

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

TUESDAY, November 9th @ 3:30 P.M.
Library Conference Room – Room 212

- | | |
|---------------------|-------------------------------|
| ✓ Mr. Robert Arndt | ✓ Dr. Bob Orr (Alan Prevatte) |
| ✓ 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 October 12, 2010 meeting were approved.
3. The agenda of today's meeting was approved.
4. Reports
 - a) Mary Livermore Library (Dr. Elinor Foster)

**Library Report
November 9, 2010**

Plans are in process for reconfiguring the classroom furniture and to use laptops. Some of the ports are no longer available so wireless laptops are more useful; also there will be room for a few more persons in the classes.

Also underway are plans to purchase more shelving, primarily for media. This will mean that the study area near the Reference Desk will be considerably reduced. However, the new shelving will accommodate media collection growth for about five years, after which time, hopefully, a new library/information commons building will be on the horizon.

The Elmer Hunt photo identification series of programs began Tuesday, November 2. Malinda Maynor Lowery was the speaker at a well-attended program, the first in a series of three. Quite a few of the people and places contained in the photos have been identified by volunteers who viewed them. The focus of the November 2 program was on the town of Pembroke and the University. Eventually the photos will be made available digitally through our catalog in the Special Collections category.

Robert Arndt added that additional laptops will be purchased for the library's electronic classroom to use in addition the desktop computers. New furniture will allow for 28 desktop units compared to the current 20 computers.

b) University Writing Center (Dr. Teagan Decker)

November 2010 Writing Center Report

The Writing Center, with QEP funding, is now using a web-based product called WOnline. This product provides scheduling, reporting, and database tools as well as online tutoring capabilities. We have implemented all aspects of the product but are still testing the online tutoring. Once this is operational we will advertize it to distance education students, evening students, and off-site students. At this point we are in the free trial period (extended). University Counsel is determining whether the product is FERPA compliant.

Also with QEP funding, the Writing Center has hired additional tutors including a science writing tutor. Kimberly Brassard, a chemistry major, was identified by science faculty as a strong science writer. She is currently in the tutor training course and we have advertized her services to science faculty and students.

c) Division of Information Technology (Mr. Alan Prevatte)

Division of Information Technology Academic Services Sub-Committee Report November 9, 2010

Client Services

Assistant CIO Report:

- Working with Don Mitchell of Extron for installation and testing of an intercom system in Dial 225. The intercom connects directly to the DoIT Helpdesk and is an on-going pilot project requested by the Arts and Sciences Technology Advisory Committee last year.
- Presented at College of Arts and Sciences Department Chairs meeting on October 5th on reforming the CAS IT Governance Committee and shared information on the current faculty computer refresh cycle and processes.
- Working with Dr. Jesse Rouse of the Geology and Geography Department in setting up a distributed management system for the Cartography Lab.
- In discussions with Dean Leah Fiorentino, Dr. Charles Tita and Terry Locklear concerning creation of an online technology assessment for online students.
- Working with contractors and Facilities Management on technology for the New Residence Hall.
- Participating in planning for spam filtering and automatic archiving of campus email. The University has engaged Google's Postini automatic e-mail archiving system and DoIT is working on implementation issues.

- DoIT staff is working with Drs. Jamie Martinez (History) and Dr. Stan Knick (NARC) toward the implementation of the Veteran's Project which will document and present personal stories of local veterans online.

Client Services Report:

- Client Services vacated Oxendine 2202 as a training facility. Computers and desks were stored in the CS warehouse section. Charles Kearney, Tabitha Locklear, Rob Hughes and BraveTechs were instrumental in accomplishing this task with Mr. Bernice of Facilities Management in a very short time frame
- Liz Cummings, Kevin Pait, Tom Jackson and Cindy Saylor met with Coach Pete Shinnick and Jake Thomas about server and support needs for their DSV video recording, editing, storage and disaster recovery needs.
- Liz Cummings, Mike Pruitt and Cindy Saylor met with Stacy Huffman in the Bursar's Office to plan for two student kiosks for use by students needing access to financial information.
- Rob Hughes, Kevin Pait and Cindy Saylor met with Dr. Jamie Litty of Mass Communications to discuss the technology needs of the UNCP radio station and how DoIT would assist in meeting those needs and the future management of the radio station system.
- Liz Cummings, Tabitha Locklear and Cindy Saylor attended TechMentor 2010 to learn more about Group Policy Initiatives, Active Directory, VMWare, Windows 7 migration, and security measures for mobile technologies.
- Client Services staff are investigating and researching additional thin client solutions towards providing more cost and energy efficient lab computing technologies. This effort is being led by Daryl Burgwyn with the assistance of Tabitha Locklear, Rob Hughes and Cindy Saylor. These Client Services staff members met with library staff to discuss the redesign of the Library 203 classroom with new furniture and thin client technologies.
- Client Services staff are working toward more energy efficiency with Wake on LAN, a setting on all lab and classroom machines where a script can wake up a machine that is turned off in order to do maintenance and run updates.
- Liz Cummings and Cindy Saylor met with Keats Ellis of the Bookstore to discuss implications of Microsoft security updates on their specialized software and the purchase of Microsoft software licensing by faculty and staff.
- Daryl Burgwyn and Tabitha Locklear provide support for two instances of the School of Business ACC Exam.
- Daryl Burgwyn provided technology support for a five Collegiate Learning Assessment tests of first-time freshmen to measure added value provided by UNCP.
- Charles Kearney completed the Project Management Fundamentals course at Robeson Community College and has started MS Project Management 2007 this term.

Training:

- Wanda Hunt made presentations at two Freshman Seminar classes and worked with one student in using Excel.

- Two clicker response system training sessions are being provided by Turning Technologies on November 17th at 10 am and 2 pm
- Wolfram is being asked to provide additional training in Mathematica during January 2011.

Work Orders:

Top 5 Requestors: School of Education (30), Business Administration and Economics (18), Chemistry/Physics (9), Human Resources (9), Music (9)

Faculty/Staff			Help Desk			Labs			BraveTechs			Blackboard Support	
Liz Cummings	9	14%	Wes Frazier	11	28%	Daryl Burgwyn	32	19%	Ethan Byrd	28	26%	Alan Prevatte	77
Mary Graham	24	37%	Cassie Manis	27	69%	Tabitha Locklear	11	7%	Rachel Dial	9	8%	Helpdesk	8
Rob Hughes	9	14%	Timothy Welsh	1	3%	Wanda Hunt	122	74%	Corey Durham	5	5%	Others	4
Melanie Jacobs	0	0%	Total:	39		Total:	165		Kyle Hathaway	5	5%	Total:	89
Charles Kearney	7	11%							Megan Jacobs	17	16%		
Mike Pruitt	15	23%							Annissa Locklear	3	3%		
Cindy Saylor	1	2%							Josh Plummer	23	22%		
Total:	65								Chris Smith	9	8%		
									Sarah Weatherman	7	7%		
									Total:	106			

Virtual Computer Lab (VCL user stats) 211 total users

	Reservations	Unique Users	Hours Used	< 2 min load time	>= 2 min load time	Failures
Totals	Now 201 Later 11	53	263	139	72	1 unavailable
No Apps with SSH/SFTP (WinXP VMware) NCSU:	2	2	1	2	0	0
UNCP Adobe Acrobat Pro 9 w Office 2007:	2	2	1	1	1	0
UNCP Chem Draw (all UNCP Users):	23	6	24	18	5	0
UNCP Dreamweaver 8 (for Fac/Staff Use):	1	1	1	1	0	0
UNCP Dreamweaver 8 (for Student Use):	1	1	1	1	0	0
UNCP Geo Sketchpad (for Student Use):	25	5	17	15	10	0
UNCP InDesign CS5 (for	1	1	1	1	0	0

Student Use):

UNCP Mathematica 7 (Updated):	3	2	1	1	2	0
UNCP Microsoft Office 2007:	30	9	57	23	7	0
UNCP Microsoft Office 2010 (All UNCP Users):	3	3	2	1	2	0
UNCP Microsoft Project 2007:	2	1	1	1	1	0
UNCP Microsoft Publisher 2007:	2	1	1	1	1	1 (50%)
UNCP PhotoShop Elements (for Fac/Staff Use):	10	2	9	10	0	0
UNCP PhotoShop Elements (for Student Use):	10	5	5	8	2	0
UNCP SPSS 18 (PASW):	82	17	117	46	36	4 (4%)
UNCP Studio 8 MX (for Student Use):	1	1	1	1	0	0
UNCP TI SmartView Emulator	14	1	23	8	5	1 (7%)

DoIT Planning and Budget

There has been much work completed on the new interactive video classrooms. Three rooms are ready to use while two still have network problems. James Lewis is working with Chris DeSmit to resolve these issues. Emily Jones, a new temporary employee, has completed the student and faculty policies, the procedure manual and a consent and release form. She is working on a FAQ, an evaluation form and a request-for-use form.

The team is planning an open house from 10:00 AM to 12:00 PM on Wednesday, November 10th. They will have an interactive session between rooms in Lowry and Bob Orr who will be off campus attending another event, plus other locations including Community Colleges. They are also considering an evening session on Tuesday, November 9th.

Mike Pittman is working on publicity and has send several e-mails to faculty. We are working on a department chair listserv to communicate with them as well. Terry Locklear reports that scheduling is done for the spring and three of the new classrooms are being used. These are all evening classes. The Community College rooms are not available to receive our programming until 6:00PM. The email address ivc@uncp.edu will be set up for use on the forms.

There is an issue with the touch panel controllers in the interactive video classrooms. James Lewis is working with the vendor to resolve, but the classrooms are functional using handheld remotes.

Interactive Video Facility Use - 205.5 hours
 Class sessions- 172 hours, Non-instructional conferencing- 33.5 hours.

Instructional support:

Instructor Support		Min	Instructor Support		Min
Veronica Hardy	Podcast, Record, Edit: Encode	360	Yan Shi	Encode Video Files	30
Veronica Hardy	Podcast, Record, Edit: Encode	360	Yan Shi	Encode Video Files	45
Veronica Hardy	Podcast, Record, Edit: Encode	360	Yan Shi	Encode Video Files	240
Veronica Hardy	Podcast, Record, Edit: Encode	360	Yan Shi	Encode Video Files	30
Yan Shi	Podcast, Record, Edit: Encode	240	Yan Shi	Encode Video Files	30
Yan Shi	Podcast, Record, Edit: Encode	240	Yan Shi	Encode Video Files	30
Yan Shi	Podcast, Record, Edit: Encode	240	Yan Shi	Podcast Record	60
Yan Shi	Encode Video Files	65	Veronica Hardy	On Campus Assistance	90
				Total	2780

RIAA Copyright Infringement Notices:

Month	FY09	FY10	FY11
July	0	0	0
August	0	0	13
September	106	99	11
October	6	67	106
November	4	199	
December	0	133	
January	0	139	
February	1	137	
March	47	115	
April	100	129	
May	23	33	
June	5	14	
Total	292	1065	130

Media Center

Week of October 1- 8:

- Open House for Admissions – provided Laptop and audio support
- OMMA- Poet in UC Annex – LCD and sound system assistance
- OMMA- Social Justice Symposium- set up 6 Laptops and LCD projectors
- Pembroke Day – Audio – 6 speakers and mixing board
- Oxendine 2202 – Took items to store in Media Center during construction
- Oxendine 2239 – LCD projector reset
- Sampson 102 – Audio reset

- Education 203 – Sound repair
- Counseling Lab up and running
- Sampson 102 – met with Professor to show how to run equipment

Week of October 9- 16:

- History Department guest speaker in Annex – LCD and audio
- Benefits Fair in Annex - Audio
- Employee Bash in Lounge - Audio
- American Indian Mothers (3 days) in Annex and GPAC
- Dial 128 – Audio reset
- Sampson 201 – Checked Pixie
- Sampson 302 – changed out LCD projector and moved Smart Board
- Moore Hall 101 – switched out audio mixer
- Faculty Lounge – changed out speakers
- Trouble calls on Sampson building 1st floor – breaker tripped and four rooms had audio down

Week of October 17 – 23:

- Chancellor Budget Meeting in GPAC – set up LCD and Laptop
- Alcohol Awareness Seminar in Annex – LCD and audio
- NC Step Project - Laptop, LCD , and audio
- Grad Finale – Annex – Audio
- Very Special Arts Festival – Audio, Lcd, Laptop and 3 portable Sound Systems
- Champagne Gala for Oklahoma – Annex – LCD and audio
- Dial 214 – Audio issues
- Moore Hall – Chancellor Listening Tour – Audio
- Education 222 – computer and LCD not connecting
- Cleaned Filters in Education Building Rms. 201,202, 203, 301, 302, 303
- Oxendine 2346 – Replaced LCD projector bulb
- Dial 237 –Color changing issues
- Placed pull strings on screens that did not have any

Week of October 24 – 30

- USP Internship Seminar – Annex -LCD, Laptop, and audio
- Community and Civic Engagement – Annex – LCD and audio
- Etiquette Dinner – Annex – LCD and audio
- Powwow – Annex – Audio
- Alumni Relations – Annex – LCD, Laptop, audio, picture DVD presentation of Class of 1960 – scanned in 89 pictures – 3 hours
- Diners Club in GPAC and Faculty Lounge for KC and the Sunshine Band – Audio, 2 CD players
- Sampson 201 – Audio problems
- Oxendine 1237- Smart board not connected
- Checked LCD projector at Regional Center for Dr. Hiltons’ presentation
- Set up LCD projector for Step Show in GPAC
- Video Taped topping out of new dorm

- Set up audio for Pine Hall block party

Misc. items for the month

- Provided support for 8 workshops, five laptops were requested for these events.
- Directional Signs for events on campus made and laminated (51)
- Coach passes laminated for football – 45
- Check out of 19 digital video cameras, 2 digital still cameras, 4 digital voice recorders, 3 radio w/tape player and 7 LCD projectors
- SWK practice classes had projects that required a 10 minute video taped counseling session that caused an increase in camera check out. The students then brought the tapes or disks to be converted to DVD for a total of 38 DVD's
- Dr. Jenkins class also recorded book presentations for each of his students that had to be transferred to DVD for a total of 21 DVD's.
- 4 VHS cassettes transferred to DVD for Biology for teaching purposes.

Applications and Enterprise Systems

Projects

- Oracle 11g Upgrade – Continued Review of Documentation for Upgrade. Project timeline changed. Compatibility issue with current COBOL compiler. Trying to obtain quote on COBOL compiler
- ODS Upgrade –
 - Reviewing ODS 8.2 upgrade documents to obtain an understanding of what will be required in order to perform the upgrade.
 - Completed ODS 8.2 upgrade in TEST. Required setup and configuration of Oracle Streams on both the Banner and ODS databases
 - Will begin reconciling changes between current and previous version, along with impact on reporting
- Department of Revenue Set Off Debt Collection – competed in October.
- UNC GA Shared Service Center Desktop Migration – completed in October
- Banner Upgrades / Patches / Modifications–
 - SSB modifications – various systems
 - Formfusion Job modifications
- Banner Security – continued review and maintenance to Banner Security
- EMAS –
 - 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.
 - Increased space of the EMAS database system.
 - Postal Codes Updates
- 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, Test scores.
- Banner Financial Aid Bookstore Account Agreement – Held initial planning meetings with Financial Aid and Student Accounts. Research how tracking documents work in Banner for Financial Aid. Next step is to write specification and requirements document. Timeline for implementation is Fall 2011.
 - Financial Aid contacted Applications requesting to implement a temporary solution with a smaller scope for January 2011. Discussions are ongoing.
- Clean Address Implementation – Completed initial review and planning for installation.
- Online Giving – Initial system testing was completed in October and some issues identified. Some issues have been addressed. Next step is additional testing of revised software.
- Online Meal Plan Selection – Held initial meetings with Bursar and Business Services. Next step is to write specification and requirements document.
- Royall – Initial data files submitted to Royall for 2008, 2009, and 2010, along with validation tables and responder file layout. Royall accepted with one small request – wrap all values in quotes. Will implement weekly submission of inquiry files by 12 Nov 2010. Held initial discussions on responder files. Bursar researching issue of Royall processing application fee online. May be asked to expedite development of an online payment application.
- SciQuest -- Continued working with the SciQuest Project Team on the workflow of HigherMarkets and gathering data that will be loaded into UNCP's site. Decision was made to move forward with whitelisting the IP address. The required information has been sent to Networking in order to get the process started. Scheduled the installation of eInvoice for late November. DoIT must upgrade the Banner Oracle Application Server before eInvoice can be installed.
- Banner Finance Grants Management and Billing –
 - Implemented Oracle Reports to support SGHE consulting visit.
 - Participated in first consulting visit in October.
- Banner Financial Aid Hold Audit Trail – Audit trail table has been created in test. Awaiting developer testing.
- EMS System – Participated in Training sessions. DoIT will meet with vendor to discuss authentication, account synchronization, external account management, and portal integration this week. Project leader is leaning towards delaying go-live, and starting with a small pilot. Registrar and Web Publisher have both announced delays of their modules

- Banner-PCS Interface – Investigating a crosswalk of payments in Banner to meal plan codes in PCS. DoIT has been asked to implement an interim interface by January. Biographic interface has been tested, and one issue identified but not resolved.
- Banner-HMS Interface – Identified a bug in Odyssey’s Web API. Notified CBORD ---need resolution before project can continue.
- Banner-Maxient Interface –Maxient contract addendum has been signed. Authentication credentials have been provided to Maxient. Next step is to set up and test the feed process.
- Plus Data Migration – Project started with migration of ADS and PDS.
 - Have identified data to migrate in ADS and now developing database structure and column/field mapping.
 - Scanned and summarized contents of Personnel Data System files (PDS system) remaining on old Plus server.
 - Scanned and summarized contents of College Work Study (CWS system), the Veteran Certification and Social Work data files remaining on the old Plus server .
- Document Imaging Project -- Four offices on campus are pursuing separate document imaging projects: SOE, Registrar, Controller, and Financial Aid. Researching alternatives for a solution
 - Loaded virtual server for testing of Alfresco software
 - Installed Alfresco software
 - Tested the Alfresco software after installation. Created users and groups, etc.
- Alumni Email – Began working with Advancement to identify need, specifications. Will complete planning and implementation by 17 Nov 2010.
- Payroll Project –
 - Applications provides ongoing technical support for the payroll project, as well as, Intellectcheck, which is the system used to process/print checks.
 - Payroll Interface modifications and installations.
- Log Search Program -- Wrote a Windows app to speed up the process of searching the logs on conjuror.
- Application / Database Servers –
 - Monitored servers for performance issues and corrected problems that were identified.
 - Installed Red Hat Linux on HP machine and set up server using the Unix Server Standards.
- Payroll SFTP Interface Server – Completed initial configuration of SFTP interface server. Will extend to use in Maxient and Royall projects.

- Netapp 3040 MetroCluster -- Worked with Netapp Engineers to install 4 additional disk shelves
- Data ONTAP (Netapp OS) -- Upgraded from version from 7.2.4 to 7.3.4 on both SAN heads. Upgraded disk and self firmware to latest version.
- NetBackup -- Monitor NetBackup Activity
- Banner Advisory Committee – Meeting participation
- Banner Data Standards Committee – Meeting participation, data standards manual review/updates
- Financial Aid Director Search -- Meeting attendance, completed candidate initial telephone interviews
- Process Analysis -- Worked the various departments on campus to assist with Business Process Analysis, including but not limited to:
 - Banner Finance Billing Modification – Bursar and DoIT have confirmed that SGHE Action Line cannot provide an alternative to the exemption process to deal with student billing. DoIT has confirmed this with Banner Student product managers as well. Controller’s Office plans to request funds for Banner modification by SGHE.
 - Split Fund Research
 - Creating Paystubs in Braveweb.
 - Researched RAMSeS interface for Banner
 - Dawn and Staci to review the swzebil process.
- InterDepartmental / Documentation -- Development / Modification of documentation as needed
- InterDepartmental Employee Training /Crosstraining–
 - Continued Training of new Operation and Systems Analyst.
- Reporting – Continued work 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 :
 - Accounts Receivable (AR)
 - Human Resources
 - Finance
 - Financial Aid
 - Institutional Effectiveness
 - Student Affairs
 - School of Education

Work Orders:

Additional Daily Operational duties / assignments are tracked for completion in the Incident Management System. The duties include, but are not limited to, telephone/email

user support of the various UNCP systems, research, password resets, etc. Below are the total numbers of work-orders entered and completed by the Applications Staff in DoIT's Incident Management System:

Top 5 Requestors: Controllers Office – 51, Admissions – 3, Human Resources – 19, Student Accounts – 19 (tie), Financial Aid – 17,

Member	Workorders
Dawn Albrecht	85
Delores Lowry	73
Tammy Locklear	68
Pam Chavis	36
Jonathan Lowery	27
John Hays	10
Ken Brayboy	8
	307

Operations and Network Services

Data Centers

- Perform daily visual inspection of primary data center and remote inspection of secondary data center.
- Perform daily routine monitoring of backups.
- Monitor weekly generator/UPS testing
- Established connectivity between Nexus data center network switches in Oxendine and Lumbee data centers.
- Installed critical updates on 30 Microsoft Windows servers during normal maintenance window.
- Administer 85 Physical servers – no change.
- Virtual servers increased by three for a new total of 88.
- Repaired automatic tape backup unit to ensure continuation of critical data backup jobs.
- Performed electrical amperage measurements to equipment in racks to prevent downtime from overloading circuits.
- Replaced a hard drive on the Sun storage array that houses critical Banner data.
- Installed 4 Storage Area Network shelves to expand the enterprise SAN by 16.8 Terabytes of fully redundant network storage.

Telephony/ Email/UM

- Cisco Call Managers experience zero downtime during the month of October. There was no reported or detected loss of service.
- Installed one new fax machines.
- The number of shared mailboxes increased by two for a new total of 101.
- The number of UM-enabled mailboxes (previously known as voicemail) increased by 5 for a new total of 886.

- The number of total mailboxes increased by 11 to a new total of 1525 mailboxes on the Microsoft Exchange system.
- Test pilot for End User Quarantine messages continued throughout the month. User input indicates a possible deployment of these notices to faculty and staff during November. These notices will be delivered to all faculty/staff to notify them of messages that have been quarantined as “potential” spam.
- Installed and configured synchronization of email accounts for the Google Postini email archiving and spam filtering solution. We are currently testing synchronization.
- Monitored the McAfee email gateway appliances to ensure email delivery continuity.

Network

- Cisco Proof of Concept labs scheduled for the network refresh distribution layer testing
- Cisco Proof of Concept scheduled to investigate Cisco’s Unified Computing System to replace aging server technology with new integrated and more efficient models to support campus applications and central services.
- New 10GB core backbone has been working very well.
- Installation of a North East leg of redundant backbone fiber the backbone will begin in November.
- 10GB connectivity was established between the new distribution switches that were installed in the Business Administration, Lumbee Hall, Oxendine, and Pinchbeck during October.
- Worked with Cisco to acquire several important network data reports.
- ResNet reported sluggish network connectivity for student online gaming consoles. We are working with our new Network Access Control vendor on a new design to address the issue. This is a major implementation that will extend throughout the month of November.
- Adjusted power settings on wireless access points in some areas to address connectivity issues.
- Established new network for future Desktop Management System

Support Operations

- Provided onsite IT support for two home football games. This involves connectivity for the Sports Information activities such as press access, visiting team radio broadcast, live video streaming, and any other sports IT related functions requiring network and/or telephony connectivity.
- Facilitated quotes for numerous departments investigating possible data cable expansions in their areas including the Library Electronic Classroom.
- Several project meetings were held with Facilities Planning and the electrical contractor to discuss the installation of network infrastructure and equipment to support wired and wireless connectivity within the new residence hall.
- Performed normal account requests for increased storage, new user accounts, modification and groups created to manage shared departmental email accounts, performed routine UM pin resets and routine UM enabling of accounts.

- Performed normal group provisioning within the Microsoft Active Directory system to provide secure access to network resources. This includes the delegation to control membership of these groups to the appropriate person within a department.
- Processed the connectivity of 24 new game consoles within ResNet.
- Obtained detailed cost estimates for a full wireless deployment in the new residence hall – Cypress Hall
- Worked with MCNC to develop an offering for shared Internet connectivity from the Fort Bragg Soldier Development Center. We have the opportunity to partner and share costs with other schools who need an upgraded data circuit.

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

Disability Support Services
Academic Support Services Subcommittee
November 9, 2010

I. Student population

- a. 982 students with disabilities registered through the office of DSS
- b. Midterm results historically brings another rush of students to register
(46 new students; 229 students Fall 2010)

II. DSS committee work

- a. UNC SERVICES: System-wide task force to look at serving military affiliated students. Director is representing the 16 DSS offices on working with wounded warriors and aiding in implementing systemic best practices and recommendations. UNCP has the second highest percentage of military affiliated students. FSU has the highest. **GA is following up on task force by recommending to each campus over 50 best practices for UNC system. An office dedicated to serving veterans (one stop shop is recommended).**
- b. IV-SART: UNCP has developed a team to aid in identifying students experiencing personal violence in their life along with a team of professionals to aid in serving them. The Director is appointed to this committee. **(Training has been completed, publicity to begin ASAP)**
- c. VSA: Vision Strength and Arts festival for k-12 students with disabilities. DSS staff lead and recommend appropriate programming each year for 1500+ Robeson County students spending a day on campus. **(Illusionist performed, over 1500 students attended; highest turn out of principals and BOE personnel)**
- d. Commencement Committee: DSS employees work on the commencement committee to assure graduate and guest access to the venue, to include

interpreters and accessible seating for guests requesting this service.

(grad Finale yielded 172 requests for accessible seating)

- e. PSE Alliance: This is a state-wide alliance of professionals looking at ways to fund and secure access for students with disabilities to attend college. The Associate Director and Director serve on this committee as representatives for the DSS offices in higher education. **(UNCG and WCU reported on their programs this month.)**
- f. CAREER EXPLORATION DAY: DSS works in coordination with UNCP Career Services, Robeson County Schools and Vocational Rehabilitation in Lumberton to present information to K-12 students regarding college and transitioning to college and beyond. **(April 2011 projected for PSRC Career Day for SWDs)**

III. ADA/AA Coordinator: Provides services to Faculty, Staff, and Guests

- a. **Accommodated two employees this last month.**
- b. **Worked on OCR resolution from 2005.**
- c. **Worked on two individual OCR complaints from this semester.**
- d. **Conducted two in-house informal grievances between a student and faculty.**
- e. **Aided in writing two policies and procedures for departments, Art department and those in Jacobs Hall)**

IV: Current Special Projects

- a. DSS staff are developing GOAMEDI on Banner to input and collect data on students, faculty and staff receiving services at UNCP. This is a secured, confidential partition on Banner that will facilitate required reporting to Federal agencies as required by law.
- b. DSS is working with Facilities Management to assure the entrance to DSS is accessible. This project will require reconfiguration of office space during the Christmas Holidays. Service to people with disabilities will become compliant under the various buildings and access laws, ADA/AA, Fire codes, etc. **(to be completed by 12/2010)**
- c. Pine Needle article (automatic doors)
- d. DSS Policy and Procedure manual is under review to modify as required by ADA/AA.
- e. CAS standards: DSS is currently writing goals and objectives specific to CAS standards. SACS expects support service offices to follow these standards and are more apt to approve and understand departmental goals based on CAS.

Old Business:

The DoIT survey was examined. Several minor changes were suggested

New Business

Motion from Academic Affairs: The Chair of Academic Support Services subcommittee is asked to inquire of the Director of the Writing Center what it would take in terms of resources to expand the professional staff in order to best carry out their function and report back to Academic Affairs at the Nov. 17th meeting.

Response:

The Director of the Writing Center feels that since the results of student surveys indicate that the Writing Center is presently carrying out its function more than satisfactorily, the addition of professional staff members is not warranted. The cost and availability of highly trained writing teachers are major barriers to expanding the professional staff of the Writing Center. Furthermore, there are many advantages to the peer-tutoring system which is currently in place.

Announcements: The next meeting will be held on Tuesday, January 11th, 2011

The meeting was adjourned at 4:15 p.m.

Academic Support Services Faculty Survey
Spring 2011

Division of Information Technology

1. Availability of computing resources in classrooms
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
2. Adequacy of assistance received through DoIT Helpdesk
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
3. Adequacy of DoIT helpdesk hours, Sunday 3 PM – Midnight, Monday - Thursday 8
AM - Midnight, Friday 8 AM - 10:30 PM, Saturday assistance provided in Library Lab
9 AM - 10:30 PM
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
4. Adequacy of Blackboard Services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
5. Adequacy of BraveWeb Services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
6. Adequacy of Wireless Services in academic buildings
A. Poor B. Fair C. Good D. Excellent E. Don't Know or
Don't Use
7. Did you know that students could request assistance with using software at the Library
Computer Lab?
A. Yes B. No
8. Did you know that software workshops for students are offered by the Library
Computer Lab staff?
A. Yes B. No
9. Do you feel informed about technology availability and related service offerings at
UNCP?
A. Yes B. No
10. Recommend one change for improvement of technology and related services?
Answer:

The University Writing Center

- 1) The University Writing Center is effective in assisting student writers.

- A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 2) Information about the University Writing Center's services is accessible.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 3) The University Writing Center's location is convenient.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 4) University Writing Center tutors are professional.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 5) University Writing Center tutors are competent and well trained.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 6) The University Writing Center is responsive to faculty needs.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
- 7) The University Writing Center contributes to UNCP students' writing success.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know

Disability Support Services

1. I feel comfortable contacting Disability Support Services with questions/concerns.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
2. Disability Support Services makes reasonable efforts to coordinate services
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
3. DSS personnel are responsive to providing accommodations I cannot.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
4. Disability accommodation requirements are made clear to me.
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know
5. Overall, I find a welcoming climate at Disability Support Services
A. Agree B. Somewhat Agree C. Somewhat Disagree D. Disagree E. Don't know

Mary Livermore Library

ADEQUACY OF RESOURCES

1. Collection of print/media materials (books, CDs, DVDs, print serials)
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

2. Collection of electronic resources (e-books, journals, databases)
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
3. Overall adequacy of library resources
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

SERVICES

4. Instruction provided in library classes about how to use library resources
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
5. Help with research and reference questions
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
6. Handling of reserve materials
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
7. Interlibrary loan
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
8. Overall quality of library services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

FACILITIES

9. Atmosphere for reading and studying
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
10. Library facilities as a whole
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

Appendix B

Division of Information Technology Survey Spring 2011

Please rate the Division of Information Technology (DoIT) on each of the following items by selecting the rating that applies. Thank you for participating in this survey.

ADEQUACY OF RESOURCES

1. Availability of student computer labs
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
2. Availability of software in student computer labs
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
3. Availability of printers in student computer labs
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
4. Availability of scanners in student computer labs
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
5. Availability of computing resources in classrooms
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
6. Availability of information on the DoIT WebPages
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

SERVICES

7. Adequacy of assistance received through DoIT Helpdesk
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
8. Adequacy of DoIT helpdesk hours, Sunday 3 PM – Midnight, Monday - Thursday 8 AM - Midnight, Friday 8 AM - 10:30 PM, Saturday assistance provided in Library Lab 9 AM - 10:30 PM
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
9. Adequacy of DoIT helpdesk services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
10. Adequacy of help available in the Livermore Library student lab
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
11. Adequacy of Blackboard Services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
12. Adequacy of ResNet Services

- A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
13. Adequacy of BraveWeb Services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
14. Adequacy of Wireless Services for student housing
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
15. Adequacy of Wireless Services in academic buildings and the University Center/Annex
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
16. Adequacy of Network Services
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
17. Use of Cisco NAC Agent (formerly known as Cisco Clean Access) services for ResNet
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

FACILITIES

19. Atmosphere and comfort in University Center Computer Lab
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use
20. Atmosphere and comfort in Livermore Library Computer Lab
A. Poor B. Fair C. Good D. Excellent E. Don't Know or Don't Use

DEMOGRAPHICS

21. What is your primary status?
A. Student B. Faculty C. Staff D. Community Patron E. Other
22. If a student, what is your classification?
A. Freshman B. Sophomore C. Junior D. Senior E. Graduate Student/Other
23. If a student, are you...
A. Residential B. Commuter C. Distance Education D. Not a student
24. Do you own or have been provided a laptop computer?
A. Yes B. No
25. Did you know that students could request assistance with using software at the Library Computer Lab?
A. Yes B. No
26. Did you know that software workshops for students are offered by the Library Computer Lab staff?
A. Yes B. No
27. Do you feel informed about technology availability and related service offerings at UNCP?
A. Yes B. No

28. Recommend one change for improvement of student technology and related services?

Answer:

COMMENTS

Please provide additional comments below: