

AGENDA

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

TUESDAY, 12 NOVEMBER 2002 @ 3:30 PM
ROOM 212, SAMPSON-LIVERMORE LIBRARY

Dr. Betty Wells Brown
Ms. Amanda Calvin
Dr. Elinor Foster
Ms. Linda Hafer, chair
Dr. Maurice Mitchell
Ms. Cindy Saylor

1. Call to Order Meeting was called to order at 3:35 PM.
2. Approval of Agenda for Meeting 12 November 2002: All approved
3. Approval of Minutes from Meeting of 8 October 2002 All approved
4. Reports:
 - a) Sampson-Livermore Library (Dr. Foster)

Three vacant professional positions have been filled as follows:

Carl Danis, Instructional Services/Reference Librarian
Anne Coleman, Electronic Resources/Media Catalog Librarian
Robert Arndt, Reference/Instructional Services Librarian

One professional vacancy remains, Serials Librarian. All support staff positions are currently filled. When the FY 03 budget has been certified, \$260,000 will be added to the library budget. The funds will come from enrollment increase and distance education monies. It is anticipated that three positions will be added and funds available for equipment and electronic resources will be augmented. More information will be available when the budget is certified.

A program on the new book co-authored by Stanley Knick, Linda Oxendine, Walt Wolfram, and Clare Danneberg, *Fine in the World: Lumbee Language in Time and Place*, will be the subject of a program to be held at 7:00 November 25 in The Native American Resource Center. The program is jointly sponsored by the Friends of the Library, the Department of American Indian Studies, and The Native American Resource Center.

Additionally, the Library is up-grading equipment and staff computers; and purchasing (through the Consortium) software and file server for integrated library services.

b) University Writing Center (Ms. Amanda Calvin)

As of November 11, 2002, the Writing Center had 328 visits from 172 students. Of these, 207 are freshmen, 49 are sophomores, 24 are juniors, and 43 are seniors, three are graduate students, and two are special circumstance students. Students are using the Writing Center for more than English, helping us accomplish our goal of Writing Across the Curriculum; we have seen students from the following courses for the Fall 2002 semester: accounting, American Indian studies, biology, criminal justice, education, English and literature, freshman seminar, history, mass communication, nursing, political science, public administration, psychology, religion, sociology and social work. In addition, students are using the writing center to enhance their personal writing. Several students have asked for help with personal resumes and letters for both graduate and law schools.

Plans are in the way for the Spring 2003 semester. Several workshops are currently being developed to help students in the writing/research areas, to include thesis development, MLA and APA

citation styles, paragraph development and introductions and conclusions. The hope is that the Writing Center will host one workshop per week (with more offered if needed); I'm planning to approach people throughout the campus to help with these workshops to both assist the students and to show students through practice that the Writing Center is not merely an English-based department.

c) University Computing and Information Services (Dr. Mitchell)

Beginning of the Year computer installs

During this past summer and the immediate beginning of the fall term, UCIS installed or upgraded a large number of computers for faculty and students. The table below provides the information on the installs and upgrades.

	New PCs	PC Upgrades	New Macs	Used Macs	Total
Faculty	125	22	15	1	163
Teaching Fellows (laptops)	10	40			50
Staff		8			8
Student Labs	159	30	20		209
Total	294	100	35	1	430

BraveTech & LabTech programs

We inaugurated the BraveTech and LabTech programs this year. These programs, which utilize 12 students as technicians and 4 students as laboratory assistants, have proven a major benefit in two ways. First, they allow us to provide critical support to the institution and students during a time of great growth. Second, they provide a meaningful work experience that enhances technical and human relations skills and teaches a strong work ethic.

NCATE/DPI reaccreditation visits

We assisted faculty from the School of Education and other academic departments by providing desktop computers, laptops, network access, and technical support during the visits of the NCATE and DPI re-accreditation teams.

Web for Students

This month we initiated the first self-service business applications for students with the launching of Web for Students. A small pilot group of students was able to register for Spring 2003 classes over the World Wide Web. We anticipate that all students will register online for Summer 2003 and Fall 2003 classes using Web for Students.

Online ResNet registration

With the beginning of the Fall 2003 term, UCIS began using an online registration application for ResNet. The new application allows residence hall occupants to connect their personal computers to data ports in the residents' rooms and register their equipment for direct access to our campus area network (and thus, to the Internet).

Suspension of faculty and staff training

The crush of work requests at the beginning of this fall term required that we suspend our faculty and staff training program so that we could use Melanie to service work orders. The new BraveTech program has helped us service the backlog of work orders so that we expect to re-institute a revised faculty and staff-training program in the near future. In the meantime, we will honor group requests for the specific training topics and continue to provide one-on-one training upon request.

Oxendine renovation

Beginning in May 2003, the Oxendine Science Building will be renovated. This project will have two direct impacts on our services.

- UCIS

UCIS will continue to deliver services from of the Oxendine Annex. While we will be somewhat confined by construction fences, patrons will be able to visit the help desk at our facilities through the east entrance. There will be a few days when our internal activities will be disrupted by construction activities. We will notify the campus community when we know the construction schedule for the UCIS spaces.

- Temporary campus (VoIP)
During the Capital Campaign, and beginning with the Oxendine building renovation, UNCP will operate a temporary campus of modular buildings located north of the Dial Building. The temporary campus will be constructed beginning in January 2003. UCIS will be involved in providing information technology support for this campus. We anticipate utilizing a new network technology, Voice over IP (VoIP), for the first time during this project. If this technology performs as expected, we will continue to replace our current telephone system and technology with the new network based telephone services.

Blackboard upgrade

Our version of the Blackboard (ver 4.11) course management system is quite old. The new version, version 6 is now available. We expect to have the new version in a test environment for faculty to review by the middle of the spring term. The new version should be available for production use and course conversion by the beginning of the summer 2003 term.

ResNet Registrations

There are 869 ResNet registrations. That's 66% of the students in our dorms and University Courtyard.

24 Hour Lab

We upgraded and moved the 24-hour lab in cooperation with Student Affairs. It is still located adjacent to the Police Department and now has 18 machines in place of the original 10.

Classroom Projectors

We installed a total of 16 new projectors across campus. 14 are in classrooms and two on carts.

Building Wiring

We completed the rewiring of all buildings not slated for renovation. This was originally begun under the ITS. We're in the process of moving users onto the new cabling. Wireless access in the library and student center has been delayed as we study the security issues (see next item).

Network Assessment

The network assessment has been completed and we will begin implementing recommendations after we have digested it.

Email Server

The email system will be replaced this winter with a new, larger machine.

d) Media Center (Mr. Love) No report

5. Old Business:

a) Library Survey

Linda Hafer and Amanda Calvin conducted a pilot of the Library Survey to determine what, if any areas/questions, needed revision.

Questions that have now surfaced are:

- How many students do we survey?
- Who is paying for making the copies?
- Who pays for the postage?

Linda Hafer will take this information to the Academic Affairs meeting in November.

Discussion followed as to the survey rating scale, survey of the students, and how the Committee wanted the survey to look (portrait or landscape).

b) Writing Center Student Survey

Currently, the Committee has the Writing Center Survey pending until we find out more information about the Library Survey.

Special thanks to Linda Hafer and Amada Calvin for conducting the pilot survey and helping with questions and concerns.

Discussion followed concerning incentives for students completing the survey.

6. New Business new member of the Committee: Susan Cannata

7. Adjournment at 4:45 PM Next meeting: Jan 14th at 3:30.

Submitted,
Betty Wells Brown, Scribe