

Improve UA Little Rock
Report 4: 27 February 2021 - 26 April 2022
05 May 2022

From 27 February 2021 - 26 April 2022, Improve UA Little Rock received 147 submissions. Of these, 79 submissions were forwarded to unit heads and tagged by category and for follow-up. All submissions that provided contact information also received a response from the Improve UA Little Rock Team. Per the Improve UA Little Rock website, 68 submissions contained abusive language and/or personal attacks and were not forwarded.

Improve UA Little Rock continues to be an important feedback mechanism that is taken seriously by campus leadership. Submissions to Improve UA Little Rock are valuable to university leadership in that they give insight into concerns and conversations within the campus community, thus informing decision-making among unit heads, the deans' council, and the chancellor's cabinet. For this reason, the Improve UA Little Rock is currently undergoing improvements that will allow us to better track submissions. The website will also be updated with information about and links to UA Little Rock's official complaint processes.

Most submissions to Improve UA Little Rock continue to be general in nature, lacking the specificity required for taking immediate action. To this end, Improve UA Little Rock encourages submitters to identify themselves so that unit heads can follow up with them for more information. Among the 147 submissions analyzed during this extended reporting cycle, only 7 individuals identified themselves.

Although most of the submissions during this reporting period were not immediately actionable due to a lack of information and ability to contact the writer, Improve UA Little Rock nevertheless facilitated a number of important conversations, most significantly with respect to staff and faculty morale, covid safety, remote work and return to work, and incivility on FacFocus.

Following is a compilation of the 79 forwarded submissions by major category from this reporting period. Note that sometimes submissions covered multiple categories, which means that there are more category counts than the total number of submissions.

Count	Category
20	Campus morale and faculty/staff retention
16	Covid safety (e.g., masks, distancing, vaccines) and return to work
9	Remote work
5	FacFocus Bullying
13	Institutional effectiveness

3	Student Complaints
2	Facilities
2	Admissions
2	Advising
7	Misc. Academic Affairs (assessment, Blackboard, evaluations, retention, scheduling, testing, transfer credit)
29	Misc. (DSC, international, personnel, Sodexo, technology, advertising, food pantry, health services, hiring process, holiday lights, parking, payroll, police, print shop, procurement, race/diversity, salary equity, shoutout, Starbucks, training, transparency, travel)
110	TOTAL TAGS

Given the context of a second year of pandemic, following retrenchment and restructuring, the issue of faculty and staff morale rose to the top of submissions. Anxieties around returning to campus, covid safety, and remote work also bore on morale. Incivility on FacFocus has been a hot topic on Improve UA Little Rock since its inception and also contributes to languishing morale.

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

Feedback	Date Submitted	Resolution	Date Resolved
Complaint about 9Wx sections lacking comments in searchable class schedule	08/15/21	Programmed comments with modality descriptions and new modality nomenclature implemented for spring 2022 schedule	10/21
Request to increase messaging about how to handle and report positive covid cases	09/02/21	Information pushed out again	09/02/21
Request to provide flexible work-from-home schedule to accommodate working parents whose children's school has closed for quarantine	01/21/22	HR Director responded and resolved issue	01/21/22
Suggestion to improve external employee recruitment by updating website	03/22/22	HR worked with ProjectOne to update HR website	03/22/22

Request to improve advising processes by addressing flags in large sections prior to advising appointments	04/08/22	Provost's Office working with Student Affairs to address this issue, which is due in part to short staffing	Spring 2022
Complaint about reduction of food choices in dining hall	10/07/21	Sodexo launched a satisfaction survey for continuous improvement	10/08/21