WAYNE STATE UNIVERSITY

ACADEMIC SENATE

PROCEEDINGS OF THE POLICY COMMITTEE

December 3, 2018

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

Guests: Kenneth Doherty, Associate Vice President, Procurement and Strategic Sourcing; Dennis Orr, Associate Director, Disbursements; Darin Ellis, Associate Provost for Undergraduate Affairs and Associate Vice President for Institutional Effectiveness

The items marked with an asterisk constitute the Actions of December 3, 2018.

1. Concur Travel: Mr. Doherty and Mr. Orr talked about the work of the Administrative Faculty Advisory Committee (AFAC), updates made to the travel policy in the last year, the RFP for travel management software, reimplementation efforts, and future issues. The advisory committee was composed of representatives from the administration, the faculty, Computing and Information Technology, and the travel office. The committee began working in late 2016. They reviewed the recommendations made by a previous advisory committee that worked in 2014 and 2015. Changes in the administration delayed implementing the recommendations of the first committee. The AFAC analyzed data for one fiscal year. They looked at how travelers and how delegates for travelers use the system. A delegate is someone who processes an expense report on behalf of an employee. If travelers use a delegate, they have to assign someone to do the work on their behalf.

    The travel office sent a survey to 2800 people who have used Concur and were still active users. Six hundred responses were returned. Dissatisfaction with the system may be linked to how often a person uses it. Almost 80% of the users were infrequent users. An infrequent user is defined as someone who fills out a travel request or an expense report four or fewer times a year. Infrequent users had a delegate less than 30% of the time. For the most part, the responsibility of the delegate is to put the data into the system.

    The committee found that some areas of the university liked the system better than others and had fewer issues with it. The School of Medicine and the College of Liberal Arts and Sciences had the most travel reports. Eighty percent of the users in Medicine were infrequent users and 40% of the transactions were created by delegates. In Liberal Arts and Sciences 88% were infrequent users and only 3% of the transactions were created by delegates. The staff in the Development Office use the system frequently and like it. Only 35% of the users in the Development Office are considered infrequent users and 97% of the travel expense reports were created by delegates. Ms. Beale commented that there are few secretaries available to serve as delegates in most of the schools and colleges, so adoption of the online system has the result of shifting the work to faculty.

Mr. Orr and Mr. Doherty reviewed the updates to the travel policy that the 2015-16 faculty advisory committee had recommended. The per diem policy as it relates to travel dates was updated. There now is a statement that international travel requires prior approval. Receipt requirements were clarified. Travelers can get reimbursed for a pre-paid item prior to traveling. The travel office told the Deans that they could have stricter policies but if they did, they would have to publish them. The deans wanted the policy to be the same across the board. Accordingly, administrators should not ask for more detail or information than is required in the policy. The university's travel agent is specified.

Ms. Beale said that it is more time consuming for her and her secretary to use Concur than it was to fill out the paper forms used in the past. Ms. Beale mentioned a problem she has with the system. When her secretary searches flights using Concur she sometimes gets a message that there are no non-stop flights to her destination. When Ms. Beale checks outside the Concur system, she is usually able to book a non-stop flight. Mr. Orr asked her to contact him when this happens so he can address the issue. Concur should be giving the same information that she gets when she books her own flights. Another member said that he always does better using Expedia.

Another member mentioned that the system asks for information that does not bear on his traveling, such as asking him what time he wants a taxi. Ms. Dallas raised a problem with purchasing airline tickets for guests who come to campus as speakers. Someone in the unit has to fill out a form that appears to say the signer takes personal responsibility for the cost of the ticket. Mr. Orr said that he would look into policies regarding hotel reservations and purchasing airline tickets for guests to campus. Someone in the unit can be given authority to purchase tickets for guests.

Mr. Orr then addressed the RFP. A new RFP was developed from the feedback of the AFAC and the responses to the survey. It was sent to eight potential vendors. Mr. Orr hired an employee in his office with experience using Concur. They will streamline some of the information that is requested and will add information. They will improve the link between the request and the expense report so people will be able to enter information once and it will fill multiple places.

In response to comments, Mr. Orr said that there is nothing in the travel policy that requires travelers to report expenses that another organization is paying.   Units may be asking for the information for their own reasons. The procedures to follow when another organization or institution pays for a portion of a trip need to be improved. Education about the policy is part of the re-implementation plan. They are adding a missing receipt affidavit process. The system has a travel advisory that warns of civil unrest in different parts of the world. The travel office will promote using a mobile app which should improve the traveler's experience.

Ms. Beale asked if Mr. Orr, as he is considering changes, could send the proposed changes to the Policy Committee for comment, and he agreed to use the Committee as a sounding board.

[Mr. Orr and Mr. Doherty left the meeting. Associate Provost Darin Ellis joined the meeting.]

2. Academic Performance Solutions: Associate Provost Ellis informed Policy Committee about different data analytics products that the university has started using. EAB Academic Performance Solutions (APS) complements the EAB advising system "Advising Works." It has risk metrics and progress metrics for students. The APS tracks credit hours and majors. Advising Works is still available. APS pulls standard information from the Banner system a few times a year. It bases all the metrics on end-of-semester calculations. Mr. Ellis demonstrated the ways in which you can look at data. You can look from the department or college level, from a student enrollment perspective, a course enrollment perspective, program by program, and staff metrics. It takes costs associated with the unit and compares that to the credit hours generated to get the relative costs of the different programs. It looks at the course, the instructor assigned, and enrollment. Currently, full-time faculty salaries are categorized as instructional program costs so the instructional program subsidizes the research mission. With this method, we are not recognizing the actual cost of research. APS does not provide all the information needed to make decisions; the Office of Institutional Research is analyzing data to fill the gaps. You may want to know how many students are in all courses or in a particular course, how many students in a particular course are in your major and how many are in other majors. You may want to know the average section size or course size, the section by rank, lecturers versus tenured faculty. It provides the information needed to best align instructional resources with the demand. Mr. Ellis is training department chairs and associate deans in the use of the APS. Policy Committee discussed with Mr. Ellis and the Provost whether more people should have access to data than currently have access. Ms. Beale suggested that, at the least, the Chairs of the Academic Senate faculty affairs and curriculum and instruction committees, as well as the President and Vice Chair of the Academic Senate, should be given logons and training to provide access.

[Associate Provost Ellis left the meeting.]

3. Report from the Chair: The community kick-off of the master plan is at iBio on December 5 for faculty, staff, students, community members, and local city partners. We need a plan on which to base decisions so that we allocate money more strategically.

*4. Proceedings of the Policy Committee: On November 19 the Committee approved the Proceedings of its meeting of November 5. As discussed at the meeting, information about the number of tenure-track faculty and non-tenure-track faculty was corrected after the meeting. The revised Proceedings of November 5 were submitted to Policy Committee and were approved as submitted.

4. Graduate Student Housing Issues: The Graduate Employees Organizing Committee raised issues related to housing. They had arranged a meeting with Timothy Michael, Associate Vice President for Student Auxiliary Services and Chief Housing Officer, who had suggested that they could bring other students. The day prior to the scheduled meeting, the GEOC indicated that a number of additional students would attend the meeting, and Mr. Michael cancelled the meeting. Some of the

issues are due to the fact that we don't have housing dedicated to graduate students. When they are in mixed housing, they are subject to the policies that apply to undergraduate students. Three issues concern them in particular—the request that international visitors leave their official government-issued identification (i.e., passport or driver's license) upon entering, which means they may lose those critical IDs; the inability to pay for graduate housing on a monthly basis, even though many graduate students work as GTAs/GRAs and find it very difficult to pay in a lump sum up front; and the general lack of understanding about, and responsiveness to, graduate students concerns and needs from the various student services on campus. Policy considered the ID issue a critical concern and suggested that Housing should be able to scan or photocopy the ID and use a sign-in and sign-out procedure to satisfy security concerns. The issue of responsiveness is pervasive, and has been brought to our attention by various means. Websites and information need to provide persons that can be contacted, not just vendor emails that are often unresponsive. The information about installment payments is hard to find, and does not clearly show that it includes Housing. Provost Whitfield indicated that he would follow up with Housing about these issues.

6. <u>Board of Governors Meeting</u>: Policy Committee reviewed some items on the agenda of the December 7 Board of Governors meeting. Earlier in the day, the Senate's Budget Committee discussed the request to increase the budget for the construction of the STEM Innovation Learning Center. The Board has to approve the increase before the design can be completed and both of those have to happen before the state approves the increased budget. All of that has to take place before the finalization of the design and the final bid comes in. The recommendation is that the budget of the STEM project be increased from $40 million to $49.5 million. In the Purchasing Exception Report is $517,5000 to continue the part-time (2 days a week) consulting services of Dwight Monson for another several months. A purchasing exception also was made for Lisa Keane for $69,000 for further consulting services. These are in addition to similar consulting contracts for part-time consulting services through the fall. Ms. Beale noted that we have spent enormous sums on such consulting, and it is not clear that the results substantiate the expenditure. The costs of Hefner, Monson, and Keane alone amount to millions over three years. Provost Whitfield has placed the Policy Committee's request to change the composition of the General Education Oversight Committee to increase the number of CLAS representatives from four to six and clarify the Academic Senate's role in selecting two members on the agenda of the full Board meeting. The Enrollment Management Report shows that the numbers of first-time-in-any-college students for fall 2018 are up. Transfer and continuing students are down. New and continuing graduate student enrollment and professional school enrollment are down. Policy Committee discussed ways in which to assist students in completing their degrees and how we might attract more students.

*7. <u>Future Meetings</u>: Ms. Beale reviewed the schedule of Policy Committee meetings through January. The Committee cancelled the Academic Senate meeting scheduled for January 9, 2019. Policy meetings for December 17 and December 24 will be cancelled.

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Approved as submitted at the Policy Committee meeting of January 14, 2019