

UNIVERSITY OF MINNESOTA

BOARD OF REGENTS

Faculty, Staff and Student Affairs Committee

October 11, 2001

A meeting of the Faculty, Staff and Student Affairs Committee of the Board of Regents was held on Thursday, October 11, 2001 at 9:30 a.m. in the West Committee Room, 600 McNamara Alumni Center.

Regents present: David Metzen, presiding, Robert Bergland, Dallas Bohnsack, Richard McNamara, and Maureen Reed.

Staff present: Chancellors Donald Sargeant and Samuel Schuman; Provost David Carl; Vice Presidents Tonya Moten Brown, Carol Carrier, Sandra Gardebring, Robert Jones, Eric Kruse, and Christine Maziar; Executive Director Ann Cieslak, Associate Vice Presidents Mark Cox and Robert Kvavik.

Student Representatives: Phillip Cole and Cody Specketer.

CONSENT REPORT

Vice President Carrier reported that there was no Consent Report this month.

**BOARD OF REGENTS POLICY: ACADEMIC PROFESSIONAL
AND ADMINISTRATIVE STAFF**

Vice President Carrier summarized the rationale for the proposed revisions to the Board of Regents Policy: *Academic Staff Professional and Administrative*, which the committee had reviewed in September. The revisions include changing the name of the policy to the Board of Regents Policy: *Academic Professional and Administrative Staff*.

A motion was made, seconded, and the committee voted unanimously to recommend approval of the Board of Regents Policy: *Academic Professional and Administrative Staff* as presented in the docket materials.

COMMUNITY POLICING: 5-YEAR STRATEGIC PLAN UPDATE

Vice President Kruse introduced Interim Assistant Vice President for Campus Health & Safety Mark Cox, and Chief of the University of Minnesota Police Department (UMPD) George Aylward, who led the discussion. Aylward updated the

committee on UMPD's 5-Year Strategic Plan for Community Policing, explained changes in the strategic plan, summarized the department's staffing levels since the 1960s, commented on the impact of the department's community policing approach, and highlighted future plans for the department.

Aylward noted two key changes that were made to the strategic plan originally presented to the Facilities Committee in July 2000. These changes, which are detailed in the docket materials, will meet the needs of the University community and may serve as a model for community policing at other colleges and universities. In addition to the future plans noted in the docket materials, Aylward noted that the department is examining the feasibility of creating a canine unit.

Aylward explained that since its implementation in June 2001, the community policing initiative, with increased personal contact between officers and members of the community has helped to improve the campus community's perception of the UMPD, and has led to a greater focus on problem solving. The department intends to will survey the campus community annually in order to assess knowledge of and satisfaction with the UMPD.

The positive effects of the community policing initiative include a new alcohol diversion program for students who violate residence hall alcohol policies, an increase in the number of crimes solved, and a decrease in bicycle thefts near residence halls.

In response to a question from Regent Reed, Aylward noted that some international students may have a negative perception of the UMPD if they come from a country where police officers are mistrusted. This mistrust can be overcome by increasing the level of interaction between police and members of diverse communities.

In response to a question from Carrier, Aylward indicated that the volunteer officers who were chosen for the community policing program have personalities that match the demands of the position. They also understand the intent of the community investigator position within the community policing framework.

STUDENT SATISFACTION SURVEY

Vice President Carrier introduced Senior Analyst Peter Zetterberg who led the discussion. Zetterberg reported that the University now has the capacity to conduct and analyze electronic surveys and to survey targeted groups of students. The survey administered in April 2001 was the first time an internet-based survey was used, and the return rate was similar to traditional paper surveys. A copy of the survey results is on file in the Board Office.

Zetterberg commented that prior to the survey's administration, a decline in student satisfaction was expected in certain areas due to semester conversion during the 1999-2000 academic year, problems associated with the PeopleSoft implementation, and inconveniences caused by construction projects at the University of Minnesota Twin Cities (UMTC). Overall, students seem to be very satisfied with their University of Minnesota experience.

Zetterberg highlighted the following:

- In general, when comparing the results from the spring 2001 survey with the spring 1999 survey most of the differences noted were not statistically significant. In instances when there was a significant decrease in satisfaction, it could be explained by the problems noted.
- Students of color were found to be less satisfied overall than all students, particularly at the University of Minnesota Crookston (UMC) and at the University of Minnesota Morris (UMM).
- More than 85 percent of students on all campuses accessed course materials online, emailed an instructor with a question about a class, or received an email from an instructor about class material.
- Students at UMC spent more hours in class per week (15.7) than students on other campuses, while UMTC

students spent more hours per week working (14.7) than students on other campuses.

In response to a question from Student Representative Cole, Zetterberg commented that in some instances results from graduate and professional students were not reported to the committee because their experiences are often different than undergraduates. He indicated that they would be surveyed separately in the future. Regents Metzen and Bergland suggested that the University should take advantage of the unique perspective offered by graduate and professional students and transfer students who spent time at other institutions by surveying them about their experiences at the University and elsewhere.

In response to a question from Regent Reed, Zetterberg observed that the University did not have specific targets for student satisfaction ratings, but in general would like to be considered "very good."

Reed requested additional information about the percent of students who rate a particular service or aspect of the University "very good" or "excellent." She added that she would be less concerned about the lack of significant change in student satisfaction across different categories if there was an increase in satisfaction among those at the top of the scale.

Zetterberg cautioned that student satisfaction levels might appear to be unchanged due to some of the problems that occurred between fall 1999 and spring 2001. Regent Metzen noted that the problems related to semester conversion and PeopleSoft would not explain the lack of improvement in areas such as the quality of instruction.

In response to a question from Bergland, Zetterberg indicated that the University does not have a systematic way of identifying why some students may be unhappy with a particular aspect of the University.

COMMITTEE WORKPLAN, 2001-2002

Vice President Carrier presented the updated Committee Workplan 2001-02. She noted that in addition to required items and policy revisions, the workplan includes a number of climate-related issues for faculty, staff, and students. Focusing on climate issues will lead to a better understanding of policy issues that may come before the Board. A copy of the proposed workplan is on file in the Board Office.

Regent Reed suggested that when appropriate, the Board should discuss three questions on a regular basis. These questions would assess how well the University is doing in a particular area, what the University should be doing more of or less of from a policy standpoint, and the potential impact of any changes made. Regent Metzen supported Reed's suggestion and encouraged agendas with fewer items to allow the committee time for in-depth discussions.

Regent Bohnsack supported the proposed workplan, adding that it is important to hear from faculty, staff, and students as appropriate.

INFORMATION ITEMS

Vice President Carrier noted the information items which were included in the docket materials.

Meeting adjourned at 11:05 a.m.

ANN D. CIESLAK
Executive Director and
Corporate Secretary

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