

Academic Services Committee Minutes Index Spring 2010

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ASC Meeting

Date: Tuesday, March 30, 2010

Location: H&SS Conference Room 201

Attendees: Carla Coleman, Tieling Chen, Lloyd Dawe, Karen Willoughby, Robert Leach, Michele Steinhauser, Judy Miller, Heidi DiFranco, Mike Lemons, Ginger Huddock, Rayito Calderon

- I. The meeting was called to order at 1:45pm.
- II. Minutes of the November 10 meeting were approved after a couple of corrections were made.
- III. Dr. Coleman began the meeting by introducing Heidi DiFranco, who was invited to the meeting to provide the committee with an overview of the Bookstore and its services.

Ms. DiFranco addressed three major concerns she had regarding faculty-bookstore interactions:

- 1) The bookstore alternates, year to year, sending surveys to faculty and students, and the feedback they receive is integral to determining actions to take and further assessment measure to be put in place. However, in the past, faculty response has been extremely low (less than 40 faculty responding). Ms. DiFranco asks that we encourage the faculty in our own areas to please fill out the surveys.
- 2) Textbook adaptations need to be submitted by the beginning of Early Registration, not only because of buy-back and ordering timelines, but because of HEOA requirements imposed upon the bookstore by the Federal Government.
- 3) Ms. DiFranco emphasized that faculty need to understand that, while mistakes do sometimes happen in terms of textbooks ordered and numbers of textbooks stocked, many of the difficulties result from either decisions departments make (i.e. the system by which the bookstore determines enrollment does not pick up on over-enrollment), unexpected student actions (i.e. students who purchase books, drop a course, and then do not return those books), and financial necessity; the bookstore operates with a narrow margin and cannot afford to over-stock courses “just in case,” then send unused books back. They attempt to estimate what final enrollments will be, but it is the nature of the system that sometimes such estimates will be off. She reminded the committee that staff have a system to place additional expedited book orders when necessary, and she also asked us to communicate to the faculty that, if they anticipate enrollment “issues” (i.e. they

already know that a course will be over-enrolled), that they communicate this fact to the bookstore ASAP.

IV. Mike Lemons made a presentation providing an overview of the CSD. He passed out a handout with staff contact information. Mr. Lemons emphasized that, while faculty can call specific staff directly, that he would prefer that they use the CSD Help Desk as their entry point, since this is the place from which his unit tracks all calls. The second handout includes basic information that faculty might need; this information can be found on the help desk web page.

Mr. Lemons addressed several specific issues that went beyond these handouts:

- 1) He explained the way CSD works to monitor network outages and catch all outages as soon as they go down. He also noted that his office manages 200+systems on an hourly basis.
- 2) This summer, CSD will be replacing network storage facilities (J and K drives), though this should take place with minimal disruption.
- 3) CSD is also working on upgrading the email system, in part through a plan to outsource student email to Microsoft. This should reduce the space crunch.
- 4) He reminded the committee that CSD is in the process of loading software that faculty will need in the fall. Optimally, orders should be in before faculty leaves for the summer break so that the software can be loaded and tested before they leave.
- 5) He reminded faculty to try to complete work order surveys, as his unit assessment is based on these surveys.
- 6) In preparation for SACS reformatting of policies, he asked that faculty continue to strive to be familiar with the “acceptable use” policy.

V. Mike Lemons provided some further information on USCA technology:

- 1) A One Carolina contract may be in place for fall 2012; all students will be under contract for next summer recruitment.
- 2) As far as faculty obtaining software for their personal computers, To buy Microsoft products such as Office and Windows. Faculty may use the help desk in Columbia-via VIP. The bookstore also has Microsoft Adobe products.
- 3) For Smart room software (on certain classroom computers), requests should go through Barry Ready.

VI. The committee decided that their next meeting would be on Tuesday, 20 April, when the committee will hear from Keith Pierce. At that meeting, they will also establish a tentative agenda for the following year.

VII. The meeting adjourned at 3:00 pm.

ASC Meeting

Date: Tuesday, 20 April, 2010, 1:40 pm

Location: H&SS Conference Room (H&SS 201)

Meeting called by: Academic Services Committee (ASC)

Attendees: Carla Coleman, Tieling Chen, Robert Leach, Rayito Calderon, Mike Lemons, Lloyd Dawe, Karen Willoughby, Judy Miller, Keith Pierce

Secretary: Carla Coleman

- I. The meeting was called to order at 1:40.
- II. Minutes from the March 30 meeting were approved, with minor corrections in spelling.
- III. The committee was given an update on the Center for Teaching Excellence (CTE) and Instructional Services (IS) by their director, Keith Pierce. Keith provided the committee with a handout detailing the different areas his programs, and discussed them in the following order:
 - A. Center for Teaching Excellence/Instructional Services' Areas of Focus
 1. Workshops. Keith explained that the CTE provides a number of workshops every year, ranging from the technical (i.e. on how to use specific software) to the motivational (i.e. bring in some of our campus's "Master Teachers" to speak about instructional styles, testing, etc.). Occasionally, they are able to bring in speakers from other places, such as the Columbia campus, but only if they are able to do so for free, as CTE has no budget. Keith also emphasized that the CTE receives a number of suggestions from faculty on their webpage, and emphasized that he and his staff take those suggestions seriously.
 2. One-on-One Instruction. Keith explained that both the CTE and IS have discovered that some of their most effective work can be done working with faculty in their own offices, in a familiar environment and with a familiar computer. He also emphasized that this is an effective service because, while the CTE staff are willing to undertake projects such as video editing and website development for faculty, it is often better to give faculty the skills to do this work on their own.
 3. Studio Production. Keith explained that his program is involved both in distance education and also with "specialty teaching"—sometimes, faculty will request workshops for their classes on special skills, such as audio and video capture or working with graphics in PowerPoint. (These workshops might be considered analogous to the research tutorials many professors schedule for their classes in the library.)

4. Media Production. CTE provides a number of what Keith referred to as “addendums to teaching.” For example, they have a green screen and will work with faculty to create videos; they also work with the USCA webmaster to integrate video and audio into certain parts of the university web page.
 5. A final area of the CTE relates to Website Resources. The CTE is working to create training videos that can be accessed through their webpage. They also continuously search for handouts and tools to which they can link that will help faculty with their teaching. (An example he cited is that a surprising number of new faculty come to campus without having ever created a syllabus. CTE has located or created tutorials to help them learn this skill.) Finally, as CTE/IS usually takes care of all AV on campus, it is via their website that faculty can make equipment requests.
- B. Keith concluded his update with several other potential points of interest for the committee.
1. One of the continuing areas of concern for Instructional Services is the LCD projectors located in many classrooms on campus.
 - a. The lamps on these projectors are expensive to replace; in fact, last year, almost \$10,000 was spent on them. For that reason, CSE/IS is constantly looking for ways to extend lamp life. Since Keith last talked to the ASC, he has implemented one of the committee’s past suggestions—that they monitor how many hours each projector is being used, so that they can anticipate burn out, order replacement lamps in advance (generally, when the lamps reach 1500 hours of use), and minimize the time a particular projector is out of service. At this point, 60% of projectors on campus have been networked, which is allowing them to do this monitoring; they have, in fact, gotten the average “out of service” time for a projector down to an impressive three hours.
 - b. The listed life on the LCD lamps is 2000 hours, but our campus averages less than that. One of the reasons is that some faculty insist on turning the projectors off by pushing the “off” button on the projectors themselves, rather than shutting them down using the remote. Turning them off in this way cuts off the cooling fan, which in turn shortens the life of the lamp. Keith asks that we communicate to our colleagues the proper way to turn off equipment.
 - c. Keith also asked that we convey to our colleagues that LCD projectors are not “instant on” and take several seconds or minutes to warm up before the faculty member will see something projected on the screen. When faculty do not realize this and press the “on” button numerous times, those request go into a queue, and when the queue gets long enough, the projector gets “confused” and a representative from CSE/IS must come over and “fix” the projectors. They get an average of 10 calls a week for this easily preventable problem, which unnecessarily wastes time that could be better spent serving the faculty in other capacities.

2. Because Apple gave the university 500 gigabytes of storage space on iTunesU, CTE is currently helping interested faculty learn to integrate podcasting into their teaching. They ran a workshop last summer which was successful, and will probably do so again in the future.
 3. Keith explained that he attended a conference this spring and spoke to a number of representatives from different universities who were involved in Faculty Peer Groups—Cross-disciplinary groups designed to facilitate the sharing of ideas and increase collegiality across campus. He is currently working with both Elaine Lacy and Suzanne Ozment on establishing such voluntary groups on our campus, and hopes to begin them in the fall semester.
- IV. The final item on the meeting's agenda was to discuss the committee's agenda going forward in the coming years.
- A. Last year (2008-2009), the committee established a three-year cycle for officially reviewing certain programs. The 2010-2011 year will begin that three year cycle again, which should progress as follows:
 - Fall 2010: Heidi Difranco and the Bookstore
 - Spring 2011: Jeff Jenik and Print Services
 - Fall 2011: Keith Pierce and CTE/IS
 - Spring 2012: Mike Lemons and Computer Services
 - Fall 2012; Stephanie Foote and the Academic Success Center/Advising
 - B. In addition, per our committee mandate in the Faculty Manual, the committee should invite the heads listed above to present periodic updates, or bring them in as necessary when faculty bring problems or concerns with particular programs or services to the committee.
 - C. A final item of discussion was whether or not the committee should become involved in two new areas: Disability Services (with Cathie Justen and Cindy Gelinias) and Sponsored Award Management (with Bill Pirkle). As the chair, Carla Coleman volunteered to contact Cathie, Cindy and Bill and set up an informal "chat" with each (if possible) about their feelings on this issue. She will report back to the committee via email about the results of these discussions. Next year's committee may then decide how best to proceed.
- V. The meeting was adjourned at 2:45.