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

Tuesday September 11, 2012 @ 3:30pm
Library Conference Room – Room 212

Larry Arnold (Chair)        Melissa Schaub
Jason Hutchens (Secretary) Teagan Decker
Cindy Saylor               Susan Whitt
Mary Helen Walker          Rohald Meneses
Steven Hunt                Jesse Peters

1. Call to Order

2. Approval of the Minutes of the April 10th Meeting
   Approved.

3. Approval of the Agenda
   Approved.

4. Chair of Academic Affairs, Jesse Peters
   a) Noted that 3 absences gets you off of the committee
   b) read charter from handbook… It was noted that DSS was not listed as part of the
      charter of this committee
   c) Discussion on recommendations about what representation on the committee should
      consist of
   d) Noted that this is supposed to be a faculty committee but it currently has more
      administrators on it
   e) Discussion about reports and ways to make them more meaningful
   f) Noted that it would be good if faculty at large would see this as a place to come.

5. Reports
   a) Mary Livermore – Susan Whitt

   Mary Livermore Library
   August 2012 Report

The Mary Livermore Library has been adjusting to several staff changes. Dr. Elinor Foster, Dean of Library Services, retired June 30. Susan Whitt is now serving as Interim Dean until a new dean is selected. Susan served as Associate Dean for Collection Management and will continue to have hand-on responsibility in that area. Additionally, the Library saw the departure of our University Library Technician for Systems and our Instructional Services/Reference Librarian. This means there are now two other positions empty in addition to the three inactive positions, one catalog librarian and two support staff positions, that we have had open for the past several years due to
budget restrictions. We are very fortunate to have staff that work together to make sure are areas all covered, particularly instructional services as this is our busiest time.

There was a major focus on instructional services. In the month of August, we had 46 instruction sessions for 1050 students and staff. This number will increase during the next two months. In addition to instructional services we have offered other varying ways to receive information. Our reference statistics and methods of access follow:

*Library Reference Stats:*
- Directional 119
- Technical 43
- Instructional 31
- Reference 336
- Accounts 31
- Distance Education 57
- Federal Documents 4

*Library Reference Question Source:*
- Desk 451
- Telephone 39
- Email 65
- IM 7

Work continued toward the completion of the digitization project for the Elmer Hunt Photograph Collection. We anticipate making this resource available to the public during the current academic year. Our Special Collections/Archives staff have been in discussion with faculty about beginning an oral history project that will be archived in our collections.

Staff from the James B. Sheppard Library from North Carolina Central University visited this month. They were very complimentary of our collection, particularly our audio book holdings.

**b) University Writing Center — Teagan Decker**

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

August 20-September 7, 2012

Move to D.F. Lowry:
The University Writing Center’s move to D.F. Lowry has been successful. Students, staff, and visitors have responded positively to the new location, furnishings, and overall atmosphere.

New appointment length:
This year we have altered our appointment system to allow students to only make one-hour appointments. Previously, students could choose between one-hour and one-half-hour appointments, with one-half hour as the default. This caused many rushed and/or unfinished tutorials and a stressful working environment. The one-hour appointments have been successful and have increased the Writing Center’s effectiveness. However, this new system will decrease the total number of appointments we will offer.

3) Usage Information (first 14 days of Fall 2012):

96 total writing tutorials (as compared to 78 in Fall 2011)
67 unique clients
2 online writing tutorials
8 informational presentations to classes
47% freshman student tutorials
16% sophomore student tutorials
22% junior student tutorials
11% senior student tutorials
3% graduate student tutorials
1% faculty or staff tutorials

4) Student Satisfaction Surveys:

Surveys are sent via email after tutorial sessions. Seventeen students have responded to the survey.

Student Survey Results:

I would rate this session:
Excellent (60%)
Very Good (29%)
Good (12%)

I will return to the center for future assignments:
Strongly Agree (99%)
Moderately Agree (1%)

I will recommend the center to a friend:
Strongly Agree (82%)
Moderately Agree (18%)

Staff member(s) were knowledgeable:
Strongly Agree (94%)
Moderately Agree (6%)

The Writing Center's staff member(s) were professional:
Strongly Agree (76%)
Moderately Agree (24%)

The Writing Center's atmosphere is welcoming:
Strongly Agree (76%)
Moderately Agree (24%)
The Writing Center's location is convenient:
Strongly Agree (76%)
Moderately Agree (24%)

Student Survey Comments:

[The tutor] was a big help with my paper. [His/her] approach to helping me was great. It felt like I was with an actual professor. Overall great atmosphere

[The tutor] has been really helpful! [He/she] is very professional!

Had a great experience there. Another thing I liked was that it was one on one. I'll be returning back in the future for help on my papers.

I will definitely come back to ask for professional help

[The tutor] was very professional, [he/she] knew [his/her] material, [he/she] was helpful and that really meant a lot.

The students are very polite and helpful in explaining the assignment and the mistakes made.

Thanks to your staff I am confident I will make very good grades again.

[The tutor] was very helpful. If it wasn't for [him/her] I probably would be stuck on still trying to figure out what I wanted to research on. I look forward to returning and getting [his/her] input on my final draft.

Thank you for the help! I have a better understanding of APA style and where to go for assistance.

c) Division of Information Technology

Division of Information Technology
Academic Support Services Committee Report

September 2012

Our networking team installed wireless and wired network, including a new point of sales for the new Health Sciences Building. MCNC Community Anchor Institution hut and fiber terminations were completed. Provided support to Sodexho offices during renovation. Courtyard Apartments wireless network installation and office conversion was completed. Relocated Fort Bragg Distance Education to new office location. Installed wireless network in GPAC during renovation. Surveillance camera coverage expansion in Oxendine and DF Lowry and a recording solution was implemented for Police and Public Safety. Over the summer the IVF team assisted the Department of Distance Education in the design and upgrade of UNCP's satellite campuses at Richmond and Sandhills Community Colleges. Both locations were upgraded to allow higher quality video transmission for distance education classes. The lecture capture equipment in the IVF was upgraded to deliver higher quality recordings for students who view and download the
recordings via iTunes U. The applications team has implemented wait listing for classes. From now on, heavily subscribed sections can be wait listed for better service. In Course management we updated to Blackboard 9.1 SP 9, Updated Blackboard Collaborate Building Block to 4.0, Updated WayPoint, Blackboard Mobile, Ares Course Reserves and SafeAssign Building Block, Updated our Collaborate version from 11 to 12, Installed and configured the Pearson My Lab/Mastering, and Wiley Plus building block. Most important accomplishment/project of the last few months for Client Services is the Health Sciences Building.

• Presentations


d) Disability Support Services – Mary Helen Walker
Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
September 10, 2012

Academic Support Services Subcommittee Report

A. Fall 2012 Statistics

• 710 students; (11.4%) this number will increase.

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<tr>
<td>ADD/HD</td>
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<tr>
<td>Autism</td>
<td>43</td>
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<tr>
<td>TBI</td>
<td>36</td>
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<td>Chronic Health</td>
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<td>Hearing Impairment</td>
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<td>Mobility</td>
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<td>Temporary</td>
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<td>Visual Impairment</td>
<td>39</td>
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<tr>
<td>Learning Disability</td>
<td>167</td>
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<td><strong>Total</strong></td>
<td><strong>710</strong></td>
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• Since August 1, 2012 SWDs have had a total of 1099 appointments with DSS personnel.
• Average age of students served is 26 years old
• Students served by age group:
  o Age 17 2
  o 18 115
Traditionally-aged students represent 43.7% (age 17-22)
Nontraditionally-aged students represent 56.3% (age 23-above 60)

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
September 10, 2012

Academic Support Services Subcommittee Report

- Appointment Statistics
  - Frequency
    - 1-5 appointments 73.1% 518 students
    - 6-10 appointments 17.2% 122 students
    - 11-15 appointments 3.7% 27 students
    - 16-20 appointments 2.2% 16 students
    - 21+ appointments 3.7% 27 students
  
  - DSS has seen 9.85% of our students more than 10 times the first month of school

- Types of Student Appointments
  - Case Management 333 30.3%
  - New student intake 272 24.7%
  - Consulting with Faculty 171 15.6%
  - Assistive Technology 157 (229 hours) 14.3%
- ADA Coordinator 116 10.5%
- Proctoring Exams 27 (37 hours) 2.5%
- Crisis 23 2.1%

Total 1099
*31,885 textbook pages scanned, 335 pages Brailed

- Administrative Duties (not in student statistics above)
  - Types of Administrative Appointments
    - UNCP Committee work 45
    - UNCP Programming 47
    - ADA Coordinator 85
    - Consulting with Outside Agencies 43
    - Planning and Budgeting 97

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
September 10, 2012

- Training
  - Administrators 23
  - Faculty (UC 213) 51
    - Also conducted group training in the following departments:
      - Deans
      - College of Arts and Sciences Chairs
      - School of Education Chairs and Coordinators
      - School of Education Special Education Faculty
      - School of Nursing Faculty (and all newly admitted nursing students)
      - Department of English and Theatre Faculty
      - Student Health Services
      - Career Services
      - Regional Center
      - DoIT (9/20/12)
B. Special Projects

- Chair of Vision Strength & Arts Festival for 1500 PSRC SWDs for October 10, 2012.
- Chair of NC Association of Higher Education and Disabilities Fall Two-day Conference, October 4th and 5th, 2012 “Accessibility is Everyone’s Responsibility: Networking Best Practices on College Campuses.”
- Workforce Recruitment Project, November 9th, 2012. Collaborating with Federal Agencies and Career Services in a recruitment day for students with disabilities.
- 125th Anniversary Planning Committee.
- Meeting with Academic Departments on Writing and Setting Technical Standards.
- Commencement Planning Committee, ADAAA Accommodations for Students, Faculty, Staff and Guests.
- Chancellor’s Address and Convocation Real-Time Access Captioning Committee.
- Interviewed Candidates for Director of Counseling and Testing.
- Consulting on ADA Compliance in Renovations and Modifications.
- Reformatting Policies and Procedures to Comply with New UNCP Regulations.

C. Fall 2012-2013 Goal: To Build Relationships and Collaboration Among Departments and Services as we all Work to Comply with Americans with Disabilities Act Amendment Act, Effective March 15, 2012 along with Sections 503, 504, and 508 of the Rehabilitation Act of 1973, and NC Mandate 168a.

e) Center for Academic Excellence – Steven Hunt

The Center for Academic Excellence (CAE)  
September 2012 Report

Mark Hunt—Program Coordinator for the Resource Learning Lab and HAWK Alert
HAWK Alerts: We currently have 45 active alerts. All prior updates have been completed on the new HAWK Alert PDF with the exception to the change to the first comments box. The HAWK Alert website has received all necessary updates. Lawrence Locklear is nearing the completion of the new HAWK Alert web page. This will eliminate the problematic PDF. Current tests have proven to work and Lawrence states that we could have a working web form as early as next Tuesday, with no guarantees. Bi-weekly updates to the Provost on departmental usage of our HAWK Alert system will begin next week.

SAGE: Terminated.

Resource Learning Lab: 10 lab computers are currently available for usage with the remaining two expected online next week. Ethan Byrd has activated the cataloging and data capture/reporting capabilities of Merit Software (RLL Software program creator), allowing me to scan student performance from my desktop (instead of CPU to CPU). I am currently familiarizing Tyler Baker to the software programs by requiring him to test and pass one module in each program (Write-it-Right, Paragraph Punch, Essay Punch, Accu-Reading, and Word Problem Shape-Up). We currently have 3 students utilizing the lab with future prospects inquiring.

TutorTrac: Several requests have been made to John Hays to add our current Kiosks to the TutorTrac pool, but with no response. Ethan has requested this service as well and is awaiting a response.

Digital Signage: We currently have video looping on the monitors and plans are to add more items and schedules to the TV’s soon. Cable TV should be installed soon.

AdvisorTrac: Pending Jan Lowry’s completion.

Miscellaneous: One LadyBug is operation in the 120 suite. All tutoring/mentoring rooms have usable tables and chairs. Various unused desktops are being installed in strategic locations through the recommendations of both the Tutoring and ARM Coordinators. Suite P has tables and chairs installed and is nearly ready for tutoring (whiteboards will need to be ordered and installed). The furniture request from Spencer Howington is expected within the month.

Cynthia Torok—Supplemental Instruction Coordinator

The Ellen Hubbard Child Care Scholarship for Fall 2012 was awarded to Adrienne Chavis, single mother of four (4) with a GPA 3.603. We had 25 applicants apply for the scholarship.

Supplemental Instruction (SI), Fall 2012 is available in 53 different sections with 27 SI faculty members and 27 SI leaders with more than 2000 students enrolled in an SI class.

SI is offered in the following classes:

- **BIO** 1000, 1030, 1060
- **CHM** 1300, 1310
- **GGY** 1020
- **GLY** 1150
- **HST** 1010, 1020
- **MAT** 1050, 1070
- **PLS** 1000, 1010
- **PHY** 1500
Courtney Walters—Tutoring Coordinator

We currently have 20 tutors who can tutor 138 courses from 18 academic departments. Attached is a list of the courses that we can currently tutor. I am in the process of hiring two more math tutors and a philosophy/religion tutor. I am also trying to recruit another business tutor who can work during evening hours.

100 unique students have been scheduled for tutoring since the beginning of the semester. Of those, 25 have either not yet attended their first appointment or canceled before actually attending sessions. 75 unique students have attended 123 total tutoring sessions. The majority of the students attending tutoring are nursing majors (25.2%), biology majors (21.9%), and chemistry majors (15.4%). Breakdown by class: Freshmen 8; Sophomores 25; Juniors 16; Seniors 17; Not classified 9.

The most requested courses for tutoring this semester have been chemistry and math courses.

I have been VERY busy scheduling and rescheduling tutoring appointments. (By rescheduling, I mean that some of the students who have already been scheduled are coming in wanting to change their appointments.) Once TutorTrac is accessible on the kiosks in D.F. Lowry, students will be able to schedule themselves for tutoring, like they have done in the past, and that will take a lot of stress off of me. Mark Hunt said that he has contacted John Hays about this 2 or 3 times. Steve has contacted him as well. I mentioned to Melissa that she may need to send an email to speed up that process.

Jennifer Bruner—Coordinator of the Academic Resource Mentoring Program.

NOTE: In the future I will separate on campus and online services, but right now that data is fluctuating so much it would not be accurate.

In brief, a total of 298 currently enrolled students are on probation with 159 of those currently being served by the Center for Academic Excellence. An additional 7 students on good standing have also enrolled bringing total ARMs enrollment to 166.

The break down looks like this.

- 298 – total enrolled students on probation
  - 115 – contracted and mentoring
  - 44 – not contracted and mentoring (These students most likely made appointments but have yet to attend, they are being reached out to but will be dropped if they miss a third week.)
  - 20 – contracted, but not attending mentoring (These are readmit students who signed their contracts in the summer and have not been responsive to our outreach to schedule them.)
  - 118 – not contracted and not attending mentoring (Outreach continues towards these students, all of whom have been unresponsive to our efforts to reach them.)
  - 1 – opted out of program
• 7 – total enrolled students on good standing who have enrolled in program
• 166 – students being served by the ARM Program (includes all students regardless of academic standing)
  o 116 – contracted and attending mentoring
  o 50 – not contacted, but have appointments (many of these have been no shows and may be dropped if that continues next week)

6. Old Business
   None.
7. New Business
   None.
8. Announcements
   None.
9. Adjournment