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

Tuesday September 10, 2013 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
Rita Hagevik, NS&M
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
Marian Wooten, EDUC

Guests:
Jose D’Arruda, Chair, Academic Affairs
Kimberly Jones

1. Meeting called to order at 3:30pm
2. Election of Subcommittee Chair
   a. Larry Arnold, Chair
   b. Kelly Charlton, Secretary

3. Approval of Minutes from April 9, 2013, meeting
   a. Approved with titles to be amended

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. With no further business, meeting adjourned at approximately 4:45pm

Minutes respectfully submitted by Kelly Charlton, 9/10/2013
Appendix A

Mary Livermore Library
September 2013 Report
Academic Support Committee

The Mary Livermore Library closed out the 2012-2013 academic year by offering late night hours the week before exams and the week of exams. We were open until 2:00 a.m. in order to facilitate a quiet place for students to do research and study. The Library had a significant focus over the summer of instructing classes for on-campus summer programs involving children and young adults. Librarians and staff members worked with the Brave Academic Readiness (BAR) summer program and the Junior Braves program sponsored by the Regional Center.

Our Instructional Services area has been extremely busy as the new fall semester begins and demand continues to be extremely high from faculty wanting us to work with their classes. We also began instructing our first general education for credit classes. Two are offered face-to-face and one is offered online. Since our Instructional Services/Reference Librarian position remains vacant, librarians have had to work very hard to cover all scheduled classes. In the month of August, we had 37 instruction sessions for 635 students. We anticipate that 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 68
Technical 39
Instructional 39
Reference 224
Accounts 21
Distance Education 57
Federal Documents 4
Appendix B

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

1) September staff meeting: Presentation on CSE citation style. Discussion of group project policies. Make schedule for future staff development meetings. Discuss research project possibilities.

2) August 19 – September 9 2013 usage Information:

- 165 total writing tutorials (compared to 99 last year)
- 99 unique clients
- 14 online writing tutorials
- 58% of unique clients visited one time
- 42% of unique clients visited more than one time
- 46% freshman student tutorials
- 14% sophomore student tutorials
- 17% junior student tutorials
- 7% senior student tutorials
- 6% graduate student tutorials
- 1% faculty or staff tutorials

3) Student Satisfaction Surveys:

Surveys are sent via email after tutorial sessions. 23 surveys have been submitted.

Student Survey Results Summer 2013

I would rate this session:
   Excellent (65%)
   Very Good (17%)
   Good (4%)
   Fair (13%)
   Poor (0%)

I will return to the center for future assignments:
   Strongly Agree (83%)
   Moderately Agree (17%)
   Moderately Disagree (0%)
   Strongly Disagree (0%)

I will recommend the center to a friend:
   Strongly Agree (83%)
   Moderately Agree (17%)
   Moderately Disagree (0%)
   Strongly Disagree (0%)
Staff member(s) were knowledgeable:
Strongly Agree (78%)
Moderately Agree (17%)
Moderately Disagree (4%)
Strongly Disagree (0%)

The Writing Center's staff member(s) were professional:
Strongly Agree (96%)
Moderately Agree (4%)
Moderately Disagree (0%)
Strongly Disagree (0%)

The Writing Center's atmosphere is welcoming:
Strongly Agree (78%)
Moderately Agree (22%)
Moderately Disagree (0%)
Strongly Disagree (0%)

Student Survey Comments Summer 2013:

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

• [The tutor] is awesome! She 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. She was very nice and very professional but she 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] he was very helpful and I would like to visit with him again.
- she were very helpful .She seem to have good patience with me even when i didnt 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. Cheron 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

Submitted by Cindy Saylor, 9/10/2013

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

Division Level:
It has been a very busy summer for DoIT. From a complete upgrade / refresh of classroom technology in the Sampson building to a variety networking infrastructure expansion and upgrade projects, the division has been busy improving the technology that keeps our students engaged and the business of the university flowing smoothly.

Departmental Summaries:

Client Services
- Faculty technology refresh has been ongoing. As of 8/30/2013, 48 faculty members have received new computers for their offices.
- All classroom computing and AV technology was refreshed in the Sampson building. Training in the new control systems was provided.
- Including new lab and classroom computers for the Sampson building, as well as other labs and classrooms on campus 244 lab and classroom computers were replaced. Others were reimaged in preparation for the fall semester.
- JAWS, a screen reader software package for blind and low-vision users, was converted to a network licensing model. This greatly increases the availability of this software and further increases our ADA compliance by not setting aside certain computers for this software. Thus, students using the software are not segregated in any way from their peers.
- Coordinated with Enterprise Systems to facilitate student email upgrade to Office 365 over the summer.
- Client Services was heavily involved in the implementation of SafeConnect Wireless for Brave WiFi and Residential WiFi.
- Daryl Burgwyn attended VMWorld 2013 to further his knowledge and peer-networking in virtualization technologies.
- Coordinated the installation and setup of digital signage in the History Department.

Course Management Support
- Blackboard 9.1 SP9 was upgraded to SP13 prior to the start of the fall semester. This upgrade, along with other additions and upgrades to the course management system, has given the campus many new and improved course building blocks.

Networking
- Book Store Point of Sale Network upgrade
- New connections to NCREN
- Wireless network infrastructure expansion for Chavis University Center and DF Lowry
- Integration of CallRex and Contact Center Express, to include call recording
- Implementation of the light management system in Health Sciences
- Created a procedure to identify, rectify and notify users of compromised accounts
- Tate Corney and Terry Oxendine attended VMWorld 2013 to further their knowledge and peer-networking in virtualization technologies.

**Applications / Enterprise Systems**
- Completed the HR Data Mart
- Worked with Client Services in making Office 365 upgrade over the summer
- Financial Aid Authorization
- Roster Verification Changes
- Pennant is in progress – server built, and user interfaces created
- Tripwire implementation
- Class Scheduling process currently in test with anticipated move to production in late September
- Implemented World Language Exchange
- Numerous reporting scripts and interface change scripts created
- Works in progress include Patron Load, HMS TouchNet Payment Integration, and u.Achieve
Appendix D

Submitted by Mary Helen Walker

Disability Support Services
Student Academic Success and Retention Area
Division of Academic Affairs
September 10, 2013

Statistics:

258 new students with 1109 entries

- ADD/HD: 56
- Autism: 5
- TBI: 7
- Chronic Health: 57
- Hearing Impairment: 5
- Learning Disability: 26
- Mobility: 33
- Psychiatric: 41
- Speech Impairment: 5
- Visual Impairment: 16
- Temporary: 7

Total: 258

New Freshmen: 131 50.7%

Total Students (New and Returning) for Fall 2013: 809 13%

Military Affiliated Student: 109 13.5%

Accommodations Activities:

- Proctored 47 tests/exams
- Converted textbooks for 11 students (7246 pages of text)
- Assistive Technology training: 14 students

DSS Activities/Projects:

- Vision Strength Arts (VSA) Festival on 10/23/13.
- Threat Assessment Training.
- BSW intern.
- Worked with DoIT on emergency communications plans for people with disabilities.
- Set up for Freshman Block Party.
• Provided accommodations for Convocation.
• Developing ADAAA Coordinator website, separate from the DSS website.
• Provided two ADAAA workshops for new faculty.
• Participated in SASR Open House.
• Successfully resolved two informal ADAAA grievances between students and faculty.
• Represented Wounded Warrior services on the Veterans Task Force.
• Participated in the onsite visit from the International Association of Counseling Services (IACS) accreditation visit.
• Began Survey Monkey on-time delivery for feedback.

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 23
   Faculty 5
   Staff 1
   Guest 2
   Total: 33

2. How did you contact DSS?

   Skipped: 2
   Phone Call 3
   Email 10
   Appointment 18
   Drop-in 6

3. DSS staff was professional and helpful:

   Strongly Agree = 29    Agree = 2

4. I am satisfied with the services provided:

   Strongly Agree = 28    Agree = 3

5. Accommodations I received met my needs:

   Strongly Agree = 26    Agree = 3 Somewhat agree = 1

Comments Section:
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. Faculty Member. 9/5/2013 6:51 AM
I am very satisfied with the services, i truly do not have any suggestions on how to change that at this time. 8/26/2013 7:38 AM

Consider preparing a small printed handbook that generally outlines issues and resolutions for supporting and accommodating students with specific disabilities. Maybe use (anonymous) scenarios from working with past students across the years that might help faculty? Thanks! 8/23/2013 5:58 PM
DSS is doing a great job with assisting people with their accommodations during their career at UNCP. 8/15/2013 1:00 PM

Keep doing what you're doing! You guys are great! 8/15/2013 12:42 PM
Appendix E

Submitted by Mark Hunt

Center for Academic Excellence Report
September 10, 2013

HAWK Alert and Resource Learning Lab—Mark Hunt

- Hired one additional HAWK Alert Specialist
- Created the Kudos Referral
- Procured additional offices for HAWK Alert Specialists
- Enrolled 10 additional International Students for the Resource Learning Lab (RLL)
- Processing Social Work students through RLL

Tutoring Program—Courtney Walters

- We currently have 26 tutors who can tutor 91 courses from 15 academic departments.
- 146 unique students have been scheduled for tutoring.
- We have received requests for 27 course sections that have not been scheduled because we don’t have a tutor available for those courses.
- Moved tutoring rooms to Wellons Hall

Supplemental Instruction—Jennifer McNeill

- Implementation of a $500.00 stipend for the Fall Semester SI faculty
- SI is currently serving over 60 sections of general education courses.
- In support of the recent AACSB accreditation, there is an increase in the amount of SI courses that are being offered to the students in the school of Business.

Academic Resource Mentoring Program—Jennifer Bruner

- Currently serving 157 students on main campus with 32 students being served online (189 total)
- In the process of hiring new mentors to add additional hours to main campus program.
- 73 students on waiting list for appointments