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

Tuesday November 11, 2013 at 3:30 p.m.
Mary Livermore Library Conference Room 212

Larry Arnold, ARTS
Kelly Charlton, S&BS
Teagan Decker, Director University Writing Center
Steven Hunt, Director of CAE
Corinne Jordan, Graduate Student
Nicolette Campos, Associate Director DSS
Cindy Saylor, Associate VC for Information Resources Designee
Susan Whitt, Interim Dean Library Services
Marian Wooten, EDUC

Members not present:
Kathryn Allen, LETT
Rita Hagevik, NS&M
Teagan Decker, Director University Writing Center
Melissa Schaub, VCAA designee

1. Meeting called to order at 3:30pm

2. Approval of Minutes from October 8, 2013 Meeting

3. Approval of Agenda for November 12, 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. Old Business
   a. Voting clarification: Academic Affairs clarified that the entire committee votes.

6. With no further business, meeting adjourned at approximately 4:30pm

Minutes respectfully submitted by Kelly Charlton, 11/12/2013
We continued to see heavy use of the library during October. Instruction classes were still in demand as we moved toward the end of the semester. Scheduling instruction has been harder for us this year since we have been without our Instructional Services/Reference Librarian. We additionally began offering three LIB 1000 general education classes. We have been fortunate enough to have been given the okay to hire a new Instructional Services/Reference librarian who will begin work January 2, 2014.

A major project is our migration to a new integrated library system for the library. This is the system which handles our circulation, cataloging, serials, and acquisitions modules which run the library. We are working with vendors to obtain quotes and work with our current UNC Coastal Carolina Consortium partners, Fayetteville State University and UNC Wilmington, to plan for this transition.

Various librarians attended the North Carolina Library Association’s Biennial Conference. We had two, David Young and Rob Wolf, who were actually presenters during this event.

The library staff was involved in supporting the spirit of UNCP by setting up a table at Pembroke Day, participating in the spirit competition, and attending the various homecoming functions held throughout the month of October. We were the winners of the “Most Crowd Reaction” award given in the “Spirit of Pembroke” Competition.

*Library Reference Stats:*
- Directional 640
- Technical 38
- Instructional 32
- Research 320
- Accounts 26
- Distance Education 52
- Federal/State Documents 7

*Instructional Statistics:*
- 22 Classes
- 335 Students

*Monthly Attendance:*
- 21,126
Appendix B

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

1) November staff meeting: Discussion of group paper research project (IRB approved; SWCA conference proposal submitted; Undergraduate Scholar Assistant grant submitted).

2) Hired additional tutor: Kelli Jacobs (English Education)

3) August 19 – November 15 (2013) usage Information:
   - 955 total tutorial sessions (compared to 822 last year)
   - 370 unique clients
   - 139 online writing tutorials
   - 53% of unique clients visited one time
   - 47% of unique clients visited more than one time
   - 35% freshman student tutorials
   - 17% sophomore student tutorials
   - 18% junior student tutorials
   - 9% senior student tutorials
   - 7% graduate student tutorials
   - 1% faculty or staff tutorials

3) Student Satisfaction Surveys:

   Surveys are sent via email after tutorial sessions. 65 surveys have been submitted.

   **Student Survey Results Fall 2013**

   I would rate this session:
   - Excellent (75%)
   - Very Good (14%)
   - Good (5%)
   - Fair (5%)
   - Unacceptable (2%)

   I will return to the center for future assignments:
   - Strongly Agree (89%)
   - Moderately Agree (11%)
   - Moderately Disagree (0%)
   - Strongly Disagree (0%)

   I will recommend the center to a friend:
   - Strongly Agree (91%)
   - Moderately Agree (9%)
Staff member(s) were knowledgeable:
   Strongly Agree (80%)
   Moderately Agree (17%)
   Moderately Disagree (2%)
   Strongly Disagree (2%)

The Writing Center's staff member(s) were professional:
   Strongly Agree (92%)
   Moderately Agree (6%)
   Moderately Disagree (0%)
   Strongly Disagree (2%)

The Writing Center's atmosphere is welcoming:
   Strongly Agree (86%)
   Moderately Agree (12%)
   Moderately Disagree (0%)
   Strongly Disagree (2%)

**Student Survey Comments Fall 2013:**

- I was well accepted and the information was very helpful.

- I have revised my paper by making corrections to my sentence structure and making sure my citations are correct.

- I plan to correct my beginning paragraph and correct my citations for APA style.

- Was very helpful

- [The tutor] was great and amazingly helpful. Thanks so much, [Writer]

- [The tutor] was so much help!

- [The tutor] was very kind and prompt. I was very impressed on how helpful and welcoming s/he was. I was afraid at first, because I thought there was going to be some rude judgment on my paper. I don't know why! But overall I was happy. Thanks Writing Center.

- [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 uncp 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 other person leaves unless 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)
Kelli Jacobs (English Education)
Cheron McMullen (Criminal Justice major)
Mike Bernitsen (Lecturer in English/Ph.D. in English) (Volunteer)
Division of Information Technology
Academic Support Services Subcommittee Report for October 2013

Division Level:
Efforts toward implementation of Enterprise-wide Project Management Methodology are ongoing. Training sessions with November dates have been scheduled. The Project Management Office (PMO) is currently working on more of the forms necessary for this process, including an intake form. A project tracking database is currently in development and testing and an initial version of the web-based request form will be completed by mid-November. Jim Sharp has returned to UNCP to guide the efforts of the PMO and as director of Applications Development. Tom Jackson, CIO, has briefed the user community on the status of project management efforts.

Departmental Summaries:

Client Services
• Faculty technology refresh has been ongoing. 10 faculty members received their new office computers in October.
• Work is ongoing for the digital sign installation for the Art Department.
• A total of 1,507 work orders were completed in October.
  o 462 of these work orders were “Quick Tickets”, closed in real-time.
  o 354 work orders were closed by members of our student worker programs (BraveTechs, LabTechs and ClassTechs).
• Preparation for the end-of-support for Windows XP continues. Further communication to campus is planned as the date approaches, including an article in the soon to be revived DoIT Today newsletter.
• DoIT is moving forward with plans to roll out technology purchase self-service in BraveCart. Departments will be able to purchase technology items from pre-approved lists without the need to contact a DoIT representative. Announcements to department heads and VC’s are forthcoming, as is a class schedule for orientation sessions for administrative staff.
• Evaluation and selection of a new Help Desk ticketing system is underway.

Networking
• Networking closed four projects in October:
  o Exchange Datastore Restructure, Exchange Server Antivirus Protection Review, Access for Test DB Servers, and VOIP PRI to Router to support IVR Outbound Calling.
• Networking also supported the Lumber River EMC Annual Meeting
• A sample of Networking projects that are underway:
Power Management for data centers and networking facilities, VoIP Mobile Switch for EOC and Banner Document Management.

Applications / Enterprise Systems
• The following projects have been completed:
  o BraveDollars and HMS Upgrade.
• The following projects represent a sampling of projects that have been assigned a Project Lead and are presently in the implementation phase:
  o TutorTrac Student Schedule Upload, 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, Oracle 11g, Pennant.

VCL Usage Statistics October 2013

Total Reservations: 302
Total Hours Used: 452
Total Unique Users: 62

Most frequently used images/applications:
1. Microsoft Office 2010 (179)
2. SPSS v. 19 (60)
3. Geometer Sketchpad (25)
4. Adobe Acrobat 9 Pro w/Microsoft Office 2010 (16)
CentOS 32 bit VM (9)
Appendix D

Disability Support Services
November 2013 Report
Submitted by Mary Helen Walker

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
November 4th, 2013

Statistics: 10/1-10/31
184 total clients with 763 appointments
106 were unique clients with 509 entries

14 students had over 10 appointments
4 of them had 20 or more appointments

Average age at appointment = 28.22
20 Intake appointments

Note takers (copying) 94 (signed in)
Walk-ins 147
External phone calls 122

Accommodations Activities:
• Proctored 46 tests/exams
• Assistive Technology: 224 appointments

Academic Honors:
• Fifth Esther G. Maynor Scholar is a student registered with DSS
• One of the newly appointed Chancellor’s Ambassadors is a student registered with DSS
• Two Senior students with disabilities gave their testimony at the Principals Breakfast during VSA

DSS Activities/Projects:
• Vision Strength Arts (VSA) Festival on 10/23/13.
• BSW intern.
• Developed ADAAA Coordinator website, separate from the DSS website.
• Successfully resolved one informal ADAAA grievance between student and faculty.
• Worked on Tuition Surcharge Waiver committee.
• Attended various campus committee meetings.
• Advised Delta Sigma Omicron (DSO)

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
Prospective 1
Current student 35
Faculty 12
Staff 2
Guest 2
Total: 54

2. How did you contact DSS?

Skipped: 2
Phone Call 10
Email 19
Appointment 23
Drop-in 14

3. DSS staff was professional and helpful:

Strongly Agree = 49 Agree = 3

4. I am satisfied with the services provided:

Strongly Agree = 46 Agree = 6

5. Accommodations I received met my needs:

Strongly Agree = 46 Agree = 6 Somewhat agree = 1

Comments Section:
I have always had a great experience experience DSS! Everyone there works hard to make sure students get exactly what they need to get an equal learning opportunity...and no more. They are always willing to explain procedures and the legalities behind them. They make my work much easier. I appreciate all the hard working people there.
11/4/2013 8:43 AM (Faculty member)
So far you are doing a great job, I can't think of anything else you should do.  
10/30/2013 8:27 PM (student)
I have always been highly satisfied with the professionalism, the insights, and the student-centered dedication of the DSS members and staff. They always go above and beyond.  
9/5/2013 6:51 AM (Faculty member)
Appendix E

Center for Academic Excellence
November 2013 Report
Submitted by Mark Hunt

Center for Academic Excellence Update
November 2013

Courtney Walters—Tutoring Program Status
Currently the CAE have 31 tutors who can tutor 99 courses from 16 academic departments.

- 504 unique students were scheduled for tutoring between August 26 & November 8.
- Of those, 95 have not yet attended or canceled before actually attending sessions.
- 409 unique students have attended tutoring sessions.
- The majority of the students who have attended tutoring were nursing majors (21.2%) and biology majors (18.5%).
- Breakdown by class - Freshmen 189; Sophomores 92; Juniors 79; Seniors 47; Other/Not Classified 2.
- Attendance data: Of the 2963 appointments scheduled between these dates - 1843 hours attended, 636 hours missed/no show, 291 excused absences, 140 rescheduled by tutors, and 53 blank/missing records.

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

340 students being recruited based on academic standing data
- 230 students enrolled in mentoring (191 face to face/37 online)
  - 149 are students who already have success contracts
  - 73 are students who did not have success contracts
  - 8 are students who are on good standing and enrolled on their own
- 110 students not enrolled in mentoring
  - 13 students who have success contracts that have not enrolled in the program
  - 61 students who are not contracted who have not enrolled in the program
  - 8 opted out of participation following discussion with coordinator (decided mentoring was not the best option for their needs)
  - 28 dropped for non-attendance

Jennifer McNeill—Supplemental Instruction Program Status

Fall 2013:
Supplemental Instruction (RISE): 114 Students/323 Visits /323.50 Hours
Supplemental Instruction (NAPE): 703 students/ 2383 Visits / 2522 Hours
Supplemental Instruction (CAE): 0 Students
Total 817 Students/ 2706 Visits/ 2845.50 hours

Mark Hunt—HAWK Alert and RLL Program Status

- 921 Referrals (Open & Closed) for 699 Students
- 597 Processed Referrals for 481 Students (currently at a 64.8% closeout rate)
478 of Processed Referrals were Successful Contacts (51.9% successful contact rate)
119 Withdrew or resolved HAWK. Alert without our assistance (contacted professor directly)

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<th>Reasons</th>
<th>Referrals</th>
<th>Students</th>
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<tbody>
<tr>
<td>Class Attendance</td>
<td>376</td>
<td>292</td>
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<tr>
<td>Quality of Written Work</td>
<td>105</td>
<td>98</td>
</tr>
<tr>
<td>Lack of Purpose/Motivation/Attitude</td>
<td>95</td>
<td>83</td>
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<tr>
<td>Test Performance</td>
<td>272</td>
<td>255</td>
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<tr>
<td>Quiz Performance</td>
<td>295</td>
<td>273</td>
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<tr>
<td>Homework Performance</td>
<td>190</td>
<td>174</td>
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<tr>
<td>Class Participation</td>
<td>96</td>
<td>86</td>
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<tr>
<td>Disruptive/Disorderly</td>
<td>66</td>
<td>66</td>
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<tr>
<td>Content Difficulty</td>
<td>259</td>
<td>235</td>
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<tr>
<td>Completion of Assignments</td>
<td>246</td>
<td>215</td>
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<tr>
<td>Other (Please Specify)</td>
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<td>23</td>
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<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Referrals</th>
<th>Students</th>
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<tbody>
<tr>
<td>Tutoring</td>
<td>414</td>
<td>370</td>
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<tr>
<td>Writing Center (Brainstorming/Organization/Development/Clarity)</td>
<td>65</td>
<td>61</td>
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<tr>
<td>Personal Problems (Counseling)</td>
<td>77</td>
<td>66</td>
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<tr>
<td>Resource Learning Lab (Reading Comprehension/Writing Software)</td>
<td>25</td>
<td>22</td>
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<tr>
<td>IT Assistance (BlackBoard/BraveWeb/BraveMail/Excel/Word)</td>
<td>23</td>
<td>21</td>
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KUDOS
55 Referrals sent to students (Ten referrals were lost due to name change)

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<tr>
<th>Reasons</th>
<th>Referrals</th>
<th>Students</th>
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<tr>
<td>Highest Score on Exam</td>
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<tr>
<td>A on Test</td>
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<td>3</td>
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<tr>
<td>Excellent Quiz Performance</td>
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<td>Honors List</td>
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<td>Chancellor's List</td>
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<tr>
<td>Active Participation</td>
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<td>Excellent Lab Results</td>
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<tr>
<td>Perfect Attendance</td>
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<td>Exemplary Student</td>
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<td>Excellent Team Work</td>
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<tr>
<td>Outstanding Project Completion</td>
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<td>0</td>
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<tr>
<td>Excellent Presentation</td>
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Resource Learning Lab: We are currently hosting 300 students.
Digital Signage: Future Projects will be to post images and quotes of various campus personnel for display an inspiration.
TutorTrac: Student Schedule population is nearing completion and should be ready for testing this week.

1. Major activities/projects performed during this period:
   - Webinars: 1) Measuring and Improving Academic Grit in First-Year Students; 2) It's all About Results: Using Tegrity to Improve Student Performance and Using Data Analytics
to Understand Efficacy.

- Scheduled tutoring appointments. We have received more than 550 tutoring requests via our online Tutoring Request Form this semester.
- Recruiting tutors for various courses in preparation for Spring 2014 semester.
- Planning SI courses for Spring 2014 Semester
- Securing SI leaders for SI courses
- Contracts
- Appropriating SI funding for Spring 2014
- Securing SI participating faculty for Spring 2014
- Service for online students continues and is in full operation on Blackboard. Participation continues to be poor despite numerous attempts to contact students and encourage participation.
- The two new mentors have done a great job joining the team and accounted for the increase of 64 students in the program.
- 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 choose 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).
- Installing Student Schedule in TutorTrac to better enable HAWK Alert Specialists to know when to contact students.

2. Problems encountered and corrective actions (if needed):

- The bathrooms in Wellons Hall need locks on the doors.
- Students & tutors continue to complain about the noise coming from the band practices downstairs in Wellons Hall.
- Students sign up for tutoring but do not check Bravemail 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. (ongoing issue)
- Students sign up for tutoring and do not attend, also do not respond to emails or phone calls. (ongoing issue)
- 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).
- Need computer and phone to be set up in D.F. Lowery room 317 for use by new mentors. Waiting on DoIT.
- Time delays by DoIT.

3. Upcoming planned activities/projects:
• Recruit and hire more tutors for courses that we cannot cover.
• Continue to make improvements in Wellons Hall.
• Implementing and executing systems of accountability within the SI programs
• Final Semester evaluation
• 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.
• Planning SI courses for Summer 2014
• 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. Training date set for November 25th.
• 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.
• Addition of Text Messaging and elimination of various options under “Referral” button, which should eliminate erroneous referrals.
• Purchase “Grammar Fitness” for students experiencing grammatical difficulties.

4. Campus or partner coordination/resources needed for future activities/projects:
• We need faculty to recommend tutors for particular courses.
• 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.
• TutorTrac Tech support.

5. Program limitations:
Our tutors’ schedules have filled up for certain classes.