

Minutes of the Meeting of the Faculty Senate November 11, 2009

In Attendance: Bennett Amaechi, Allison Beck, Diana Beckmann-Mendez, Margaret Brackley, Peter Gakunga, Nandini Ghosh-Choudhury, Barry Norling, Keith Krolick, Catherine Ortega, Mark Nadeau, Rajeshwar Rao Tekmal, V Sreenath Reddy, Qitao Ran, Krista Bowers, Joe Conner, Mark Soucy.

Absent: Yidong Bai, Kaparaboyna Kumar, Brent Shriver, Donna Gardner, Sally Combest, Christopher Franka, James Roberts, and Sara Gill.

Convened: 4:00 PM

University Topics: Updates

Dr. Theresa Chiang, VP for Academic Administration

1. 60 applicants for SOM dean position, selected few will be visiting campus early in January 2010.
2. 35 applicants for Graduate School dean position, round robin interviews will be conducted at the end of November to select top candidates.
3. In January a new International Services Director will be on board. The new hire has extensive experiences in both international services and programs

Update on Technology on the Campus

Jerry York, Vice President and Chief Information Officer

Conducted Faculty & Staff / Student IMS Satisfaction Surveys FY 08/09

Overview

- Surveys sent out March 09
- IMS received final results July 09
- Student Surveys
 - 23 Likert scale items
 - Responses 382 or 13%
- Faculty / Staff surveys
 - 55 Likert scale items
 - Responses 1,527 or 26.4%
 - 1,155 staff
 - 375 faculty – all missions
- With one notable exception, 70 – 85% of the responses indicated that customers were satisfied or very satisfied
- IMS chose to focus on the many comments; not our high ratings
 - Many complimentary comments
 - Eight areas of concern
- Comments indicated some customer confusion about who is responsible for different IT services in different areas
 - IMS
 - Departments
 - UT Medicine
 - UHS

Issues Identified

- Inadequate Mail Quotas
 - Recently migrated faculty & staff to new email system – providing 1GB storage quotas
 - Currently migrating students to Microsoft Live Mail – providing 10G storage quotas
- Computer Store
 - Renovation underway – improved location & 40% more space
 - Developing comprehensive marketing program
 - Considering building catalog in new PeopleSoft eProcurement modules
 - Enhanced point-of-sale experience
 - Many requests to carry more software
- Increase IMS hours of service
 - Extending pilot program for SON to provide Service Desk and Desk Top Support
 - M-F 7AM to 11PM
 - S-S 8AM to 5PM
 - Planning to provide DCATS expanded service
- Surprisingly few comments about chargeback
 - IMS undertaking Financial Analysis initiative
 - Documenting all services
 - Evaluating and validating charging methodology
 - Are we charging for the right things?
 - Will track volumes more accurately
 - Where possible compare to outside providers.
- Improve Classroom support
 - New MD Labs in Library will improve ease of use and reliability
 - Continuous classroom technology refresh
 - On-line training module for new faculty
 - Documentation in every room
 - New video conference bridge
- Customer Service
 - Consolidating service desk
 - Providing additional customer service training for staff
 - Monitor phone conversations with customers
 - Modify work order tracking software (Remedy) to submit short survey upon completion of task
 - Contact ownership of the problem
 - Warm transfer
- Better manage customer expectations
 - Establish and publish more time to completion metrics
 - Consistently create statements of work
 - ITEAC – for large IT projects
- eCV
 - Completing evaluation of four replacement products – funding is required
 - Recurring funding support provided by 5 schools
 - Project sponsor – Dr. Chiang
 - IMS preparing training program
 - IMS will continue to develop products from CV data

Schools must ensure data is kept up-to-date

Summary

Survey indicates overall customer satisfaction
IMS is addressing common issues
IMS striving for continuous improvement

Open Senate Discussion

1) The annual Faculty Appointment, Promotion and Tenure workshop will be held on Wednesday, February 3, 2010 in the Nursing Auditorium: Welfare Committee assigned to get Faculty and/or Senators involved to help with this.

2) Conflict of Commitment policy

The Senate approved a sample suggested statement to this policy which would show that there is some flexibility to this policy in the interest of the HSC:

“Exceptions to this policy may be made when the exception would be in the best interests of the institution. Application for exception should be made by the faculty member to the department chair, and the department chair should then make an application for exception through the dean to the office of the president”.

The senate also approved a suggestion that the 30% limit for all compensated outside professional activities should not be applicable to the part-time faculty members.

3) Policy on ‘Cost Sharing on Sponsored Programs- The Chair of faculty senate asked the Faculty Governance Committee to review this policy.

4) Update on Faculty Advisory Council- deferred to next Senate meeting

5) Update on space allocation policy- The Chair reported that the President has agreed that a Senator can be appointed to this committee. Nominations of a Senator with experience and interest are to be forwarded to the Chair.

The meeting was adjourned at 5:25 PM.