

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

Tuesday, February 9, 2021, @ 3:30 P.M.

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

**Present**

Robert Arndt, ARTS (Chair)  
Jesse Rouse, NS&M  
Melinda Rosenberg, LETT  
Melissa Buice, S&BS  
Laura Hakala, At Large  
Mark Hunt, Center for Student Success  
Jessica Collogan, Dean Library Services  
Vanessa Hawes, Accessibility Resource Center  
Elise Dixon, Director Writing Center  
Katrina Harrison, SGA Senator  
Joe West, Chair Faculty Senate

**Absent**

Kathy Locklear, CHS  
Amber Hill, Graduate Student Rep.

1. Call to Order at 3:33 pm.
2. Approval of the Minutes of the November 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. They had exams in December delayed from November.
  - b) Center for Student Success: see report for more information.
    - i. They're working on developing a Plus One Math lab class (similar to the Plus One English classes). It could potentially have a student tutor or SI.
    - ii. Data for HAWK alerts (in 2015) showed a positive correlation with students they met with face-to-face and improved grades.
    - iii. Tutoring is both face-to-face and online. They're in Wellons Hall currently, but they're hoping to expand the WebEx tutoring options. They have funds for new WebEx equipment.
    - iv. Whitney Jackson, the new tutoring coordinator, is encouraging more outreach to faculty and continues to encourage faculty to recommend tutors for academic subjects.
  - c) Mary Livermore Library: see report for more information.
    - i. Sodexho manages the café, and they have adjusted their hours.

- ii. Because of the Governor's orders, the library will close at 9:00 pm to allow employees to travel home before the 10:00 pm curfew.
  - iii. A new newsletter will be sent to faculty soon to facilitate more communication between the library and faculty.
  - iv. OER Collections: open educational resources are available to complement online learning. There are UNC course enhancement collections for specific courses. This resource will eventually be integrated into Canvas. Different campuses in the UNC system are holding webinars on Fridays about how they are integrating these resources into their classes.
  - v. The library has a new subscription to *The Washington Post*, and there's a new library guide to the standalone newspapers for which we have subscriptions.
- d) Writing Center: see report for more information.
- i. Most tutoring is through live online video sessions. That's preferable for students using the tutoring services for the first time.
  - ii. They now have a Graduate Student Writing Center and hired additional graduate students as tutors.
  - iii. If anyone would like Elise to come to an online class to briefly talk about the Writing Center, please contact her.
5. Old Business: none
6. New Business: none
7. Announcements
- a) Next Meeting—March 9, 2021
8. Adjournment at 4:11 pm

Respectfully submitted,  
Laura Hakala

**Accessibility Resource Center  
Academic Support Services Subcommittee Meeting  
Report for November 2020**

**November 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.
- 124 students have currently implemented accommodations for the semester
- 13 intake appointments
- 6 accommodations appointments
- 0 academic advising appointments
- Proctored 34 exams for 17 SWD's
- 114 consultations with professors regarding 36 students
- 3 coordinated hours of interpreting services for one course (American Sign Language)
- 0 pages converted to alternate format for exams
- 0 concussions
- 0 temporary disabilities
- 3 WX requests

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

80 Phone calls

14 Note taker visits

82 Walk-ins

**ADA Coordinator**

1 Software assessment: 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 (11-02-2020)

- As School Coordinator, Vanessa worked with 3 students to complete the Interview Process for the Workforce Recruitment Program.

**Commencement – Fall 2020 (11-21-2020)**

- ARC Undergraduate Students – 32 students
- ARC Graduate Students – 6 students

**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

**Accessibility Resource Center  
Academic Support Services Subcommittee Meeting  
Report for December 2020**

**December 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.
- N/A students have currently implemented accommodations for the semester
- 1 intake appointments
- 1 accommodations appointment
- 0 academic advising appointments
- Proctored 2 exams for 2 SWD's
- 66 consultations with professors regarding 15 students
- 0 coordinated hours of interpreting services for one course (American Sign Language)
- 0 pages converted to alternate format for exams
- 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)

25 Phone calls

0 Note taker visits

33 Walk-ins

**ADA Coordinator**

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

**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

**Accessibility Resource Center  
Academic Support Services Subcommittee Meeting  
Report for January 2021**

**January 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
- 6 intake appointments
- 10 accommodations appointments
- 2 academic advising appointments
- Proctored 0 exams
- 74 consultations with professors regarding 28 students
- 0 coordinated hours of interpreting services for one course (American Sign Language)
- 270 pages converted to alternate format for exams
- 0 concussions
- 0 temporary disabilities
- 1 WX requests

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

86 Phone calls

0 Note taker visits

57 Walk-ins

**ADA Coordinator**

3 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 (1-04-2021, 1-19-2021)

**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**  
**9 February 2021**

**Advising**

- Advising for CSS will start ~2/17/2021
- The Advisors Development Series will resume its second half in the coming weeks

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

- The HA program has started and will add an additional component called Progress Reports in approximately 1-2 weeks with a focus on FR probationary students. We are still working with only 2 HA Specs, but may expand to 3

**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**

- The appeals process for Spring 2021 is closed

**Tutoring/Supplemental Instruction**

- CSS tutoring is face-to-face and WEB-EX
- We are in the process of hiring 20 tutors and may expand according to demand

**Students Obtaining Academic Resilience (SOAR)**

- SOAR is promoting a new academic recovery model and it is working well. We are meeting with probationary 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 are active now, will run through May 5<sup>th</sup> and are online

**Study Hall**

- Study Hall is currently providing 24 hours weekly monitored study hall time and is open to all students
- We are serving now through May 13<sup>th</sup>

Mary Livermore Library Report  
February 2021  
Jessica Collogan

Off to a good start this spring semester. The library was repainted on the first floor and some carpet is being replaced throughout the building. The café has adjusted their hours and limited their menu as this is run by Sodexo.

Hours of the library are updated on the website but continue to be the same as past semesters during the governor's executive order with the curfew. We are closing at 9pm to provide travel time for our employees to make it home in time.

A faculty newsletter is coming out this week as the library is striving to improve our campus communication to promote library services outside the building.

The library is a member of ULAC (University Library Advisory Council) and they are encouraging the library to promote the OER Open Education Resources. This link below provides access to the current class collection, <https://www.oercommons.org/hubs/uncsystem/> and, <https://sites.google.com/northcarolina.edu/theoerimplementationcollection/home> provide faculty resources to implement and use the content for supporting their course. Faculty are free to pick and choose what they want from the course as all is freely available through Creative Commons.

The library added the *Washington Post* recently adding to our current subscriptions of the *New York Times*, *Wall Street Journal* and the *Chronicle of Higher Education*. These are great resources for faculty and students as we have an institution license will allow users to bypass the paywall. Directions for accessing the newspapers are found here, <https://libguides.uncp.edu/standalone> .

Fall 2020 University Writing Center Report  
Submitted by Dr. Elise Dixon  
Director of the University Writing Center  
December 14, 2020

### Activities and Projects

- Maintain service online
- Revise our system for handling drop-off appointments
- Develop a social media presence
- Build connections across campus with programs, administration, and faculty

### Usage Information: FALL 2020

- **976 total consultations** | 2019: 806 total consultations [21% increase]
- **285 individual writers** | 2019: 360 writers
- **828 online consultations** | 2019: 76 online consultations
  - **Live Online Sessions: 673**
  - **Dropoff Appointments: 294**
- **51% of clients visited one time** | 2019: 57% of clients visited one time
- **49% of unique clients visited more than one time** | 2019: 43% of clients visited more than one time.
- **289 new clients registered** | 2019: 420 new clients registered

### 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.

