

Minutes
Subcommittee on Academic Support Services
3:30 PM, October 9, 2018
UC 233

Present

Robert Arndt, Chair (ARTS)
Nicolette Campos (Accessibility Resource Center)
Beth Holder (Dean, University College)
Deborah Hummer (NSM)
Alice Locklear (At-Large)
Derek Oxendine (CSS)
Bradley Parish (SGA Senator)
Mark Thompson, Secretary (LETT)

Absent

Brandy Brown (Writing Center)
Dinna Edgell (Center for Student Success)
Gabrielle Galbreath (Graduate Student Rep)
Rita Hagevik (NSM)
Pam Morgan (at-large)
Cindy Locklear (SBS)
Marissa Scott (EDUC)
Dennis Swanson (Library Services)
Erik Tracy (At-Large)

- I. Meeting convened: 3:35 PM
- II. Minutes unanimously approved
- III. Agenda approved
- IV. Reports
 - A. Accessibility Resource Center
 1. Report (appended below)
 2. Have taken steps to get students to implement the request for accommodations for which they have been approved.
 - B. Center for Student Success
 1. Report (appended below)
 2. Spike in cancellations for face-to-face tutoring, 85% of which were due to Hurricane Florence.
 3. Will use midterm grades to reach out to struggling students and encourage them to meet with an advisor.
 - C. Mary Livermore Library
 1. No report submitted.
 2. Robert Arndt explained the following changes and developments in Livermore Library.

- a. Water leakage in parts of the library from Hurricane Florence. Main entrance was closed due to mold.
 - b. Café opened and is busy.
 - c. Library will have a book sale in late October with lots of books.
 - d. Students seems to be using some of the new equipment, such as the rolling white boards, the shared screens for WebX, the exercise bikes, etc.
- D. Writing Center
1. Report (appended below)
 2. No representative at the meeting
 3. Robert Arndt mentioned that the Writing Center and the Library jointly sponsored a graduate student writing academy.
- V. Old Business
- A. No new business
- VI. New Business
- A. No new business
- VII. Announcements
- A. Next meeting: November 13, 2018
- VIII. Meeting adjourned: 4:03 PM

Respectfully submitted by Mark Thompson, Secretary

Appendix — Reports

Accessibility Resource Center Academic Support Services Subcommittee Meeting October 9, 2018

September statistics from Titanium database:

- **Note, students were not on campus from Wednesday September 12th until Tuesday September 25th for a total of 9 days due to hurricane Florence**
- Active in database: approximately 450. These are students who are qualified for accommodations and could implement them at any time
- 116 (113, 118, 120) have implemented accommodations for this semester
- 8 (19, 23, 16) Intake appointments
- 18 (28, 21, 32) accommodations appointments
- 7 (8) Temporary disabilities (we have not tracked this number before. It includes injuries from car accidents and impromptu surgeries)
- Proctored 48 (72, 73, 86) exams for 27 (35, 36, 45) SWD's
- 51 (137, 22, 30) consultations with professors
- 5 (5) Consulting with outside agency (we have not tracked this prior to last year)
- Coordinated 15 hours (50, 41, 116.5) of interpreting services (American Sign Language)
- 3,139 pages converted (753, 500, 175) pages converted to alternate format

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

68 (157, 150, 186) phone calls

102 (155, 156, 159) Note takers

361 (354, 372, 571) Walk-ins

Other Activities

Nicolette implemented the Inaugural UNCP Certificate Program in Accessibility in collaboration with the TLC. 23 faculty members are participating

New this year: Vanessa is scheduling a two-week follow-up meeting with new students to ensure they have completed the process of implementing accommodations and answering any questions they may have.

Nicolette and Vanessa were recruiting students for the Federal Workforce Recruitment Program (WRP). 27 students are in the registration process and 5 of them are complete. Registration closes next week.

Nicolette submitted a proposal to the National ADA Symposium through the Great Plains ADA Center entitled, Decentralizing Responsibility for Campus Accessibility Through Campus and Community Collaboration

Nicolette worked with facilities to identify access issues

Nicolette became a member of two Braves Book Initiative subcommittees

Debbie became a member of the Academic Information Technology Committee (CAIT) of the Faculty Senate

- **VSA may be cancelled due to the students in Robeson county still being out of school**

Ongoing Committee Work:

- Academic Support Services Subcommittee
 - BravesBook subcommittees
 - CAIT
 - CARE/EHS team
 - Chancellor's ADA Advisory Committee
 - Commencement
 - Coordinated Community Response Team (CCRT)
 - Documentation Review Committee (DRC)
 - Military Advisory Group (MAG)
 - New Student Orientation
 - Sexual Misconduct Advocacy and Resource Team (SMART)
 - Special Olympics
 - Sports Empowerment
 - Tuition Surcharge
 - University Center Advisory Board
 - VSA
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Center for Student Success

October 9, 2018

Tutoring Program

Face-to-Face Tutoring

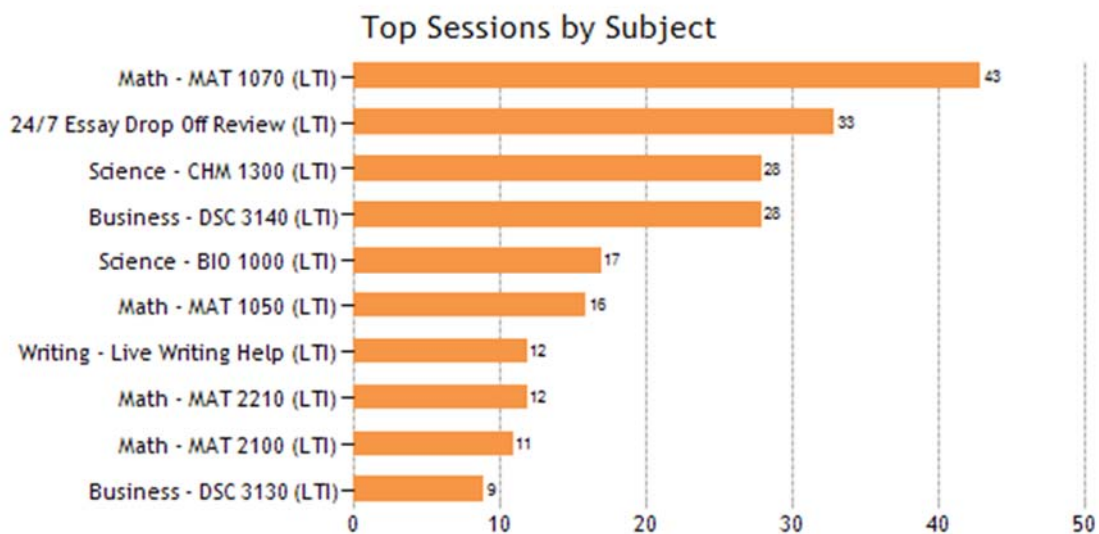
Currently, 27 peer tutors and 2 professional tutors have been hired. A total of 128 students requested tutoring from 9/1/18 to 9/30/18 totaling 310 requests. A total of 208 appointments were cancelled (178 due to Hurricane Florence) and a total of 102 appointments occurred with 78 students totaling 4,555 of tutored minutes (75.92 hours). Biology (18 students), Exercise & Sport Science (6 students), and Pre-Nursing (23 students) are the top majors participating in face-to-face tutoring. Top courses being tutored are MAT 1070 (48.71%), MAT 1050 (7.69%), CHM 1300 (8.97%), BIO 1000 (8.97%)

Demographics:

- Gender – Females (71.79%), Males (28.21%),
- Ethnicity – African American (50%), American Indian (10.25%), White (24.35%), Asian (1.28%), and Unknown (14.12%).
- Classification – Freshman (62.82.47%), Sophomore (14.1%), Junior (8.98%), Senior (14.1%)

Tutor.com

Currently, 111 students utilized online tutoring services via Tutor.com for a total of 261 sessions totaling 3,320.51 mins (55.34 hours) from 9/1/18 to 9/30/18. Top subjects requested for tutoring are below.



Live one-to-one Sessions by Subject by Location	
24/7 Essay Drop Off Review (LTI)	33
Career Resume and Cover Letter Review (LTI)	4
Math (LTI)	97
Math - MAT 1050	16
Math - MAT 1070	43
Math - MAT 1080	8
Math - MAT 1090	1
Math - MAT 2100	11
Math - MAT 2150	6
Math - MAT 2210	12
Science (LTI)	54
Science - BIO 1000	17
Science - BIO 1060	1
Science - CHM 1300	28
Science - CHM 1310	2
Science - GLY 1150	2
Science - GLY 2460	1
Science - PHS 1100	3
History (LTI)	1
History - HST 1030	1
Writing (LTI)	12
Writing - Live Writing Help	12
Business (LTI)	43
Business - ACC 2270	1
Business - ACC 2280	3
Business - DSC 2090 Spreadsheet Help	2
Business - DSC 3130	9
Business - DSC 3140	28
Nursing (LTI)	2
Nursing - NUR 3150	2
Career Services (LTI)	2
Career Services - Career Coaching and Help	2

Tutoring Hours by Location by Subject	Total Hours
24/7 Essay Drop Off Review (LTI)	22.53
Career Resume and Cover Letter Review (LTI)	1.68
Math (LTI)	48.46
Math - MAT 1050	7.02
Math - MAT 1070	22.31
Math - MAT 1080	4.70
Math - MAT 1090	0.63
Math - MAT 2100	5.62
Math - MAT 2150	1.95
Math - MAT 2210	6.23
Science (LTI)	23.42
Science - BIO 1000	5.09
Science - BIO 1060	0.05
Science - CHM 1300	16.31
Science - CHM 1310	1.20
Science - GLY 1150	0.31
Science - GLY 2460	0.15
Science - PHS 1100	0.31
History (LTI)	0.10
History - HST 1030	0.10
Writing (LTI)	8.32
Writing - Live Writing Help	8.32
Business (LTI)	23.81
Business - ACC 2270	0.04
Business - ACC 2280	1.36
Business - DSC 2090 Spreadsheet Help	0.53
Business - DSC 3130	7.82
Business - DSC 3140	14.06
Nursing (LTI)	0.37
Nursing - NUR 3150	0.37
Career Services (LTI)	0.55
Career Services - Career Coaching and Help	0.55

Live one-to-one Sessions Feedback by Location

Are you glad your organization offers this service? (LTI)	98%
Would you recommend this service to a friend? (LTI)	96%
Is this service helping you complete your homework assignments? (LTI)	97%
Is this service helping you improve your grades? (LTI)	94%
Is this service helping you be more confident about your school work? (LTI)	96%

Midterm Grade Communication Plan

The University College will use the following plan to communicate with first year students regarding their midterm grades.

1. Midterm grades are due on October 15, 2018. Instructors are strongly encouraged to give all first year students, including transfer students, a midterm grade.
 2. Advisors within the University College will review midterm grades during the week of October 15.
 3. Communicating with students:
 - a. Students receiving all A's – a congratulatory notecard will be mailed to student's address on file;
 - b. Students receiving all A's and B's – a congratulatory email will be sent to student's UNCP email account;
 - c. Students with no deficient grades – no communication needed at this time;
 - d. Students with deficient grade but no F's – a supportive email will be sent to student's UNCP email account reminding student of available resources as well as last day to withdraw from the course;
 - e. Students with one F – a supportive email will be sent to student's UNCP email account with a copy of Midterm Grade Improvement Plan – with offer (no requirement) to meet with academic advisor – including available resources as well as last day to withdraw from the course;
 - f. Students with 2 F's – a supportive email will be sent to student's UNCP email account with a copy of Midterm Grade Improvement Plan – student will be asked to meet with advisor;
 - g. Students with 3 or more F's – names should be submitted to Dean of the University College. Based on numbers, an outreach plan will be determined in consultation with Derek Oxendine.
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University Writing Center Report
Academic Support Services Subcommittee
Submitted by Dr. Brandy Lyn Brown
Director of the University Writing Center
9 October 2018

Activities and Projects

- Added 3 new undergraduate consultants to the staff
- Consulting with Students
- Conducting Classroom Visits
- Graduate Academy writing session held 10/3

Usage Information (11 September – 8 October 2018)

- 130 appointments (closed 9/12 – 9/26 for Hurricane Irene) | 256 appts. (F17)
- 99 writers visited 2 or more times | 46 writers visited 2 or more times (F17)
- 71 New writers registered | 118 New writers registered (F17)
- 13 Surveys returned
 - Sessions were primarily rated Excellent and Very Good, one was rated Fair
 - All moderately to strongly agree they will return to the center for future assignments
 - All moderately to strongly agree they will recommend the center to a friend

Upcoming:

- Continue consulting / conducting classroom visits as scheduled
- Will add one more consultant to staff to fill gaps in schedule
- Will continue consultant training and development through focused staff meetings every other week. 10/17 meeting will focus on helping graduate writers.