

WAYNE STATE UNIVERSITY
ACADEMIC SENATE
PROCEEDINGS OF THE POLICY COMMITTEE

June 15, 2020

Present: L. Beale; P. Beavers; V. Dallas; r. hoogland; D. Kessel; C. Parrish; B. Roth; N. Simon; W. Volz; K. Whitfield; A. Wisniewski

Guests: Daren Hubbard, Chief Information Officer and Associate Vice President, Computing and Information Technology; Robert Thompson, Senior Director, Enterprise Services, C&IT; David Strauss, Dean of Students; Nikolina Camaj, Associate Director and Student Conduct Officer

- *1. Proceedings of the Meeting of May 22, 2020: The Proceedings as submitted were corrected, and were approved on June 17.
- *2. Proceedings of the Meeting of June 1, 2020: The Proceedings initially were approved at the meeting of June 15 with a minor correction. After the meeting, a member brought the need for another correction to the attention of the committee. That correction was approved on June 17.

[Associate Vice President Hubbard and Mr. Thompson joined the meeting.]

- 3. Warrior Road Map: AVP Hubbard told Policy Committee that the Division of Computing and Information Technology developed the Warrior Road Map in order to communicate directly with students. In consultation with Provost Whitfield and the Student Success Team they developed a program specifically for students that complements other tools already in place. They focused on the premise that students working with their academic advisors have a good connection with campus in deciding academic issues. However, there is a need to transmit other information to students who may not use email frequently. C&IT developed a mobile app using the student journey model designed by the Student Success Team that shows “pathways” for students. A list of items is generated based on the requirements the student needs to complete. Each task assigned to the student connects with other virtual resources that tie to another task to complete or provide additional context. The application provides advisors and students up-to-date information about progress to degree. Degree Works provides similar information, but this is easier for students to see at a glance.

Mr. Thompson explained that the application displays basic Banner information, not specific items that an advisor would have entered. The app has general deadlines and information tied to the student’s program. It allows departments and individuals who create context to have ownership of certain things like scholarship deadlines and holds to deploy tasks and context to students. The students view the list of tasks as an aggregate customized for them based on their program. Information, such as scholarships for which students can apply would be directed to the eligible students in a particular program. The owner of the information will create a message. A team of people behind the scenes will ensure that the person has the authority to send the information to students. The tasks can be sent to individuals or to a group of students who meet the criteria. Each task may have a description as well as a list of resources, such as websites, phone numbers, or physical locations.

When students complete some tasks the system automatically will register that it was completed. For other tasks, such as events, students will have to indicate that they completed them before they can move to the next task. This app is intended to mesh with other tool apps on campus, such as the Quark app used by the Dean of Students Office. C&IT hopes to set the Quark app to report to the Warrior Road Map that students attended an event.

Content creators and academic advisors can see the screen that the student sees. People at the level of associate deans, the Dean of Students Office, the Student Success Team, and certain offices that offer services to students will manage content. Ms. Dallas asked that advisors in departments be able to enter information in the app because their perspective is different from advisors in the University Advising Office. The university advisors work with students in a more limited way than departmental advisors. Departmental advisors know the specific requirements for the majors and guide them through to graduation. She asked that there be a qualifier that directs students to the departmental advisor. Ms. Dallas added that in smaller colleges it might be appropriate for an associate dean to control the content but it might not be appropriate for large colleges because the requirements across programs may be very different. It should be done at the department level.

C&IT is running a pilot with entering freshmen. The app will be launched in the fall for all students. It would not, Mr. Hubbard said, replace a meeting with an advisor. It is an additional tool with which to communicate with students. PC noted that the app should be helpful for students.

Also discussed was how graduate students might use this type of app designed for them. Students could be notified of deadlines, and information could be linked from Banner to a particular student. Mr. Thompson said that there is a possibility of integrating Canvas into the app. Mr. Volz suggested that the app include the registration schedule, the last day to drop a class and get tuition refunded, and the shuttle schedule.

[Mr. Hubbard and Mr. Thompson left the meeting. David Strauss, Dean of Students, and Nikolina Camaj, Associate Director and Student Conduct Officer, Dean of Students Office, joined the meeting.]

4. CARE Report Data: CARE is the acronym for Community, Advocacy, Referral, Engagement. Dean Strauss gave an overview of the CARE Report and welcomed recommendations from the Policy Committee. The report allows the university community to submit concerns about students. Faculty or staff members might notice that students have behavioral issues in a classroom or challenges in life or academically. Students may not be taking care of themselves or not attending class. CARE reports immediately go to Dean Strauss or Ms. Camaj. They triage the report and engage university personnel who can help the student. The only bad CARE report, Mr. Strauss said, is the one that isn't submitted. There is no such thing as over-submitting CARE reports. If there is a concern about a student, submit a report. Depending upon the issue, they have engaged the police, the first response team, personnel in residence life, APEX, the Honors College, as well as other services as necessary. They inform the person who filed the report that they are looking into the issue. Anyone—parents, faculty, staff, or students--can file reports about students. Reports are submitted predominately by faculty and secondly by academic staff.

Ms. Camaj said that in the last two weeks most reports have been about declining academic work, frequent absences from class, stress, and anxiety. Since March 16, they have received reports on 467 students either through CARE reports or the outreach with the first response team. They reach out to students. When the student ignores them, they try to contact someone

who knows the student. Thus they have been able to handle issues before they become misconduct issues. The Dean of Students Office (DOSO) has received positive feedback from students. During the COVID-19 crisis students have expressed their appreciation for faculty and the staff in the DOSO for reaching out to help them.

Maxient is the case management platform that is used. Maxient provides efficiency and speed when entering data and can be used to communicate with students, sending letters to students and checking retrieval. They can send texts to students and copy anyone on campus. The medical school will use Maxient for its CARE reporting program. Several other offices on campus use Maxient. Only the people who are authorized to access the records in the individual offices can do so. Each group's information is private. There are different levels of access. Ms. Camaj, as the campus administrator, is the only person in the university who has access to all the records of all the offices in the system. Maxient is a good repository of information. Having records of a student's past problems helps to determine how to approach a new issue. Maxient provides unlimited storage and can have an unlimited number of users. It's a robust management system and pulls information from Banner. About 1,000 universities in the U.S. use the system. The CARE reports are not part of a student's record. Information from the reports is never reported to another university.

A Policy Committee member asked what is done when a report is listed as having "no communication" with a student. Ms. Camaj said that means that the person who initially filed the CARE report, i.e., faculty, staff, student, or parent, tried to contact the student but was not successful. Ms. Camaj then sends an email and phones the student twice in a week. If necessary, she calls multiple times. Another member of the team will also try to contact the student. They send letters through Outlook mail and through Maxient's email. If they know the student is in a particular program, they contact someone who works in the program and asks them to tell the student to contact Mr. Strauss or Ms. Camaj. In some cases, Ms. Camaj will contact the associate dean of a school or college. The care team is quite successful in reaching students. If a student is listed as missing, they will contact the person who filed the report and ask if they know issues of which the DOSO is not aware and check if other CARE reports were filed for the student. At a point in time they need to know if the police should look for the student. It is rare that police have been needed. They are contacted in severe cases, such as when students threaten self-injury. The office uses whatever phone numbers are in Banner and, if the student lives on campus, any other phone numbers that Housing may have. If the person lives on campus, a residence hall staff member would go to the apartment. Sometimes a team member intercepts the student in a classroom after talking with the instructor on how best to intervene. Interventions will be more difficult when classes are remote, but there are discussions nationally on how to handle CARE reports.

Asked how outcomes of the CARE reports are measured, Dean Strauss said they record the outcome in a narrative on Maxient. They check if the students who had behavioral interventions have been retained and they check their grades. The qualitative check is in the notes they record. Dean Strauss said they would begin to check the grades of all students on whom CARE reports were submitted and whether they were retained.

Ms. Camaj said that results of the interventions are positive. Students don't necessarily do what they are told to do so it is hard to determine the results. She looks at the actions she has taken: whether she contacted the student, provided resources to the student, whether she sent emails to the student with all the resources that she conveyed in the phone conversation. Dean Strauss said that there are people in various offices on campus, such as financial aid, who

serve as the point person to whom Ms. Camaj sends the CARE report for their area. Those employees triage the investigation and follow-up with the students.

On another issue, Mr. Roth thanked Dean Strauss for revising the DOSO website so that all the places where students can find mental health services are on one page.

It also was mentioned that the Board of Governors approved changes in the Student Code of Conduct Statute regarding social distancing in public spaces on campus because of COVID-19. Ms. Beale and Mr. Roth are concerned that people may not think of spaces, except for private offices and dorm rooms, as public spaces. Public spaces includes classrooms, hallways, cafeterias, and auditoriums, etc. Dean Strauss will send information to students that defines public space. However, it was pointed out that, when called to a disciplinary hearing, students could point out that the term was not defined. [Later in this meeting it was noted that there appeared to be discrepancies in the document distributed with the Board materials. Ultimately, the Board documents were modified to include a definition.]

[Dean Strauss and Ms. Camaj left the meeting.]

5. Report from the Chair:

- a. A newspaper article reported that Robert Fournier, the Athletic Director, said that student athletes would not be allowed to protest issues of social injustice. This is problematic, because Wayne State aspires to be an inclusive and welcoming institution.
- b. The Student Success Annual Report is on the agenda for the Board of Governors meeting of June 19. Our graduation rate has exceeded 50%, which was the goal. Provost Whitfield asked the Senate to think of ways to increase that number. Many schools have graduation rates between 50% and 55%, but they have not been able to increase it. Wayne's next goal is 60%. That will be as difficult to achieve as it was to move from a 26% to a 50% graduation rate. Both faculty and advisors have to be engaged in keeping students on track. We need to find strategic and thoughtful ways to improve the graduation rate. The Provost hopes the Student Affairs Committee will provide suggestions that could move the university to the next level. Ms. Simon reported that the Probation Committee met. The members asked what students should be told when they are notified that their performance is unsatisfactory. Several PC members said the first thing students should be encouraged to do is to talk with the instructor. Students, especially undergraduates, are very reluctant to do that. It appears they are afraid that they're bothering the instructor and are embarrassed because they think they should know the information. Ms. Simon believes students have to be told many times, beginning at orientation, to meet with the instructor if they are having difficulty in a class. Ms. Dallas suggested that it might help if more faculty were involved in student orientation to give that message to students.
- c. Mr. Roth asked the Provost about the status of the proposal to extend the suspension of the requirement that applicants for admission must submit ACT or SAT scores. The Curriculum and Instruction Committee had asked for data in its review of the issue, but has not received it yet. Provost Whitfield will check on the status, however, he said, the issue would not go to the Board of Governors until their September 25 meeting.

6. Report from the Senate President:

- a. The Senate Budget Committee met on June 15 to discuss the yearly meeting of the committee with the members of the school/college and department Budget Advisory Committees. Ms. Beale referred to a white paper written by the Policy Committee in 2013 addressing the increase in the number of administrators and the reduction of support for the core of the academic enterprise. A great deal of concern, Mr. Beavers said, is that cuts to

academics would result in a reduction of classes being offered. Such action would reduce the amount of tuition on which the university is dependent.

- b. Ms. Beale told the Provost that an advertisement for the Union Apartments at Midtown on Cass could mislead people to think it is university housing. She sent the ad to Tim Michael, Associate Vice President for Student Auxiliary Services, and to Rebecca Cooke, Vice President for Finance and Business Operations. A student who lived in the apartments reported that the heat never worked in the three years she was there, and the management only gave her a tiny reduction in her rent. Such problems could have a negative impact on Wayne State if students think the apartment house is university owned. Mr. Michael told Ms. Beale the university could do nothing about the ad. Ms. Beale also mentioned that an ad from the Belcrest Apartments tells faculty they could recommend the Belcrest to students. It also implies that the Belcrest is part of university housing.
- c. Ms. Beale met with President Wilson. The President will not change the makeup of the Finance Restart Subcommittee to include the Senate President. She told the President that there were steps he has to take to convince Policy Committee that he respects shared governance. As a result of the meeting, the President reinstated the twice-yearly meeting of the Policy Committee with his Cabinet and his quarterly meetings with Ms. Beale. Ms. Beale asked the President to send a written statement about shared governance to the Policy Committee. The President and Ms. Beale also discussed the importance of having Senate representatives on university-wide committees.

7. Meeting with the President's Cabinet: Members discussed possible dates for a meeting with the Cabinet. After polling the members, the meeting was scheduled for Wednesday, September 23.

8. Potential Move of the School of Medicine Clinical Faculty to the University Physician Group: Mr. Parrish led the discussion. Mark Schweitzer, Dean of the Medical School, floated a proposal that all clinical faculty members be moved from the university to the UPG. This caused consternation among the faculty. Dean Schweitzer said that it was a trial balloon to get people's reactions to the proposal. This is partially a financial question. Mr. Parrish said that average medical school of our size has over 1,000 clinicians who bring in a steady stream of revenue that supports the education, research, and academic mission of the medical school., whereas WSU has about 243. The decline in the number of clinicians resulted in the decline of money to the UPG. That is part of the reason the UPG went bankrupt. Moving the clinicians to the UPG would save about \$25 million per year in salaries and benefits. Also, Dean Schweitzer announced to the basic scientists that new appointments would be no greater than 50%. In 2007 the AAUP-AFT and the administration agreed that research faculty in the clinical departments could be hired at 50% tenure but all new appointments in the basic sciences would be full tenure. In the medical school full tenure is nine months but faculty are paid on a twelve-month basis. Ms. Beale pointed out that the basic scientists are very important to the research enterprise. The medical school is responsible for a large part of the university's research. Moreover, those clinical faculty who are paid 50% from the UPG and 50% from the university have complained that they do not have time for their research because they are pressured to increase their clinical practices. Mr. Parrish added that clinicians often do clinical trial research rather than basic NIH research and need protected time to do that work. The money from the grants is processed through the university so the university is willing to give them the time for their research but the UPG does not want to give them time and they don't want that research funded from the clinical income.

Mr. Parrish noted that if the salary and benefits of the clinicians are reduced, it is likely that many will retire or go to other hospitals. Provost Whitfield said that Dean Schweitzer

suggested the changes to engage faculty in finding solutions to the budget problems. The deans, he said, need to discuss the school/college budget with the Budget Advisory Committees before making cuts.

It is the practice of the Policy Committee to meet with new deans shortly after they arrive on campus. Policy Committee will invite Dean Schweitzer to a meeting to discuss his plans and to give their perspectives on the school. The meeting was scheduled for July 6.

9. Title IX: The U.S. Department of Education recently revised Title IX, which prohibits discrimination on the basis of sex in any phase of a university's educational programs or activities. Sexual harassment, sexual assault, intimate partner violence, stalking and retaliation for filing a complaint (collectively referred to as sexual misconduct) are all forms of sex discrimination prohibited by Title IX. Wayne State must modify its policies to conform to the changes. Brad Roth is representing the Policy Committee working with the General Counsel's Office to revise our policy. The Department of Education set the deadline of August 14 for universities to submit their revision. That timeline is too short. The university will submit interim guidelines to comply with the federal regulations by August 14, but over the next six months the General Counsel will finalize a policy. Mr. Roth said that there might be court challenges about the new federal regulations. There may be further developments if the country has a change in administration.

Approved as distributed at the Policy Committee of August 24, 2020