

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

Tuesday, November 10, 2015 @ 3:30 P.M.
University Center - Room 213

Robert Arndt, ARTS (Chair)
Dorea Bonneau, EDUC
Mark Thompson, LETT
Rita Hagevik, NS&M
Erik Tracy, S&BS
Jesse Rouse, at-large (secretary)
Laura Staal, at-large
Melissa Schaub, AVC Enrollment

Nancy Crouch, AVC for Technology
Resources and Chief Information
Officer
Susan Whitt, Dean Library Services
Nicolette Campos, Accessibility
Resource Center
Gabrielle Galbreath, Graduate Student
TBA, SGA Senator

In attendance:

Robert Arndt, ARTS (Chair)
Dorea Bonneau, EDUC
Jesse Rouse, at-large (Secretary)
Laura Staal, at-large
Mark Thompson, LETT
Erik Tracy, S&BS
Susan Whitt, Dean Library Services
Cindy Saylor, representing the AVC Technology Resources
Melissa Schaub, AVC Enrollment
Nicolette Campos, Accessibility Resource Center
Gabrielle Galbreath, Graduate Student
Youyi Jiang

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

1. Meeting called to order at 3:37PM
2. Minutes of the October 13, 2015 meeting approved
3. Agenda for November 10, 2015 meeting approved
4. Reports
 - a) Enrollment (Academic Support Center/Writing Center)
 - b) Mary Livermore Library
 - c) Division of Information Technology

d) Accessibility Resource Center

5. Old Business

a) Surveys

- i. Preparation of survey questions
- ii. Members charged with bringing potential survey questions/ideas to the January 12 meeting
- iii. An agreed upon goal is to reduce the number of questions to increase survey response rate and reduce effort on respondent's part

6. New Business

- a) Rewording of the faculty handbook entry for the subcommittee was discussed
 - a. Need to clarify purpose and intent of survey for future years

7. Announcements

- a) Next Meeting January 12, 2015

8. With no further business, meeting adjourned at 5:01pm.

Minutes respectfully submitted by Jesse Rouse, 11/19/2015

Tutoring Program

Currently there are 34 tutors who can tutor 108 courses from 30 academic departments. The tutoring staff consists of 34 peer tutors, 2 paid professional tutors (temporary employees), 1 volunteer professional tutor, 1 research assistant, and 1 Hawk Assistant.

Program statistics:

- 403 unique students were scheduled for as of 11/7/15. (Fall 2014 comparison – 562 students)
- 316 unique students have attended tutoring sessions.
- 103 of those students (23.6%) are attending tutoring for MAT 1070 – College Algebra.
- Breakdown by major - Pre-Nursing 20.4%; Biology 17.8%; Chemistry 6.9%; Undecided 12.0%; Computer Science 2.4%; Business 4.6%; all other majors under 5%.
- Breakdown by class -Freshmen 80; Sophomores 76; Juniors 37; Seniors 16;Graduate 130.
- Breakdown by gender – 233 female (73.2%); 106 male (26.7%).
- Breakdown by ethnicity – Black/African American 160 (48.0%); White/Caucasian 100 (31.4%); American Indian/Alaskan Native 42 (10.3%); Asian 9 (2.4%).
- Attendance data: Of the 898 appointments scheduled between these dates – 729 hours attended, 165 hours missed/no show, 153 excused absences, and 37 cancelled/rescheduled by tutors.
- As of November 7, there are 56 unfulfilled tutoring requests-either no tutor is available or the student cannot attend when a tutor is available.
- Attendance Policy Violations as of November 7:
 - 66 students have been removed from the schedule for violating the tutoring program attendance policy
 - 3 students have been reported for violations (not yet removed from the schedule)
 - 2 Students had meetings with the coordinator to be added back to the schedule

Other activities in the period:

- Scheduled tutoring appointments for students who submitted the online request form. Of the 404 requests received and processed:
 - 178 have been scheduled for an appointment
 - 76 have been contacted for more information
 - 56 have no tutor available
 - 7 were referred to the Writing Center
 - 35 were referred to School of Business tutoring Center
 - 12 were referred to Math and Computer Science Walk in Tutoring
 - 3 were referred to the Music Department tutoring
 - 3 dropped the course
 - 56 tutoring request forms have not yet been processed.
 - Tutors are required to give class presentations about the tutoring program. As of November 7, tutors have visited 66 classes.

Academic Resource Mentors

The Academic Resource Mentors (ARM) are peer mentors that assist with the UNV 1100 course and the Emerging Scholars Program. In addition, ARMs assist with marketing and outreach for the Academic Support Center. Currently, we have three (3) mentors and for the past two weeks have held interviews to hire an additional four (4) more mentors. The mentors also sponsored a Paint and Pepsi event on October 28, 2015 for probation students.

STAR (Striving Toward Academic Recovery) Program

Program statistics:

Staff meetings are held weekly (Thursdays 2-4 pm), in addition to weekly supervision meetings with each CMHC student (individual meetings, as scheduled).

As of November 5:

- We have a list of 267 students who submitted appeals for Fall 2015 and were academically eligible to return to UNCP this semester. All of these students have been contacted by email and phone multiple times.
- We have another list from DoIT of 400+ students who are currently enrolled and are not in good standing. (There is obviously some overlap between this list and the appeal list we are using to make calls.) These students have all been contacted by email.
- 47 students have been removed from our contact list:
 - 43 students contacted are not enrolled in courses this semester.
 - 1 student contacted is in good standing after Summer II grades processed.
 - 1 student refused to schedule an intake and does not want to participate in STAR.
 - 2 students were participating in STAR but withdrew from UNCP in September.
- 28 students scheduled either did not show up or cancelled the intake appointment. These students have been contacted to reschedule.
- Of the 143 students who have attended intake appointments:
 - 40 students would like to participate in both group and individual sessions.
 - 4 students would like to participate in group sessions.
 - 76 students would like to participate in individual sessions.
 - 5 students would like to participate in individual sessions but are willing to try one group.
 - 6 are distance ed students who would like phone/Skype appointments.
 - 12 opted out of participating in STAR Program activities.
- 9 students are scheduled for intakes.
- Counselors have been meeting with students for individual appointments since early September.
- Group sessions began the week after fall break. We have the following groups available for STAR Program students:
 - Time Management and Organizational Skills (4)
 - Motivation, Attitude, and Goal Setting (1)
 - General Study Habits and Test Taking Skills (3)
 - Personal Issues (1)

HAWK Alert

1277 referrals, 1055 students. There were 1770 referrals for 1171 students at this point last year.

- Due to a technical issue with TutorTrac the reasons and recommendations regarding the referrals can't be reported at this time.

KUDOS Referrals

80 referrals, 73 students. There were 250 referrals for 155 students at this point last year.

- Due to a technical issue with TutorTrac the reasons and recommendations regarding the referrals can't be reported at this time.

Resource Learning Lab

The RLL has been fully restored and reopened on 11/9/2015.

TRIO: Student Support Services

Statistics October – November 5, 2015

- 7 Students submitted SSS applications and were accepted into the program
- 4 Students were assisted with graduate school
- 3 students were assisted with navigating online classes
- 2 students were assisted with Pell Grant Lifetime Eligibility
- Midterm grades checked and services reminder letters emailed to SSS students reminding them of services available to them
- 1 student assisted with Financial Aid Process
- 1 student assisted with cover letter, resume and two job applications.

Tutoring/Mentoring

- 12 tutors
- 1 Hawk Assistant
- Mid-semester evaluation of tutors and tutees were completed
- Mid-semester evaluation forms were sent to faculty members (Students were emailed and asked to discuss feedback received from faculty in the classes they were being tutored in) Carolyn
- Mentors began online training via Innovative Educators and Course Sites by Blackboard created by Kimilla for training mentors
- Mentors began contacting instructors (Mentor current and former instructors) to schedule in-class presentations to promote the SSS Program
- 8 new requests for tutoring were submitted

Activities

- Annual Performance Report became available November 4, 2015 and will be due December 4, 2015 for the 2014-15 reporting period.
- 10 SSS students will be attending the Etiquette Dinner sponsored by the Career Center 11/12/15.

University Writing Center Report
Submitted by Dr. Michael J. Berntsen, Interim-Director of the University Writing Center
November 2015
Time period: August-November 2015

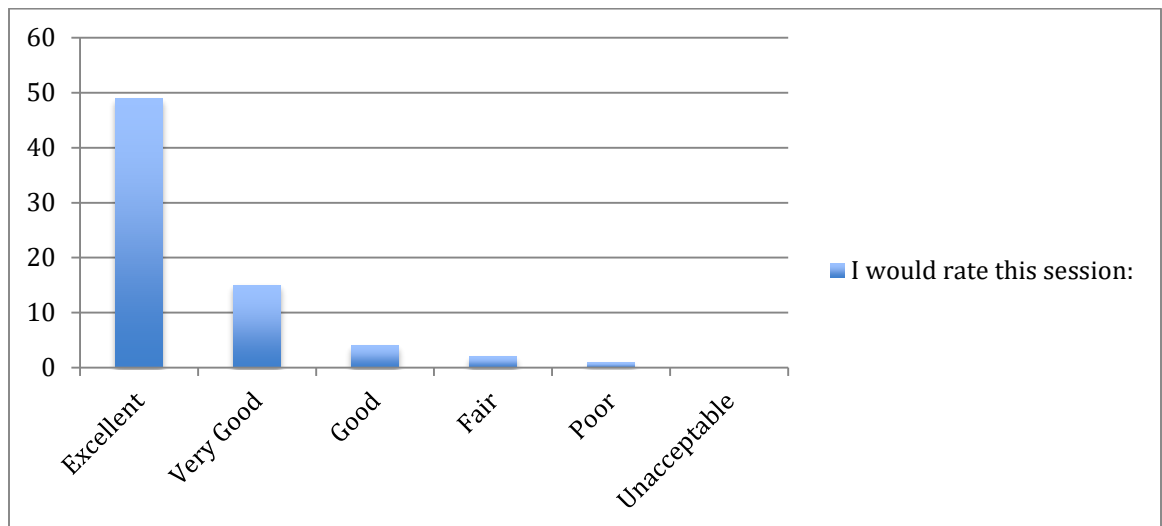
Activities and Projects

- Tutoring students
- Speaking to classes about the Writing Center
- Providing visiting classes a 10-15 minute introduction to WC facility and approaches
- Michael Berntsen helped out at the ASC Fall Festival, October 29, to promote the Writing Center and other support facilities.
- Michael Berntsen attended the Quality Matters Conference in San Antonio, TX, November 1st to 4th, to learn more about products and services for online tutoring and to provide more online workshops
- Conducted two APA Workshops about effective use of sources for general students November 4th and 5th (18 students attended)

Usage Information (August 23-November 9, 2015):

- 1054 total tutorial sessions | 2014: 833 total tutorial sessions
- 224 unique clients | 2014: 368 unique clients
- 147 online writing tutorials | 2014: 227 online writing tutorials
- 61% of unique clients visited one time | 2014: 52% of unique clients visited one time
- 49% of unique clients visited more than one time | 2014: 48% of unique clients visited more than one time.

Student Survey Response (71 responses)



- I like coming to the Writing Center because it helps me understand more on the writing techniques in writing an English Paper.

- [Tutor] was professional and very helpful. She took the time and helped review my papers and gave valued advice. Thank you.
- The online session answered all my questions. [Tutor] gave me helpful suggestions and corrections to punctuation.
- The woman who helped me was extremely nice very knowledgeable and super supportive. She helped me through the entire sign up process over the phone then edited my paper for me in a timely manner (I was in a time crunch so this was amazing) I've been here three years and never used the center. I certainly will from now on.

Fall 2015 Staff

- Janae Aiken (English Education)
- Ashley Allen (Biology)
- Haley Bean, Undergraduate Tutor (Social Work)
- Michael J. Berntsen, Interim Director (English)
- Nestor Guerra (Graduate Assistant / English & Spanish)
- Amber Hester (English)
- Kelli Jacobs, Undergraduate Tutor (English Education)
- Zachary Lunn, Undergraduate Tutor (Biology)
- Cheron McMullen, Undergraduate Tutor (Criminal Justice)
- Kenley Patanella, Undergraduate Tutor (Biology)

Mary Livermore Library
November 2015 Report
Academic Support Committee

The Mary Livermore Library continued to see heavy use of both individual and group study spaces. Due to constant demand, our study rooms in particular see a large turn-away of students wanting to use them for collaborative study. Faculty requests for library instruction were substantial. Our annual library liaison budget meeting was held October 5. This was particularly relevant as we anticipated seeing decreased funding and the need to communicate this with faculty. We seek as much campus input as possible into our ordering process in order to ensure that required resources supporting student learning and success are always purchased and maintained. We finally received an operating budget on November 4. Hopefully what we have received thus far is not our final budget, as we lost \$285,000 from our library learning resources account line. We are glad to have the Dean of Library Services now advertised with Dr. Melissa Schaub as chair of the search committee.

We were very pleased that we had four of our librarians accepted to present programs in October at the North Carolina Library Association Biennial Conference. Robert Arndt and June Power presented their program "It Matters! Advertising the Library" and Claire Clemens, June Power, and David Young presented their program "Build It and They Will Come: The Mary Livermore Library Experience."

Library Reference Stats:

Directional 626
Technical 102
Instructional 41
Research 401
Accounts 17
Distance Education 54
Federal/State Documents 5

Instructional Statistics:

20 Classes
384 Students

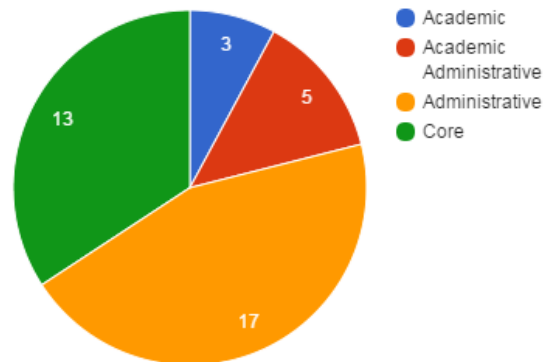
Monthly Attendance:

17,767

**Division of Information Technology Report
Academic Support Services Subcommittee
November 10, 2015**

Project Portfolio Updates

DoIT Projects Currently in Progress



Total 2015-16 Completed Projects to date = 22

Projects of Interest

Recently Completed

- Student Data Mart (SDM) Implementation - Phase 1 and 2 (GA Mandate) - Myra Moody, Project Lead
- Touchnet Cashiering - Dawn Albrecht, Project Lead
- New SAT File Format– Myra Moody, Project Lead
- UNCP News Digest Distribution – Nancy Crouch, Project Lead
- Computational Physics Server – Kevin Pait, Project Lead
- ELSA Server Rollout – Kevin Pait, Project Lead

Currently in Progress

- FrontRange (Heat)- Service Management Tool Implementation - Administrative. DoIT staff is testing now and on track to implement by January 2016 with incident management and self service.
- Viewfinity - Administrative

Noteworthy updates

- DoIT welcomed Bari Snyder as Network Lead on October 26, 2015. The creation and filling of this role is a critical step forward in achieving our goal to build and sustain a technology infrastructure scaled to support the needs of the university.
- To enhance the university's information security posture through awareness, education, communication and implementation of key services on campus, the DoIT information security team provided educational information to our community at Pembroke Day. Additional information was shared with campus throughout October as part of National Cyber Security Awareness Month (NCSAM). UNCP has been designated as a Champion of NCSAM 2015, joining a growing global effort among colleges and universities, businesses, government agencies, and nonprofit organizations to promote online safety awareness.
- The full campus implementation of WebEx for faculty, staff and students is scheduled for January 2016. WebEx is a cloud service providing desktop video conferencing capabilities to all faculty, staff and students. This project supports our goal to foster inclusion and collaboration through thoughtful implementation of relevant technologies, supporting our mission to “challenge students to embrace difference and adapt to change, think critically, communicate effectively, and become responsible citizens.”
- Academic Computing Initiative
 - Draft survey for feedback from faculty on this year's refresh is under review
 - Plans for the next refresh coming soon. Funding identified. Input from faculty is needed.
 - At our last meeting subcommittee members inquired about the refresh of classroom teaching workstations. Below is a report on the current status of these workstations. Updates for older machines and other classroom technologies will be incorporated in our plan for 2016.

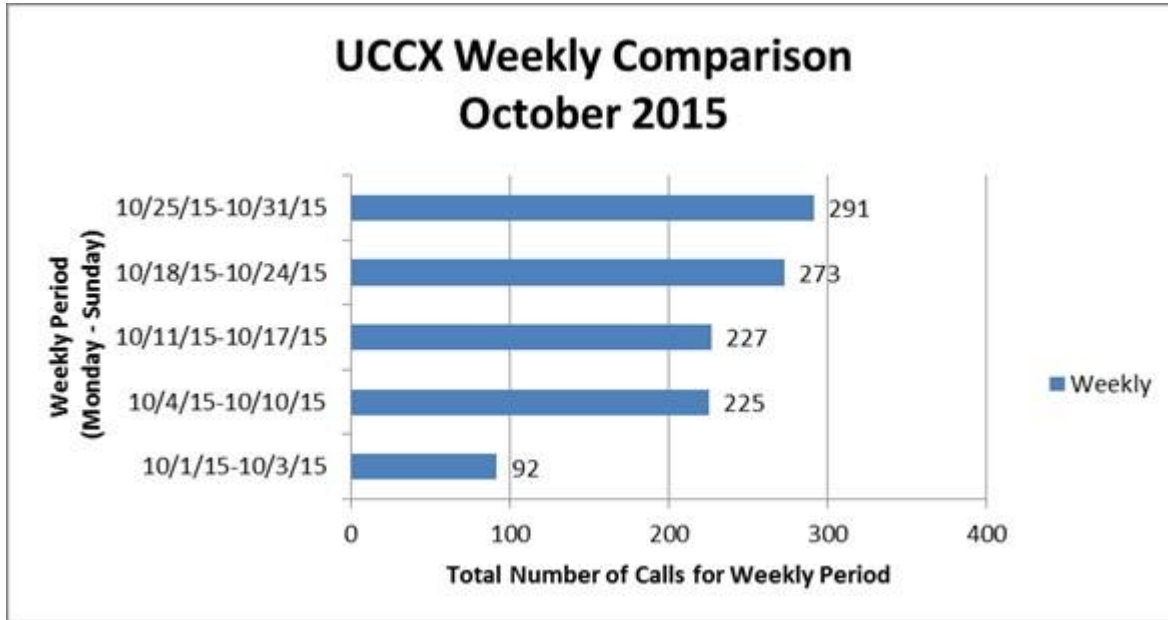
PC Teaching Workstations Summary, October 2015

| Building | Make | Model | Number of Computers | Ship Date | Warranty Expiration | Age |
|-----------------|-------------|--------------|----------------------------|------------------|----------------------------|------------|
| Oxendine | Lenovo | M73 | 40 | Aug-15 | Sep-18 | 0yrs |
| Sampson | Dell | 3010 | 15 | May-13 | May-16 | 2yrs |
| AH Science | Dell | 790 | 35 | Apr-12 | Apr-15 | 3yrs |
| DF Lowry | Dell | 390 | 2 | Mar-12 | Mar-15 | 3yrs |
| Dial | Dell | 390 | 17 | Mar-12 | Mar-15 | 3yrs |
| Education | Dell | 790 | 14 | Apr-12 | Apr-15 | 3yrs |
| Moore | Dell | 390 | 7 | Mar-12 | Mar-15 | 3yrs |
| PE | Dell | 390 | 8 | Mar-12 | Mar-15 | 3yrs |
| BA | Dell | 780 | 15 | May-11 | May-14 | 4yrs |
| GPAC | Dell | 780 | 2 | Mar-10 | Mar-13 | 5yrs |
| Locklear | Dell | 780 & 390 | 9 | May-10 | May-13 | 5yrs |
| Old Main | Dell | 780 | 2 | May-10 | May-13 | 5yrs |
| | | | | | | |

Operational Updates

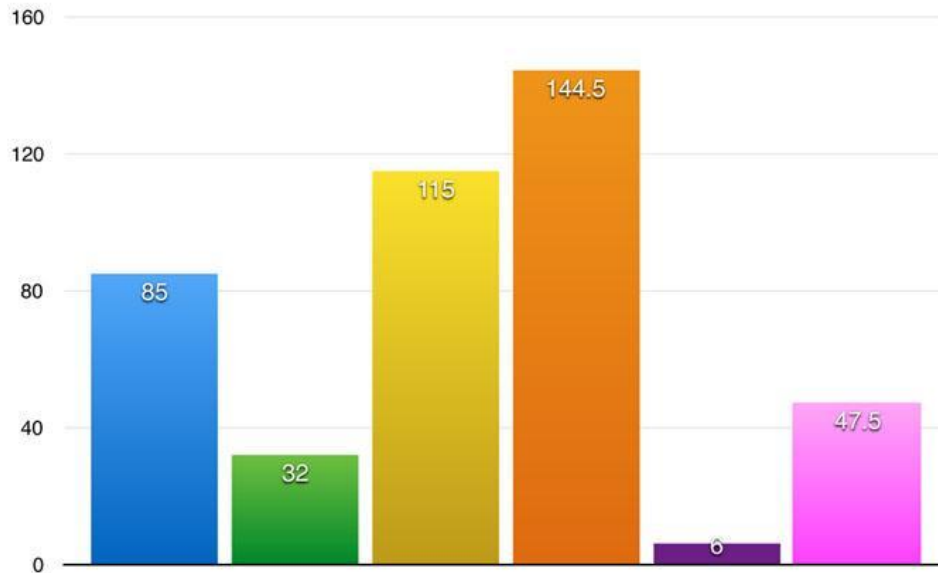


Weekly comparison of calls received by the DoIT Help Desk

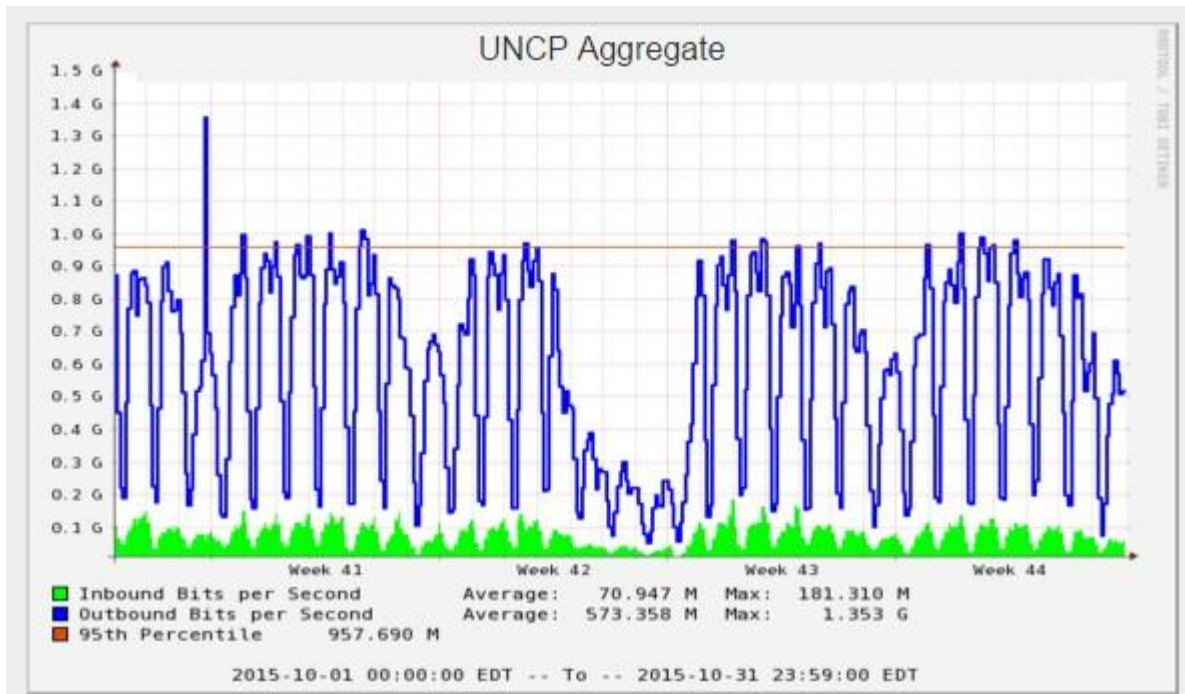


Interactive Video October 2015 Stats

- Class/ Lecture Capture
- Conference Hrs
- Distance Ed/DayTime
- Distance Ed/ Evening
- EdTech Training
- Interactive Conferencing (WebEx, Skype, etc)



UNCP Internet traffic for the month of October 2015. Please note the points where we are using above 95% of our available bandwidth. Efforts continue to increase available bandwidth.



**Accessibility Resource Center
Academic Support Services Subcommittee Meeting
November 10, 2015**

October statistics from Titanium database:

- Active in database: approximately 600. These are students who are qualified for accommodations and could implement them at any time
- 128 (117) have implemented accommodations for this semester
- 12 (5) Intake appointments
- 13 (13) accommodations appointments
- Proctored 109 (88) exams for 55 (38) SWD's
- 11 (26) consultations with professors
- Coordinated 102.75 hours (126 hours) of interpreting services (American Sign Language)
- 95 (2,322) pages converted to alternate format

From our **hash mark sheet** (numbers are not in Titanium, because they did not require a case note)

177 (204) phone calls

135 (119) Note takers

413 (111) Walk-ins

Other Activities

- Nicolette, Debbie and Shawnda participated in VSA on October 20th. Almost 2,000 people participated including PSRC students with disabilities, teachers, and Directors as well as UNCP Administration, faculty, staff and students.
- Nicolette worked with Dr. Chaumba (SWK), Dr. Stanley (SWK) and the student coordinator of the ATLAS program to finalize training materials and train the UNCP mentors and Social Work student volunteers.
- Nicolette presented at the UNCP Leadership Conference. Title of presentation: Disabling the Disabled.
- Nicolette and one ARC Graduate Assistant participated in Title IX training with Ronette Gerber.
- Nicolette attended multiple candidate presentations for the Registrar and TRIO positions.