

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

TUESDAY, September 7th @ 3:30 P.M.
Library Conference Room – Room 212

✓Mr. Robert Arndt
✓Dr. Richard Kang
✓Dr. Peter Imoro
✓Dr. Teagan Decker
✓Dr. Elinor Foster
✓Dr. William Gash

✓Dr. Bob Orr
✓Dr. Rachel Smith
Dr. Dorea Bonneau
Ms. Mary Helen Walker

1. The meeting was called to order to Order at 3:32 p.m .
2. The Minutes of the April 13, 2010 meeting were approved
3. The agenda for the meeting was approved.
4. Robert Arndt agreed to serve as secretary .
5. Reports
 - a) Mary Livermore Library (Dr. Elinor Foster)

**Library Report
September 7, 2010**

The library budget for 2010-11 has not yet been received but ordering for books requested by faculty is in process. Hopefully the departmental allocations based on the formula used for this purpose will be in place by September 23, when librarians meet with departmental liaisons and chairs to discuss the budget for materials and to receive general library updates.

Now heading up the instructional services program is Melanie E. Wood, who joined the staff June 21, replacing Anthony Holderied, whose last day was April 9. Rachel Holderied's last day was August 18, so a search is now underway for an Electronic Resources/Catalog Librarian, currently the only vacancy on the library staff.

The Library has begun a presence in Second Life. June Power has office hours 3-5 Tuesdays and Thursdays.

The Elmer Hunt photo collection was the major focus of Friends of the Library programming this year. Three programs with speakers are planned. Assistance is needed to identify people in photos developed from 53,800 negatives, plus the programs will publicize library special collections resources.

Four faculty author showcases are also planned, beginning with a September 22 program featuring Drs. Lydia Gan and Michael Menefee.

The windows and doors replacement project was completed by the end of August. The new windows will diffuse UV lights and conserve energy.

A new copier/printing for pay system is in place. The system will be eventually used throughout the campus. The BravesOne card is required. Printing without the card is still in use in the computer lab.

b) University Writing Center (Dr. Teagan Decker)

University Writing Center Annual Report 2009-2010

Introduction

The University Writing Center, located in the Dial Building, is an academic support program which provides individual peer tutoring in writing to all UNCP students. The Center is supported jointly by Academic Affairs and the Department of English and Theatre. The Director of the Center, Dr. Teagan Decker, is a full-time faculty member of the English and Theatre Department with a two-course release for University Writing Center administration. The University Writing Center employs student tutors from all disciplines, paying them an hourly wage for their tutoring services. The primary mission of the University Writing Center is to provide one-to-one tutoring in writing to UNCP students who are working on writing related to UNCP coursework, scholarships or other applications.

This annual report provides usage information gleaned from our database of student records. It also provides updated information regarding improvements, new programs, and other developments that have taken place in the University Writing Center over the past academic year.

If you have questions about this report or would like more information, please contact:

Dr. Teagan Decker
Director of the University Writing Center
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Usage Data
Student Visit Totals

Total 2009-2010	1,198
Fall 2009	838
Spring 2010	360

Past Student Visit Totals

Total 2008-2009	1,268
Fall 2008	788
Spring 2009	480

Total 2007-2008	913
Fall 2007	313
Spring 2008	600

Student Visits by Course 2009-2010

English 0104	74	6% of total visits
English 1050	357	30% of total visits
English 1060	238	20% of total visits
2000-4000 English	50	4% of total visits
Non-English	321	27% of total visits
No course/Did not report	158	13% of total visits

Students that used the University Writing Center more than once

Fall 2009	155
Spring 2010	56

Technology

Database:

With the help of UCIS, we maintain a database for the University Writing Center in Microsoft Access. The database tracks students by rank and major. It also tracks student visits by time, date, course, instructor, tutor, and content of visit. The data included in this report was generated from the database.

Website:

The University Writing Center's website features an explanation of what the University Writing Center has to offer students and faculty, a page with pictures of the tutoring staff, a resource page, and a page that explains how to apply for a tutoring position. This year, we added a link to our student survey and also added photographs of tutoring sessions. We have also created an online appointment system where students can make appointments via our website.

Technology:

The University Writing Center has eight computers that are available for student use. One printer is also available. We have requested a computer refresh because the computers are at least five years old and we have received an encouraging response from DoIT.

Tutor Training and Professional Development

Tutor training course:

University Writing Center tutors are trained in a full-credit course, ENG 2990: Writing Center Theory and Practice.

For the course, students read theoretical and practical articles in the writing center field. They also write three papers, one of which requires research on a writing center related topic. The class creates a knowledgeable and skilled cohort of tutors in the University Writing Center. This experience and training greatly enhances the students' qualifications for teaching and related careers.

Undergraduate and Graduate Research:

Four undergraduate tutors and one graduate student tutor collaborated on a research project over the past academic year. The research team used IRB-approved surveys and focus groups to study the writing practices and writing support needs of non-traditional students who visit the Writing Center. We presented our research methodology at the Southeastern Writing Center Conference in Wingate, NC in February 2010. The undergraduates presented a poster based on preliminary research results at the PURCS in April 2010. We also submitted a proposal to present our findings at the IWCA (International Writing Centers Association) conference in Baltimore which will take place in November 2010. The proposal was accepted. In Summer II 2010 one of the undergraduate students enrolled in a Directed Studies Seminar where he will researched the topic, processed and analyzed the data, and wrote a seminar paper on the results. This will eventually become a collaboratively written paper and be submitted to an academic journal.

Staffing & Recruitment

Graduate Student Assistant

This year the Writing Center received a Graduate Assistant position from the English and Theatre department. The graduate student, Chase Whisenhunt, tutored in the Center and assisted with administrative duties. He acted as a mentor to undergraduate tutors and enhanced his own professional development. He was instrumental in organizing the research project and also brought many improvements to the Writing Center. The Graduate office has offered the Writing Center a GAship for 2010-11.

Six tutors who graduated or otherwise moved on in 2009-2010:

Jacob Steiner (English) – will study abroad in Germany 2010-2011
Craig Wilson (Middle Grades; Teaching Fellow)
Ashley Peters (Physical Education & History)
Daniel Wesley Inderbitzen (English)
Brandi Kim (English)
Melanie Staley (Science Education, Teaching Fellow)

Two tutors are continuing into the Fall 2009 semester:

Ryan Wise (Political Science)
Wellington Howard (Business & Political Science)

New tutors who will begin in Fall 2010

Lonnie Cox (Special Education)
Troy Cotton (Computer Science)
Kimberlee Stepp (Mass Communication)
Cheron McMullen (Chemistry)
Kimberly Brassard (Chemistry) Science Lab Tutor - Chemistry
Sara Barbee (Mass Communication – Journalism)

Recruitment:

Recruitment was undertaken in Spring 2010 and consisted of emails to all students and faculty announcing tutoring positions available, a job announcement on Brave Opportunities, and announcements in *This Week @ UNCP*. For consideration, students submit a cover letter, an application form, and a writing sample. They also list at least one UNCP faculty reference. Potential tutors are interviewed and those selected are invited to enroll in English 2990.

University Outreach UNCP-RISE Program

The UNCP-RISE program assists in preparing student seeking careers in biomedical research for a future in research. The University Writing Center was asked to conduct a workshop outlining best practices in professional writing in the sciences and in preparing laboratory reports. The workshop was conducted by Chase Whisenhunt from the University Writing Center and provided guidance to 12 UNCP science students. Guidance in lab report preparation and professional writing was well received by the RISE participants.

UNCP Regional Center/ Department of Transportation Camp

The North Carolina Department of Transportation and the UNCP Regional Center held a 5 week summer camp for junior and senior level high school students from surrounding schools to facilitate preparation for entry into transportation-related careers. This organization sought assistance from the University Writing Center in preparing these students in professional writing skills and techniques. The workshop was prepared and implemented by Chase Whisenhunt, Writing Center GA, and was attended by over 20 high school students. These summer camp participants were engaged in an overview of professional writing concentrating in specific areas of personal statements and professional communication using today's most recent technology.

Student Art Exhibition

A rotating exhibition of student art is housed in the University Writing Center. Sponsored by the UWC, the A.D. Gallery, and the UNCP Art Club, this exhibition is curated, installed, and promoted by students.

Freshman seminar

Many Freshman Seminar instructors include the University Writing Center in their course. Some include the Center in their scavenger hunt, some bring their class by the Center, and some invite a representative of the Center to visit their class. We encourage all of the above and hope to strengthen our connection to Freshman Seminar in the coming year.

Other Courses

Many courses/instructors have special relationships with the writing center. The instructors recommend, or in some cases require, all of their students to visit the writing center. Instructors stop by to explain assignments as well as to give us feedback on our work with their students. These relationships are primarily with English composition, but we also enjoy similar relationships with other courses/instructors across campus, including courses/instructors from geography, nursing, social work, history, and education.

Our main source of student visits is English courses, but 27% (up from 21% last year) of student visit for help with writing assignments from departments such as American Indian Studies, Art, Art History, Education, Health, Religion, Sociology, and Social Work.

Community Engagement

Purnell-Swett High School

The University Writing Center has been closely involved with plans to establish an on-site writing center at Purnell-Swett High School that will support writing across the curriculum. This year Dr. Decker volunteered one hour per week on average tutoring at PSHS. Next year, English Education students will begin to take English 2990: Writing Theory and Practice. As part of this course students will volunteer in public schools.

Write to the Top (QEP)

Outreach to Departments and Schools

As part of the Write to the Top initiative, The Writing Center will grow and make connections with other departments. Connections have been made with the School of Business and the Department of Chemistry and Physics.

The School of Business and the University Writing Center are working on a proposal to create one or more GA positions funded by Write to the Top. These GAs would be trained and supervised jointly by Dr. Teagan Decker and the School of Business Writing Center liaison, Mr. Joe McDaniel. They would work with Business students and Business faculty in order to enhance student writing abilities.

The Department of Chemistry and Physics have identified undergraduates who will be science lab tutors. These tutors will be trained and supervised jointly by Dr. Teagan Decker and the Chemistry and Physics Writing Center liaisons, Dr. William Brandon and Dr. Brian Postek. All students in selected lab sections will sign up to meet with their tutor at least once per semester for guidance on lab report writing.

Technology

The Write to the Top committee has requested that the Writing Center enhance its technological capabilities, and especially to begin tutoring online. To that end, we have requested that WCOonline be purchased. WCOonline allows for

synchronous online tutoring and also serves as an integrated database and appointment system.

Survey

Each year the Writing Center conducts a satisfaction survey. This year the survey was developed and processed by the Center for Institutional Effectiveness. The results are below.

Fall 2009 Writing Center Survey Results

1	Most Frequent Users by Major
	1 Nursing - 11
	2 Education - 8
	3 Business - 5

9)	I would visit the Writing Center again
	Agree 100%
	Neutral 0%
	Disagree 0%

2	Most frequent Users by Class
	1 Freshman 65%
	2 Sophomore 18%
	3 Junior 7%
	4 Senior 5%
	5 Graduate 2%

10)	I would recommend the Writing Center to a friend
	Agree 92%
	Neutral 6%
	Disagree 2%

3	Return Users		
	66.67%		

11)	What could the Writing Center change?
	Seating/Furniture 56%
	Computers 54%

4	Top 3 Sources of Writing Center Advertisement
	1 From Professor
	2 Freshman Seminar Class
	A
	3 Friend

5	Is the Writing Center atmosphere welcoming and comfortable?	
	Yes	91%
	Neutral	9%
	No	0%

6)	Was the Writing Center Staff respectful and courteous?	
	Agree	98.10%
	Neutral	1.90%
	Disagree	0%

7	How did your perception of the Writing Center change after your visit?
	The Writing Center only proofreads and helps with punctuation and grammar (24.07%)
	The Writing Center helps brainstorm, revise and assist students in writing assignments, no matter the course (64.81%)

8	What was your perception of the Writing Center before your visit?
	The Writing Center only proofreads and helps with punctuation and grammar (46.30%)
	The Writing Center helps brainstorm, revise and assist students in writing assignments, no matter the course (46%)

c)

**DoIT
Academic Services Sub-Committee Report
September 7, 2010**

Client Services

Assistant CIO Report: Cindy Saylor has been working with campus functional offices to standardize the data and procedures for remote identify verification for students and parents. The Executive Committee was very receptive of the proposal by this ad hoc committee to become consistent, yet compliant in identity verification. Cindy represented DoIT at the New Faculty Orientation and presented at Faculty Development Day. She has put together a “Sharing the Expertise” training series for the month of September.

Client Services Report: The major objective for August was to be prepared for the beginning of the fall semester and the return of students and faculty to the campus. Much planning was done to make the transition into fall 2010 as smooth as possible. All of Client Services staff went beyond

the call of duty to answer phones calls and emails, and to get work orders completed in a timely fashion. Client Services staff members sum it up pretty well:

- Charles Kearney: “I feel overall that things have improved as far as getting settled in for fall; it seems to have taken only about 10 days till things settled down. Even with a major change with Blackboard. I think that we did enough planning and staying flexible to make it work.”
- Mike Pruitt: “Not much to report myself, but how well the launch of the fall semester went....

Of special note is the successful installation and set-up of a thin client facility in the COP lab in DF Lowry. The collaborative work of Rob Hughes, Daryl Burgwyn and Tabitha Locklear is to be commended to use three variations of a newer technology to provide a successful alternative computing lab.

Additionally, the following tasks or projects have been completed or have seen a significant change:

- Liz Cummings has done an incredible job as lead for Unified Messaging Training for Departmental Phone Numbers. The project is now is complete. Liz is also to be commended for getting all new faculty computers installed.
- Four CS certified staff have begun performing GSX repairs for Apple.
- Cassie Manis accepted the responsibility for setting up, training, and distributing the new Leadership Program laptops as well as the Honors College laptops. Wes Frazier continues to be responsible for the Teaching Fellows laptops.

Blackboard Support

2nd Tier Support*	359	*Includes Alan Prevatte & Chris Moore
Helpdesk**	97	**Helpdesk includes: Cassie Manis, Mary Graham, Charles Kearney, and Wesley Frazier
Call Tree	65	
Others	19	
Total:	540	

Help Desk contact tallies

Week of Aug 15 - 1245
 Week of Aug 22 - 895

Client Services Work Orders Total 715

Faculty/Staff			Help Desk			Labs			BraveTechs		
Liz Cummings	28	16%	Wes Frazier	79	51%	Daryl Burgwyn	32	17%	Ethan Byrd	22	11%
Mary Graham	23	13%	Cassie Manis	59	38%	Tabitha Locklear	9	5%	Rachel Dial	21	11%
Rob Hughes	13	7%	Timothy Welsh	16	10%	Wanda Hunt	149	78%	Corey Durham	2	1%
Melanie Jacobs	0	0%	Total:	154		Total:	190		Kyle Hathaway	15	8%

Charles Kearney	74	42%							Megan Jacobs	31	16%
Mike Pruitt	38	22%							Annissa Locklear	17	9%
Total:	176								Josh Plummer	40	21%
									Chris Smith	28	14%
									Sarah Weatherman	19	10%
									Total	195	

VCL Reservation Statistical Information for 8/1/2010 and 8/31/2010:			
Total Reservations:	185	Top Campus Requestors	
Total Hours Used:	188	School of Education	66
"Now" Reservations:	175	School of Business	33
"Later" Reservations:	11	Controller's Office	30
Unavailable:	1	Social Work Dept	16
Total Unique Users:	35	Financial Aid	15

	Reservations	Unique Users	Hours Used	< 2 min load time	>= 2 min load time	Failures
No Apps with SSH/SFTP (WinXP VMware) NCSU:	3	3	1	1	2	0
UNCP Adobe Acrobat Pro 9 w Office 2007:	8	4	7	7	1	0
UNCP Camtasia/SnagIt w Office 2007:	1	1	1	0	1	0
UNCP Chem Draw (all UNCP Users):	2	2	1	0	2	0
UNCP Dreamweaver 8 (for Fac/Staff Use):	16	9	12	8	8	0
UNCP Dreamweaver 8 (for Student Use):	8	4	6	2	6	0
UNCP Eco/EvoBeaker 1.01:	3	1	2	1	2	0
UNCP Fathom (for Student Use):	8	1	26	4	4	0
UNCP Geo Sketchpad (for Student Use):	4	1	2	1	3	0
UNCP Google Earth:	4	1	5	0	4	0
UNCP InDesign CS3 (for Student Use):	2	1	1	1	1	0
UNCP Microsoft Office 2003:	3	2	3	2	1	1 (33%)
UNCP Microsoft Office 2007:	7	5	10	2	5	0

UNCP Microsoft Office 2010 (All UNCP Users):	2	2	1	1	1	0
UNCP Microsoft Publisher 2007:	2	1	2	0	2	0
UNCP Microsoft Visio 2007:	5	2	8	3	2	0
UNCP Paint Shop Pro 6:	14	5	8	8	6	1 (7%)
UNCP PhotoShop Elements (for Fac/Staff Use):	26	4	23	15	11	0
UNCP PhotoShop Elements (for Student Use):	1	1	1	0	1	0
UNCP SAS 9.1.3:	1	1	1	0	1	0
UNCP Sketchpad 5:	1	1	1	0	1	0
UNCP SPSS 18 (PASW):	13	7	11	7	6	0
UNCP Studio 8 MX (for Student Use):	14	2	17	4	10	0
UNCP TI SmartView Emulator (for Student Use):	3	1	3	1	1	0
UNCP Timeliner 5.1.1 (for Student Use):	2	1	1	1	1	0
UNCP Visual Studio 6.0 (All UNCP Users):	5	1	2	1	4	0

Media Center

Faculty and staff numbers totaled 166 participating in Starboard/classroom training in August
 46 trouble calls since May 26, 2010
 54 set-ups during the summer semesters
 385 laminated card and signs
 62 CD's and 141 DVD's recorded

Applications Development and Support & Enterprise Systems

1. Banner Upgrades / Patches– The following upgrades of Banner were completed:
 - a. Payroll and Finance and Financial Aid 8.7 in PROD
 - b. Install HR patches in PROD, TEST, TBAN8, and PPRD environments
 - c. Install Financial Aid patches in PROD and TEST environments
 - d. Install AR 8.1.1 upgrade in PROD and re-applied upgrade in TEST
2. Security Review - Applications continued Banner security review to prepare for an upcoming IT Audit. Applications processed all security access forms for modifications / new access received from each Data Steward.
3. E-Procurement integration for SciQuest Higher Markets – Systems DBA finalized configuration of both the TEST and PROD eProcurement servers. Systems DBA Generated self-signed certificates and finalized firewall rules to allow Higher Markets connections to these servers. Applications worked with Sungard on installing the BIFEP (Banner Integration for eProcurement) in TEST. Applications staff conducted planning sessions with Business Services, the controller's office, SciQuest and Sungard to develop test scenarios for

the connection between banner and UNCP's HigherMarkets site. Applications conducted several successful test cases.

4. EMAS – Applications provided support to Undergraduate Admissions importing online applications from CFNC. Applications identified and removed data inconsistencies in the CFNC import files so the upload into EMAS was successful.
5. EMAS-Bridge – Worked with Undergraduate Applications to corrected student data errors that occurred during exporting/uploading EMAS data into Banner Production. Data Loaded from EMAS into Banner was Student Demographics, Application, High School, MCR, ant test scores.
6. Banner Test Score Load -- Applications worked with Admissions and the English Department to extract and load student test scores in Banner TEST and PROD environments
7. EMS System – Applications participated in multiple sessions with the EMS Planning Workgroup. Applications worked with Client Services in drafting DoIT's Service Level Agreement for EMS support. Applications created user accounts for the system.
8. TutorTrac – Completed the installation of the PROD instance of TutorTrac for the Center for Academic Excellence. Applications installed TutorTrac on this server, extracted data on summer and fall students from Banner, and loaded this data into TutorTrac.
9. Blackboard – Switched Blackboard production site from version 7.3 to 9.1. This entailed moving the blackboard.uncp.edu IP address from the 7.3 application server to the F5 load balancer and moving the blackboard.uncp.edu SSL certificate from the 7.3 server to the F5 load balancer. Setup new IP address, name, and DNS for old 7.3 server. Generated new SSL certificate for the new name. Changed 7.3 configuration files to comply with new name and IP. Monitored Blackboard servers during the fall startup rush, tuned Tomcat application servers and corrected various issues. Researching issues and problems with the new 9.1 version is ongoing and will continue as new items arise.
10. Implemented new Banner-Blackboard Interface which automatically creates all courses, and synchronizes the Banner and Blackboard course rosters. Created initial interface components to deal with combined Blackboard courses.
11. Banner-PCS Interface – Completed draft specification and most of the coding of the interface. Additional issues must be resolved to complete the specifications and coding of the interface.
12. Banner-Equitrac Interface – Completed draft specification and some of the coding of the interface. Additional issues must be resolved to complete the specifications and coding.
13. Banner-HMS Interface – Began writing of specifications and testing HMS API.
14. Banner-Maxient Interface – Completed partial draft of the specification and developed initial queries to extract data from Banner.
15. Banner Work Study Payroll – Applications attended meetings with UNC GA and campus staff to develop procedures for work study payroll.
16. New Student Orientation –Applications reviews, identifies and corrects any student account issues found before each NSO session to help prevent problems for students.
17. Bookstore Feed – Applications worked with Financial Aid and the Bookstore Director to identify and make needed modifications to the current bookstore feed in order to minimize errors with bookstore charge accounts.

18. VM - Installed two additional VMware host servers. Build new cluster with Enhanced VMotion Compatibility (EVC) enable. Migrated all hosts and VMs to new cluster.
19. PIER Emergency text Message Registration - Began development of online registration process.
20. BraveWeb Messaging Infrastructure – Began development of BraveWeb Messaging infrastructure.
21. Reporting – Applications works with various UNCP areas to create new or modify existing specifications, design, and development of complex reports as requested. The reports vary in complexity and can have multiple grouping levels, etc. Below is a sample listing of the areas requesting reporting for August :
 - new student placement report
 - Student Affairs
 - Report for School of Education
 - Enrollment Management , VC Jackie Clark
 - Human Resources
 - Finance
 - Financial Aid

Applications Work Orders 153

Member	Work orders	Department	Work orders	Department	Work orders
Dawn Albrecht	68	Human Resources	20	College Opportunity Program	1
Tammy Locklear	42	Controllers Office	19	Music Department	1
Pam Chavis	17	Division of Info. Technology	12	Police and Public Safety	1
Jonathan Lowery	17	Financial Aid Office	10	Academic Excellence	1
John Hays	6	Undergraduate Admission Office	10	Arts & Sciences College - Dean	1
Delores Lowry	2	Enrollment Services	9	University Center & Programs	1
Ken Brayboy	1	Admission Office	8	Counseling & Testing	1
Total	153	Student Accounts	8	Sociology and Criminal Justice	1
		Registrars Office	6	Cashiers Office (BURSAR)	1
		Academic Affairs	5	Advisement & Retention Office	1
		Business Services Office	5	Health PE and Rec	1
		School of Education	4	Campus Wide	1
		Advancement Office	4	English & Theatre	1
		Student Affairs	3	Housing and Residence	1
		Student Health Services	2	Institutional Effectivness	1

		New Student Orientation	2	No Dept	2
		Facilities Operations	2	University Relations	1
		Foreign Languages	2		
		Budget Office	2		
		Chemistry/Physics Department	2		

Associate CIO's Report

In addition to the activities above, the Associate CIO was involved in the following projects and tasks:

1. Met the CIO, Assistant CIO and representatives of College of Arts and Sciences to identify technology needs.
2. Met with Networking Staff and
3. Met with Equitrac project team to address issues and plan next steps.
4. Met with Assistant CIO and Director of Network Services to assess issues related to transferring calls or work orders from the Help Desk to Networking and Applications, and develop a formal process.
5. Met with Client Services to plan implementation of desktop administrative rights to comply with state policy.
6. Met with Client Services to assess state of Virtual Computing Lab (VCL) and plan updates.
7. Met with EMS project team to discuss options from EMS implementation and integration.
8. Met with Information Builders representatives and campus leaders to discuss implementation of WebFOCUS.
9. Met with representatives of Academic Affairs, Registrar's Office and International Programs to discuss plans to track English Language Institute students in Banner.
10. Met with ad-hoc committee developing guidelines to indentify remote users.
11. Met with HMS implementation team to discuss and plan the Banner-HMS interface.
12. Met with iTunesU administrator to review site creation procedures.
13. Met with Assistant CIO, Director of Networking, and Sodexo to discuss technology needs and services.
14. Met with DoIT leadership to discuss hosting of video interviews of veterans project.

Planning and Budget

James Lewis produced the following podcasts:

Produced, Edited & Encoded (5) 30-45 min Podcast.

780 Minutes

Produced, Edited & Encoded (7) podcasts

1380 Minutes

Edited & Encoded 20 Podcasts produced by the instructor

2400 Minutes

Interactive Video Session supported
Instructional Events: 31
Non-Instructional Events: 13
Total Hours: 105:45
Class Hours: 64:45
Non Class: 41:00

Network Services

Data Centers

- Upgraded and installed two additional host servers to support the virtual server environment **(JT2/3)**
- HVAC issue in Oxendine Data Center – outside vendor called in to service two of three units –repaired successfully – no associated downtime

Telephony/ Email/UM

- Installed 20 new VoIP phones for faculty and staff.
- Updated departmental names on phones and updated the global telephone directory
- We have a total of 870 unified message accounts including individual and shared.
- We have 97 Shared Email Mailboxes
- We have a total of 1503 mailboxes
- McAfee Email Gateways fully operational (JT3)
- Postini Email archiving setup begun to be implemented by end of September (JT3)

Network

- Installed a new leg of campus Fiber to the Dogwood building replacing problematic wireless connection for that pod of offices. (JT3)
- Network switch replacement – has begun will be phased in over the course of the semester
- Assisted Campus Police with the installation of new surveillance cameras. (JT2)
- Activated ports and setup phones for the new offices constructed within Dial and education.
- Setup wireless connectivity for new student orientations.
- Various networks were created and DMZ interfaces were configured in order to establish a first step toward a true DMZ environment. (JT3)
- Wireless network adjustments to the transmission power settings were required to eliminate some connectivity issues
- Some iPad issues were identified and successfully addressed and found to be non-systemic with the UNCP wireless network
- Network Refresh initiatives are moving forward: (JT3)
- Distribution switches configured and ready to install in layer 2 fashion. Layer 3 design will be discussed with campus prior to final design determination (JT3)
- 10GB core upgrade in place (JT3)
- Network load balancer in place providing redundancy for new Blackboard servers (JT3)
- Network Access Control – Clean Access upgrade installed to replace outdated system with no associated downtime. (JT3)
- Installed new access control server (ACS) to replace outdated system. This system controls access to network equipment, Clean Access accounts, and VPN connections. (JT3)

Back to School

- Assisted the cafeteria in installing three credit card machines through Time Warner network.
- Addressed unsightly cabling issues in 13 classroom locations (JT4)

- Added an extra data cable for easy laptop connectivity in classroom podiums. 33 of 80 completed. (JT4)
- Assisted bookstore with mobile trailer setup, ensured wireless connectivity in the press box, and tested to ensure telephone connectivity for visiting team broadcast for football game.
- Repaired phone lines to dorms, credit card machines, fire panels and elevators.
- Assisted in getting the iNEWS server for WNCP operational again before the semester began. (JT2)
- Updated ResNet registration system to help automate game system registration for some devices and greatly simplify the manual registration process for the remainder. (JT4)
- Processed 90 network game system requests for students for fall semester
- Assisted with the network connections for new classroom video conferencing units (JT2/3)
- Assisted Math and Computer Science with specifications and acquisition of server and network equipment to be installed in their lab for teaching current Enterprise server and network technologies. (JT2/3)
- Identified slow Residential network connectivity and resolved issue

d) Disability Support Services (Ms Mary Helen Walker) – no report

6. Old Business:

7. New Business

Bill Gash spoke briefly on the need to conduct surveys to needed for the SACS accreditation process.

Service areas departments will look at old surveys and update them.

Members were asked to develop 8-10 questions for each service area for a faculty survey. The tentative plan is to deploy the surveys in February/March of 2011.

8. Announcements

The next meeting will be October 12, 2010.

9. The meeting was adjourned at 4:20 p.m.