 Intake appointments

63 Note takers (copying notes)
109 Phone calls
48 Walk-ins

Proctored 41 tests/exams

DSS Activities/Projects:
- Presented to Dr. Fiorentino’s class with Jim Kessler
- Attended various campus committee meetings.
- Advised Delta Sigma Omicron (DSO). Three members presented a Disability Awareness Seminar through the Office of Diversity and Inclusion (ODI).
- Attended a conference on Campus Safety and Threat Assessment in Virginia
- Supervised two GA’s

Upcoming planned activities/projects
- DSS will change names to Accessibility Resource Center (ARC) as of July 1st, 2014
• We are meeting with DoIT to create an online application for services and other projects
• We participated in Open House
• We are looking into streamlining services without compromising effectiveness
• We are looking into online training modules
• We will up-date cross-training for Accommodations Coordinator duties (Summer)

Appendix E

Submitted by: Melissa Schaub

Center for Academic Excellence Report for Academic Support Services Subcommittee
April 8, 2014

Note: The AVC for Enrollment is still serving as acting director of the CAE.

Tutoring  Courtney Walters, Coordinator

We currently have 41 tutors who can tutor 124 courses from 16 academic departments.
Tutoring staff: 33 students, 2 student volunteers (unpaid), 5 temporary employees (graduates), and 1 staff member.

Program statistics:
• 387 unique students were scheduled for tutoring between January 13 & April 4.
• Of those, 47 have not yet attended or canceled before actually attending sessions.
• 340 unique students have attended tutoring sessions.
• Breakdown by major - Biology 23.3%; Pre-Nursing 11.9%; Chemistry 9%; Business 8.5%; Computer Science 8.2%; Undecided 5.1%; all other majors under 5%.
• Breakdown by class - Freshmen 148; Sophomores 83; Juniors 67; Seniors 39; Other/Not Classified 3.
• Attendance data: Of the 2095 appointments scheduled between these dates - 1272 hours attended, 349 hours missed/no show, 240 excused absences, 104 rescheduled by tutors, and 122 appointments were blocked or removed (dates the university was closed).
• Unfulfilled tutoring requests as of 4/7/14:
  o BIO-3200-001 (2) – course last offered Spring 2010
  o BIO-3540-001 – all former students have graduated
  o CRJ-2000-002 (2)
  o CRJ-2400-001 (2)
  o CRJ-2410-801
  o CSC-1300-800
  o CSC-2250-001
  o CSC-2850-001 (2)
  o ECN-2030-003
  o ECN-2060-001
Other activities in the period:

- Trained 2 new tutors in March.
- Trained 21 tutors on how to use Blackboard Collaborate for online tutoring in March.
- Attended the NC SI/Tutor Conference at High Point University on Saturday, April 5. Paul Lascuna and Sam Morgan presented, and Jennifer McNeill and I helped them to prepare the proposal and presentation materials. Presentation title: “Tutoring and SI at UNC-Pembroke: A Collaborative Approach”
- Recruited tutors to cover courses that have been requested for tutoring.
- Held the Lambda Sigma Society induction of 17 new members for 2014-2015 academic year on Thursday, April 3.
- 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. Mark Hunt followed up to get price quotes on new keypads that can be left unlocked during the day. Work request has been submitted.

Supplemental Instruction

Jennifer McNeill, Coordinator

Program statistics:

All SI sections
Supplemental Instruction (RISE): 81 Students/243 Visits / 133.33 Hours
Supplemental Instruction (NAPE): 552 students/ 1261 Visits / 1291.58 Hours
Supplemental Instruction (CAE): 0 Students
Total 633 Students/ 1504 Visits/ 1404.91 hours

SI Sections with SI Leader Present in SI Course
Supplemental Instruction: 434 Students/547 Visits /1108.91 Hours
Total: 434 Students/1061 Visits/ 1108.91 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
- Develop new innovative ways for SI leaders to market the SI program, e.g. class presentations
- Attended the NC SI/Tutor Conference at High Point University (see above)
- Researching other SI programs at other UNC institutions to acquire information on how to maintain/boost SI attendance of their students

Academic Resource Mentoring/  
Probation and Suspension Support  

Jennifer Bruner, Coordinator

Program statistics:
533 students are being recruited based on academic standing data
- 313 students are/were enrolled in mentoring
  - 169 enrolled in face-to-face on campus mentoring
  - 106 enrolled in online mentoring
  - 34 students dropped for non-attendance
  - 2 students withdrew from the University
  - 2 students opted out of participation following discussion with coordinator
  (decided mentoring was not best option for their needs)
- 220 students are not enrolled in mentoring
  - 39 students have success contracts that are not enrolled in the program
  - 181 students are not contracted who have not enrolled in the program

12 enrolled voluntarily (good standing)
- 5 enrolled in fact-to-face on campus mentoring
- 7 enrolled in online mentoring

Other activities and challenges during the period:
- The merging from Titanium to TutorTrac has been completed and mentors are now operating using that new software. Some features are turned off to prevent confusion, but will be reactivated next term.
- 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 9 transfer students (not included in data above), 7 were dropped for non-attendance since last report.
- Mentoring was interrupted for many students this month due to the loss of two graduate mentors to other employment. One was lost to outside full-time employment and the other was hired by another department within the division. Those who could not be rescheduled with a on campus mentor have been enrolled in the online version.
HAWK Alert Program

Mark Hunt, Coordinator

Program statistics:
- 13 weeks into the semester, we have had 744 referrals for 558 students
  - In Fall 13 we had 730 referrals for 578 students
  - In Spring 13 we had 924 referrals for 703 students
- 87 Kudos referrals for 75 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>Referrals</th>
<th>Students</th>
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<td>Class Attendance</td>
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<td>213</td>
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<tr>
<td>Quality of Written Work</td>
<td>68</td>
<td>58</td>
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<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>78</td>
<td>66</td>
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<tr>
<td>Test Performance</td>
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<td>291</td>
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<tr>
<td>Quiz Performance</td>
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<td>Homework Performance</td>
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<td>Class Participation</td>
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<td>Disruptive/Disorderly</td>
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<td>Content Difficulty</td>
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<tr>
<td>Completion of Assignments</td>
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<td>Time Management</td>
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<tr>
<th>Recommendations</th>
<th>Referrals</th>
<th>Students</th>
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<td>Tutoring</td>
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<td>268</td>
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<tr>
<td>Writing Center (Brainstorming/Development/Clarity)</td>
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<td>31</td>
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<tr>
<td>Personal Problems (Counseling)</td>
<td>30</td>
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<tr>
<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
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<td>Mentoring (ARM)</td>
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<td>IT Assistance (BlackBoard/BraveWeb/BraveMail/Excel/Word)</td>
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<tr>
<td>Finish Incomplete (I) (Grade will turn to F)</td>
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<td>0</td>
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Other activities in the period:

**Resource Learning Lab:** The Resource Learning Lab physical location’s renovation and repurposing for new office space is on hold pending new budgetary limitations. Quotes for its construction/reassignment should be provided April 9th.