

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

Tuesday, October 11, 2022, @ 3:30 P.M.

WebEx <https://uncp.webex.com/meet/robert.arndt>

Robert Arndt, ARTS (Chair)
Melinda Rosenberg (LETT)
Abby Nance, NS&M (Secretary)
Melissa Buice, S&BS
Marian Wooten, CHS
Silvia Smith
Karen Granger
Jessica Collogan, Dean Library Services

Vanessa Hawes, Accessibility Resource
Center
Elise Dixon, Director Writing Center
(Laura Hakala)
Mark Hunt, Center for Student Success
Jare Alexander, SGA Senator
Kristine Castelo Graduate Student Rep

1. Call to Order
2. Introductions
3. Election of Secretary
4. Approval of the Minutes of the September 2022 Meeting (Appendix A)
5. Approval of the Agenda
6. Reports
 - a) Accessibility Resource Center
 - b) Center for Student Success
 - c) Mary Livermore Library
 - d) Writing Center
7. Old Business
8. New Business
9. Announcements
 - a) Next Meeting—November 8, 2022
10. Adjournment

Appendix A

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

Tuesday, September 13, 2022, @ 3:30 P.M.

WebEx <https://uncp.webex.com/meet/robert.arndt>

Present

Robert Arndt, ARTS (Chair)
Abby Nance
Silvia Smith
Karen Granger
Marion Wooton
Jessica Collogan, Dean Library Services
Mark Hunt, Center for Student Success
Jare Alexander, SGA Senator
Laura Hakala, Interim Director Writing
Center

Melinda Rosenberg (LETT)
Melissa Buice, S&BS

Absent

Vanessa Hawes, Accessibility Resource
Center
Kristine Castelo Graduate Student Rep

1. Call to Order at 3:35 p.m.
2. Introductions
3. Election of Secretary--Abby Nance volunteered.
4. Approval of the Minutes of the April 2022 Meeting—approved with no changes.
5. Approval of the Agenda—approved with no changes.
6. Reports
 - a) Accessibility Resource Center: no addition to May, June, July and August reports.
 - b) Center for Student Success: see report for more information.
 - i. Waiting on faculty advising assignments to start freshman advising.
 - ii. Waiting for advising dates
 - iii. Progress Reports will likely be sent out next week
 - iv. Currently employing 32 tutors, however hoping to expand to 45 to meet demand
 - v. Grammatical errors in Advising Development Silvia Smith will contact Mark with specific feedback.
 - c) Mary Livermore Library: see report for more information.

- i. update on the new website with particular attention to faculty service page (course reserves/canvas integration, library instruction, showcasing faculty scholarship, suggesting a purchase) and website area to report access issues.
 - ii. 35 hotspots funded for 2022-23 academic year
 - iii. Summer renovations complete and include improved study spaces for students on second floor and improved technology and security.
- d) Writing Center: see report for more information.
- i. New interim director and new graduate coordinator!
 - ii. Somewhat short-staffed for fall but should improve in spring based on enrollment in tutor training course.
 - iii. Low survey response rates.

7. Old Business: none

8. New Business

- a) Committee decided to meet via WebEx

9. Announcements

- a) Next Meeting—October 11, 2022

10. Adjournment—approved unanimously.

Respectfully submitted,
Abby Nance

Reports:

**Accessibility Resource Center
Academic Support Services Subcommittee Meeting
Report for May 2022**

May 2022 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.
- 24 students have currently implemented accommodations for the semester
 - Summer I – 27 students
 - Summer II – 31 students
- 5 intake appointments
- 7 accommodations appointments
- 1 academic advising appointment
- Proctored 63 exams
- 94 consultations with professors/UNCP employees regarding 46 students
- 7.5 coordinated hours of interpreting services

- 49 pages converted to alternate format for exams and books
- 0 concussions
- 0 temporary disabilities
- 1 WX request

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

117 Phone calls

5 Note taker visits

56 Walk-ins

ADA Coordinator

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

Other Activities:

- 5-02-22 – Onboarding for new faculty and staff
- 5-13-22 – Assisted with Graduate Commencement
 - 17 graduates were registered with ARC during their time at UNCP
- 5-14-22 – Assisted with Undergraduate Commencement
 - 85 graduates were registered with ARC during their time at UNCP
- 5-16-22 – Onboarding for new faculty and staff
- 5-21-22 – Transfer Orientation

Committees:

- Academic Support Services Subcommittee
- AITC
- Bias Education and Response Team (BERT)
- CARE/EHS Team
- Chancellor's ADA Advisory Committee
- Commencement
- Disability Awareness
- Documentation Review Committee (DRC)
- New Student Orientation
- Online Learning Excellence Taskforce
- Search Committee – ARC Associate Director
- Staff Council
- VSA
- WX

**Accessibility Resource Center
Academic Support Services Subcommittee Meeting
Report for June 2022**

June 2022 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.
- 27 students have currently implemented accommodations for the semester

- Summer I – 27 students
- Summer II – 31 students
- 20 intake appointments
- 7 accommodations appointments
- 0 academic advising appointment
- Proctored 2 exams
- 157 consultations with professors/UNCP employees regarding 53 students
- 0 coordinated hours of interpreting services
- 0 pages converted to alternate format for exams and books
- 0 concussions
- 0 temporary disabilities
- 1WX request

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

80- Phone calls

0- Note taker visits

27- Walk-ins

ADA Coordinator

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

Other Activities:

- 6-04-22 – New Student Orientation
- 6-06-22 – Onboarding for new faculty & staff
- 6-07-22 – Presented at Virtual Youth Center; partnered with DHHS to discuss ARC services for incoming freshmen and the differences between high school and college
- 6-14-22 – New Student Orientation
- 6-17-22 – New Student Orientation
- 6-20-22 – Onboarding for new faculty and staff
- 6-21-22 – Transfer Orientation

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- New Student Orientation
- Online Learning Excellence Taskforce
- Search Committee – ARC Associate Director
- Staff Council
- VSA
- WX

**Accessibility Resource Center
Academic Support Services Subcommittee Meeting
Report for July 2022**

July 2022 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.
- 7 students have currently implemented accommodations for the semester
 - Summer I – 27 students
 - Summer II – 31 students
- 5 intake appointments
- 7 accommodations appointments
- 1 academic advising appointment
- Proctored 65 exams
- 94 consultations with professors/UNCP employees regarding 46, students
- 7.5 coordinated hours of interpreting services
- 49 pages converted to alternate format for exams and books
- 0 concussions
- 0 temporary disabilities
- 1 WX request

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

117 Phone calls

5 Note taker visits

56 Walk-ins

ADA Coordinator

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

Other Activities:

- 5-02-22 – Onboarding for new faculty and staff
- 5-13-22 – Assisted with Graduate Commencement
 - 17 graduates were registered with ARC during their time at UNCP
- 5-14-22 – Assisted with Undergraduate Commencement

- 85 graduates were registered with ARC during their time at UNCP
- 5-16-22 – Onboarding for new faculty and staff

Committees:

- Academic Support Services Subcommittee
- AITC
- Bias Education and Response Team (BERT)
- CARE/EHS Team
- Chancellor’s ADA Advisory Committee
- Commencement
- Disability Awareness
- Documentation Review Committee (DRC)
- New Student Orientation
- Online Learning Excellence Taskforce
- Search Committee – ARC Associate Director
- Staff Council
- VSA
- WX

**Accessibility Resource Center
Academic Support Services Subcommittee Meeting
Report for August 2022**

August 2022 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.
- 85 students have currently implemented accommodations for the semester
- 32 intake appointments
- 89 accommodations appointments
- 0 academic advising appointments
- Proctored 5 exams
- 261 consultations with professors/UNCP employees regarding 96 students
- 28 coordinated hours of interpreting services
- 0 pages converted to alternate format for exams and books
- 0 concussions
- 0 temporary disabilities
- 0 WX requests

From our **hash mark sheet** (numbers are not in Titanium, because they did not require a case note)
230 Phone calls
17 Note taker visits

148 Walk-ins

ADA Coordinator

1 Software assessment: requesting and reviewing Voluntary Product Accessibility Templates (VPAT's)

Assistive Technology Coordinator

1 Assistive Technology Training (Kurzweil, E-Text)

Other Activities:

- 8-03-22 – Animals on Campus Training for Housing and Residence Life Staff
- 8-04-22 – Accessible Communication Training for Student Affairs
- 8-08-22 – Final New Student & Transfer Orientation
- 8-08-22 – Onboarding for new faculty and staff
- 8-10-22 – Presented ADA Compliance Module for Braves Kick-Off (both live presentation and recorded module)
- 8-12-22 – Accessibility Training for New Faculty Orientation
- 8-15-22 – Presentation on ARC Services for School of Nursing New Student Orientation
- 8-15-22 – Chavis Student Center New Student Employee Orientation
- 8-15-22 – Onboarding for new faculty and staff
- 8-30-22 – Participated in Student Success Expo
- 8-31-22 – Participated in Student Success Expo

Committees:

- Academic Support Services Subcommittee
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- Chancellor's ADA Advisory Committee
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- Documentation Review Committee (DRC)
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CSS Monthly Report
Mark Hunt, Director of Advising
13 September 2022

Advising

- Awaiting faculty advisor assignments and tentative start dates

H.A.W.K. Alerts/Progress Reports

- Open

Probation/Appeals

- Underway for Spring 2023

Tutoring/Supplemental Instruction

- Underway

Students Obtaining Academic Resilience (SOAR)

- Underway and available for all students

Academic Success Workshops (Pathways for Success)

- Underway until December 1th, 2022

Study Hall

- Underway until December 8th, 2022

Advisor Development Series

- Moving to online modules

Academic Support Services Subcommittee

Mary Livermore Library Report

September 13, 2022

By Jessica Collogan, Dean of Library Services

1. Updated Mary Livermore Library Resources

Faculty Resources

New Electronic Resources:

Cochrane Library (Wiley) ProQuest OneBusiness EBSCO eBook Academic Collection Academic Video Online Behavioral and Mental Health Online Newspaper ARCHIVE: NC Newspapers SAGE Skills: Business SAGE Data Planet SAGE Research Methods Counseling and Therapy in Video Swank Digital Campus

New instruction services layout, calendar, and form

Report an Access Issue

Suggest a Purchase policies

Kanopy model changes – updating the subscription coverages.

- Hotspots available for students only for checkout (35 total)
 - iPads available for checkout for faculty, staff, and students (13 total)
 - Visix Digital Displays connecting the student life on campus.
 - Student spaces – updated computer lab, study spaces on the 2nd floor, improved security.
- Faculty Research Colloquium Series - Sept 12, 3:40-4:30 p.m. Speaker: Dr. Namyoon Lee – Mass Communications Title: Effects of Communication Source and Racial Representation in Clinical Trial Recruitment Flyers.
 - Livermore Library purchased open access publication subscriptions from both Wiley and Cambridge journals. UNCP affiliate are now eligible for Open Access at no fee. For more information, visit the Showcase Your Scholarship page.

University Writing Center Report
Academic Support Services Subcommittee
Submitted by Dr. Laura Hakala
Interim Director of the University Writing Center
September 13, 2022

Activities and Projects – August 2022

- Open the center for the fall semester
- Outreach and engagement with new students
- New interim director and graduate student coordinator

Usage Information: August 29-September 12, 2022 | Compared to August-September 5, 2021

- **95 total consultations** | 2021: 61 total consultations
- **64 individual writers** | 2021: 44 writers
- **62 online consultations** | 2021: 54 online consultations
 - **35 Live online sessions** | 2021: 34
 - **27 Written feedback** | 2021: 20
- **71% of clients visited one time** | 2021: 80% of clients visited one time
- **29% of clients visited more than one time** | 2021: 20% of clients visited more than one time.
- **51 new clients registered** | 2021: 64 new clients registered
- **Total number so far this semester: 95** | 2021: 61

Fall 2022 Staff

Laura Hakala, Interim Director

Graduate Student Coordinator:

- Sherry Grant (English)

Undergraduate Student Consultants:

- Lily Monaghan (Sociology/Political Science)
- Alyse Coggin (Elementary Ed/ Sociology)
- Clavaria Jeffreys (English Ed)
- Linn Brown (Political Science/Spanish)
- Zaveyan Pearson (English)

Survey Statistics (Based on 7 surveys)

- 71% rated the session as excellent
- 100% strongly agreed they would return to the center for future assignments
- 100% strongly agreed that staff members are knowledgeable and professional