

# IMPROVE UA LITTLE ROCK

## **Improve UA Little Rock Biannual Report 3: 26 June 2020 - 26 February 2021 01 March 2021**

Improve UA Little Rock's last biannual report was published on July 1, 2020. This third report represents a "long" six months (really eight months!), spanning from June 26, 2020 - February 26, 2021. A lot has happened locally, nationally and internationally during this timeframe. Last summer the Black Lives Matter movement called attention to centuries of injustice to Black people in the United States and other countries. Protests took place in Little Rock and cities across the country. The covid-19 pandemic has continued to evolve, as has our knowledge about and response to it. UA Little Rock returned to campus for the fall semester after some five months of remote working and learning. Three new colleges have begun to develop governance and The November 2020 presidential elections introduced both a new president and months of uncertainty, culminating in the violent siege on the U.S. Capitol on January 6, 2021. Covid vaccines became available, and educators were prioritized to receive vaccines in late January 2021. This historical context will be important to future readers of this biannual report because, most Improve UA Little Rock submissions during this time address the fall campus reopening, covid safety, or race and diversity issues on our campus.

Suggestions submitted to Improve UA Little Rock are archived in a central repository. A team monitors submissions and forwards them to the appropriate unit for consideration and action. All 106 submissions (down from 346 during our last 8-month reporting cycle) from June 26, 2020, to February 26, 2021, 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.

Improve UA Little Rock continues to be an important feedback mechanism that is taken seriously by campus leadership. With 106 submissions in an eight-month timeframe, it is clear that the campus community is also taking advantage of this venue to submit ideas, feedback, concerns, and complaints. 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.

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 106 submissions analyzed during this extended reporting cycle, only 7 individuals identified themselves. Anonymous submissions are welcome, but please provide enough specific information to make a complaint actionable.

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 how to reopen safely for the fall semester, how to communicate effectively about covid protocols in place, how to address faculty and staff anxieties about reopening, and what kinds of conversations and actions regarding diversity, equity and inclusion need to happen.

Following is a compilation of the 106 submissions by major category from this reporting period. Note that sometimes submissions covered multiple categories, which is not reflected here.

<b>Count</b>	<b>Category</b>
<b>47</b>	Fall 2020 Reopening
<b>12</b>	Covid Safety (e.g., masks, distancing, vaccines)
<b>11</b>	Race/Diversity Issues
<b>4</b>	FacFocus Bullying
<b>4</b>	Sodexo
<b>3</b>	Shout-Outs
<b>2</b>	Facilities
<b>2</b>	Communications
<b>2</b>	Leadership/Morale
<b>11</b>	Misc. Academic Affairs (Testing, Records, Scheduling, Curriculum, Retention, Blackboard, Etc.)
<b>8</b>	Misc. (Budget, Athletics, Facilities, HR, Safety, Etc.)
<b>106</b>	<b>TOTAL</b>

Submissions to Improve UA Little Rock have slowed considerably over the past several months, particularly once faculty and staff settled into the fall semester. Race and diversity have been consistent topics throughout the fall. No complaints about FacFocus bullying have been received since August, after the last reporting period included some 30 submissions addressing this issue.

Although the vast majority of Improve UA Little Rock submissions take the form of complaints or suggestions for improvement, recently individuals have begun to submit “shout-outs” about

particularly great work or contributions that particular staff or units have made on campus. It is gratifying to forward these messages to unit heads and to see appreciation for our dedicated staff during what is otherwise a wearisome time for most people. Please keep the shout-outs coming!

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

<b>Feedback</b>	<b>Date Submitted</b>	<b>Resolution</b>	<b>Date Resolved</b>
Faculty concerned about student's financial welfare and impact on success in class	02/18/21	This faculty member identified themselves, so the Care Team and Dean of Students followed up to assist the student	02/19/21
Security breach in residence halls	01/25/21	Safety notice sent to students in affected residence	01/26/21
Continuously flushing toilets in Stabler (note that this message was submitted late Friday afternoon and not seen until Monday!)	01/22/21	Plumbing crew dispatched; found no toilets flushing; since the building piping is galvanized, pipes of that age have a tendency to have fleck of corrosion that can get stuck in the diaphragm for a bit and then get pushed through.	01/25/21
Request that official messages not be sent over FacFocus but to all-faculty listserve	07/29/20	Message re-sent and clear directive to unit heads delivered about not using FacFocus for official messages	07/29/20
Request for covid classroom capacities	07/19/20	Chairs and schedulers provided with covid classroom capacities (space audit and calculations were in the works at time of request and took several weeks to complete)	07/28/20
Request that Provost's Academic Covid-19 Taskforce (PACT) post its agendas and meeting notes	06/29/20	Agendas and notes posted on Blackboard	07/01/20

