

Minutes
Subcommittee on Academic Support Services
3:30 PM, September 11, 2018
UC 233

Present

Robert Arndt, Chair (ARTS)
Deborah Hummer (NSM)
Alice Locklear (At-Large)
Nicolette Campos (Accessibility Resource Center)
Mark Thompson, Secretary (LETT)
Erik Tracy (At-Large)
Derek Oxendine (CSS)

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)
Bradley Parish (SGA Senator)
Marissa Scott (EDUC)
Dennis Swanson (Library Services)

- I. Meeting convened: 3:35 PM
- II. Minutes unanimously approved
- III. Agenda approved
- IV. Reports
 - A. Accessibility Resource Center
 1. Report (appended below)
 2. Added a new category (Temporary Disabilities) because of the increase in number of students with short-terms disabilities (surgery, auto accidents, etc.)
 - B. Center for Student Success
 1. Report (appended below)
 2. Expanded online tutoring
 - C. Mary Livermore Library
 1. No report submitted.
 2. Robert Arndt explained the following changes and developments in Livermore Library.
 - a. Renovations complete
 - b. Stacks weeded and repositioned (call numbers start on first floor and continue on the second floor).
 - c. Exercise equipment is being used.
 - d. Some windows will be tinted to reduce heat.

- e. Café estimated to open next week.
- f. The library hosted a graduate research and writing workshop (walk-in).
- g. A big book sale is scheduled for the end of December.

D. Writing Center

- 1. Report (appended below)
- 2. No representative at the meeting

V. Old Business

- A. No new business

VI. New Business

- A. No new business

VII. Announcements

- A. Next meeting: October 9, 2018

VIII. Meeting adjourned: 4:03 PM

Respectfully submitted by Mark Thompson, Secretary

Appendix — Reports

Accessibility Resource Center Academic Support Services Subcommittee Meeting September 2018

Summer Stats

*The first number in parentheses is from 2017, then 2016, and 2015

** ARC just began tracking temporary disabilities

	MAY	JUNE	JULY	AUGUST	TOTAL
Phone Calls	114 (149, 85,195)	94 (148, 174, 165)	92 (136, 141, 168)	216 (162, 225, 239)	516 (595, 725, 767)
Note taker visits	4 (8, 12, 0)	5 (18, 8, 3)	8 (18, 0, 4)	112 (99, 32, 24)	129 (143, 52, 31)
Walk-ins	197 (180, 223, 222)	229 (161, 163, 200)	191 (116, 127, 172)	822 (495, 526, 550)	1,439 (952, 1,039,1,144)
Implemented Accommodations	18 total: Maymester/Su I/Su II (11, 6, 6, 8)	18 total: Maymester/Su I/Su II (14, 5, 13, 1)	6 (9, 2, 9, 8)	98 (96, 96, 91, 83)	140 (130, 109, 119, 100)
New Intakes	8 (9, 12, 15, 8)	21 (18, 16, 23, 9)	26 (15, 16, 14, 6)	59 (39, 35, 46, 25)	114 (81, 79, 98, 48)
Proctored exams	56 (71, 80, 56, 54)	7 (12, 17, 37, 8)	2 (3, 8, 15, 6)	15 (5, 12, 11, 5)	80 (91, 117, 119, 73)
Consultations with Professors	67 (16, 12, 29, 25)	4 (7, 11, 22, 18)	19 (21, 15, 20, 11)	121 (38, 16, 18, 6)	211 (82, 54, 89, 60)
Interpreting Hours	15.5 (26, 6, 26, 8)	6 (10, 4, 160.5, 0)	0 (0, 0, 111.50, 0)	18 (0, 24.5, 51.25, 46.75)	39.5 (36, 34.5, 349.25)
Converted Materials (pages)	Completed in April (4,544) (2,003 1,551, 2,969)	0 (0, 0, 0)	0 (0, 816, 1,159)	2472 (1705, 1,582, 2414)	2472 (3708, 3949, 6,542)
** Temporary Disability (accident, surgery)	3	7	0	6	16

Activities:

- ARC staff participated in the Graduate and Undergraduate Commencement ceremonies
- ARC staff presented at all Freshman NSO sessions and participated in panels and resource fairs
- ARC staff participated in all Transfer Student Orientation sessions
- Nicolette presented at each new employee onboarding program
- Continued weekly Documentation Review Committee meetings to review files for student

Accommodations

- Committees: CCRT, search committee,
- Updated ARC files, web-site, brochures, bulletin board
- Created employee training for the fall:
 - Braves Kick-off – compliance module
 - Accessibility Certificate in collaboration with the TLC
- created student workshops/programming for the fall
- completed UNCP Animals on Campus policy
- Workforce Recruitment Program (WRP)
- Nicolette presented information to all freshmen students in a mandatory session during Welcome Week

Professional Development:

Vanessa attended the National AHEAD Conference in person.

Nicolette and Debbie completed a six-week self-paced online Accessibility class (to be used as core module for Accessibility Certificate) through NC State and the UNC System

Nicolette attended a Mobility International USA (MIUSA) webinar on study abroad

Debbie and Shawnda participated in the Mental Health First Aid full day workshop presented by UNCP's office of Counseling and Psychological Services.

Nicolette attended the inaugural day and one half UNC System Safety and Security Conference

Vanessa and Debbie attended the What's in Your Pocket webinar on accessibility

Nicolette and Debbie attended a VPAT Webinar

Nicolette presented to a Graduate School class within the School of Education

ADA Coordinator Activities:

Map of accessible path of travel: collaborating with facilities and intern

Automatic doors – new and replacement

Mary Livermore Library: Consulting with Dean on accessible space and furniture

Precision sidewalks – shaving trip hazards

VPAT reviews

Center for Student Success

September 11, 2018

Tutoring ProgramFace-to-Face Tutoring

Currently, 27 peer tutors and 2 professional tutors have been hired. A total of 77 students requested tutoring from 8/15/18 to 8/31/18 totaling 117 requests. A total of 107 appointments occurred with 75 students totaling 106. Biology (18 students), Exercise & Sport Science (11 students), Pre-Nursing (36 students) Information Technology (7 students) and Undecided (7 students) are the top majors participating in face-to-face tutoring.

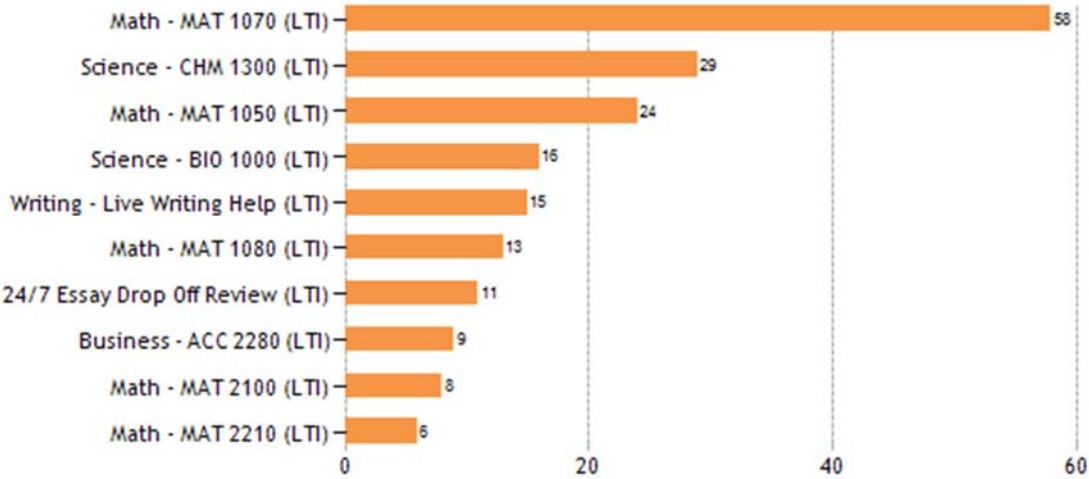
Demographics:

- Gender – Females (57.00%), Males (43.00%),
- Ethnicity – African American (52.34%), American Indian (7.48%), White (29.91%), Asian (1.87%), Hispanic/Latino (7.48%), Other (.92%)
- Classification – Freshman (68.52%), sophomore (14.65%), Junior (7.48%), Senior (9.35%)

Tutor.com

Currently, 119 students utilized online tutoring services via Tutor.com for a total of 210 sessions from 8/15/18 to 8/31/18. Top subjects requested for tutoring are below.

Top Sessions by Subject



Live one-to-one Sessions by Subject by Location

24/7 Essay Drop Off Review (LTI)	11
Math (LTI)	110
Math - MAT 1050	24
Math - MAT 1070	58
Math - MAT 1080	13
Math - MAT 2100	8
Math - MAT 2150	1
Math - MAT 2210	6
Science (LTI)	50
Science - BIO 1000	16
Science - BIO 1060	1
Science - CHM 1300	29
Science - CHM 1310	1
Science - ENV 1100	1
Science - GLY 1150	1
Science - GLY 2460	1
History (LTI)	2
History - HST 1020	1

History - HST 1140	1
Writing (LTI)	15
Writing - Live Writing Help	15
Business (LTI)	18
Business - ACC 2270	2
Business - ACC 2280	9
Business - DSC 2090 Spreadsheet Help	3
Business - DSC 3130	3
Business - DSC 3140	1
Nursing (LTI)	3
Nursing - NUR 3150	3
Career Services (LTI)	1
Career Services - Career Coaching and Help	1

Tutoring Hours by Location by Subject	Total Hours
24/7 Essay Drop Off Review (LTI)	6.68
Math (LTI)	51.91
Math - MAT 1050	8.23
Math - MAT 1070	26.06
Math - MAT 1080	9.57
Math - MAT 2100	3.21
Math - MAT 2150	0.26
Math - MAT 2210	4.58
Science (LTI)	21.92
Science - BIO 1000	6.30
Science - BIO 1060	0.35
Science - CHM 1300	13.09
Science - CHM 1310	0.92
Science - ENV 1100	0.57
Science - GLY 1150	0.54
Science - GLY 2460	0.15
History (LTI)	0.11

History - HST 1020	0.09
History - HST 1140	0.02
Writing (LTI)	9.46
Writing - Live Writing Help	9.46
Business (LTI)	5.24
Business - ACC 2270	0.26
Business - ACC 2280	3.87
Business - DSC 2090 Spreadsheet Help	0.17
Business - DSC 3130	0.58
Business - DSC 3140	0.36
Nursing (LTI)	0.68
Nursing - NUR 3150	0.68
Career Services (LTI)	0.56
Career Services - Career Coaching and Help	0.56

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)	95%
Is this service helping you complete your homework assignments? (LTI)	98%
Is this service helping you improve your grades? (LTI)	97%
Is this service helping you be more confident about your school work? (LTI)	96%

University Writing Center Report
Academic Support Services Subcommittee
Submitted by Dr. Brandy Lyn Brown, Director of the University Writing Center
April 10, 2018

Summer I:

23 May – 26 June 2018

- One consultant on staff.
- Hours: Monday – Thursday 1:00 – 4:00pm
- 64 appointments / 30 writers visited

- 15 new writers registered
- Writer's visited an average of 2.13 times

Summer II:**2 July – 1 August 2018**

- One consultant on staff.*
- Hours: Monday – Thursday 1:00 – 4:00pm
- 25 appointments/15 writers visited
- 6 new writers registered
- Writer's visited an average of 1.66 times

*The consultant had several emergency situations during this time. The director was not on contract and unavailable to cover shifts, which resulted in closing the center.

Fall 2018:

- The center opened with 4 consultants, 3 have been hired and began working on 9/10.
- Hours: Monday – Thursday 9:00am – 6:00pm, Fridays (Beginning 9/17) 11:30am
- To date: 97 appointments/ 75 writers visited
- 88 new writers registered – Students may have registered accounts and made appointments that have not happened yet.
- Writer's visited an average of 2.96 times.