

Lincoln University

QUICK FIX IDEAS  
Conversation 4

Vital Focus Conversation Day  
15 August 2005

## from QUICK FIX NOTECARDS

### Conversation 4

#### POLICIES AND PROCEDURES

1. Adhere to all deadlines including academic
2. Adhere to all deadlines; make deadlines reasonable
3. Enforce deadline dates
4. Enforce freshman acceptance date and accept no more
5. Enforce Admissions deadline dates (2)
6. Enforce faculty office hours
7. Implement Financial Aid and Admission deadlines
8. Ask for deposit from incoming freshman by acceptance date
9. Set minimum ACT score for admission to University (2); put students not meeting that minimum into a 'pre-college program'
10. Admit students with a 2.0 GPA only from high school
11. Enforce that all students need to get textbooks
12. Enforce deadlines during key times to cut down confusion
13. All faculty enforce class attendance policy—must be consistency across campus
14. Administrative drop policy (attendance policy)
15. Consistently enforce a "no cell phone in class" and "no walking on grass" policy
16. Expel drug and violence offenders
17. Revise policies and procedures
18. Adjust inconsistencies in published Rules and Regulations
19. Follow Rules and Regulations or change them to current practice
20. Revisit need for Transfer Student Form ("Good Standing") required for admission
21. Quit dropping students for non-payment; change to late fee so I don't need to keep registering
22. Adhere to deadlines
23. All forms "on disk" or CD or on Web—no need to hand write or type any forms
24. Stop using the classroom as a way for campus security to find students (with a second vote from the table)
25. Do not let our natural checks and balances be overlooked
26. Require students who drop a course to do so at a much earlier date
27. Make students responsible for their actions

#### COMMUNICATION

1. Communicate administrative decisions in a timely manner, it will keep rumors from flying in all directions
2. Administration work with staff
3. Communication—get information filtered down the line
4. Administrators can respond at least within one week for proposals or requests of faculty and staff
5. Communication between the different areas of the University so that everyone would be on the same page reacting for the same goal
6. Better communications
7. Communication between university—across the board
8. Talk to your immediate co-workers/supervisors about concerns/ideas
9. Email Dr. Mahoney with concerns

10. Enhanced across departmental talking/communication
11. Better communication between departments, faculty and staff
12. Listen to one another for understanding
13. More communication between departments and between the University and its students
14. More interaction between departments and more student interaction
15. Surveys to know where students feel improvements are needed
16. Establish communication system that will enable each member of the LU family to know exactly what is taking place in our University. That will make each family member to feel he or she is "in the loop."
17. Better communication between departments
18. Designate student representatives for department and college meetings
19. Better communications between those on top and the rest of us
20. Effective department communication
21. Communication among faculty, staff, students and administration
22. Communication
23. Supply consistent information to students
24. All departments knowing what the other departments are doing
25. Listen to the comments. Look at the data. Act accordingly!
26. Work as a team!

#### TRANSPARENCY OF OPERATIONS/COMMUNICATION

1. Let the campus community know what resources are available to us
2. Post contracts for Collegis and Sodexo Food Services
3. Post room usage information and room capacities each semester (on-line reservations for all rooms) ([also under Communication](#))
4. Establish a Communications Systems Task-Force to begin to address the communication problem

Things to do that would enhance communication:

5. Install a suggestion box in Young Hall
6. Install a problems and suggestion box (physical and virtual) for all to send ideas/problems to; create committee to review and plan response; check weekly; urgent issues ASAP. Monthly action and response.
7. Request that each employee tell their supervisor their five wishers/pet peeves/untapped skills. Use this inform action!
8. Publish a clear and formal schedule of student fees and their deadlines and make available both in hard copy and electronically to all students in advance of the semester
9. Mandatory departmental meetings
10. Regular scheduled meetings in Admissions
11. Post agendas prior to meetings on listserves and minutes available on Web for all LU meetings
12. Make book vouchers readily available for students prior to starting date of classes
13. Publish a combined calendar of events for main campus and extension offices produced annually and/or up-dated quarterly
14. Publish handbooks or procedure lists given to people performing those duties (students and staff)
15. Publish each book name, price and ISBN available to students at the time they register for classes, so that they can search for lower price options on internet. Put the information on their class registration printout so they know what they need

16. Publish a new employee checklist of where to go and who to contact regarding, for example, benefits, parking, ID badge, and computer access
17. Publish campus announcements in a weekly email newsletter, rather than single emails from Brian
18. Publish an updated phone book
19. Publish a directory for curators, faculty, staff, administrators, etc.
20. Establish a "Campus Hot Line" to answer immediate questions
21. Provide Public Safety an updated faculty/staff directory with home phone numbers
22. Publish a form to tell students which student services offices to do what—i.e. Admissions: applications, bulletins; Records: change of address, transcripts; etc.
23. Publish a campus newsletter to report what is happening in all departments.
24. Exit sign at Highway 50 for LU into Clark Avenue: once you get to Clark, you are on your own. No further signage directs driver to campus
25. Provide a larger and clearer "No Smoking" sign at back entrance to Founders' Hall for better health of faculty in offices
26. Post signs showing students where to go for what during freshman orientation and housing check-in
27. Post MAPS on each floor of each building and at each entrance with a "you are here" marker on each, particularly in Young Hall.
28. Make it possible on Web Advisor to see the actual usage of leave time, rather just a lump total. I never know if recent leave has already been subtracted or not.
29. Hold monthly meetings with representatives from Admissions, Student Accounts, ASSR and Financial Aid to work on increasing interdepartmental communication and more effectively serve students ([see "Customer Service" below](#))
30. Use electronic bulletin boards placed around campus for important announcements,

## CUSTOMER SERVICE

1. Create a centralized information center to help students resolve problems and find answers
2. Better communication of what phone number to call for specific problems that occur frequently during registration and make sure there are actually people in those offices to answer the phone
3. Treat everyone with respect and courtesy, patience and pleasantness
4. Better customer service and more notice for a job well done
5. Train the Human Resources Office, Student Accounts and financial Aid to communicate in a civil manner
6. Change the attitudes of Admissions and Financial Aid personnel
7. In-service staff and faculty on customer relation skills—i.e. offering help and responding with courtesy
8. More courtesy on the part of the Financial Aid staff
9. Force Financial Aid to get their act together
10. Common courtesy on part of all University family
11. Teach Financial Aid staff to answer the phone professionally and politely
12. Give help to Financial Aid in order to aid them in better serving students
13. Insist that students receive their financial aid in a timely manner
14. Restructure the inefficiency of the Financial Aid and Records Offices with the goal of speed and efficiency
15. Simplify the financial aid process
16. Better food choices for students
17. Zero tolerance for hostility in the work environment, now, now, now

18. BE NICE!
19. Remember what you're here for (students)
20. Go the extra mile
21. Be more proactive to faculty, staff and student needs
22. Have more campus-wide activities
23. Honor Black History Month
24. Accept that this is an HBCU and black students will attend here!

#### COPY/FAX SERVICES (Customer Service)

1. Provide multiple copiers in the library for student and faculty to use
2. Copier in University Archives for presentation purposes
3. Copiers in library
4. Fax machine for student use
5. New copiers in the library for student use
6. Change machines for student use (for copy machines, etc.)
7. New copiers, fax machine for student use
8. New copiers
9. Fax machine for student access
10. Copy machines in the library for student access
11. Library copiers
12. Fax machine for students
13. Replace Xerox machines in Page Library and keep the six machines operational
14. Enable students to send and receive faxes
15. Microfilm reader with a printer for student/faculty use

#### ORIENTATION FIXES (Customer Service)

1. Better educate students about deadlines, policies, procedures, and non academic but critical skills such as adherence to current University policies
2. Orientation for new faculty members
3. Orientation of New Faculty and Staff
4. Design a plan to help students adjust to college life and be retained
5. Have several Freshman Orientations, beginning in January and limited to one day, to avoid the heavy load of registration in July and August
6. Formal, in-person group orientation for new faculty, including substantial exposure to the variety of student support services

#### TRAINING

1. Develop training/re-training programs needed to enhance the use of Datatel for new and current users
2. Implement a method to continue and improve upon Datatel training
3. MORE Datatel training
4. Update advisor training for present faculty as a "refresher" and for new faculty on a regular basis
5. Update of telecommunications system training when new employees arrive
6. Better training for jobs (new hires)
7. Revitalize the CTL

## PROCESS IMPROVEMENT

1. Re-evaluate budget approvals and processes
2. Re-evaluate signatures on contracts and processes
3. Process applications more quickly
4. On-line application forms to be filled out and returned to Admissions electronically rather than mailed in
5. Analyze the registration process for improvement
6. Analyze the University's recruitment strategies
7. Process foreign student admissions faster by getting proper papers for students to get here faster
8. Complete all I-20's for all international students in a timely manner—now!
9. Make it easier for students to charge their textbooks to their respective student accounts
10. Make student financial aid transfers easier and quicker for the student be able to obtain supplies without constantly having to buy them or bring them to work (pens, pencils, tape, scissors, extension cords, electronic adaptors, etc.)
11. Have Student Accounts, Financial Aid, Records, etc. Offices operate a more timely (and coordinated) fashion for students
12. Get someone in Admissions and financial Aid who is organized and has people skills
13. Place an "organizer" with sufficient quality and quantity of staff in Financial Aid, Admissions and Records
14. Faster response times to work-order requests
15. Better planning by departments

## DEGREE AUDIT/WEB ADVISOR

1. Fix "degree audit" in Web Advisor to give correct information to students
2. Examine the transfer credit equivalency and degree audit in Datatel
3. Fix the transfer credit problem
4. Inputting of accurate transcript information that is accessible to students and appropriate faculty and staff
5. Get all transfer and LU transcript data corrected
6. Easier access to data pertaining to academic programs
7. Be able to access all student's records who are majoring in my field; presently I can only access my advisees
8. Provide access on Web Advisor to all my major students
9. Correct Web Advisor problems with regard to transfer credits and equivalencies
10. Change Web Advisor so that the Program Evaluation for students is correct and complete and fully legal advisement for students
11. Implement a method to continue to improve upon degree audit processes
12. Web Advisor

## REWARDS AND RECOGNITION

1. Recognition or incentive programs
2. Don't accept a job done—it must be a job well done (and recognized as such)
3. Celebrate heroes and improvements
4. Identify and clearly define roles and acknowledge the value contributed by individuals

5. Create a Faculty/Staff awards ceremony (to recognize accomplishments)
6. Opportunity to augment salary as result of extra mural funding
7. Develop a grant incentive policy
8. Reward grant writing
9. Merit pay
10. Rewards for extra duties
11. Comp time (as reward for service/achievement)
12. Increase pay incentives
13. Free or reduced cost for Masters level classes
14. More money for group conferences (teams) and for all faculty (2)
15. Funds for . . . and conference
16. If salary increases aren't possible, evaluate other forms of compensation such as increasing the amount of leave for staff

## SOCIAL LIFE

1. Coffee shop on campus with long hours
2. 24 hour machines with fresh coffee in Scruggs Lobby
3. A Fast Food place on campus for everyone to use quickly
4. Coffee place like "Starbucks"
5. Fast Food Court
6. Social opportunities—get to know people in other buildings
7. We need an outside area that is safe and unobtrusive for the study body to convene
8. Lunch delivered from on-campus food service
9. Eating facility open to 8 or 9 PM for night students and students
10. Create more things for students to do on campus

## GREEN INITIATIVES

1. Establish a waste management committee
2. A person at Building and Grounds responsible for coordination of LU recycling program, including cafeteria food waste composting (at least ½ time position) (also under [Personnel needs](#))
3. Support campus-wide recycling at all levels
4. Recycle paper: pick-up every two weeks
5. **Thank you for implementing recycling!**

## TECHNOLOGY FIXES

1. Ensure every classroom has adequate (and working) equipment for teaching (LCD projectors in all rooms, etc.)
2. Better phone service; I use my cell for school business
3. Provide unlimited email space for faculty
4. Manage student data system properly
5. Load MS Excel onto the computer in the console in MLK 216
6. Telephone service (new) in a timely manner
7. Keyless entry to office buildings—key card
8. Wireless internet, campus-wide
9. Wireless internet in library

10. Wireless internet in library
11. Wireless internet access in library
12. Wireless access and laptops for checkout in library
13. Re-establish the teaching functions of the CTL for faculty and staff (see above)
14. Provide on-campus technological support for repair of audio-visual equipment
15. Open-access computing lab
16. Update and renew existing computer for each faculty
17. Smart classrooms in MLK
18. New communication system/cordless office telephones
19. Date and time stamp on Voice Mail
20. Date/time incoming voice mails
21. Improve Web Advisor
22. Telephone service
23. New telephone with speaker phone/voice mail indicator
24. Blackboard support in early AM and late PM for students, so they are not calling me
25. Student names into Blackboard system before classes start so they are ready on first day of class
26. More "Smart" classrooms in MLK
27. Repair classroom technology equipment at Stamper Hall
28. My new used computer installed to replace non-working computer
29. 25 working computers in one computer classroom

#### PERSONNEL "FIXES"

1. Employ qualified recruiters across the departments
2. Increase size of recruitment staff
3. Create or expand the Center for Student Advisement
4. Offer responsible graduate students opportunity to work the evening hours in the library
5. Provide visible public safety officers at night inside the library
6. Clear job descriptions
7. A well-defined teaching assignment
8. Create a clear and detailed faculty evaluation system utilized campus-wide
9. Meaningful job evaluations
10. Job evaluation with the goal of "the right person for the right job at the right time"
11. Establish a constructive evaluation to reflect pay matrix
12. Merit pay increase
13. Involve faculty in evaluating Deans, VP's, and President through surveys
14. Let faculty evaluate Deans and the Provost
15. Accountability for one's actions
16. Equal accountability (2)
17. Implement and enforce a dress standard for staff and students
18. Full time pay for full time teaching
19. Integrate research and teaching faculty
20. Give faculty rank to appropriate research and extension personnel so they can teach
21. Reclassify all research investigators to include faculty status
22. Fill vacancies at Cooperative Extension
23. Conduct immediate search and hire an 1890 Administrator/Extension Director
24. Hire temps to answer phones in Admissions, Records and Financial Aid during registration
25. Plan to have all cashier windows open—stagger lunch hours—from registration until last date for students to pay

26. Need Grant Accountant and Title III Account person to approve requisitions faster to generate PO numbers
27. Create a department that will specifically search for/apply for grants and other funding opportunities.
28. Full time custodial person in my building
29. Have a full-time data entry person to input course equivalency data and other degree audit data that has not been
30. Hire a transcript/transfer credit evaluator to fix Datatel transfer equivalency problem
31. Adequate staff positions (in Admissions) with training opportunities to handle work load
32. Competent secretaries in all positions
33. Coordinator for guest speakers for classroom/development of speakers list from faculty or community on special topics
34. Reallocate personnel to high-need areas—i.e. more people in admissions during high need time
35. Every area should have someone to be accountable to
36. Some individual to report to directly
37. Establish someone (maybe the University Operator) who knows what is going on every hour of every day on the LU campus so that people can get information when necessary
38. Funding for additional staff to properly maintain campus
39. Hire additional Buildings and Grounds staff
40. Part-time secretary for physical education (1/2 day, 3 times a week)
41. Get rid of excess human resources
42. Give program coordinators a 1 course release (time)
43. Hire more faculty in popular majors
44. Become a less “top-heavy” administrative institution
45. New academic leadership
46. Identify and eliminate historically low-performing individuals in high importance/profile positions
47. Get rid of “dead weight” NOW
48. Eliminate unprofessional employees, attitudes and practices
49. Terminate employees who do not do their jobs
50. Restructure the hiring process
51. Implement a tenure review process
52. Salary reviews
53. More qualified staff

#### SPACE, MAINTENANCE, AND MECHANICAL STUFF

1. Practice rooms at Richardson open at night
1. Key to outside door of my building
2. Have Public Safety access to individual offices (so no more lock outs)
3. Simpler access to buildings; no phone calls (to gain access)
4. Adjust AC in MLK
5. Air conditioner switch at Young Hall 203F
6. Better climate in classrooms and offices
7. Classrooms in Founders’ Hall are consistently comfortable and never 80-85 degrees
8. Consistent temperature in all buildings
9. Air conditioner filter for Payroll office 310 YH
10. Replace the air conditioner/furnace in Dawson Hall South Annex
11. Routine maintenance on cooling and heating systems BEFORE they break

12. Heating and cooling systems stable at all times in Damel Hall
13. Environmental controls so it is not always too cold or too hot
14. Allocation of resources for roof leaks, HVAC, painting, etc
15. Better climate control in classrooms and offices
  
16. Working equipment in classrooms—emphasis maintenance of existing equipment over “making a splash”
17. New desk would be nice (table) for my office room)
18. Improve equipment in science classrooms
  
19. Make improvements promptly to present an attractive campus
20. Cleaner buildings
21. Cleaner stairwells
22. Clean offices—floors, windows, etc.
23. Improve custodial services
24. Keep bathrooms cleaner (Schweich Hall)
25. Keep Founders’ Hall classrooms and bathrooms clean!
26. Housekeeping on a regular basis in offices and classrooms
27. Sweep dead bugs from stairwell Schweich
28. Erase graffiti in stalls of men’s restroom 100 Floor of Young Hall (four years old)
29. Provide comfortable and appropriate furniture for students in 4<sup>th</sup> Floor Lounge of MLK
30. Have housekeeping staff report such things as need for minor repairs, light bulbs, removal of broken furniture to Physical Plant (as it is now, no one is really in charge of this matter)
31. Fix cracked/broken windows and blinds on ground floor of Founders’ Hall
32. Fluorescent lights should be changed in Founders’ Room 10
33. Fresh paint in some buildings that have not recently been remodeled
34. Replacement of light bulbs in all buildings and security lights for parking lots
35. Replace floor in men’s restroom basement floor of Founders’ Hall (across from Room 6)
  
36. Align all clocks to same time over entire University
37. Synchronize the clocks and see that the ringing of the chimes agrees with the clocks
38. Clocks working in all classrooms, rooms, halls
39. Clocks at right time in all buildings
  
40. Faculty and staff lounge
41. One telephone system on campus
42. Telephone
43. New telephone in my office; possible cordless
44. Telephone needs to be fixed in Founders’ room 10
45. Remove the emergency light/security camera from the “screen” wall in Scruggs Ballroom and relocate it laterally or elsewhere
46. Move camera from front wall of Scruggs Ballroom for presentation purposes
47. Have workers not cut grass in morning near classrooms
48. Bring back snack machine to 24 hour area
49. Assign staff

## COMMUNICATING STUDENT RESPONSIBILITIES

1. Develop an academic atmosphere where students are sincerely immersed in learning, development and career awareness issues
2. Teach students not to plagiarize (GE 101)
3. Teach students how to behave in an academic setting (GE 101)
4. Emphasize training in academic decorum in GE 101
5. Insist that students have and bring the supplies necessary for their

## PARKING

1. Color-coded parking spots near building I teach and work in
2. Enhance parking opportunities
3. Improve parking opportunities for faculty and staff
4. Enough close parking for faculty and staff
5. Parking space enough to accommodate employees and students
6. Parking/lots assign staff parking for librarians by library
7. Allocate more parking for students
8. Parking
9. Parking
10. Parking, parking, parking
11. Increase library parking . . . (?)
12. Free parking pass for LU employees
13. Free parking for staff
14. Free parking
15. Eliminate car parking tax/fee OR decrease amount significantly PR guarantee parking spaces

## COMPENSATION

1. Staff on a new matrix for increasing salary (and opportunity)
2. Staff should be compensated (pay raises) equally to faculty
3. Finance the 3.5% staff salary increase for parity
4. Increase salary rates for staff
5. Show work on parity and equality of salary
6. Annual cost of living adjustment pay increase for staff by using new matrix
7. More pay for Building and Grounds employees
8. Need a big raise
9. Just give us a raise now!
10. Salary increase
11. Cost of living or merit raise—bonus
12. Wage increase
13. Benefit
14. Bonus at end of the year
15. A raise
16. Adequate compensation
17. Monetary compensation up to par with comparable institutions
18. Pay increase
19. Better working conditions; i.e. salary increase
20. More \$\$\$

21. Salary increase
22. Salary increases
23. Salary increase
24. Increase salary
25. Salary increases
26. Increase staff salaries
27. Pay increase for staff
28. Fair salaries equal to expenses (?) and responsibilities
29. Raises
30. Lower insurance for families
31. Increase salary for faculty and staff to overcome their const of living hardship
32. A small raise for now
33. One time pay increase of \$1000 to \$2000 to recognize increase in costs of living
34. Provide stipends, one-time payments through lapsed salaries to all personnel when pay raises are not feasible
35. Reallocation of funds from administrative to faculty issues

#### NO QUICK FIXES HERE—BUT SOME GOOD IDEAS

1. On-line courses and support
2. Establish LU ONLINE for students to earn certificate, undergraduate and graduate degrees (implement existing plan)
3. Create a lobbying team for federal, state and local government officials and agencies as well as private organizations and individuals
4. Recruit students with higher ACT scores
5. Mentorship of Freshman and early Sophomore students, or students with who need help
6. Finance dormitory service payments with room revenue, NOT on a credit hour rate
7. Allocate more for instruction
8. Budget amount to spend on safety issues in Department of Ag and Science
9. Reallocate funds from 1890 program to benefit campus
10. Less bureaucracy in administration (eliminate Deans' positions)
11. Break up the huge division of Humanities, Fine Arts and Journalism into several smaller departments (see above recommendation)
12. Set aside resources to augment outside recruitment to offset out-state fees
13. Larger budget
14. All classes listed in the schedule of classes be taught
15. Respect for students, faculty and staff by senior administrators: no talking down to anyone; no threats to hard-working . . . (?) employees; rewarding lazy students the expense of hardworking students
16. More resources for division of education