

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

Tuesday, Nov. 12, 2019, @ 3:30 P.M.
University Center – Room 251

Present:
Robert Arndt, ARTS (Chair)
Debbie Hummer, NS&M
Kathy Locklear
Marisa Scott
Dennis Swanson, Dean Library Services
Nicolette Campos, Accessibility Resource Center
Brandy Brown, Director Writing Center
Cotrayia Hardison, SGA Vice-President
Cindy Locklear, S&BS
Beth Holder

Absent:
Erik Tracy
Mark Hunt, Center for Student Success
Graduate Student Rep
Melinda Rosenberg

1. Call to Order 3:32pm
2. Approval of the Minutes from the October 2019 Meeting-Unanimous approval
3. Approval of the Agenda- Approved with addition of Tutor.com
4. Reports
 - a) Accessibility Resource Center See report
 - b) Center for Student Success See report
 - c) Academic success contract being updated. Policy change when student is on probation an earned 2.3 GPA in that semester student is showing a good faith effort.
 - d) Tutor.com is an allotted \$25,000 with only 343 unique users (Less than 5% of the student population). 64 students are identified as power users. 1 student used 8057 minutes; we (UNCP Faculty) kept approving this student. 9 students used 375 hours which represents a significant overuse. Math is the primary subject; and the Math instructor is aware of this usage. Shared oversight UNCP and Tutor.com. The University is looking at guidelines and parameters for example 5 hours per student per semester. Tutor.com costs \$28.00 per hour; and is an asynchronous model. After midterms, an additional hour could be added; and prior to midterms an additional 2 hours could be added. Eliminate the Writing/Essay Drop-off, but would still have access to the live writing center on Tutor.com. Face-to-Face tutoring costs about \$10.00 per hour and much more interactive. Students can book online or face-to-face appointments with the Writing Center provided in a synchronous model.
 - e) Mary Livermore Library See report
 - f) Writing Center- Writing center very busy. See report. Added 3 consultants to the schedule.

5. Old Business-None
6. New Business-None
7. Announcements-None
 - a) Next Meeting—January 14, 2020
8. Adjournment @ 4:22pm

**Accessibility Resource Center
Student Academic Support Services Subcommittee Meeting
November 12, 2019**

October statistics from Titanium database:

- 135 (129, 124, 123, 128, 117) have implemented accommodations for this semester
- 21 (19, 21, 12, 12, 5) Intake appointments
- 18 (22, 20, 17, 13, 13) accommodations appointments
- Proctored 117 (120, 83, 53, 109, 88) exams for 53 (47, 40, 34, 55, 38) unique students
- 155 (69, 77, 8, 11, 26) consultations with professors on 49 unique students
- Coordinated 75 hours (24, 44, 23, 102.75, 126 hours) of interpreting services (American Sign Language)
- 771 (1677, 363, 57, 95, 2,322) pages converted to alternate format
- 5 (3) unique students with concussions
- 5 (4, 9) unique students with temporary disabilities
- 7 unique requests for support of WX

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

112 (158, 176, 133, 177, 204) phone calls
140 (117, 101, 67, 135, 119) Note taker visits
295 (431, 372, 224, 413, 111) Walk-ins

Other Activities

- Debbie conducted captioning workshops with Terry Locklear for the TLC Certificate Program in accessibility in Teaching and Learning.
- Debbie conducted tours of Assistive Technology for students in the School of Education.
- Vanessa conducted ASL workshops for the TLC Certificate Program in accessibility in Teaching and Learning.

- Vanessa conducted workshops from her TEACCH training regarding working with students on the Autism Spectrum.
- Vanessa is the advisor to Delta Sigma Omicron (DSO).
- Vanessa attended the North Carolina Association on Higher Education and Disability (NCAHEAD) fall conference.
- Nicolette is leading a Brave Book Initiative: Excellent and Diverse Institutions: Build upon UNCP's unique culture by enhancing employee relations and organizational development.
- Nicolette is a member of a second Brave Book Initiative: Excellent and Diverse Institutions: Develop and implement the 2020-2025 Strategic Plan for the university.
- Nicolette is teaching a UNV 1000 course.
- Nicolette conducted workshops on Implementing Accommodations for the TLC Certificate Program in accessibility in Teaching and Learning.
- Nicolette conducted workshops on Explaining Accommodations: How and Why Students are approved for Accommodations for the TLC Certificate Program in accessibility in Teaching and Learning.
- Nicolette completed recruiting for the Workforce Recruitment Program. Only one (7) student completed the process and will be interviewed for the Federal Program.
- Vanessa and Debbie participated in the Admissions' Open House event.
- Nicolette presented to a Graduate class (Sports Law).
- Debbie and Shawnda participated in VSA.

ADA Coordinator

- Assessment of the Dining Hall doors to the patio.
- Assessment of Hickory Hall North.

ARC Staff Ongoing Committee Membership:

- AITC
- Student Academic Support Services Subcommittee
- CAIT
- CARE/EHS team
- Chancellor's ADA Advisory Committee
- Commencement Committee
- Documentation Review Committee (DRC)
- Military Advisory Group (MAG)
- New Student Orientation
- Staff Council
- Strategic Planning Taskforce
- Student Services Committee
- Title IX and Clery Compliance Committee
- Tuition Surcharge
- University Center Advisory Board

- VSA

CSS Monthly Report

Mark Hunt, Director of Advising

12 November 2019

Advising

- To date for Fall 2019 Semester (8/12 – 11/12) and under the title 'Advising', UNCP has hosted 3885 advising related visits recorded within EAB
- Check-Ins for Fall 2019 (which includes CSS (Tutoring, Advising, etc), Wellness Center and others that use EAB card swipes) across UNCP are 10950 swipes
- The Advisors Development Series is underway with varying participation
- Advising and Registration continues as we try to capture all remaining Freshmen and advisees.
- Various holds continue to be barriers to registration.

H.A.W.K. Alerts

- To date for Fall 2019 Semester (8/12 – 11/12) we currently have 1995 referrals compared to 276 referrals at this time last year. We are quickly approaching our highest referral count to date. Totals continue to rise due to faculty/staff participation.

Academic Engagement Program Updates

Probation

- Academic Success Contract for the spring 2020 has been updated. All returning probation students will be grandfathered under the old provisions of their contracts.
- Online only students will be required to complete online workshops and the online module will be created. Exploring Web Ex as the primary functionality of executing this process.
- Probation students will begin meeting bi weekly with their advisors to address any immediate academic concerns. Advisors will run campaigns on their students to ensure outreach of them being aware of the meetings.
- Exploring online ASC contracts for online only students.

UNV 1100: Strategies for Success

- Contracts for all outside instructors that will be teaching UNV 1100 course has been sent.
- Will email all instructors a list of 12 topics / concepts that should be covered in course based upon feedback from previous instructors.
- Planning stages of researching UNV 1100 curriculum and making it an 8week course

Tutoring/Supplemental Instruction / Online Tutoring

Total Number of peer tutors, serving within the UNCP tutoring program: **46**

- Paid peer tutors: 30
- Paid professional tutors: 3
- Paid Supplemental Instructional leaders {SI}: 7
- Study Hall Attendants: 6
- Total number of subjects that can be tutored within UNCP by peer/professional tutors: 70; 30 academic departments.
- On-Line Tutoring subjects covered: 36
- On-Line Tutoring Skill Center Functions: 2 {Live Career Center/Writing help}
- On-Line Tutoring services for Writing

Face to Face Peer Tutoring Analytics from October 1- October 31, 2019 :

- Face to Face Appointments- 437
- Total No-Shows- 56
- Total Cancellations- 137
- Total for actual visits: 244

Tutor.com Analytics from October 1 – October 31, 2019:

On-line Visits: 611

- Math 1070 – 169
- 24/7 Essay Drop Off Review – 124
- Live Writing Help - 63
- MAT 2150 - 61
- Decision Science 3130 – 23
- PHS 1100 - 18
- CHM 1300 - 15
- MAT 1080 - 13
- MAT 1050 - 12
- CSC 1760 - 12
- Live One on One Sessions – 609
- Mobile Live One on One Sessions - 25
- Average Session Length – **28.94** minutes per student

Study Hall

The following teams have athletes that attend study hall regularly:

- Football
- Men & Women Cross Country/Track & Field
- Volleyball
- Wrestling
- Softball
- Women's Golf
- Men/Women's Basketball
- Soccer

The hours are broken down depending on the team and the expectations of the coaches. Lately, the study hall staff has experienced a surge in documenting incident reports. These infractions range from the following:

- Students checking into study hall only to leave shortly thereafter, then checking out.
- Not having any work to do [ex. On a cell phone watching videos etc.].
- Horseplay
- Being disruptive

As a result of this, the study hall staff received their first visit from three football coaches, to include observing their students' actions first hand. Potentially more site visits from the coaches will be performed in the near future.

STAR Program Data

Attendance

9/23/19-9/27/19:	42 students scheduled, 32 attended
9/30/19-10/4/19	38 students attended
10/7/19-10/11/19	33 students attended
10/14/19-10/18/19	35 students attended
10/21/19-10/25/19	38 students attended
10/28/19-11/1/19	24 students attended

Appeals

Spring 2020 Suspension Appeals

- Academic and Financial Aid Appeals for Spring 2020 is currently open and the deadline is December 18, 2019.
- We provided another training for CSS staff on October 29, 2019 during our staff meeting. Training for the following for transition and cross-training will be scheduled soon:
 1. Create New Case (Assignment with or without appointments)
 2. Reviewing and Inputting Decision
 3. Sending to Committee
 4. Generating Letters with decisions and for incomplete appeals
 5. Closing Appeals

Library Overview:

The library has been making great progress on several fronts. The special collections have been gone through and weeded (many things were being kept that were no germane to our collection needs or were items that are officially retained elsewhere, e.g. Board of Governor minutes). Thousands of old faculty committee meeting minutes were digitized and the paper discarded. The *Pine Needle* from 1948 forward is now digitized and available online as are a series of audio recordings from Adolph Dial. We are continuing this process.

The implementation of the new Integrated Library System (ILS) is progressing with the last piece of the three (the *Ex Libris System* has three components: *Alma*, the main part of the system;

Primo, the integrated single search system; and *Leganto*, the integration of the library into *Canvas* the classroom system. *Leganto* is being tested for the remainder of this semester and will be available campus-wide in Spring. We are also adjusting the operational hours of the library. To meet student requests and needs the library will be open Sunday to Thursday from 8am to 2am. We were able to hire two new circulation workers by collapsing a library position. It must be noted that while this gives us short-term relief, the library is still woefully understaffed. Overall, we have the lowest number of library staff of any of the UNC system schools. We currently have .85 librarians per thousand students. The national and system average are about 3.2. Our overall staffing is now lower than five years ago, even though we have roughly 2,000 more students.

Staff Notes:

September 2019: Dr. Swanson was a panelist on a Library Journal national podcast on the “Future of Academic Libraries in America.”

November 2019: Dr. Swanson presented the results of the “State of the Academic Library: Results from the 2019 Academic Libraries Survey,” at the Charleston Library Conference.

Roger Cross published several reviews in *Against the Grain*, a professional academic library journal.

University Writing Center Report
Academic Support Services Subcommittee
Submitted by Dr. Brandy Lyn G. Brown
Director of the University Writing Center
12 November 2019

Activities and Projects

- Consulting with Students
- Graduate Writing Workshop

Usage Information (8 October 2018 – 11 November 2018)

- 287 appts. | 296 appointments (F18)
- 53 writers visited 2 or more times | 57 visited 2 or more times (F18)
- 109 new writers registered | 135 new writers registered (F18)
- 35 Surveys returned
 - All rated session Good – Excellent;
 - All moderately to strongly agreed that they would return to the center for future assignments
 - All moderately to strongly agree they will recommend the center to a friend.

Usage Statistics for October (D. F. Lowry) – Three new consultants were added to the schedule.

October	% of Total Hours Booked	% of Total Hours Used
2019	72.91	59.25
2018	88.24	72.77
2017	27.49	23.11

- a) November remains busy. November 1 – 11 80.12% of the center's total hours were booked and 71.08% used