

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

Tuesday, October 13, 2020, @ 3:30 P.M.

On WebEx

Present:

Robert Arndt, ARTS (Chair)
Melinda Rosenberg, LETT
Jesse Rouse, NS&M
Melissa Buice, S&BS
Kathy Locklear, CHS
Laura Hakala
Mark Hunt, Center for Student Success
Elise Dixon, Director Writing Center
Vanessa Hawes, Accessibility Resource
Center
Katrina Harrison, SGA Senator
Marissa Scott

Absent:

Jessica Collogan, Dean, Library Services
Amber Hill, Graduate Student Rep.

1. Call to Order at 3:35 pm
2. Introductions: not needed.
3. Approval of the Minutes of the September 2020 Meeting: Robert made the motion to approve the minutes. Motion passed 10-0-0.
4. Approval of the Agenda: approved with no changes.
5. Reports
 - a) Accessibility Resource Center: see report for more information.
 - i. They hope to hire an assistant director soon.
 - ii. Question about Proctorio: do faculty need to extend the time if students need accommodations? Yes, the individual student's settings can have the extended time. Debbie Bullard can answer that question.
 - b) Center for Student Success: see report for more information.
 - i. Students are inundated with emails, and it's harder for them to see emails about advising and registration.
 - ii. Participation in online Academic Success workshops has increased.
 - iii. Tutoring is now f2f and on WebEx.

- iv. Mark will send a list of the workshops to the committee. The upcoming ones are available on the Center for Student Success website. Mark will look into whether sessions can be recorded.
 - c) Mary Livermore Library: see report for more information.
 - i. Robert gave the report since Jessica was unable to attend.
 - ii. Two low-usage databases will not be renewed: Scopus and Gale 18th Century Collection.
 - iii. Let Roger Cross know if you have e-books that aren't working.
 - iv. Flu shots are available in the library conference room on October 14.
 - d) Writing Center: see report for more information.
 - i. 363 total consultations so far. That indicates students are still using the center even with the switch online.
 - ii. Students have the option for synchronous WebEx sessions or a “drop-off” service online.
 - iii. They are planning to have limited hours during Fall 3.
 - iv. They are going to use a prize wheel to try to help students know about the Writing Center.
6. Old Business: none.
7. New Business
 - a) Fall 3: will services be offered?
 - i. The Student Success Center will be running, and tutoring will be offered.
8. Announcements
 - a) Next Meeting—November 10, 2020
9. Adjournment at 4:03 pm.

Appendix—Reports

Accessibilities Resource Center

August statistics from Titanium database:

- Active in database: approximately 700. May not have finished the process or may have finished the process but may not have implemented approved accommodations.
- 113 students have currently implemented accommodations for the semester
- 19 Intake appointments
- 11 accommodations appointments
- Proctored 36 exams for 20 SWD's

- 135 consultations with professors regarding 45 students
- 5 Coordinated hours of interpreting services for one course (American Sign Language)
- 8 pages converted to alternate format for exams
- 0 Concussions
- 5 Temporary disabilities
- 1 WX requests

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

79 Phone calls

38 Note taker visits

145 Walk-ins

ADA Coordinator

3 Software assessments: requesting and reviewing Voluntary Product Accessibility Templates (VPAT's)

Other Activities:

- Vanessa continues to present in new employee onboarding with Debbie Bullard as alternate presenter (9-08-2020, 9-21-2020)
- Vanessa presented an overview of ARC services to CAPS on 9-08-2020
- Vanessa presented ADA information (animals, accessible parking) to all Sodexo employees on 9-8-2020 and 9-10-2020
- In collaboration with TLC, Vanessa presented WebEx workshop, "Working With Students With Disabilities During COVID 19" on 9-16-2020
- In collaboration with OSID, Vanessa presented an ASL Workshop via WexEx on 9-30-2020

Committees:

- Academic Support Services Subcommittee
- AITC committee
- CARE/EHS team
- Chancellor's ADA Advisory Committee
- Commencement
- Documentation Review Committee (DRC)
- New Student Orientation
- Online Learning Excellence Taskforce
- VSA

Center for Student Success

Advising

- Advising Week is complete and Registration Week (Oct 12 – Oct 15)

H.A.W.K. Alerts

- This program is open and has been advertised to Professors
 - We currently have ~1657 referrals compared to 1546 referrals this time last year. The spike in referrals may be due to the earlier start this semester and earlier advertising.

Probation

- Due to COVID-19, UNCP established a new policy for students as they have the option of choosing a P/F for courses completed in the spring 2020 semester
- Workshops were changed to online and students were emailed the remaining workshops with a link at the end of the presentation to complete quiz
- Students who were mandated to complete 30 hours of study hall are now required to complete 9 modules pertaining to financial literacy
- SOAR appointments are now phone appointments

Appeals

- Appeals process is open for Spring 2020 and deadlines are December 18th

Tutoring/Supplemental Instruction

- CSS tutoring is face-to-face and WEB-EX.
- Tutor recruitment/hiring is underway (~15 tutor and growing)
- Tutor.com is active
- New Tutoring Coordinator

Students Obtaining Academic Resilience (SOAR)

- SOAR promoting new academic recovery model and are meeting with probation students bi-monthly

Academic Success Workshops

- ASW's will run from Aug 31 – Nov 24 and all 16 will be online

Study Hall

- Aug 24 – Nov 12 will be face-to-face/social distancing and hosted in two locations with DFL as a backup

Mary Livermore Library Report

- Library is facing a reduction in budget allocations, which will impact these 2 resources:
 - Scopus - electronic resource for STEM disciplines. Once the subscription runs out, it will not be renewed.

- Gale's 18th Century Collection was evaluated for usage and will not be renewed this year in effort to reduce library spending. A usage report was pulled and there was no use.
- Library planning for Winter Term. A LibGuide is being promoted with our services, as the dates overlap during winter break. Promoting electronic services, such as eBooks, online database (journal access). Reference email will be monitored during the holidays as the dates for finals fall right in between holidays.
- Staff awards and congrats to June Powers and Saprina Oxendine for their collaborative nominations.
- June Power's ALA featured interview, <http://www.ilovelibraries.org/article/uncover-your-family-history-start-your-library>
- EZProxy Stanzas concerns, which can impact eBooks as this is a safety feature that was added in by DoIT. Roger Cross is communicating with them. Please let him know if eBooks are not working.
- Faculty who would like to make request for acquisitions of materials please go to the faculty page, <https://www.uncp.edu/academics/library/faculty> . We recently have added titles to support the agricultural program.
- Laura is coordinating the Adulting 101 webinar - Oct. 29, *Unnamed Civic Engagement event, with Natural Love from Office of Civic and Community Engagement*

Jessica Collogan
Dean, Library of Services

Writing Center

Activities and Projects – August

- Maintain service
- Expand hours
- Change dropoff service
- Build Social media presence

Usage Information: August (Fall 2020)

- **247 total consultations** | 2019: 219 total consultations
- **114 individual writers** | 2019: 136 writers
- **247 online consultations** | 2019: 19 online consultations
- **67% of clients visited one time** | 2019: 66% of clients visited one time
- **33% of unique clients visited more than one time** | 2019: 34% of clients visited more than one time.
- **76 new clients registered** | 2019: 132 new clients registered
- **Total number so far: 363** | 2019: 295

Fall 2020 Staff

Elise Dixon, Director

Graduate Student Coordinator:

- Elizabeth Gagne (English)

Undergraduate Student Consultants:

- Lily Monaghan (Sociology/Political Science major)
- Elijah Johnson (English major)
- Kalyn Brown (Biology)
- Amanda Brownsberger (English)
- Brianna Thompson (Information Technology)
- Nicole Lawrence (Social Work)

Elise Dixon, Director, Writing Center