

**Provost's Council**  
**May 15, 2013**  
**3:00 - 5:00 PM**  
**Regents' Room (MB 3.106)**

**AGENDA**

**TELEPHONE SERVICES**

Lee Gildon, Chief Operations Officer for the Office of Information Technology, presented a new process on billing for telephone services that was recently approved by CMO and will go into effect FY15. The new process only affects the billing of base rates and long distance costs. After a review of amount of bills that are sent out to the departments, it was determined that more effort was spent on printing and reviewing bills and collecting monies for personal long distance calls (which total about \$120K). It was determined that it was more cost-effective if the billing was centralized. The benefit is that each department will no longer have to deal with telephone bills on a monthly basis. Telephone services will base the yearly fee from the previous year's usage (long distance) and number of telephones (base rate). The bill will be sent out in September or October of each year. Telephone Services will be able to monitor the long distance calls to see if the usage is growing, but they do not anticipate a large growth. Most employees do not use university phones to place a long distance call as most people have cell phones. Mr. Gildon pointed out that Academic Affairs has been using this model for the past couple of years and it has been working quite well.

**QUALTRICS SOFTWARE**

Sunay Palsole, Associate Vice Provost for Distance Learning, met with the Provost Council to discuss the interest in purchasing an institutional license for Qualtrics Software, which is an on-line survey tool. Most people are familiar with Survey Monkey, but Mr. Palsole pointed out that it has limitations when it comes to in-depth statistical analysis. He further stated that researchers have difficulty receiving IRB approval when they use Survey Monkey due to the lack of security. Mr. Palsole stated that UTSA currently has 15 individual licenses for Qualtrics, which cost \$1K each. He also stated that the main users of this software are academic affairs, business affairs and research. The benefits of Qualtrics are that it can perform gap analysis, support multimedia and a secure platform, to name a few. Mr. Palsole stated that an institutional license would cost approximately \$33K annually (we are already spending \$15K for individual licenses) and at this level, the university would receive additional benefits/access to the software. The \$1K license provides basic features for surveys/analysis and the institutional license would offer additional features that researchers would find appealing. Some of the Deans were familiar with Qualtrics and thought the university would benefit from an institutional license. There were other Deans who were unsure of the benefit since we only have 15 licenses right now. Mr. Palsole stated that the cost could be equally divided among academic affairs, business affairs and research. Dr. Frederick stated he would need to consult with the other VP's before making a decision.

## **ONLINE LEARNING UPDATES**

Sunay Palsole, Associate Vice Provost for Distance Learning, met with the Provost Council to discuss on-line classes and to inform the council of the next call for proposals. Mr. Palsole mentioned that according to the Coordinating Board, the percentage of SCH that are online or hybrid are 2% each, whereas other emerging research universities average is 8% and 2%, respectively. UT Arlington leads the state in on-line classes with 13%. Mr. Palsole stated that online courses or hybrid courses will mitigate space issues that we currently have and will also increase the geographic reach of UTSA. He is hoping that UTSA will develop graduate programs/certificates designed for the working professional to increase our reach in the community. He further mentioned that he is working with faculty to identify courses that can be converted to online or hybrid in order to assist students with the academic progress. He also wants to identify core courses and graduate programs or certificates with high market value and engagement. Mr. Palsole informed the Council that a call for proposals will roll out in August or September. Faculty will have six weeks to develop and submit a proposal. More information will be sent closer to the beginning of the Fall semester.

## **EVALUATIONS**

Dr. Jesse Zapata, Vice Provost for Academic and Faculty Support, mentioned to the Council that he recently received an email from Martha Ellis at UT System regarding student course evaluations and faculty peer evaluations. Each institution is required to include the following questions on student course evaluations beginning Fall 2013:

1. The instructor clearly defined and explained the course objectives and expectations.
2. The instructor was prepared for each instructional activity.
3. The instructor communicated information effectively.
4. The instructor encouraged me to take an active role in my own learning.
5. The instructor was available to students either electronically or in person.

The email also addressed concerns about the low participation rate from students. It was suggested that each institution consider withholding grades until the students complete the course evaluations. It was also suggested that faculty carve out time during class for the students to complete the evaluation in order to raise participation rate. Dr. Frederick and the Deans did not feel withholding grades is an incentive for raising participation rates and asked that we consider other positive strategies.

Dr. Zapata then told the Council that UT System is working on policy for faculty peer evaluation which would begin in Spring 2014. The email he received mentioned incorporating peer evaluation into the promotion and tenure process. More information will be forthcoming.

## **APPOINTMENT OF ASSISTANT DEPT. CHAIRS**

Dr. Zapata provided a handout to the Council members regarding the criteria for appointing assistant department chairs which was updated based on the request of the Deans at the March Provost Council meeting. In addition to the previous criteria of the total number of weighted

student credit hours and total number of faculty FTE's, number of collaborative academic programs was added as these require additional management and coordination. Currently, there are 15 departments that would qualify for an assistant department chair (8 of those already employ an assistant chair). For those departments who do not automatically qualify for an assistant department chair may present a case to the Provost as to why they need the additional administrative assistance. Criteria that could be considered are:

- Centers/Institutes/Special Programs managed by the department;
- Presence of doctoral programs in the department;
- Research dollars generated in the department; and,
- Other long-term projects or programs

The department chair will nominate a faculty member from among their respective faculty to serve as the assistant chair. Compensation for assistant chairs is tied to the current policy in place for department chairs. If a stipend is considered, it should range between \$5K and \$10K. Compensation for assistant chairs whose department falls below the automatic ranking would consist only of a course release (no additional monetary pay).

## **GRIP THEMATIC TEAMS**

Dr. Frederick thanks the Deans for their participation on the GRIP thematic teams and mentioned that he has appointed one Dean from each group to be the liaison from the thematic team to the central team (comprised of Dr. Frederick, Dr. Sandy Welch, and Sam Gonzales). The team liaisons are:

1. Thematic Team #1: Dorothy Flanagan
2. Thematic Team #2: Kris Maloney
3. Thematic Team #3: Dan Gelo

Dr. Frederick reminded the group of the upcoming GRIP retreat which is scheduled for Tuesday, June 4<sup>th</sup> at the DT Campus.

## **COMMENCEMENT WRAP-UP**

Dr. Frederick asked the members of the Provost Council to provide feedback on their experience with the first commencement ceremonies to be held at the Alamodome. Dr. Frederick mentioned that for the most part, it was a success. There are kinks that need to be worked out for the next commencement ceremonies. Some of the comments included:

- Processional took too long. One suggestion was to have the undergraduate and master's students seated early and only the doctoral students, the faculty and the stage party participate in the processional;
- Lack of sufficient seating in the hallways while waiting for the processional to begin
- Lack of food and water for the faculty;
- Parking—not enough time to empty the parking lot from the first ceremony before the second ceremony guests began showing up;
- Need a drop off space for elderly and handicap people;

- It appeared that the police who were hired to direct traffic stopped working around 2:30. Traffic was very congested and we needed them to stay to help ease the congestion. Also, there was construction which may have led to the heavy congestion;
- Faculty from the second ceremony had to wait a long time for the UTSA buses to return to take them back to campus;
- It was reported that some of the Alamodome personnel were rude to faculty, students and guests;
- Possibly look at having 3 ceremonies in the future instead of two and schedule them on a weekend, if possible; and
- Need a formal recessional as it became chaotic when the ceremony concluded
- More directional signage needed.