

## Asked and Answered August 25, 2016

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- I. Re-setting expired UCA passwords.
  - a. **Background:** Can UCA re-visit methods to changing passwords if we fail to update them after our multiple warnings so that we do not have to come in person to reset our password?
  - b. **Issue:** Although the multiple warnings is appreciated, for students who are taking courses online and faculty that may not be in state (summer or sabbatical) it can be challenging to get to campus to re-set out passwords if we fail to change them in time.
  - c. **Resolution:**
    - i. We learned that our passwords are going to become more complex to comply with security protocols. So, when re-setting passwords use **Upper Case, lower case, numbers, and a symbol or you will be changing it again soon.**
    - ii. Dr. Chris Davis, CIO, was present at our April 26<sup>th</sup> meeting and addressed how to use challenge questions to reset your passwords. After this meeting he sent out a campus wide email reminding us how to do this.
      1. If you have not taken the time to do so, please set up your challenge questions for your UCA password. The process takes very little time and will allow you unlock your account should it become locked because of too many incorrect password attempts (your account will lock itself after 3 incorrect password attempts). There is a video attached to this email that clearly explains the process.
      2. We are also working on an online method for faculty/staff to unlock their accounts because of a password expiration. For the time being, if you experience an account lockout because of password expiration, please visit the IST Help Desk in Burdick Hall or call the Help Desk at 501-450-3107.
      3. If you have any questions regarding your password or any of these processes, please contact the IST Help Desk at helpdesk@uca.edu or 501-450-3107
      4. <https://www.youtube.com/watch?v=qQ1rnHF06ok>
    - iii. Michael Judge, Director of Online Learning, was asked to include this in the UCA Online shell. He was very grateful for the suggestion and is updating the Online Essentials accordingly.
- II. **Military Ombudsman**
  - a. **Background:** We have been lobbying to obtain a new line for a military ombudsman.
  - b. **Issue:** Students seeking assistance from the Veterans Administration (VA) have a person to assist them on campus. However for all other military related issues, there is not a sole point of contact to assist with the military member or family member issues that are not VA related issues. Not having this position is preventing UCA from applying for some grants that require this position. Our neighboring universities are leading us on this service (<http://ualr.edu/military/>) and thus pulling potential students.
  - c. **Resolution:** Although our budget is very tight this year, President Courtway and Provost Runge have been working with Dr. Chris Craun to refurbish the area in the north end of 2<sup>nd</sup> floor Old Main to act as a veterans' area. This year a GA position has been funded reporting to Dr. Craun. They will work on developing a larger plan moving ahead on how to best serve our veterans.
- III. **Pay**
  - a. **Background:** With a tight budget, full time continuing faculty were able to lobby for and obtained a 1% cola but no equity/merit pay. But part-time and overload pay was not impacted.

- b. **Issue:** It has been a very long time since we have had an increase in part-time and overload pay. I continue to feel that if full time continuing faculty seek and receive any pay increase, to include COLA, that part-time faculty should be included.
- c. **Resolution:** I have continued to lobby President Courtway to try to find a way to include part-time faculty in the 1% COLA. Better than success, we got 2% and adjunct were finally included.

#### IV. GASB and UCA's liability to APERS and ARTRS

- a. **Background:** APERS (State) and ARTRS (Teachers) are state plans we offer new employees along with TIAA. This has been in place for a long time. We were never required to post what the State is calling our liability.
  - i. Two years ago they changed the rules in the middle of the game and now we have a substantial liability that hurts our financial statement. Every university in the State got hit by this but we were one of the worse due to the number of our employees enrolled in APERS or ARTRS. Universities were given the option in 2011 to opt out of ARTRS or not. We did not but we added a clause that stated the new employee had to have five years in ARTRS (or vested) to choose this plan with us. This has significantly cut down on the number of new hires electing ARTRS. We consulted outside legal opinion last year and were told we had the option to drop out of APERS but would have to grandfather current participants.
  - ii. The other issue is ARTRS requires a 14% employer contribution and APERS is 14.5%. TIAA only requires 10%.
  - iii. Making this change will not impact our GASB liability for many years as current participants retire. However, we will save on the required employer contribution. By the way, higher ed is trying to get this changed because we do not agree this is a UCA liability. We believe it is a APERS and ARTRS liability. But shifting this to the campuses helps the State budget and hurts ours.
  - iv. There is also argument that one of the state plans are a better option for low paid employees because they will get a pension based on salary and years of services. TIAA is based on how long one works, how much they contribute, and performance of investment choices.
  - v. ASU no longer offers either plan. The UA dropped ARTRS but still has APERS because they wanted to offer at least one defined benefit plan for their low paid employees.
- b. **Issue:** UCA has had to set aside almost \$15,000,000 in cash to cover these two plans in the past two years. This has significantly cut into our ability to fund budgetary items.
- c. **Resolution:** ~~A faculty senate committee has been tasked to work with the Employee Benefits Advisory Committee to look into this.~~ On Aug 19th the Board of Trustees voted to remove APERS for new employees hired after September 1, 2016. The State of AR requires us to allow those already vested to enroll in ARTRS. We do not allow those not already vested to enroll. This charge is complete.

#### V. Non-continuing faculty access to Blackboard early

- a. **Blackboard:** This situation is one where I think the right people just haven't had to sit down at the table together and talk through how to resolve this issue, so I'm hoping maybe Faculty Senate can get the right people at the table. Part-time faculty members who do not consecutively teach each semester seem to have a difficult time getting their UCA account access reinstated in time to prepare course materials. It has something to do with PAFs and HR is the answer I've been getting, but it just doesn't make sense to me. Faculty members usually work on their courses in advance of classes actually "starting," especially if they teach online. But they aren't allowed access to the systems they need access to in order to build/redesign their online presence of the course.
- b. **Issue:** Although Tonya McKinny gives these faculty guest access on a case by case basis. There should be some method whereby they can have full access to their course. But them not having

UCA email even poses a significant barrier. A course may require setting up intern experiences in advance of the class starting, or early access to materials therefore the faculty member needs to be emailing students and potential intern supervisors in a month or more before course start.

**c. Resolution:**

- i. Once the department has decided who they are hiring for a course, they can submit the PAF.
- ii. The department must put the course in the schedule. Since ALL courses have a Blackboard shell automatically created, the shell exists before this process. If this is not done (some error), contact (IT) Tonya McKinney to create the shell.
- iii. It takes HR about 2-3 days to process the PAF.
- iv. Once approved, then the Provost's office takes over. Laura Young / Lori Hudspeth gives them instructor status in Banner. Again, done within 3 days.
- v. Also, once HR has the PAF processed, while the Provost is setting the instructor status in Banner, the department administrative assistant or chair can submit the network account request form. <https://it.uca.edu/login.php?form=forms/networkaccount> Once submitted, the non-continuing faculty member should have email access in 2-3 days.

**VI. Faculty Load Committee**

- a. **Background:** The Faculty Senate asked the Provost a few years back about a comparison of teaching loads. This past year the Provost provided the Faculty Senate a breakout of teaching loads.
- b. **Issue:** This brought up additional questions out of a Faculty Senate Committee about the entire faculty load such as what is included and how to consider different faculty assignments, duties, responsibilities, etc. in equalizing their entire load. However, establishing a university committee through the Faculty Handbook process takes at least a year to establish.
- c. **Resolution:** The Provost in consideration with the deans consulted with the Faculty Senate President and Vice President to establish a Faculty Load Task Force to address faculty loads. The Task Force is chaired by a representative from the Faculty Senate and members include one member from the Provost's office and members from each of the colleges plus one unaffiliated member (all of whom are chairs or past chairs). The Faculty Senate representative (Dustin Morris) will give periodic updates to Faculty Senate.

**VII. Access to other Cloud Share programs**

- a. **Background:** Some faculty were informed by UCA IST Help Desk personnel that: 'Google Drive is the supported online storage for UCA. When we start converting UCA owned systems, the DropBox application will not be a supported application to install on UCA owned computers.'
- b. **Issue:** Several faculty need to retain access to cloud storage software use with other professional organizations such as HLC and multiple journals. Without such access our ability to do the tasks we are required to do (research, service, administration) will be greatly hampered.
- c. **Resolution:** This ability will continue to be supported and allowed.

**VIII. Password Re-set options for INB Banner.**

- a. **Background:** When attempting to access INB Banner, after trying a different password three times, it locks you out and you have to call IT.
- b. **Issue:** We have a password recovery option for MyUCA access, can we get one set up for INB Banner?
- c. **Resolution:** This feature is not available for Banner.

**IX. Faculty adjunct and overload pay – proration**

- a. **Background:** When faculty teach an overload, summer or as an adjunct, they may teach a different number of hours as well as a different number of courses.

- b. **Issue:** A person teaching two 2200 level classes teaches the same number of classes as a person teaching two 2400 level class and their pay should be different to reflect the varying number of hours they are teaching.
- c. **Resolution:** The actual policy accounts for the number of hours, not the number of classes one teaches. It is pro-rated based on the number of hours.

X. **Classroom computer hardware not working**

- a. **Background.** Historically, I believe Departments were responsible for the purchase and upkeep of classroom technology in certain assigned classrooms.
  - i. My understanding is that has changed and the intent is to have centralized scheduling and a centralized process for purchase and upkeep of that equipment (with standardization of equipment across campus). At least that's what we have been told.
  - ii. Last week we (School of Nursing) had classes in Burdick, Doyne, and even the Hall of Fame room. When the faculty arrived for their classes in Burdick the computer did not work at all. In Doyne the projector did not automatically turn on (they were told to stand on a chair and reach up to manually turn the ceiling mounted projector on). The Hall of Fame Room had a portable computer and projector but no screen (or even wall space) to project on to. Faculty actually took one of the banners down in order to conduct class....and yes they got in trouble.
  - iii. Tech support for our classroom technology has always been a problem, but now the equipment itself is outdated and in need of being replaced. Faculty simply want the tools they need to teach to be functional.
- b. **Issue:** Bottom line: who do faculty, departments, colleges turn to for help on the following technology?
  - i. classroom computers not working
  - ii. classroom projectors not working
  - iii. no portable screen for provided portable projector
- c. **Resolution:** (IST, Provost)
  - i. IST: If a computer or projector does not work, call the help desk.
    - 1. If you have an issue with a piece of technology not working, the first step should always be to contact the Help Desk at [501-450-3321](tel:501-450-3321). The issue will either be resolved by the help desk or routed to Matt Tanner who will address the problem.
    - 2. On the issue or purchasing technology, we have a standardized set of technology for any classroom and the specs are available on the IST website <http://uca.edu/ist/technology-purchasing-guide/classroom-technology/>. There is a form that can be filled out that will generate an email to Matt Tanner who will schedule an assessment of the room and generate a quote for the department.
  - ii. Provost: As of right now, if the technology is broken/needs replaced, that still falls on the department. (See specs link provided by IST.)
    - 1. We very much want to move towards a centralized model for instructional technology, but we are not there yet. As of now the individual departments are still responsible for that technology and the associated budget. If there is a budgetary shortfall, the Deans offices and the Provosts office will help.
    - 2. Desktop support and technical support is still with IST

**Asked, still pending**

- I. none