

IMPROVE UA LITTLE ROCK

Improve UA Little Rock Biannual Report: 2 May - 24 September 2019 26 September 2019

At a May 1 Chancellor’s Open Forum, some faculty suggested creating a mechanism for submitting suggestions and concerns oriented towards improving the institution. On May 2, we were happy to announce [Improve UA Little Rock](http://ualr.edu/improve) (ualr.edu/improve), which allows members of the campus community to submit feedback and suggestions for improving our university. During its first six months of life, Improve UA Little Rock received a total of 92 submissions from faculty, staff, students, parents, and community stakeholders.

Suggestions submitted to Improve UA Little Rock are archived in a central repository. A team has been monitoring submissions and assigning them to the appropriate unit for consideration and action. All 92 submissions were forwarded to unit heads, who have responded diligently to trying to address the issues explained. All submissions that provided contact information also received a response from the Improve UA Little Rock Team.

In all, the Improve UA Little Rock effort has helped prioritize improvement initiatives and identify larger structural issues that need to be addressed. Below is a compilation of the responses we have received, the actions taken, and improvement that has occurred as a result of the original submission.

Top categories by numbers (some submissions addressed multiple areas):

16	Student Success
15	Campus Climate/Leadership
11	Facilities
9	Communication
9	Effectiveness
9	Enrollment
8	Finance/Budget
8	Teaching and Learning
5	Partnerships
3	Dining
3	Other
2	ITS

The top categories seem to resonate with primary campus concerns regarding retention (especially with regards to effective teaching), recruitment, morale, leadership change, transparent communication, and operational effectiveness. In its analysis, the Improve Team folded complaints about eStem into Campus Climate/Leadership. It is noteworthy that, while there were 12 submissions about eStem in the spring and early summer, there have been no submissions about eStem since their August move into Ross Hall.

Many submissions to Improve UA Little Rock are general in nature but lack the specificity required for taking action. Even if such submissions cannot be resolved immediately, all comments received are taken seriously and often inform or are leveraged in decision-making at the executive and operational levels (e.g., recent changes in Financial Aid).

Thank you to all who submitted improvement suggestions. Your thoughts and ideas have made a difference. Please note that, although anonymous suggestions are welcome, it is most helpful when an individual provides contact information. On several occasions, unit heads wanted to take action on anonymous submissions but needed more information to do so.

Among the actionable submissions to UA Little Rock, the following were resolved:

Feedback	Date Submitted	Resolution	Date Resolved
Faculty suggestion for edits to the Non-Attendance Drop Form so that it can allow for the entire T# to be visible, as well as ability to submit via email	9/4/19	Office of Records and Records updated form and published.	9/12/19
Complaints about Rave alert system not alerting campus about a crime near campus	9/4/19	Email sent to campus regarding the incident with information answering all feedback retaining to this subject. Also, VCFA has appointed a committee to explore a policy and procedures on emergency notifications.	9/12/19
Complaint about insufficient custodial staff as a retention and recruitment issue	8/16/19	The VCFA requested permission to hire additional custodial and grounds staff.	8/16/19
Complaint about outdated maps on the University Website	8/15/19	Office of Communications is working on a new map. Improve UALR followed up with Communications on 9/26/19 and are awaiting confirmation that a new map has been posted.	9/26/19

Feedback	Date Submitted	Resolution	Date Resolved
Multiple submissions regarding quality of online instruction and course design	7/24/19	eLearning issued student survey on quality in online courses and is using this data to propose an internal quality assurance framework (coming soon!)	In Progress
Complaints regarding delay in payments to employess during Summer 2	6/25/19	VCFA asked payroll to analyze 119 individual epafs and established the following improvements: greater attention to detail, better communication of deadlines to campus personnel.	7/3/19
Complaint forwarded from student regarding the difficulty in being reinstated after being dropped	5/31/19	Student was reinstated in the course with priority.	5/31/19
Complaint about confusing scholarship webpage stating different deadlines	5/17/19	Financial Aid contacted submitter to explain why different dates.	5/17/19
Faculty inquiry about logistics (parking, etc.) for commencement ceremonies	5/10/19	Information shared with campus via email to all employees.	05/10/19