

Pass Fall Forum 2007 -2008

March, 2008 Report

Area of Concern: Food Services

Presented by: Nisha Patel

Responsible Person: Bill Robertson & David Rayer

Comments	Response
Need more variety in salad selection. The prices are too high and the cashier line is too long due to under staffing. Can we get healthier options?	Morrison's currently has a Balance Choices Program which includes salads and sandwiches. The Weight Watchers Program has been expanded to include more options. We have received a number of complaints regarding long lines. The main cause was due to slow processing of credit/debit cards. We have updated our point of sale system to speed up the payment process.
Can you provide student discounts?	Due to cost, student contracts/discounts can not be granted at this time.
Can you extend the hours of operation at Joe's, Green House, OJ's and Quiznos?	OJ's and Quiznos are open from 8 am – 6 pm. Currently, they are operating at a loss from 2 pm – 6 pm. The hours at Joe's and Green House will not be extended due to cost issues.

Area of Concern: Student Insurance

Presented by: Michaela Marek

Responsible Person: Terry Dick

Comments	Response
The current student insurance plan is not great. The current prescription plan is \$1000/yr. What is the possibility of getting vision and dental insurance for students? Can Insurance offer better coverage (more services) to students?	Plan costs \$1,119 per year and the prescription coverage is \$1,000 per year. Considering the coverage provided, annual cost for the student insurance is reasonable. The UT System is responsible for negotiating the insurance contract. A list of discount plans for vision and dental is listed on the United Healthcare website at https://www.uhcsr.com/SHIP/SHIPHome.aspx This information has been added to the student wellness website insurance section.

Area of Concern: Cheating & Professionalism

Presented by: Katy Taylor

Responsible Persons: Student Affairs Council

Comments	Response
Please continue academic integrity/professionalism focus (cell phone, late policy, cheating)	The Honor Pledge Committee meets monthly to discuss the promotion of integrity and professionalism. The committee is planning Academic Integrity Week for February 11 th – 15 th , 2008.

Area of Concern: Environmental Services

Presented by: Michaela Marek

Responsible Persons: Rick McFee

Comments	Response
Mary Moody and Graves needs housekeeping services on the weekends.	There is a 24 hour 7 day a week hotline concierge service available by phone. Call CLEAN or x25326 to report any area that needs attention and someone will be sent within 15 minutes to attend to the area reported. Mr. Botkin will look into policing these particular areas on the weekends to see what services might be needed on a regular basis.

Area of Concern: Campus Housing

Presented by: Michaela Marek

Responsible Persons: FOAM & Bruno Cristelli & Sandy Turner (security issues)

Comments	Response
Student housing dorms are not up to par. Please keep SGA informed as to future housing plans.	Phase I, consisting of approximately 95 units, is in the planning stages. The units will probably be located on Mechanic between 13th & 14th streets. The completion date is scheduled for Fall 2009. The units will be fully furnished with washer and dryers and cost about \$550 per month plus electrical.

Area of Concern: Parking

Presented by: Christine Kallel and Nisha Patel

Responsible Persons: Bruno Cristelli

Comments	Response
Extend shuttle hours to shuttle lot.	The shuttle currently runs from 6AM until 9PM. There are no plans to extend the hours.
Parking office is closed during lunch time.	There are two parking offices on campus. The office located in the Administration Building, Room 2.206, closes from 11 am – 12 noon for lunch and the office located in Levin Hall, Room 1.104, closes from 12 noon – 1 pm for lunch. Therefore, there is always an office open during lunch.
Can you possibly split up staff parking to give more student space? Is diagonal parking an option? Parking has gotten worse with increased enrollment.	Plenty of parking is available for students and staff; however, in some instances, it is not as close as people would prefer.
In Garage 4 move arm down to allow more spaces for students.	Additional student parking in Garage 4 has been placed on hold. The people who occupy the space which is proposed for housing will have to be re-located to the garage.

Area of Concern: Technology

Presented by: Leah Moareau and Michaela Marek *Responsible Persons: Todd Leach*

Comments	Response
Is there any way to have someone from IT at orientation to assist incoming students with wireless setup and IT training? Is there any way to have better training for students to set up their wireless access? There is no IS support for Windows Vista. Most new students use Vista.	Information Services will commit to have someone attend orientation. Starting in January 2008, an employee will work 20 hours per week to assist students with all IT requests, including Windows Vista. IT will work with students to determine the best times and locations by surveying the students using Zoomerang.
More timely support is required for students' schedules and needs. Broader understanding and support from the IS Helpdesk.	The IS Helpdesk will make a better effort to meet the needs of students. In January 2008, an employee will work 20 hours a week to address the needs of students. The location and time are yet to be determined.
Need wireless access in all campus locations. Per survey results, wireless is needed in the Keiller Building and is unreliable in Graves, Old Shriners, the Library and in Mary Moody Northern.	Not clear on where wireless access is needed. IT has additional wireless modules if a location is identified. Students will be asked specific locations by Zoomerang survey. Wireless access is not throughout the entire building in many cases, but, only in the classroom/study areas. To see a map of where wireless access is available across campus and in specific buildings, please log on to http://intranet.utmb.edu/wireless/locations.aspx .
I use blackboard and webmail from off campus. The connection is very slow. Are there any plans to improve the connection speed?	Blackboard and webmail can be slow on older laptops, especially if memory is an issue. Blackboard CE6 response time and use are monitored continuously. UTMB has two types of wireless access; one for students/employees and one for hospital guests. The guest wireless (SSID: UTMBGuest) cannot connect to Blackboard.

Area of Concern: Bookstore

Presented by: Kayla Hall and Katy Taylor

Responsible Person: Bruno Cristelli

Comments	Response
Is it possible to have online ordering of books and clothing like other universities?	Students can order books and supplies by calling or emailing the Bookstore--we do not have a website that lists everything we carry or shows pictures of different items.
The bookstore needs a better book selection.	Very few of the required and recommended books listed as recommended or required for GSBS are purchased. This results in cost to the bookstore unless we are able to return them for credit. If faculty or students of the GSBS would like us to stock other books, we would like to get some help to identify what they would like.

Is there any way to get the list of books placed on the web earlier?	The bookstore places the list of books requested by faculty online as soon as it is received. Typical turnaround is the receipt of books for courses and can range from 1 to 3 weeks.
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Area of Concern: Library
Presented by: Katy Taylor

Responsible Person: *Pat Ciejka*

Comments	Response
Hours should be extended.	There are no plans to extend hours. However, plans are being made to renovate parts of the library. An element of the proposed plan is to have 24 hour access for students to an area of the library that will hold 20 to 25 students. The plan is to provide computers in this area.
The library needs better book selection for GSBS students	This concern is not clear. Sarah Woodson is working with the Graduate Student Organization to get more information.
Students desire an allowance for free printing during the year.	There is a good chance that an allowance will not be issued to students. The current printing policy was written by students a few years ago. When printing was free to students, the cost to the library was about \$30,000 per year. There are no plans to increase the cost of printing.

Area of Concern: Orientation
Presented by: Leah Moreau

Responsible Person: *Student Affairs Deans (Dr. Dorian Coppenhaver, Mr. Raymond Lewis, Dr. Greg Asimakis and Dr. Vince Loffredo)*

Comments	Response
Time wasted. Is it possible to have students complete compliance training during orientation?	GSBS offers orientation training during orientation. For the coming year, students will be given the option to complete the training online after orientation. SAHS requires students to take Universal Precautions during orientation. Five other courses are required and would take too long during orientation. To decrease idle time, SAHS will compress schedule to free up time at the end of orientation. SOM students have indicated that orientation is too long. Dr. Rabek is looking into possible solutions.

Area of Concern: SOM Academic Affairs

Presented by: Nisha Patel and Michaela Marek

Responsible Person: Dr. Greg Asimakis and Dr. Steve Liebermann

Comments	Response
Can a plan be developed for a set of audience response remotes to be made available at lectures rather than having students purchase them individually each year?	SOM has purchased 300 audio response systems. Students will not have to purchase their own. The SOM will also make them available to other departments.
SIM Man not used enough.	SOM is currently working to use SIM Man more with SOM I & II.
The testing environment needs to be improved. Students can not bring anything to class with them (i.e. backpacks, cell phones, books). Students have had their pockets searched before entering a test location.	For exam security, students are asked not to bring anything into the test area other than pencils. Pockets are <u>not</u> searched before entering the testing room. For exam security, students are asked to confirm that their pockets are empty before going to the restroom. Dr. Asimakis agrees that a secure location to store personal items during testing is desirable. Two PBL rooms are currently used to drop off personal items before entering testing location; however, there is no space for individual items to be stored and locked. SOM has looked for possible locker locations. The exam security policies are similar to those students must comply with during the boards. This is intended to make it fair.

Area of Concern: GSBS Academic Affairs

Presented by: Katy Taylor

Responsible Person: Dr. Dorian Coppenhaver

Comments	Response
At the time of class registration, some classes do not have the class time listed for the course, making registration difficult.	Programs have been asked to provide the times for courses during registration. Some do not do so because of limited room space and in an effort to schedule small classes when they are most convenient for the students taking the course.
The class attendance policy should be revised. Students arrive 15+ minutes late to get attendance credit and disrupts the class/lecture by doing so.	There is not a single class attendance policy for all GSBS courses. Programs are being asked to clearly identify course attendance requirements in the syllabus for each course. Some courses have implemented a strict time requirement to receive credit.
Request assistance for language barriers (ESL). Many students have points deducted from exams and class assignments for poor grammar when the answers are correct.	Demonstrated English competence is a requirement for admission to the GSBS. Writing assistance is needed for many students, however, and providing it is a goal of the recently submitted GSBS tuition plan. Programs will be asked to make sure that course syllabi are clear on the importance of well written answers in papers and the contribution to grades. In addition, plans are being formulated with Dr. Lillian Chan, holder of the GSBS Mary and J. Palmer Saunders Professorship, to institute a writing course that will benefit both ESL and native English speakers.

Area of Concern: SAHS

Presented by: Christine Kallel

Responsible Person: Mr. Raymond Lewis

Comments	Response
Communication needs to be improved school-wide	Met with C. Kallel. Discussed ways in which students could communicate better between groups as well as participate in more interdisciplinary activities. A Student Forum is being planned to update students on actions SAHS administration has taken in response to the most recent SGA survey and to improve communication between students/faculty. The dean and associate dean for student affairs will preside.
Furniture on 2 nd floor of SAHS/SON Building needs to be replaced.	Toured the 2 nd floor area with C. Kallel and determined that furniture in question had been temporarily stored due to an on-going renovation in the area. Those renovations are now complete and furniture has been replaced and cleaned.
More computers are needed for students.	It was suggested that students should take full advantage of LRC computers. While four computer stations are available in two locations in SAHS, additional workstations will be brought to the attention of SAHS administration and IT.
More study areas are needed for SAHS students.	Additional Study areas in the building are constrained by cost as well as in increasing need for faculty research space. The problem is being considered by SAHS administration.

Area of Concern: SON Academic Affairs

Presented by: Leah Moreau

Responsible Person: Dr. Vince Loffredo

Comments	Response
Students were only notified via the website that they had to purchase a Palm Pilot for school. Can notice be included in the acceptance packet or in orientation packet?	Information was provided by Academic Programs to the Student Affairs office to be included in the Orientation Packets
Would like better communication from faculty. Training notices are sent two days prior to the start of training. Need more advanced notice to make arrangements.	In each course, students receive a schedule for the entire semester the first day of class. Included in the schedule class, clinical, lab, and exam days and times are detailed. Occasionally, there is a change in schedule due to unforeseen circumstances. In addition, a schedule for the first week is posted on the SON homepage that details class and clinical days and times as well as the lead faculty. Students are encouraged to contact the lead faculty for additional information.
Degree plan changes should not affect the students already enrolled in the program. The changes should only affect	Faculty approved a new curriculum which was implemented in Fall, 2006 for all incoming students. The curriculum plan was modified in Spring of 2007

<p>incoming students.</p>	<p>for continuing full and part-time students. One course was removed from the curriculum and one course was shifted from the 4th semester to the 3rd semester due to the overload of credits in the 3rd and 4th semesters. Other courses were adapted to account for the shift in credits. This left some part-time students with a deficit of one credit. This change was designed to benefit students by reducing the course contact hours in the final semester, which was unmanageable as originally designed.</p>
<p>More classes should be offered in the summer to cut down on 18 hour semesters during fall and spring.</p>	<p>With the design and implementation of the new curriculum, required courses were removed from the summer semester at the request of the Dean, to accommodate the number of undergraduate faculty who chose to pursue a 9-month contract. Several elective courses are offered during the summer to meet the curriculum requirements and also provide excellent, intensive clinical experiences.</p>
<p>The current dress code is “Professional” and not consistent. Can we place “do’s” and “do not” in the handbook?</p>	<p>For response by Student Affairs for the campus. The dress code required for clinical activities is detailed in the student handbook. The faculty expect the students to assume the professional values of the profession and are reluctant to provide a laundry list of don’ts.</p>
<p>The bulk of information learned is taught through online classes. The bulk of information learned should be in a classroom setting where students can ask questions.</p>	<p>The SON has several online programs which are marketed and advertised as such. For the programs and courses that are offered in a traditional classroom format, web support is used to place course materials, resources, and case studies for ready and timely access by students. Whether courses/programs are offered in a traditional classroom or online format, students are encouraged to ask questions and interact with faculty and other students during or after class, through email, during office hours, or through discussion boards and synchronous ‘live’ sessions. Faculty are accessible and responsive when students bring questions, concerns, or issues to their attention regardless of the teaching methodology.</p>
<p>Online courses do not provide enough information and are too short.</p>	<p>Course time allotment and amount of information covered/provided is determined by the course credit. Whether courses are offered online or in a traditional classroom format, these requirements, which are determined by outside accrediting and certifying agencies, are met for each course. Mechanisms are in place to monitor and evaluate if these requirements are met, thus insuring the quality of our programs.</p>
<p>The deadline to drop a course should occur after the first test is taken.</p>	<p>Deadlines for the add/drop period and the official census day are determined at the university level. The SON adheres to these deadlines. Whether or not the first exam in a course falls within the initial eleven days of a course is at the discretion of the faculty.</p>

Why do I have to still pay for syllabi? They should be free to students online.	Course materials for all courses, which includes an abbreviated syllabi, are placed on Blackboard for easy access and availability by students on the first class day. Due to the size of course syllabus it is not practical to place the entire syllabus on-line. Providing the syllabus through the bookstore allows students earlier access to the course information before it would be available on-line.
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Area of Concern: Campus Safety

Presented by: Nisha Patel and Katy Taylor

Responsible Person: *Captain Sandy Turner and FOAM*

Comments	Response
When it comes to Campus Police escort service, students have heard that they are at the bottom of the priority list. It takes too long for the escort driver to arrive (30 minutes).	There is no priority list. Sgt. Washington is extending the officers work schedule to make sure that escort services are covered. Campus Police agree that a 30 minute wait is too long.
There is insufficient lighting in the shuttle parking lot, the W lot, near the Levin Hall/Medical Research Building and outside of the Keiller/UHC Buildings near the construction area.	Lighting in the shuttle lot and W lot has been fixed. The lights near Levin Hall were pointing up. This has been corrected. Lighting near Keiller and UHC are tied to new construction in front of Old Red. Should be corrected soon.
There are no access ramps for wheelchairs and bikes on Harborside and Holiday Drive.	FOAM is currently working with TxDOT on access ramps for Harborside. Kim McKay will look at Holiday Drive to determine ramp access needs.
Bird feces is a problem on campus.	FOAM is working with a company in an attempt to push the flocks of black birds off campus. This is a never-ending process and other options are being pursued. Currently, there is only one piece of equipment that is used to clean sidewalks. A request will be made for a second machine.
Can the BBQ grills behind Mary Moody be replaced?	Per Chris York, SOM II, one grill has been removed and the other replaced.

Area of Concern: University Student Services

Presented by: Katy Taylor

Responsible Person: *Vicki Brewer and Dr. Rebecca Saavedra*

Comments	Response
There is a lack of awareness regarding financial aid, legal services and ombudsman services.	These topics are discussed at orientation. The information is on the respective websites; and twice a year email notices are sent to all students related to ombudsman services.
Disbursement of first financial aid check.	All continuing financial aid recipients have two options to receive their financial aid disbursements: 1) direct deposit (student must initiate enrollment process) and 2) paper check that is mailed. For incoming UTMB students receiving financial aid for the first time, there are three options for

	the first disbursement only: 1) direct deposit (student must initiate enrollment process) 2) paper check that is mailed 3) paper check that is picked up by the student at the Bursar's Office. Students are sent emails asking them to notify us of selecting either direct deposit or paper check to be mailed. If no response is received by Enrollment Services/Financial Aid at the time of disbursement, checks are held for pick up at the Bursar's Office.
I had to pay tuition and fees for entire year but financial aid is disbursed twice a year; causing financial problems.	School of Medicine financial aid recipients may opt to pay their tuition/fees via the tuition installment plan. Students must initiate the pay-by-installment process by selecting this option via E-Connect or contacting the Bursar's Office. Prior to the release of the first disbursement of financial aid, students are sent emails reminding them of this option and of the consequences for not responding. If, at the time the first disbursement is issued, the student has not opted to pay tuition/fees via the installment plan, Enrollment Services/Financial Aid has two options: 1) return the funds to the federal government or 2) apply the funds to the student's account. For students whose financial aid was applied towards the full year tuition/fee charges, they can still have the disbursement reversed, enroll in the installment plan, and have the financial aid funds reapplied to only the amount of tuition/fees that is due for the first payment period by contacting Enrollment Services.
E-Connect is too slow and not user friendly.	E-Connect is slow on the Financial Aid side of the system. Enrollment Services, along with Information Services, are working on a new Financial Aid system that is scheduled to be in operation by March 2008.
SOM Tams for graduation	The SOM graduating class has requested that their graduation hats be replaced with tams. Vicki Brewer has researched the cost and determined that the additional cost can be covered this year without an increase in the graduation fee. SOM administrators must agree before the decision is made.

Area of Concern: Jamail Student Center

Presented by: Brenda Ly

Responsible Person: Erica Chapa

Comments	Response
The computers in the Student Center are very slow. Will they be replaced or upgraded?	The computers were cleaned of all unnecessary software and files in November and December of last year. All the computers in the Student Center were replaced in Spring of 2006. They are replaced every three years. They are scheduled for replacement in Spring of 2009.

Will the two computers on the first floor ever be put back there?

The two computers were removed during the repainting of the first floor. Now that the painting has been completed, the two computers have been reinstalled.