

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

TUESDAY, February 8 @ 3:30 P.M.
Library Conference Room – Room 212

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|---------------------|-------------------------|
| ✓ Mr. Robert Arndt | ✓ Dr. Bob Orr |
| ✓ Dr. Richard Kang | ✓ Dr. Rachel Smith |
| Dr. Peter Imoro | Dr. Dorea Bonneau |
| ✓ Dr. Teagan Decker | ✓ Ms. Mary Helen Walker |
| ✓ Dr. Elinor Foster | ✓ Dr. William Gash |

1. The meeting was called to order at 3:30 p.m.
2. The minutes of the January 25, 2011 meeting were approved.
3. The agenda for the meeting was approved.
4. Reports

a) Mary Livermore Library (Dr. Elinor Foster)
Library Report
February 8, 2011

Several events are planned in observance of Black History Month, including a program tonight featuring Dr. Maria Orban, Assistant Professor of History at Fayetteville State University, who will be discussing the life and work of author Charles Chesnutt. February 15 readings of African American literature will be held, and February 24 author and motivational speaker Dr. Crystal Kuykendall will speak. Times and dates have been publicized in *Brave Bulletin* and in the library newsletter and on the library webpage.

Several iPads have been purchased for student use through funding from Friends of the Library of UNCP and will be available for checkout as soon as the parameters for use are set through our central computing unit in Wilmington.

Also awaiting resetting is our courtesy overdue message to faculty, which has been slightly modified and which will provide a link for easy renewal. It should be noted that faculty are never charged for overdue materials and can renew for up to a year. However, they (and everybody else) will continue to be responsible for replacement of lost or damaged items and the message must convey that information.

b) University Writing Center (Dr. Teagan Decker)

Dr. Decker reported that the Writing Center had a record number of visits (1145) last semester. The Writing Center is in the process of developing a student satisfaction survey.

c) Division of Information Technology (Dr. Bob Orr)

**Division of Information Technology
Academic Services Sub-Committee Report
February 8, 2011**

Client Services

- Welcomed Jillena Locklear as DoIT's new repair depot technician. Jill will be responsible for the repair of all university-owned Mac and Dell computers, as well as applicable computers purchased from the Bookstore.
- Continue to work on SPA Evaluation Committee with a 3-hour working meeting scheduled for February 16th.
- Finalized SCCM training and Mathematica arrangements for the week of February 21st and on March 2nd, respectively.
- Represented DoIT at the Academic Support Services Subcommittee meeting on the 25th.
- Hosted two Turning Technologies clicker audience response systems meet and greet demo presentations for faculty and Disability Support Services on the 26th.
- Provided Financial Aid with two permanent computer workstations for use by students needing to review or look-up information about their accounts. DoIT provided the repurposed desktop machines; Mary Livermore Library graciously donated two stand-up lecterns to house and to secure the technology. A laptop was temporarily provided by DoIT to allow a Financial Aid staff member to provide triage during the busiest days of back-to-school.
- Liz Cummings and Mike Pruitt worked with Mark Hunt of the Center for Academic Excellence in setting up three workstations in two separate buildings to provide students with easy access to sign up for tutoring.
- Wes Frazier worked diligently and succeeded in the creation of a Windows 7 operating system image that Dell will place on all faculty refresh PC machines (both laptops and desktops) before shipping to UNCP. This accomplishment will save hours of Client Services staff time, as machines will already have a base image and will only need to be touched for the installation of specialized software and hardware, as well as the backing up/transferring of user data. This new ability represents the first in many changes in the processes used in Client Services to provide higher efficiency and increased productivity.
- Wes has also accomplished the setup of a Microsoft tool, User State Migration Tool (USMT) to assist with the backing up of and reinstallation of user data during the process of refreshing or replacing a user's PC. He also successfully setup installers for Clockwork, which will assist with the data storage involved in the USMT process.

- The Windows 7 Task Force has moved forward with the accomplishment of the aforementioned Dell image and is in the process of upgrading early testers. After testing, early adopters (already-identified individual volunteers and functional offices) will be contacted for a first phase of rollout for Windows 7/Office 2010. Upon verification of a successful first phase rollout, campus department heads will be contacted for readiness review and scheduling. Projected date for beginning the official rollout is mid-March. Any new PC purchased hereafter will have Windows 7/Office 2010 already installed. It is too premature to provide a projected date for campus completion, but a target date of March 2012 is a target date to have every machine on campus capable of running Windows 7 migrated to the new operating system or running Windows 7 due to attrition. The current budget situation may extend this target date to summer 2012.
- Cassie Manis and Dr. Tim Hayes (Sociology/Criminal Justice) have collaborated to create a specific Blackboard webpage to assist all Bb users. The webpage is in final review before being announced to the campus community.
- Rob Hughes, Daryl Burgwyn and Tab Locklear worked with Rob Wolf and Jessica Karpel of the Library to establish a thin client facility in Library 203, the Library's instructional classroom. Early feedback reveals very minor issues even with a great deal of usage. Staff members are continuing to refine the setup to insure maximum functionality with minimum down time.
- The Client Services Wiki Task Force has moved forward with establishing guidelines and templates for three knowledgebase wikis for Blackboard support, Windows 7 migration, and Client Services procedures.
- Provided New Student Orientation and Graduate Student Orientation support on January 8th.
- Virtual Private Network (VPN) access user guides have been created for multiple browsers and placed on the DoIT webpage to assist clients with accessing the campus network remotely and securely.
- Wanda Hunt installed new printers in the Library Lab, conducted the Transfer Orientation and the International Student Orientation, and attended both StarBoard training and the Digital Soup & Sandwich presentation, Building an Online Student Orientation.

Training by Melanie Jacobs

- 1 Excel Class for students – 5 participants
- Information Security for new staff – 15 participants
- Blackboard one-on-one – 1 session

Total Work Orders for January: 763

- School of Education (24)
- Healthy PE and Rec (14)
- Biology/Business/Eng & Theater/Nursing (12)
- Math & Comp Sci (9)
- Chemistry & Physics/Controllers Office/Housing & Res Life (8)

Client Services	Closed	Percentage
Faculty/Staff		

Liz Cummings	18	8%
Mary Graham	25	12%
Rob Hughes	24	11%
Melanie Jacobs	11	5%
Charles Kearney	74	35%
Mike Pruitt	26	12%
Chris Smith	34	22%
Cindy Saylor	1	0%
Total:	213	

Help Desk

Wes Frazier	87	37%
Cassie Manis	86	37%
Timothy Welsh	60	26%
Total:	233	

Labs

Daryl Burgwyn	32	20%
Tabitha Locklear	18	11%
Wanda Hunt	113	69%
Total:	163	

BraveTechs

Ethan Byrd	22	14%
Rachel Dial	24	16%
Corey Durham	13	8%
Kyle Hathaway	13	8%
Megan Jacobs	27	18%
Annissa Locklear	11	7%
Josh Plummer	25	16%
Ashley Smith	11	7%
Sarah		
Weatherman	8	5%
Total:	154	

Blackboard Support

Alan Prevatte	122
Charles Swayne	165
Helpdesk*	62
Others	3
Total:	352

*Helpdesk includes: Cassie Manis, Mary Graham, Charles Kearney, Wesley Frazier, Chris Smith, and Tim Welsh

VCL Reservation Statistical Information for January 2011:

Total Reservations: 156
Total Hours Used: 160
"Now" Reservations: 148
"Later" Reservations: 9
Unavailable: 1
Load times < 2 minutes: 67
Load times >= 2 minutes: 89
Total Unique Users: 43

Planning and Budget

- The Division of Information Technology has capitalized on our interactive video classroom capabilities this spring semester. DoIT's James Lewis and Mike Pittman are delivering as many as four courses nightly to regional sites including Richmond, Cape Fear and Sandhills Community Colleges and Fort Bragg. This past summer, interactive video capabilities were added to a number of campus classrooms. Fall semester served as a training period for faculty. The response from academic departments has been tremendous forcing DoIT to already address some scheduling issues.
- Our interactive video facilities are also being used weekly by Dr Jane Haladay and Rose Stremalu to interact internationally with two classes in multiple locations at the University College of the North, located in Northern Canada. UNCP's Music Department is using these capabilities as well. Percussionist Pat Petrillo conducts a weekly music business seminar for UNCP music students from New Jersey.
- DoIT released our new *10 for Tech* series this week. "*10 for TECH*" is a 10 minute interactive desktop video show hosted online featuring answers to technical questions we often receive through our DoIT stations. Faculty, staff and students can access the show using a web browser on their computer. Each week's show has a topic and a guest presenter walks viewers through helpful steps and solutions. Viewers are able to ask questions through a live chat feature, through email or over the phone. Melanie Jacobs, Technology Support Analyst and Trainer with DoIT was our first guest sharing information about our Outlook calendar. All shows are archived and can be viewed online.

IVF Usage-January 2011		Hours
Class Sessions		162
Conf-Non Instructional		29
	Total=	191
IVC Usage - January 2011		Hours
DF Lowry 308		4
Sampson 228		30
Dial 214		58
Oxendine 1258		
Regional Center		

	Total=	92
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Instructor Support		Minutes
Veronica Hardy	Podcast, Record, Edit: Encode	480
William Prombutr	Process & Edit	120
Yan Shi	Podcast Record Edit & Encode	120
Yan Shi	Podcast Record Edit & Encode	120
Yan Shi	Podcast Record Edit & Encode	120
Yan Shi	Podcast Record Edit & Encode	120
Total=		1080

Starboard Training	Number In Attendance	Minutes
14-Jan	# 1	35
19-Jan	# 1	75
20-Jan	# 2	55
24-Jan	# 4	75
26-Jan	# 14	70
26-Jan	# 6	75
Total=		385

Instructor Support - Mike Pittman		
Dr. Parnell	Sound/starboard	15
Dr. Lakatos	Discuss BLAW class needs	10
Dr. Lakatos	Convert Video	40
Dr. Gan	Podcast Record & encode	120
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Podcast Record & encode	120
Yan Shi	Podcast Record & encode	120
Dr. Lakatos	Podcast Record &	120

	encode	
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Discuss BLAW class needs	10
Ryan Anderson, Rose Stremlau, Jane Haladay, Janet Gentes	Interactive Classroom Training	65
Dr. Mabe	Research on Apple OS Starboard	20
Dr. Lakatos	Convert Video	35
Dr. Gan	Podcast Record & encode	120
Dr. Bachman	Test W/ Universidad de Monterrey	35
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Discuss BLAW class needs	15
Dr. Mabe	Starboard Application addition	15
Dr. Lakatos	Discuss BLAW class needs	10
Dr. Lakatos	Convert Video	35
Dr. Lakatos	Podcast Record & encode	120
Dr. Lakatos	Podcast Record & encode	120
Dr. Horton-Lopez	Load Skype in Locklear Hall	25
Total=		1770

RIAA Infringement Report

Month	FY09	FY10	FY11
July	0	0	0
August	0	0	13
September	106	99	11
October	6	67	106
November	4	199	76
December	0	133	29
January	0	139	28
February	1	137	

March	47	115	
April	100	129	
May	23	33	
June	5	14	
Total FY	292	1065	263

Network and Operations

Data Centers

- An equipment failure on the Oxendine Science emergency generator was diagnosed and repaired over a 6 day period. During this period redundancy for the primary data center was compromised and a power outage could have led to the shutdown of this facility. Fortunately, we did not experience a power outage during this period and the generator has been fully repaired and tested.
- Installed critical updates on Microsoft Windows servers during normal maintenance window.
- Virtual Server Environment: The number of servers increased by three for a new total of 91. Acquired equipment to enable the addition of 6 blade servers into the Virtual Server farm
- Worked on failed disk controller for Sun disk array - storage array that houses critical Banner data.
- Acquired 4 additional Storage Area Network shelves to expand the enterprise SAN by 16.8 Terabytes of fully redundant network storage. These new shelves have not been installed yet.
- Acquired Argent monitoring solution to provide better situational awareness of network and server communications equipment
- New Servers: DoIT installed and will host a Windows server that provides key card access to Pine, Oak, and Cypruss Halls. This server will be managed by Residence Life support staff. A new server has been installed to support a new Housing Management application for Residence Life. DoIT Applications staff will be supporting the software and Network Services will provide hosting services for the server.

Telephony/ Email/UM

- Cisco Call Managers experience zero downtime during the month of January. There was no reported or detected loss of service.
- The number of shared mailboxes increased by 3 to a new total of 105.
- The number of UM-enabled mailboxes (previously known as voicemail) increased by 1 for a new total of 889.
- The number of total mailboxes increased to 1569, up 36 from previous month
- The campus experienced one outgoing SPAM incident during the month of January. We have experienced minimum problems associated with this event including being place on a temporary blacklist for Comcast.net addresses.
- Ordered AT&T installation of new outside phone lines in 5 village apartment buildings and 1 in GPAC

Network

- Terminated 12 connections in Oxendine Biology Lab 1103
- UPS in communication closet for Belk Hall failed. Reconfigured power connections to get network equipment working again
- Replaced bad switch in Pinchbeck – Facilities Operations
- Jacobs Hall networking: obtained quote, installed wireless access points, setup new phones.
- Made network and telephone connectivity changes for Lumbee 4th floor
- Setup network connections for updated Library Electronic Classroom
- Obtained quote for Financial Aid new network drops, arranged installation, and setup student workstation connection
- Residence hall network switch replacement was completed.
- Chancellors Guest house – replaced old phone, inspected network connectivity and repaired wireless
- We met with our networking vendor, Cisco, and their partner, NWN, to further discuss and plan our 10Gigabit data center network. This will provide high bandwidth connectivity with comprehensive network redundancy both within and between our primary and secondary data centers once fully implemented. Basic connectivity has been established with the primary data center. Further connectivity is planned and should be tested by Spring Break.

Support Operations

- Created new organization unit for Disabled Accounts, 414 academic and administrative accounts have been moved to this OU under the new UNCP Structure, 97 exchange mailboxes are linked to these disabled accounts.
- Processed the connectivity of 27 new game consoles within ResNet.
- Back to School: Network, telephony, and ResNet service remained consistent with no major issues reported during the first several weeks of the semester.
- Telephony Support: A “hunt group” was developed and implemented for the DoIT Helpdesk. This hunt group allows people in multiple offices to log their phones in on-demand to provide additional call support. This opt-in feature provides the flexibility for additional support without the need for further setup. This option will remain in place and could potentially be implemented for other campus departments.
- Fort Bragg circuit problems: Remote class could not connect with video teleconference software. Several hours of diagnosis identified a bug with the router software and we were able to resolve the issue and establish a good video conference connection. The DSL connection for the Main Post site failed. Century Link technicians were notified and repaired the link within 24 hours.
- Worked with Campus Police to setup additional panic buttons

Applications and Enterprise Systems

- In January, DoIT’s Application Services Area, working in conjunction with UNCP’s Financial Aid Office rolled out a new application for students in BraveWeb, our services Website. Students receiving Financial Aid are able to designate an amount to the Bookstore to be used for textbook purchases. Students can see the amount and

accept or deny the account creation. This automates a previously manual service providing more precise information to students, while better meeting financial compliance regulations.

- Completed modifications and connection testing for SciQuest Higher Markets Units of Measurement and eInvoice
- Developed application to allow Financial Aid staff to monitor Change Account Agreement process
- Modified Banner/Bookstore interface to accommodate changes based on awarded aid
- Installed Banner HR, Banner Payroll, Banner Student and FormFusion updates.
- Worked with vendor to resolve TutorTrac LDAP authentication issue
- Completed interim interface between Banner and PCS
- Completed proof-of-concept interface between Banner and HMS
- Worked with Data Standards Committee to resolve data issues: added instructional method for hybrid courses; added attributes to identify online student majors, Teaching Fellows and Honors College; new withdrawal reason codes; removing unused address types; added attribute to identify general education courses.
- Worked with Institutional Effectiveness to identify data for their reports
- Researched cross listed course issue and service learning in Banner
- Researched replacement for exemption billing process in Banner
- Began training new employee on EMAS support
- Began working on CBORD HMS implementation project
- Supported New Student Orientation in January
- Processed HR and Payroll end-of-year files and reports (1098s, 1099s, W-2s, etc.)
- Resolved erroneous 1098 issue before mailing deadline
- Added new functionality to DoIT Incident Management System (IMS)
- Processed responder files from Royall and Company. Created process to automated downloading and merging of the these files
- Worked in procedures to enable Alumni use of BraveMail
- Recovered from Lumbee Hall power failure – verified NetApp Metrocluster mirrors and re-synchronized Sun SANs.
- Installed Banner Effort Reporting Certification module in TEST
- Set up TEST instance of WebFOCUS and worked on WebFOCUS server configuration and security
- Set up Oracle database instance for CBORD Housing Management System (HMS)
- Installed Oracle 11g on ancillary database servers
- Created Metrocluster storage for web server documents
- Implemented LDAP/LDAPS service on F5 load balancers.
- Installed test instance of Drupal
- Installed test instance of OpenDocMan
- Installed test instance of Apache VCL

d) Disability Support Services (Ms. Mary Helen Walker)

• DISABILITY SUPPORT SERVICES
Department of Academic Affairs
Academic Support Services Sub-Committee Report

February 8, 2011

Disability Support Services processed and accommodated **181 new** students with disabilities in **Fall 2010**. During the first month of **Spring 2011**, **33 new** students have become eligible for services under ADA. DSS currently has record of **1026** students with disabilities attending UNCP.

Two full-time service providers have worked with 252 walk-in students in the first 9 weeks, average of 28 per day, along with managing their currently scheduled caseload and attending to committee and administrative duties.

DSS is on schedule to have a ramp installed for access to the office as well as have new flooring installed during Spring Break. The office staff will be reconfigured to meet all NC and Federal regulations as a result of this project.

5. Old Business:

A faculty survey concerning DoIT, Disability Support Services, Mary Livermore Library, and the Writing Center will be deployed on February 10. Survey to selected classes concerning DoIT and Mary Livermore Library go out on February 21.

6. There was no new business.
7. The next meeting will be on April 12th, 2011
8. The meeting was adjourned at 3:52 p.m.