

MINUTES
MEETING OF THE ACADEMIC SUPPORT SERVICES SUBCOMMITTEE
THE UNIVERSITY OF NORTH CAROLINA AT PEMBROKE
Tuesday, March 17, 2020, @ 3:30 P.M.
Library Huddle Space -2 and via WebEx

Present:

Robert Arndt, ARTS (Chair)
Melinda Rosenberg
Debbie Hummer, NS&M
Marisa Scott
Mark Hunt, Center for Student Success
Nicolette Campos, Accessibility
Resource Center
Mike Berntsen, Director Writing Center

Absent:

Kathy Locklear
Erik Tracy
Dennis Swanson, Dean Library Services
Cotrayia Hardison, SGA Vice-President
Graduate Student Rep
Chris Ziemnowicz,

1. Call to Order at 3:31pm
2. Approval of the Minutes of the February 2020 Meeting: Nicolette made the motion to approve the minutes; Michael seconded the motion. Motion passed 7-0-0. (Unanimous approval)
3. Approval of the Agenda- Approved without changes
4. Reports
 - a) Accessibility Resource Center- See report.

Accessibility Resource Center

Academic Support Services Subcommittee Meeting

Please note: ARC will be moving to the first floor of West Hall in the Fall 2020 or Spring 2021

February statistics from Titanium database:

- Active in database: approximately 500. These are students who are qualified for accommodations and could implement them at any time
- 109 (94, 88, 106,87) have currently implemented accommodations
- 10 (17, 18, 12, 10, 6) Intake appointments
- 25 (12, 26, 12, 10, 13) accommodations appointments
- Proctored 92 (84, 63, 74, 110, 67) exams for 47 (40, 32, 4, 47, 30) SWD's
- 139 (98, 61, 32, 36, 97) consultations with professors
- Coordinated hours 18 (0, 50, 36, 142.5 hours, 133.25 hours) of interpreting services (American Sign Language)
- 2 (1) Concussions

- 6 (5, 4, 1) Temporary disabilities
- 2 (5) WX requests

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

86 (157, 110, 159, 192, 258) phone calls

106 (73, 130, 96, 133, 77) Note takers

207 (211, 275, 294, 365, 256) Walk-ins

ADA Coordinator Activities

Nicolette and Debbie continue to review software programs for accessibility

Nicolette collaborates with Do-IT and Facilities for accessibility checks

Nicolette addressed multiple ADA complaints

Other Activities

Nicolette presented to multiple classes in the School of Education and Social Work programs

Nicolette, Vanessa and Debbie presented sessions for the UNCP Accessibility Certificate program

Nicolette presented within New Employee Onboarding

Nicolette participated in UNCP's Open House

Vanessa participated in a College and Career Fair in Moore County

Vanessa participated in UNCP's inaugural Autism Awareness Softball game

Ongoing Committee work:

- Academic Support Services Subcommittee
- AITC
- Board of Governor's Visit
- BraveBook Initiative 5
- BraveBook subcommittees
- CARE/EHS team
- Chancellor's ADA Advisory Committee
- Commencement
- Coordinated Community Response Team (CCRT)
- Documentation Review Committee (DRC)
- Health and Safety Committee
- Military Advisory Group (MAG)
- New Student Orientation
- Sexual Misconduct Advocacy and Resource Team (SMART)
- Student Services Committee
- VSA

b) Center for Student Success-See report.

CSS Monthly Report
Mark Hunt, Director of Advising
17 March 2020

Advising

- To date for Spring 2020 Semester (1/2/2020 – 3/16/2020) and under the title ‘Advising’, UNCP has hosted 820 advising related visits recorded within EAB
- Check-Ins for Spring 2020 Semester (which includes CSS (Tutoring, Advising, etc.), Wellness Center and others that use EAB card swipes) across UNCP are 2,593 swipes
- The Advisors Development Series will resume its second half 3/19

H.A.W.K. Alerts

- To date for Spring 2020 Semester (1/2 – 3/16) we currently have 897 referrals compared to 883 referrals at this time last year, placing usage statistically nearly identical

Probation

- Email was sent to all students on probation alerting them of ASC provisions and reminding them about CSS academic resources.

Academic Success Workshops

- All workshops for fall 2020 have been planned. Dates, times and locations are secured for next semester. All workshops for fall 2020 will primarily be held in UC 251.
- There are 9 Academic Success Workshops left in Spring 2020 Semester.
- All workshops for the remaining spring semester and next semester have been corrected.
- Workshop Attendance –February 2020
 - 57 students have attended 7 out of the 16 workshops scheduled
 - 32 students have completed 1 workshop
 - 14 students have completed 2 workshops.
 - 8 students have completed 3 workshops.
 - 2 students have completed 4 workshops.
 - 1 student has completed 5 workshops
- Average weekly attendance weekly is anywhere from 16-20 students and nightly workshop attendance varies with 10-12 students weekly.
- 13 students out of the 49 student enrolled in the online modules have completed them.

UNV 1100: Strategies for Success

- Currently all UNV 1100 sections are in the process of transitioning to online sections due to COVID-19.
- UNV 1100 sections in the fall 2020 semester:

CRN	SUBJECT	COURSE	TITLE	SECTION	INSTRUCTOR	DAY / TIME
11807	UNV	1100	Strategies for Success	001	Reggie Bullock	MW 9:05-10:20am
11808	UNV	1100	Strategies for Success	002	Jennifer McNeill	MW 11:15-12:30pm (1st 8wks)
11809	UNV	1100	Strategies for Success	003	Sandy Jacobs	11-12:15pm
11810	UNV	1100	Strategies for Success	004	De-Wain Brown	11-12:15pm
11811	UNV	1100	Strategies for Success	800	Hillary Locklear	ONLINE
11813	UNV	1100	Strategies for Success	801	Ashley Oxendine	ONLINE (2nd 8 wks)

- Waiting to hear back from Jennifer Brooks for confirmation of room locations for the fall 2020 semester.
- Dean and Director have supported the adoption of *OnCourse* by Skip Downing as the textbook for instruction for all instructors teaching the course for fall 2020 semester.
- An email has been sent to Cengage publishing about cost of book for students; waiting on a response.
- Currently working on curriculum for UNV 1100 for the fall 2020 for all instructors using the *OnCourse* textbook.

Appeals

- Link for appeals is now active on probation and suspension Website.
- Deadlines are below:

Summer I 2020 - May 15th

Summer II 2020 - June 10th

Fall 2020 - August 10th

Spring 2021 - December 18th

- Wendy S. is assigning all incoming appeals based on major. Plan to meeting with Wendy S. and Dinna E. About an in office protocol with appeals.
- Will check appeals every 2 weeks beginning in April to ensure accuracy of intake.
- Working with Director of Advising to develop an online appeals process through Maxient.

Students Obtaining Academic Resilience (SOAR)

Attendance:

February 2020

2/3/2020-2/7/2020: 20 students

2/10/2020-2/14/2020: 15 students

2/17/2020-2/21/2020: 14 students

2/24/2020-2/28/2020: 16 students

February 2020

173 total visits this semester

142 with 8 or more appointments

29 with 7-1

appointment

133 under 1.5 and did not show

- Published an EAB campaign with 85 students on academic probation with a GPA less than 1.0 for a check in
- Visited UNCW to gather information to better serve our students on academic probation
- Met with Lamar and Jade in Fraternity and Sorority to continue our partnership with SOAR and FSL
- Having individual supervision with Raven and Sarah every week to share feedback, discuss goals, receive feedback, etc.

Tutoring/Supplemental Instruction

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

- Paid peer tutors: **13**
- Paid professional tutors: **0**
- Paid Supplemental Instructional leaders {SI}: **8**
- Study Hall Attendants: **7**
- 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 {*Essay*} and Career Center {*Cover Letter/Resume*} functions: **2**

I. Tutor.com Analytics from February 1st – February 29, 2020:

On-line Visits: 250

- 24/7 Essay Drop off Review- **43**
- Live Writing Help – **40**
- Chemistry 1310 – **32**

- Chemistry 1300 – **19**
- Math 2150 – **17**
- Accounting 2280 – **14**
- Math 2210 – **13**
- Math 1070 – **10**
- Math 2100 – **9**
- Economics 2020 – **8**
- Mobile Usage Sessions - **22**

II. Average Session Length – **27.23** minutes per student.

III. Live Session Breakdown – **113.47** hours.

IV. Face to Face Peer Tutoring Analytics from February 1st- February 29, 2020:

- Face to Face Appointments- **168**
- Total No-Shows- **26**
- Total Cancellations- **50**
- Total for actual visits: **92**

Study Hall

General Information:

Study Hall for athletics began on Monday, August 26, 2019. The hours range from Sunday 3-8pm, Monday-Wednesday 11am-2pm; 5-8pm. The primary purpose is to assist UNC Pembroke's athletic program with providing an academic environment conducive to study, thereby giving rise to academic success. This is a constant work in progress and as the semester continues, this program will evolve and make necessary changes depending on the student's needs and instructions of upper management.

The following teams have athletes that attend study hall regularly:

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

During the month of February, The Center for Student Success' Study Hall initiative experienced a drop in the number of documented infractions. The last documented infraction among the study hall group was January 2020 and upon investigation, it was determined to be a non-factor. Effective 01/21/2020, The Study Hall Initiative [sponsored by the Center for Student Success] will modify its hours of operation [listed below]:

Monday-Thursday- 11am-2pm [day shift]; 5pm-8pm [evening].

Total Attending Study Hall 02/01-02/29/2020	129
Number of teams participating in Study Hall -11	-Football-46 -Softball-8 -Volleyball-7 -Women's Golf-2 -Women's Basketball-7 -Men's Basketball-0 -Wrestling-14 -Swimming-0 -Women's Soccer-8 -Men's/Women's Cross Country / Track & Field-38 **129***
Total study time for the month of February 2020 [Minutes]	82,296
Total study time for the month of February 2020 [Hours]	1366.41

USAGE

<u>SPORT</u>	<u>Hours</u>	<u>Minutes</u>
Football	510	30,645
Track/CC [M]	164	9,885
Track/CC [W]	162	9,772
Softball	144	8,652
Volleyball	140	8,431
Wrestling	88	5,339
Soccer [W]	75 [75.41]	4,525
Basketball [W]	53	3,197
Golf [W]	30	1,850

Average study hours per student for the month of February: 10

- c) Mary Livermore Library-See report.
 Additionally, COVID-19 has delayed the search for an Education Librarian.
 In response to COVID-19, the library has implemented Video Chat via WebEx.
- d) Writing Center-See report.

University Writing Center Report

Academic Support Services Subcommittee

Submitted by Dr. Michael J. Berntsen, Interim Director of the University Writing Center

March 16, 2020

Activities and Projects – January-March

- Extended nighttime hours and hours on Friday to due usage increases on Friday.
- Changed nighttime hours from the Library's Government Documents Room to DF Lowry, 308 given how the building is open during nighttime hours.
- Tutors participated in the Library's Research Party.
- Created and conducted Business Writing workshops with Melissa Mann on Feb. 13 and 20.
- Starting March 23, we will offer only online tutoring sessions during our regular hours.

Important Writing Center Survey Results

- The system automatically sends clients a survey when their session is completed.
- 25 students think that Tutoring.com and the Writing Center are the same.
- I have also had 3 students in person complain that the Tutoring.com tutors didn't help. When I explained that the services were separate, the students were surprised. I directed them to contact Tutoring.com support services.
- This conflation is worth further exploring and researching to see if Tutoring.com is affecting impressions of and usage for UNCP's Writing Center, especially with our conversion to online only sessions for the rest of the semester.

Usage Information: January 21-March. 6, 2020

- 359 total tutorial sessions

Spring 2020 Staff

Michael J. Berntsen, Interim Director

Undergraduate Tutors:

- Lily Monaghan
- Alexia McDougald
- Ariana Farrington
- Kalyn Brown
- Heather Boggess
- Brianna Thompson
- Nicole Lawrence
- Megan Munroe
- Meagan Allen
- Elijah Johnson

5. Old Business- None
6. New Business- None
7. Announcements
 - a) Next Meeting—April 14, 2020 in UC 251
8. Adjournment Mike made the motion to adjourn the meeting; Nicolette seconded the motion. Meeting adjourned at 3:48pm.