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

Tuesday October 8, 2013 at 3:30 p.m.
Mary Livermore Library Conference Room 212

Kathryn Allen, LETT
Larry Arnold, ARTS
Kelly Charlton, S&BS
Steven Hunt, Director of CAE
Corinne Jordan, Graduate Student
Cindy Saylor, Associate VC for Information Resources Designee
Melissa Schaub, VCAA designee
Mary Helen Walker, Director of DSS
Susan Whitt, Interim Dean Library Services

Members not present:
Teagan Decker, Director University Writing Center
Rita Hagevik, NS&M
Marian Wooten, EDUC

1. Meeting called to order at 3:30pm

2. Approval of Minutes from September 10, 2013, meeting

3. Approval of Agenda for October 8, 2013

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. Request for official charge from the parent committee

6. Request for clarification on the voting status of all members

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

Minutes respectfully submitted by Kelly Charlton, 10/8/2013
Appendix A

Mary Livermore Library
October 2013 Report
Submitted by Susan Whitt

Mary Livermore Library
October 2013 Report
Academic Support Committee

Usage of the Mary Livermore Library was high in September, not just for instruction requests but for research and study. We noticed increased utilization of our study areas and rooms, particularly during the day. In order to understand this dynamic, we have begun a tracking process to determine exactly how the library is being used and which areas are receiving the most demand for use, especially during the evening. We had two search committees in progress this month. Our search committee for a new University Library Technician for Government Documents/Development concluded with the hiring of a current library staff member for this position. Unfortunately, this left a position open at our circulation desk, which we hope will be approved for hiring. The search committee for the Instructional Services/Reference Librarian continued with interviewing for this position and hopes to have a successful conclusion in the near future. Our annual Liaison Luncheon was held on September 26, 2013. We had a very good turnout of faculty from the various schools and department on campus. This was an informal buffet luncheon during which we discussed the departmental funding and acquisitions schedule for this budget year, as well as the library materials budget in general. We also updated everyone about any new services and innovations at the Library.

Library Reference Stats:
Directional 1233
Technical 72
Instructional 32
Research 357
Accounts 18
Distance Education 57
Federal State Documents 6

Instructional Statistics:
59 Classes
1146 Students

Monthly Attendance:
21,351
Appendix B

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

1) October staff meeting: Presentation on group paper guidelines. Discussion of group paper research project (IRB submitted, SWCA proposal submitted).

2) August 19 – October 10 (2013) usage Information:

- 513 total tutorial sessions (compared to 396 last year)
- 242 unique clients
- 67 online writing tutorials
- 52% of unique clients visited one time
- 48% of unique clients visited more than one time
- 35% freshman student tutorials
- 14% sophomore student tutorials
- 18% junior student tutorials
- 9% senior student tutorials
- 8% graduate student tutorials
- 2% faculty or staff tutorials

3) Student Satisfaction Surveys:

Surveys are sent via email after tutorial sessions. 44 surveys have been submitted.

Student Survey Results Fall 2013

I would rate this session:
Excellent (68%)
Very Good (20%)
Good (2%)
Fair (7%)
Unacceptable (2%)

I will return to the center for future assignments:
Strongly Agree (84%)
Moderately Agree (16%)
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 (75%)
  - Moderately Agree (20%)
  - Moderately Disagree (2%)
  - Strongly Disagree (2%)

The Writing Center's staff member(s) were professional:
  - Strongly Agree (91%)
  - Moderately Agree (7%)
  - Moderately Disagree (0%)
  - Strongly Disagree (2%)

The Writing Center's atmosphere is welcoming:
  - Strongly Agree (84%)
  - Moderately Agree (14%)
  - Moderately Disagree (0%)
  - Strongly Disagree (2%)

Student Survey Comments Fall 2013:

- [The tutor] is the best tutor I have known. S/he really cares about the students. I wish more tutors would be like him/her. S/he makes you understand your material and takes his/her time. S/he also gives great feedback.

- I just had to go back over all the places where I had used the wrong tense and change them so that it was correct. I also had to work on a few sentences that just didn't make much sense. Overall extremely helpful.

- Thanks again for a professional, good working experience!

- I will correct my citations using proper APA rather than MLA and a block quotation error. Also [the tutor] showed me how to eliminate the additional space between my paragraphs so I will do that as well. S/he was a huge help!

- Great job as usual!

- [The tutor] was knowledgeable, very helpful, and extremely kind. Thanks for all your help,

- Next time I definitely will not go to [the tutor] for help I feel as though s/he was very rude and unprofessional and I will be reporting him/her soon.

- [The tutor] is the best tutor for the uncg writing center. S/he took his/her time to make sure that I understood the material. Also, s/he gave me great suggestions on my paper. Thanks.

- I got all the help I needed!
• tried proofreading more often and paying attention to detail

• [The tutor] was a great help in assisting me on my assignment. Overall, s/he did an awesome job and gave me really good advise for my essay. Thanks.

• [The tutor] is awesome! S/he deserves a raise, but honestly is awesome worker at the writing center.

• This appointment at the writing center was better. I received great feedback in regards to adding a thesis and making one sentence sound clearer.

• Thank you for having the Writing Center available to students. It was very helpful to have someone review my work.

• I have used the writing center on many occasions and I have always benefited from the assistance I receive there. Unfortunately, this particular assistant was not very helpful in my last session. S/he was very nice and very professional but s/he did not know any of the correct citations and said that I had some grammatical errors but did not tell me which ones or offer any suggestions or tips toward my paper. In the end I left and edited my own paper. I will still use the writing center because they have always been an excellent source of peer and/or professional review, this instance was just unfortunate.

• I did not get much accomplished in the session because I was late. The staff member only had twenty minutes to review my essay. I'm sure it would have been different if there was more time.

• I had an online writing center appointment. During the session, the online session stopped working. Then, I tried to restart the window, but it did not work for 10 minutes. Once I got back to the online session, the person I was working with already had left. It would be nice to know that the person you have an online session with stays online regardless if the student says goodbye or if the session is over. Thanks.

• Thanks so much, I appreciate your help.

• The center is a great benefit to the students.

• I really enjoyed [the tutor] s/he was very helpful and I would like to visit with him/her again.

• S/he were very helpful. S/he seem to have good patience with me even when I didn’t understand.

• This was my first time using the Writing Center and I was very impressed and left feeling a whole lot better about how my paper would turn out. [The tutor] gave me some good pointers and helped me to organize my paper. I will definitely be coming back and referring other UNCP students that I know.

4) Current Staff, Fall 2013

Julie Sem (Accounting Major)
Haley Bean (Social Work Major)
Kenley Patanella (Biology Major)
Zach Lunn (Biology Major)
Mari DeRuntz (English Education Major)
Heather Wade (English Major)
Cheron McMullen (Criminal Justice major)
Mike Berntsen (Lecturer in English/Ph.D. in English) (Volunteer)
Appendix C

Division of Information Technology
October 2013 Report
Submitted by Cindy Saylor

Division of Information Technology

Academic Support Services Subcommittee Report for September 2013

Division Level:
DoIT is in the process of implementing an Enterprise-wide Project Management Methodology. Over the past few months, all IT staff have attended 2 three-day classes on the concepts of Project Management with additional sessions to be scheduled later this year. A Project Management Team consisting of four IT Staff members serving as project coordinators has been formed, each committing up to 50% their time to this activity. Project Charter and Project Status Report templates have been developed and are currently being piloted by the Applications Development and Support Staff.

Next steps include developing a project tracking process, implementing a virtual Project Management Office (PMO), adapting technology, additional training, and further assessments.

Departmental Summaries:

Client Services
- Faculty technology refresh has been ongoing. 23 faculty members received their new office computers in September. Of the 135 new faculty computers purchased, 79 have been installed and 56 are awaiting installation.
- Work has begun on the digital sign installation for the Art Department.
- Wanda Hunt attended Conflict Resolution and E-Verify training.
- Wanda Hunt has provided a technology presentation for transfer students and conducted 7 training sessions on the use of Dreamweaver software.
- A total of 1,397 work orders were completed in September.
- Communications to campus regarding plans for the transition to Windows 7 before April 2014 has begun. A strategic effort has been created to have all Windows XP machines migrated before security and support for XP disappears in April.
- The Virtualization Team has set-up and configured View Kiosk machines via zero client devices for Financial Aid and the UC Conference room 213. After 21 days, there have been no issues or complaints about access, usability, or functionality.

Course Management Support
- Blackboard Connect emergency notification configurations have been loaded in the Blackboard test environment and testing is ongoing.
- Summer I and Summer II course archives have been completed.
- Blackboard maintenance, including the removal of archived classes from the server, is ongoing.
- Training has been provided for the changes that occurred with the Blackboard upgrade.
Networking

- Cisco Contact Center Project for Financial Aid, Registrar and Bursar’s office is complete.
- UNCP network connectivity was provided to the CBS Sports Network to support the first televised football game at UNCP.
- Network connectivity configured to support the View Desktop Kiosks located outside Financial Aid and in the UC / UC Annex.

Applications / Enterprise Systems

- As part of the Project Management Discovery process, it was determined that Applications and Development Support (ADS):
  - received a total of 1197 requests since June 2012.
  - 960 of those were service requests that have been completed.
  - Initial analysis indicates that 237 requests were projects and 103 of these were completed.
- However, DoIT believes this number is high and some of the requests will be re-categorized as service requests.
  - Additionally,
    - 6 projects in the preparation stage,
    - 76 are in the proposal stage and
    - 46 are currently being implemented.
- IT is currently reviewing all projects with our user community to assess and determine which will be undertaken next.
- Projects that were completed in September were:
  - VisualZen
  - HMS-Banner Interface Log Reports
  - UNC Online Proctoring Network.
- Lastly, the following projects represent a sampling of projects that have been assigned a Project Lead and are presently underway:
  - BraveDollars, Online Photo Roster, Collegiate Link, Banner Document Management (BDM), WorkFlow, Class Scheduling, HMS Test System, HMS Financial Transactions, HMS Deposit Interface to Banner, Continuing Education Application, School of Education Teacher Evaluation Application, Blackboard Connect, u.achieve, and Online Transcripts.

VCL Usage Statistics September 2013

Total Reservations: 220
Total Hours Used: 287
Total Unique Users: 51
Appendix D

Disability Support Services
October 2013 Report
Submitted by Mary Helen Walker

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
October 8, 2013

Statistics: 9/1-9/30

712 student appointments with 1605 entries

<table>
<thead>
<tr>
<th>Condition</th>
<th>Entries</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADD/HD</td>
<td>65</td>
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<tr>
<td>Autism</td>
<td>48</td>
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<tr>
<td>TBI</td>
<td>16</td>
</tr>
<tr>
<td>Chronic Health</td>
<td>135</td>
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<tr>
<td>Hearing Impairment</td>
<td>11</td>
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<tr>
<td>Learning Disability</td>
<td>87</td>
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<tr>
<td>Mobility</td>
<td>84</td>
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<tr>
<td>Psychiatric</td>
<td>124</td>
</tr>
<tr>
<td>Speech Impairment</td>
<td>0</td>
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<tr>
<td>Visual Impairment</td>
<td>115</td>
</tr>
<tr>
<td>Temporary</td>
<td>27</td>
</tr>
</tbody>
</table>

Total 712

Accommodations Activities:

- Proctored 384 tests/exams
- Converted 701 pages of text to electronic file
- Assistive Technology: 239 students

DSS Activities/Projects:

- Vision Strength Arts (VSA) Festival on 10/23/13.
- Threat Assessment Team meetings.
- BSW intern.
- Developed ADAAA Coordinator website, separate from the DSS website.
- Successfully resolved one informal ADAAA grievances between student and faculty.
- Worked on Tuition Surcharge Waiver committee.
- Attended various campus committee meetings.
- Attended Visual Impairment educational presentation with two Blind students.
Disability Support Services Ongoing Survey Monkey Results

Please take a moment and let us know how we are doing:
http://www.surveymonkey.com/s/Q3DTYYN

1. Are you:

   Skipped: 2  
   Current student: 43  
   Faculty: 8  
   Staff: 2  
   Guest: 2  
   Total: 57  

2. How did you contact DSS?

   Skipped: 2  
   Phone Call: 8  
   Email: 15  
   Appointment: 23  
   Drop-in: 13  

3. DSS staff was professional and helpful:

   Strongly Agree = 44   Agree = 2

4. I am satisfied with the services provided:

   Strongly Agree = 43   Agree = 3

5. Accommodations I received met my needs:

   Strongly Agree = 39   Agree = 4   Somewhat agree = 1

Comments Section:
Don’t make drastic changes (student comment)
Appendix E

Center for Academic Excellence
October 2013 Report
Submitted by Mark Hunt

Center for Academic Excellence Update
October 2013

Courtney Walters—Tutoring Program Status

We currently have 27 tutors who can tutor 88 courses from 15 academic departments.

• 289 unique students were scheduled for tutoring between August 26 & October 4.
• Of those, 48 have not yet attended or canceled before actually attending sessions.
• 241 unique students have attended tutoring sessions.
• The majority of the students who have attended tutoring were nursing majors (20.6%) and biology majors (19.0%).
• Breakdown by class - Freshmen 75; Sophomores 44; Juniors 43; Seniors 43; Other/Not Classified 36.
• Attendance data: Of the 1170 appointments scheduled between these dates - 761 hours attended, 215 hours missed/no show, 88 excused absences, 40 rescheduled by tutors, and 66 blank/missing records. (Sam is working on updating last week’s attendance records today.)

Jennifer Bruner--Academic Resource Mentoring/Probation & Suspension Support Program Status

370 students being recruited based on academic standing data

• 169 students enrolled in mentoring (136 face to face/33 online)
  o 125 are students who already have success contracts
  o 41 are students who did not have success contracts
  o 3 are students who are on good standing and enrolled on their own
• 201 students not enrolled in mentoring
  o 75 students who have success contracts that have not enrolled in the program
    ▪ 5 on waiting list
    ▪ 1 on waiting list (good standing – voluntary enrollment)
  o 102 students who are not contracted who have not enrolled in the program
    ▪ 1 on waiting list
  o 6 opted out of participation following discussion with coordinator (decided mentoring was not the best option for their needs)
  o 18 dropped for non-attendance

Jennifer McNeill—Supplemental Instruction Program Status

Fall 2013:

Supplemental Instruction (RISE): 76 Students/142 Visits /142 Hours
Supplemental Instruction (NAPE): 481 students/ 946 Visits / 1014 Hours
Supplemental Instruction (CAE): 0 Students

**Total 557 Students/ 1088 Visits/ 1156 hours**

**Mark Hunt—HAWK Alert and RLL Program Status**

**HAWK Alert**

555 referrals, 452 students.

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Referrals</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Attendance</td>
<td>223</td>
<td>176</td>
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<tr>
<td>Quality of Written Work</td>
<td>66</td>
<td>61</td>
</tr>
<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>49</td>
<td>45</td>
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<tr>
<td>Test Performance</td>
<td>81</td>
<td>76</td>
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<tr>
<td>Quiz Performance</td>
<td>217</td>
<td>204</td>
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<tr>
<td>Homework Performance</td>
<td>111</td>
<td>103</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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<td>179</td>
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<tr>
<td>Completion of Assignments</td>
<td>97</td>
<td>89</td>
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<tr>
<td>Other (Please Specify)</td>
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<td>4</td>
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</table>

**Recommendations**

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Referrals</th>
<th>Students</th>
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</thead>
<tbody>
<tr>
<td>Tutoring</td>
<td>251</td>
<td>231</td>
</tr>
<tr>
<td>Writing Center</td>
<td>25</td>
<td>23</td>
</tr>
<tr>
<td>(Brainstorming/Organization/Development/Clarity)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Problems (Counseling)</td>
<td>39</td>
<td>35</td>
</tr>
<tr>
<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>IT Assistance (BlackBoard/BraveWeb/BraveMail/Excel/Word)</td>
<td>11</td>
<td>9</td>
</tr>
</tbody>
</table>

KUDOS Alert: The KUDOS referral has been publicized by Dr. Schaub and we currently have 22 referrals on file.

Resource Learning Lab: We are currently hosting approximately 28 students.

Digital Signage: Updates and images are uploaded.

TutorTrac: Student schedule population has been requested of DOIT and awaiting completion.

1. Major activities/projects performed during this period:
   - Attended CRLA meeting at ECU’s Pirate Tutoring Center to discuss ideas for online tutoring.
   - Scheduled almost 500 tutoring requests via our online Tutoring Request Form this semester.
   - Service for online students has begun and is in full operation on Blackboard. Participation is poor with only 30% participation.
   - Two new mentors have been hired and have begun work.
   - Continued creation of new activities for each week’s topic (ex: time management and academic policy knowledge). Goal is to create a comprehensive notebook that includes multiple activities to choice from. This should be completed by the end of the term. (This project continues from last month).
• Preparing for spring 2014 appeals by merging recording keeping software with other department services (moving from Titanium to Tutor Trac). (This project continues from last month).

• Jennifer Bruner continues to lead a book club with the Department of Student Involvement and Leadership. The book is *Quiet: The Power of Introverts in a World That Can’t Stop Talking*. The group meets Thursdays from 4pm-5pm during the month of October.

• Mid Semester Evaluations passed out to SI participating faculty
• SI promotional Stickers (Banners) in SI Classrooms.
• Establishing accountability within the SI program
• Designed promotional items for SI leaders to give to students.
• **Installed KUDOS referral.** Trained new H.A. Specialists. KUDOS referral has been completed and is active. Awaiting addition of student schedule to TutorTrac to help HA Spec’s know when students are in/out of class…better usage of contact efforts.

2. Problems encountered and corrective actions (if needed):
• We still have four rooms in Wellons that are not ready for tutoring because they do not have tables in them.
• Students sign up for tutoring but do not check Bravemail or respond to phone calls for appointment confirmations. They expect us to place reminder calls (like a doctor’s office). Mark and I have discussed adding a text alert/reminder in TutorTrac.
• Cannot get into surplus to obtain furniture for new mentor room (D.F. Lowery 317). Mark Hunt contacted Facilities and was told surplus was currently unavailable. Room currently has no furniture in it at all.
• Waiting for TutorTrac to be available on ARMs computers. Currently being addressed by Mark Hunt and is expected to be remedied shortly. (This continues from last month).

3. Upcoming planned activities/projects:
• Recruit and hire more tutors for courses that we cannot cover.
• Furnish other rooms in Wellons so they will be available for tutoring.
• **Preparing to train graduate student workers (three students who are currently serving as mentors) to assist with appeal intake between semesters.**
• Planning service project for ARMS program that can be led by mentors. Details coming following collaborative planning sessions of mentors.
• Arranging for group webinar on Peer Mentoring to take place November 14th. Departments participating include the Center for Academic Excellence, Transfer Transitions, and the Academic Advising Center.
• Implementing and executing systems of accountability within the SI programs
• Developing the SI course schedule for the Spring
• Appropriating SI operating funds for the Spring Semester for SI leaders
• Final Semester evaluation for participating SI faculty
• Developing a participating SI faculty advisory board
• Researching other SI programs at other UNC institutions to acquire information on how to maintain/boost SI attendance of their students.

4. Campus or partner coordination/resources needed for future activities/projects:
   • We need faculty to recommend tutors for particular courses
   • We need access to surplus area to look for tables.
   • Maintaining relationships with NAPE and RISE programs to ensure future funding of SI Leaders to reduce cost.
   • Maintaining collaborative relationships with faculty members to ensure possible expansion of SI supported courses beyond General Education courses.
   • Maintaining relationships with faculty members/Graduate Studies that employ graduate students as SI leaders. This partnership can reduce future cost of employing SI leaders that are graduate students.
   • Developing new partnerships that will create possible opportunities of funding for the SI program.
     o Similar to NAPE and RISE

5. Program limitations:
   • Our tutors’ schedules are filling up for certain classes and we need to continue to hire more tutors.
   • Need access to furniture surplus in order to create usable mentoring space for new hires.

1. SPSS v. 19 (19)
2. Adobe Acrobat 9 Pro w/Microsoft Office 2010 (15)
3. Photoshop Elements 9 (10)
4. SAS v.9.2 (6)