

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

TUESDAY, January 25th @ 3:30 P.M.
Library Conference Room – Room 212

Mr. Robert Arndt	✓ Dr. Bob Orr (Cindy Saylor)
✓ Dr. Richard Kang	✓ Dr. Rachel Smith
✓ Dr. Peter Imoro	Dr. Dorea Bonneau
✓ Dr. Teagan Decker	Ms. Mary Helen Walker
✓ Dr. Elinor Foster(Anne Coleman)	Dr. William Gash

1. The meeting was called to order at 3:31 p.m
2. The minutes of the November 9, 2010 meeting were approved.
3. The agenda of today's meeting was approved.
4. Reports
 - a) Mary Livermore Library (Anne Coleman)

**Library Report
January 25, 2011**

The library classroom, #203, has been reconfigured and refurbished for use with 28 thin client computers, 1 ADA workstation, and 16 laptop computers. The laptops can run off the wireless network, but also have the option of using the hardwired network connection. Having both dedicated thin clients and portable laptops will allow for more flexibility in use of the facility.

The library budget has been reviewed to provide a possible 10% or 15% reduction for 2011-12. Most reductions will be taken from supplies and equipment. If the 15% reduction is mandated, the plan is to eliminate financing the presence of part-time personnel who currently keep the Library open Friday and Saturday nights from five to eleven p.m.

The Library has voluntarily suspended the search for an Electronic Resources/Media Catalog Librarian. The need for the position could be justified, following the guidelines for criteria established by the Chancellor for filling positions, but other more critical positions may become vacant within the next few months.

b) University Writing Center (Dr. Teagan Decker)

University Writing Center Report

- 1) **Digital Writing Support:** The University Writing Center is preparing to incorporate digital writing support into its current services. Digital writing encompasses many forms of written communication, including websites, brochures, PowerPoint presentations, and advanced use of the design features in Microsoft Word. These forms of communication are important for students to learn as they prepare for their careers. With the help of Dr. Dundee Lackey (digital writing specialist) we are planning to conduct faculty development workshops and tutor training workshops this semester. On February 21 Drs. Decker and Lackey and graduate student Chase Whisenhunt will speak with the Digital Soup and Sandwich group about these plans. We are hoping to benefit from the group's feedback as we implement digital writing support in the University Writing Center.
- 2) **Online Tutoring:** The University Writing Center is now capable of working with students and their writing in an online environment. Students can make an online appointment, and then at the appointed time meet with a tutor via a chat, audio, or audio/video feature. They also may upload a written document and both parties may make notes on that document. We hope to promote online tutoring to distance education students, students enrolled at satellite campuses, and students who find coming to campus during the UWC's open hours difficult.

c) Division of Information Technology (Cindy Saylor)

Division of Information Technology Academic Services Sub-Committee Report December 20, 2010

Client Services

Assistant CIO Report:

- Attended "Second Life in Higher Education including new Mary Livermore Library Services" to learn more about future support needs for campus users.
- Worked with Liz Cummings to review current new machine imaging and installation processes in order to streamline procedures for more efficiency.
- Met with Kelly Charlton about Psychology Department needs and issues.
- Attended Classroom Summit 2011 and presented "How Do You Manage (To) and Lead Your Help Desk" at UNC Cause 2011.
- Met with Charles Kearney and Business Services to review processes and answer questions regarding the DBan process for machines to be surplused.
- Met with DoIT staff to discuss planning for deployment of RealVNC.
- Hosted two vendor presentations for TurningTechnologies and clicker audience response systems. Distributed clickers for the campus pilot to academic departments.

- With Liz Cummings and Mike Pruitt, met with Enrollment Management, Registrar, Financial Aid and Bursar staff to discuss the feasibility of campus kiosks designated for accessing/printing account/personal information by students.
- The search committee for the Repair Depot PC Technician position has selected four individuals to interview. Interviews begin the second week of December.
- With Liz Cummings, attend a webinar sponsored by Enrollment Management regarding New Student Orientation review, planning, design and assessment.
- With Rob Hughes have worked extensively on gathering faculty refresh requests and quotes.

Client Services Report:

- Wake on LAN was verified to be on all campus lab and classroom machines or installed in a proactive effort to begin an energy conservation process for these technologies.
- Considerable progress has been made by Wes Frazier and others on the RedHat Desktop VM for use in the Desktop Management VLAN, the User State Migration Tool, and Windows 7 images, although Dell's lack of a production module for Windows 7, 64-bit via ImageDirect will hinder the migration to the best option for imaging through Dell until the spring, and some hardware issues and configuration testing has halted the other two projects. Rob Hughes has installed a Windows server for interim ongoing project use until the RedHat Desktop VM is completed.
- Rob Hughes has collaborated with Mike Pittman, Daryl Burgwyn and Warren Love to find a more cost-effective video solution for History classrooms that will save approximately \$15K for each room from the original estimate.
- Daryl Burgwyn and Mary Graham attended a week-long training workshop on configuring and deploying Windows 7 to the campus.

Work Orders:

- **491 total for November**
- **Top 5 Requestors:**
 1. School of Education (21)
 2. English and Theater (15)
 3. Health, PE, and Rec (15)
 4. Human Resources (13)
 5. Business Admin and Economics (12)

Client Services	Closed	Percentage
Faculty/Staff		
Liz Cummings	3	6%
Mary Graham	10	20%
Rob Hughes	6	12%

Charles Kearney	12	24%
Mike Pruitt	18	37%
Total:	49	

Help Desk

Wes Frazier	12	31%
Cassie Manis	27	69%
Timothy Welsh	0	0%
Total:	39	

Labs

Daryl Burgwyn	23	17%
Tabitha Locklear	11	8%
Wanda Hunt	105	76%
Total:	139	

BraveTechs

Ethan Byrd	40	24%
Rachel Dial	10	6%
Corey Durham	18	11%
Kyle Hathaway	8	5%
Megan Jacobs	15	9%
Annissa Locklear	5	3%
Josh Plummer	29	18%
Ashley Smith	18	11%
Chris Smith	13	8%
Sarah Weatherman	8	5%
Total:	164	

Blackboard Support

Alan Prevatte	40
Helpdesk	9
Others	2
	51

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

VCL Statistics for November 2010:

Total Reservations:	445
Total Hours Used:	637
"Now" Reservations:	457
"Later" Reservations:	10
Unavailable:	22

Load times < 2 minutes:	365
Load times >= 2 minutes:	80
Total Unique Users:	188
Unique Users of VMware Windows XP:	188

Durations:

	Reservations	Unique Users	Hours Used
0 - 30 Min:	83		
30 Min - 1 Hour:	48		
1 Hour - 2 Hours:	250		
2 Hours - 4 Hours:	73		
> 4 Hours:	13		
No Apps with SSH/SFTP (WinXP VMware) NCSU:	12	9	2
UNCP Adobe Acrobat Pro 9 w Office 2007:	4	4	1
UNCP Camtasia/SnagIt w Office 2007:	1	1	1
UNCP Chem Draw (all UNCP Users):	7	5	8
UNCP Dreamweaver 8 (for Fac/Staff Use):	1	1	1
UNCP Dreamweaver 8 (for Student Use):	2	1	4
UNCP Eco/EvoBeaker 1.01:	280	123	388
UNCP Fathom (for Student Use):	1	1	1
UNCP Geo Sketchpad (for Student Use):	19	9	35
UNCP Mathematica 7:	1	1	1
UNCP Mathematica 7 (Updated):	4	1	2
UNCP Microsoft Office 2007:	26	9	40
UNCP Microsoft Office 2010 (All UNCP Users):	7	5	6
UNCP Microsoft Publisher 2007:	1	1	1
UNCP PhotoShop Elements (for Fac/Staff Use):	17	4	15
UNCP PhotoShop Elements (for Student Use):	3	3	4
UNCP SPSS 18 (PASW):	78	22	122
UNCP TI SmartView Emulator (for Student Use):	2	1	2
UNCP XP SP3 Base Image Update 8/12/10:	1	1	1

IT Planning and budget November Report

On Wednesday, November 10th, 2010, the Interactive Video Team presented an IVC Open House in Room 308 of the DF Lowery building. The 2 hour presentation was opened by Dr. Robert Orr who was not on location but presented via the internet utilizing the same conferencing software used in UNCP Video

Classrooms. Also presenting that day was James Lewis, Mike Pittman, Terry Locklear, Emily Jones, dr. Rami Maysami, Dr. Veronica Hardy, Georgianna Mack and Veronica McPhatter.

Alan PreVatte	Web Services	Web Server	13
Alan PreVatte	Web Services	Braveweb	2

RIAA Infringement Notifications

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	
January	0	139	
February	1	137	
March	47	115	
April	100	129	
May	23	33	
June	5	14	
Total FY 2009	292	1065	206

IVF Usage

	Hours
Class Sessions	128
Conf-Non Instructional	33
	161

Instructor Support

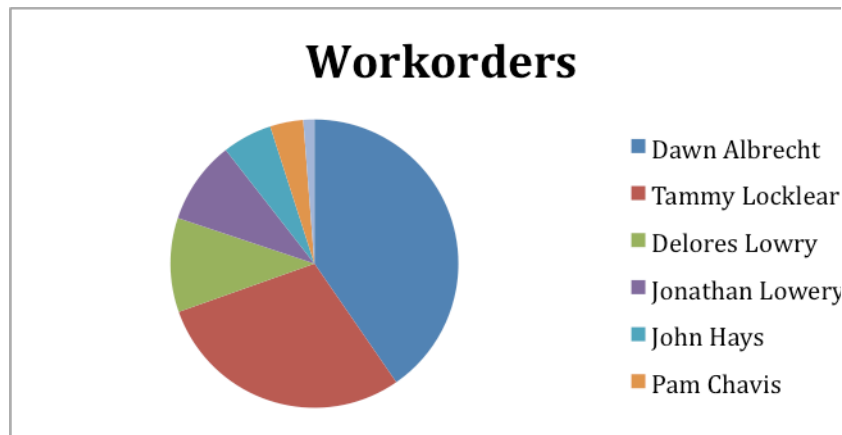
	Minutes
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Veronica Hardy	Podcast, Record, Edit: Encode 360
Yan Shi	Podcast, Record, Edit: Encode 240
Yan Shi	Podcast, Record, Edit: Encode 240
Yan Shi	Podcast, Record, Edit: Encode 240
Yan Shi	Podcast, Record, Edit: Encode 240

Yan Shi	Podcast, Record, Edit: Encode	240
Yan Shi	Podcast, Record, Edit: Encode	240
Yan Shi	Podcast, Record, Edit: Encode	240
Yan Shi	Podcast, Record, Edit: Encode	240
Yan Shi	Podcast, Record, Edit: Encode	240
Yan Shi	Podcast, Record, Edit: Encode	240
		5280
Starboard Training	Mike Pittman	
Starboard Training	Music Faculty - moore hall	60
Making sure Software installed in Moore hall		35
Checked on Software for faculty member		15
Dr. Parnell	Individual Training	30
William Wendt	Setup Class Session	90
William Wendt	Individual Training	100
		330
Instructor Support	Mike Pittman	
Fran Fuller	set up for international interview	120
Dr. Robert Brown	consult for video usage	20

Applications and Enterprise Systems

<u>Member</u>	<u>Workorders</u>
Dawn Albrecht	65
Tammy Locklear	47
Delores Lowry	17
Jonathan Lowery	15
John Hays	9
Pam Chavis	6
Ken Brayboy	2

161



<u>Department</u>	<u>Workorders</u>
Human Resources	23
Controllers Office	19
Division of Info. Technology	15
Business Services Office	13
Alliance - GA	8
Financial Aid Office	6
Campus Wide	6



English & Theatre	5
Admission Office	5
Social Work Department	5
Student Accounts	5
Academic Excellence	4
Health PE and Rec	4
Undergraduate Admission Office	4
Registrars Office	3
Student Affairs	3
Sociology and Criminal Justice	3
University Center & Programs	3
Arts & Sciences College - Dean	2
Chemistry/Physics Department	2
Graduate Studies	2
Cashiers Office (BURSAR)	2
Accounting Office	2
Chancellor's Office	2
School of Education	2
International Programs	2
Student Involvement/Leadership	2
University Relations	2
Academic Affairs	2
Biology Department	1
No Department	3
Advancement Office	1

Networking and Operations

<u>Department</u>	<u>Workorders</u>
Biology Department	2
Chemistry/Physics Department	1
Community & Civic Engagement	1
Division of Info. Technology	2
Enrollment Services	1
Foreign Languages	1

History	2
Institutional Effectiveness	1
School of Education	1
	12

d) Disability Support Services – no report

Old Business:

Several changes to the format of the Academic Support Services Faculty survey were suggested. The committee suggested that the survey be sent to faculty on February 7th and be made available until February 18th.

A list of courses in which our DoIT and Library surveys will be administered was approved. These survey will be administered February 21-March 4th.

New Business

Two issue/questions from the Academic Affairs committee were addressed:

Acrobat forms for Mac users: All Mac's will have Acrobat installed as default.

Dr. Smith will convey to June Power a request to “tone down” the language of the overdue material email from the library.

Announcements: The next meeting will be held on Tuesday, February 8th, 2011

The meeting was adjourned at 4:16 p.m.