

# IMPROVE UA LITTLE ROCK

## **Improve UA Little Rock Biannual Report 2: 26 September 2019 - 25 June 2020 01 July 2020**

Improve UA Little Rock's last biannual report was published on September 26, 2019. Due to the events of COVID-19, publishing a second biannual report at the end of March 2020 was delayed. As a result, this Biannual Report 2 encompasses nine months of Improve UA Little Rock submissions from September 26, 2019, through June 25, 2020.

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 346 submissions from September 26, 2019, to June 25, 2020, 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 346 submissions in a nine-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 are 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 346 submissions analyzed during this extended reporting cycle, only 30 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--such as how best to handle teaching evaluations and ideas for encouraging faculty to participate in professional development.

Following is a compilation of the 346 submissions by major category received between September 26, 2019, and June 25, 2020. Note that often submissions covered multiple categories, which is not reflected here.

Because the nature of the submissions reflects a large change with the onset of COVID-19, this analysis includes pre-COVID-19 (26 September 2019 - 11 March 2020) and COVID-19 (12 March - 25 June 2020) categorization. This vantage point certainly tells a story about campus concerns over the past nine months, which have been exceptionally challenging for the entire campus community due to leadership changes, academic planning retrenchment, restructuring, HLC re-accreditation, safety issues, declining enrollment, financial stress, WorkDay ERP implementation, the spring shutdown, and present planning for a return to campus.

<b>Pre-COVID-19 (26/09/19-11/03/20)</b>	<b>COVID-19 (12/03/20-25/06/20)</b>	<b>Category</b>
22	0	Maintenance/Grounds/Facilities
10	6	Communication
13	2	Leadership/Morale
12	1	Enrollment (Recruitment/Retention)
7	0	Safety
8	0	Human Resources
14	1	Finance/Budget
15	4	Teaching (Professional Development, Course Evals, DFW)
26	2	Suggestions for Increasing Revenue/Saving Money
6	0	Faculty Workload
20	10	FacFocus
8	3	Accountability for Chairs, Deans, Administration
7	1	Wellness Program
6	1	Restructuring
5	16	Academic Planning Retrenchment
1	8	Diversity and Race
2	7	COVID-19 (Spring Shutdown)
0	49	Return to Campus/Reopening
43	6	Other
<b>225</b>	<b>121</b>	<b>TOTAL=346</b>

In response to 22 complaints about custodial and grounds maintenance during the fall 2020, Cabinet agreed to restore 7 custodial positions that had been vacated during a hiring freeze and also provided a blanket hiring approval to maintain a total of 45 custodial positions and 9 grounds positions until further notice.

In response to the many Improve submissions during the first days of the shut-down about communications, the Office of Communications pivoted to the UA Little Rock COVID-19 Daily Digest. The Provost's Office developed FAQ's for students and faculty on the CR/NC policy extension and hosted two drop-in sessions for chairs to pose questions about the policy.

In addition, the provost established the Provost Advisory COVID team (PACT) in order to provide for an avenue of planning and feedback linked campus academic planning. Membership consists of representatives from academic affairs, facilities management, ITS, and student affairs. PACT reports are provided to the cabinet in order to facilitate ongoing communication and to enable ease of administrative approval for action items. PACT is subdivided into four committees (technology, best practices, communication, scheduling and space management). In response to Improve submissions and other considerations, PACT has recently recommended, and the cabinet has approved, the establishment of a fifth committee, the Equity, Inclusion, and Community of Care Committee to evaluate the impacts that fall planning policies may have on underrepresented groups. PACT has also recently provided recommendations about fall classes.

On Monday, June 29, Chancellor Drale announced to campus that UA Little Rock's anticipated reopening would be delayed until July 20. Although the primary reason for the delay was to ensure time to have all needed safety and sanitization equipment in place, Chancellor Drale acknowledged the feedback that she has received from multiple venues, including Improve UA Little Rock.

Thirty submissions addressed inappropriate uses of the FacFocus listserv for official announcements and as a bullying platform. All vice-chancellors have informed unit heads that no official announcements should be sent to FacFocus. Reminders have been sent to faculty and staff about the appropriate use of FacFocus with UA Little Rock policy 405.6 "Use of FacFocus." A broader campus conversation about FacFocus is warranted to determine the need for future policy changes around this listserv.

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

<b>Feedback</b>	<b>Date Submitted</b>	<b>Resolution</b>	<b>Date Resolved</b>
Suggestion for Records to automate the Grade Change Form	9/30/19	Records automated the Grade Change Form	10/19
Complaint that the showers were not properly functioning in the DSC	10/03/19	Shower heads repaired	10/03/19
Request that newly automated reinstatement process inform instructor	10/06/19	Notifications added to automated reinstatement process	01/20

when student successfully reinstated			
Complaint that the Disability Resource Center was not giving relevant accommodation information to instructors	10/07/19	DRC implemented new software to better ensure relevant accommodation information; implementation continues, and will result in further improvements, but software has already improved faculty notifications of accommodations	January 2020
Complaint about the condition of the university's intramural fields	10/19/20	Student Affairs and Athletics liaised to allow students to use Athletics facilities for playoff rounds and to maintain intramural fields; plans to improve intramural fields in progress	10/26/20
Complaint that the Staff Handbook was not available on the university website	01/16/20	HR liaised with ITS to restore broken link	01/16/20
Request that Records and Provost's Office improve curriculum forms and process	02/06/20	Conversations and work began to streamline forms and improve process to address redundancies and common points of error/confusion	In progress; coming Fall 2020
Complaint that Recruitment does not take advantage of all possible events to recruit high school students and community members	02/25/20	Recruitment emailed faculty and staff about its web form, "Request a Recruiter," to include a recruiter at any university or other potential recruitment event	02/25/20
Complaint that the crosswalk button was malfunctioning at West 23rd and University	02/18/20	Facilities Management called the City, which repaired the button	02/19/20
Request that the university check on students who might be in distress due to COVID-19	03/28/20	University Care Team enlisted to follow up on students, with a system for faculty and student self-referrals	03/20
Complaint that the university's main telephone line was not working	05/06/20	ITS repaired the issue	05/06/20
Complaint that the biannual Improve UA Little Rock report had not yet been published	06/19/20, 07/01/20	Here it is!	07/01/20

