

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

Tuesday, November 10, 2020, @ 3:30 P.M.  
**WebEx <https://uncp.webex.com/meet/robert.arndt>**

Amber Hill, Graduate Student Rep.

**Present**

Robert Arndt, ARTS (Chair)  
Jesse Rouse, NS&M  
Melissa Buice, S&BS  
Kathy Locklear CHS  
Laura Hakala, At-Large  
Jessica Collogan, Dean Library Services  
Vanessa Hawes, Accessibility Resource  
Center  
Elise Dixon, Director Writing Center  
Ashley Oxendine, Center for Student  
Success

**Absent**

Melinda Rosenberg (LETT)  
Katrina Hill, SGA Senator

1. Call to Order at 3:35 pm.
2. Approval of the Minutes of the October 2020 Meeting: approved with no changes.
3. Approval of the Agenda: approved with no changes.
4. Reports
  - a) Accessibility Resource Center: see report for more information.
    - i. The 140 consultations with professors include both online and in-person classes.
  - b) Center for Student Success: see report for more information.
    - i. They hired a new tutoring coordinator: Whitney Jackson.
    - ii. Tutoring will be available during the Fall 3 session.
      1. It will be available on WebEx, in person and on Tutor.com (accessed through Canvas).
  - c) Mary Livermore Library: see report for more information.
    - i. Fall 3: the website for Fall 3 provides information about their services and will be available soon. The library will have reduced hours, but emails to the reference desk will be monitored.
    - ii. Between 12/18-1/4, ILL will be paused.
    - iii. Finals week will have regular hours and not extended hours.
  - d) Writing Center: see report for more information.
    - i. The change to the drop-off service (for asynchronous tutoring) has been going well.
    - ii. They will be open for finals week.

- iii. They will be open for Fall 3 about 30 hours a week.
- iv. Is there a way for students to access the Writing Center through Canvas? Not yet. Elise will ask Terry Locklear.

5. Old Business: none.

6. New Business: none.

7. Announcements

- a) Next Meeting—February 9, 2020

8. Adjournment at 3:55 pm.

**Accessibility Resource Center  
Academic Support Services Subcommittee Meeting  
November 10, 2020**

**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.
- 123 students have currently implemented accommodations for the semester
- 13 intake appointments
- 14 accommodations appointments
- 4 academic advising appointments
- Proctored 22 exams for 18 SWD's
- 140 consultations with professors regarding 40 students
- 4 coordinated hours of interpreting services for one course (American Sign Language)
- 999 pages converted to alternate format for exams
- 0 concussions
- 3 temporary disabilities
- 4 WX requests

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

123 Phone calls

25 Note taker visits

148 Walk-ins

**ADA Coordinator**

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

**Other Activities:**

- Vanessa Hawes continues to present in new employee onboarding with Debbie Bullard as alternate presenter (10-05-2020)

- Vanessa presented ADA information (animals, accessible parking) to Starbucks and Café 641 employees on 10-08-2020
- In collaboration with TLC and OOL, Debbie presented WebEx workshop, “Captioning: Why We Do It & How We Do It” on 10-13-2020
- Debbie conducted Assistive Technology Tours on 10-06-2020 and 10-12-2020 for students in SED 3110 with Prof. Karen Jacobs
- As School Coordinator, Vanessa worked with 3 students to complete the eligibility process and paperwork for the Workforce Recruitment Program. Interviews will be held in November.

**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

# **CSS Monthly Report**

## **Mark Hunt, Director of Advising**

### **10 November 2020**

#### **Advising**

- Advising continues with a heavy focus on students that are not registered. We are also currently advising Readmits, Transfers and New Freshmen for Sp. 2021

#### **H.A.W.K. Alerts**

- We currently have ~1823 referrals compared to ~2004 referrals this time last year. An additional specialist has been contacted (partial assistance) to assist with our referrals as we currently only have 2 HA specs

#### **Probation**

- 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

#### **Appeals**

- Appeals process is open for Spring 2020 and deadlines are December 18<sup>th</sup>
  - We have met with 560 students to complete their Academic and Financial Aid suspension appeals for fall 2020 and summer 2020 semester
  - There have been a total of 17 appeals submitted and reviewed in the month of October 2020 for Spring 2021

#### **Tutoring/Supplemental Instruction**

- CSS tutoring is face-to-face and WEB-EX
- Our new Tutoring Coordinator Whitney Jackson has been hired and is on site
- We have hosted 444 appointments for 537 Attendees (for a max of 3 students/face-to-face appointment and 10 for WebEx) for 510 hours of tutoring
- Tutoring will be offered for students during Winter Session (Fall 3)

#### **Students Obtaining Academic Resilience (SOAR)**

- SOAR is promoting a new academic recovery model and are meeting with probation students bi-monthly
- SOAR has established collaborative partnerships with Greek Life by meeting weekly with at risk students in Greek life organizations.

#### **Academic Success Workshops**

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

#### **Study Hall**

- Study Hall is currently providing 24 hours weekly monitored study hall time and is open to all students
- 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 (Jessica Collogan)

- U.S. Congressman Charlie Rose and Lumbee Federal Recognition: Using Archives for Historical Research. Charlie Rose event – November 12<sup>th</sup> @10am. *We are promoting our special collections and online digital collections with this event.*

Join Zoom

Meeting: <https://uncp.zoom.us/j/93787996437?pwd=THF1VFBhb05DdkcxalhneFFqcmoxQT09>

Meeting ID: 937 8799 6437

Passcode: 806990

Call in Zoom Meeting by dialing the number below:

1-929-205-6099

Meeting ID: 937 8799 64

- Library will maintain regular hours for finals week as we recently had a recent quarantine which really stressed the ability for coverage within the building. However, good news because we were able to contain illness within the department.
- Library has a Fall 3 support website for the online learning to streamline the content on our website. The link is here, <https://libguides.uncp.edu/Fall3term>
  - Online hours 8-5 business hours
  - Research Services - reference librarian will monitor email during the holidays.
  - Email on the website, ref desk email, ask a librarian form – automatic out of office.
  - Dec 19th lending from ILL holds but request are processed and held until Jan. This is also communicated to the post office
- Fall 3 term and spring hours are updated, <https://www.uncp.edu/academics/library/about-library/library-hours>

University Writing Center Report  
Academic Support Services Subcommittee  
Submitted by Dr. Elise Dixon  
Director of the University Writing Center  
November 10, 2020

**Activities and Projects – October**

- Maintain service
- Expand hours
- Build social media presence

**Usage Information: October (Fall 2020)**

- **247 total consultations** | 2019: 228 total consultations
  - 80 written feedback | 174 live sessions
- **140 individual writers** | 2019: 143 writers
- **247 online consultations** | 2019: 17 online consultations
- **65% of clients visited one time** | 2019: 69% of clients visited one time
- **35% of clients visited more than one time** | 2019: 31% of clients visited more than one time.
- **91 new clients registered** | 2019: 132 new clients registered
- **Total number so far: 610** | 2019: 523

**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)

This publication is available in alternative formats upon request. Please contact the Accessibility Resource Center in the D. F. Lowry Building, 521-6695.