**MEMORANDUM FOR RECORD (Senate 1)**

**To:** Faculty Senate President Gary Insch, Terry Bigioni, Linda Rouillard, Faculty Senators,

Provost Risa Dickson, Vice Provost LaFleur Small, VP Scott Molitor, VP Sammy

Spann, VP Jason Toth

**From:** Dr. Deborah Coulter-Harris (Chair), Lucy Duhon, Karen Green, Karen Hoblet, Samir

Hefzy, Berhane Teclehaimanot, Sally Harmych, Sarah Aldrich, Shery Milz, Paul

Schaefer, Eric Chaffee, Alexandra DeRosa

**Date:**  4 October, 2022

**Subject:** After-Action Report and Future Plans: Faculty Senate Committee on Student Affairs

The purpose of this Memorandum is to apprise Faculty Senate and the University of Toledo’s Administration about the Committee on Student Affairs’ engagement with the University of Toledo Student Government’s leadership and with the leadership in the International Student Association (ISA). We requested that both leaderships each identify two (2) major issues of concern among the larger student body on 1 September, 2022; the combined final four (4) issues were sent to our committee on 13 September, 2022. This will be useful to provide guidance and strategic resolution of problems.

* **At our first committee meeting on Friday, 16 September, 2022, our FS Committee on Student Affairs determined by consensus that these issues directly tie into Enrollment and Retention problems; we brainstormed initial strategies for resolution of these problems.**

The following chart represents the cited student issues and our committee’s first meeting details: division of issues into sub-committees, suggested report dates, appropriate future contacts, and initial suggestions from the committee as a whole.

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| **Comments from SG President Colleen Palmer and SG VP Aliyah Kayed; ISA’s leader Yash Shinga** |
| **Issue 1.** “One of the biggest issues we are still facing in the classroom today is the lack of timely responses from professors via email. Recently, I had a friend who contracted COVID, and they had to reach out to their professors for any missed work and to stay caught up in class. They had stated that not only did it take a couple days to get a response, but it was not a very thorough response, and she was confused on what work she had to complete. Back in December 2021, a week before final exams, I had contracted COVID myself. It was incredibly difficult to get ahold of two of my professors a week before exams, as I was trying to figure out how to take them. They are also notorious for not responding to emails; the students preface that with our peers. Overall, we wish that Professors would be more active on their email and be able to effectively communicate with their students, whether it’s about a disability accommodation, mental health days, COVID, or anything at all.” |
| **FSCSA Response** |
| **Sub-committee:** Lucy Duhon and Sally Harmych (see Appendix I. Links to Email Communications)  **Report to Senate:** 15 November, 2022  **Appropriate Contacts:** Student Writing Center, Provost Dickson, Interim Vice Provost Molitor, Vice Provost Small  **Suggestions:** Add Bb course for all students that contains studentFAQs (to include writing emails) and Support Services. In this Bb course, have module folders for various topics regarding the following information:   * Email etiquette – to help students communicate with professors * A list of locations/contact information for various issues for international students * Other important information that could be added   + Title IX,   + Counseling for mental health   + Student rights and contact information for dorm issues   + Student finance information   + Success coach information   + Other Student support – pantry, business clothing, etc. * Writing Center course to assist students in composing effective emails, or building good email habits and expectations. * Are there policies, procedures for faculty regarding effective email communication with students? |
| **Comments from SG President Colleen Palmer and SG VP Aliyah Kayed; ISA’s leader Yash Shinga** |
| **Issue 2.** “The resident halls on campus have had the same issues for a few years now. There have been ongoing issues with the heating and cooling within the dorms. It’s extremely hot in the summer and extremely cold in the winter. This issue has been present in every single dorm. There are constantly broken dryers, washers, and toilets in Parks Tower as well. The bathrooms, especially in Parks Tower, are not up to quality conditions. These are all basic necessities that students deserve, and can affect the way students feel mentally and physically. Overall, the condition of the resident halls are affecting student morale which in turn affects their studies. As an update, we have heard that some things are being fixed, but it took a while for it to happen. Security issues as well.” |
| **FSCSA Response** |
| **Sub-Committee:** Karen Green, Sally Harmych, Deborah Coulter-Harris  **Report to Senate:** 13 December, 2022  **Appropriate Contacts**: VP Facilities Jason Toth; Residence Life Team; UT Police; student residence management company: American Campus Communities (see Appendix II. List of ACC dorms/contacts)  **Suggestions:** Create a Student Committee: Is there a committee on maintaining safe and up-to-date residence facilities that includes students from each residence hall? Tour Parks Tower. |
| **Comments from SG President Colleen Palmer and SG VP Aliyah Kayed; ISA’s leader Yash Shinga** |
| **Issue 3.** “Some students have noticed that there is a serious lack of awareness and education about issues that international students face among the faculty. Anytime an international student has an issue, professors tend to send them to OISSS (Office of International Student and Scholar Services) even if the issue in question has no relation to OISSS (For example, a professor sent an international student to OISSS when the student had a question about health insurance). This is not only frustrating for the student who has to be redirected to the appropriate office, but also for OISSS who are already spread thin due to them having few employees. I believe this can be remedied if there were workshops for Faculty in collaboration with OISSS/CISP making them aware of how to interact with international students.” |
| **FSCSA Response** |
| **Sub-Committee**: Samir Hefzy, Berhane Teclehaimanot, Karen Hoblet, Sarah Aldrich, Eric Chaffee  **Report to Senate:** 28 February, 2023  **Appropriate Contacts**: FAQs posted to Blackboard, Dean of Graduate Studies and Vice Provost Molitor; Student Services: Sammy Spann, sammy.spann@utoledo.edu; cc Cheryl Thomas at [Cheryl.Thomas@utoledo.edu](mailto:Cheryl.Thomas@utoledo.edu); Demond L. Pryor, Assistant Dean of Student Engagement and Success: demond.pryor@utoledo.edu; Sara Clark, Assistant Dean of Student Experience and Belonging: Sara.Clark2@utoledo.edu; Xinren Yu, Assistant Director, Center for International Studies and Programs: Sara.Clark2@utoledo.edu  **Suggestions:** FAQs on Blackboard; Assessment of these issues needs to be conducted to determine potential causes or disconnects regarding helping international students effectively navigate student life at the University of Toledo. A list of locations/contact information for various issues for international students |
| **Comments from SG President Colleen Palmer and SG VP Aliyah Kayed; ISA’s leader Yash Shinga** |
| **Issue 4. “**Many professors tend to assume that just because an international student is not participating in class discussions, that they are either unmotivated or less intelligent. This is not the case as the teaching styles in many other countries are different compared to the USA. Most countries adopt a teacher-centric model wherein the teacher is the only one who speaks, and students are punished for speaking in class. Therefore, when international students attend classes in the USA, they are either shy or uncomfortable participating in class discussions. This could be resolved if the professors keep an open mind, work with the international students and try to understand why they are not participating.” |
| **FSCSA Response** |
| **Sub-Committee:** : Samir Hefzy, Berhane Teclehaimanot, Karen Hoblet, Sarah Aldrich, Eric Chaffee  **Report to Senate:** 11 April, 2023  **Appropriate Contacts:** Provost Office, Vice Provost Small, contacts in Division of Student Affairs, OISSS (Office of International Student and Scholar Services)  **Suggestions:** Faculty need to understand different cultural models of teaching styles that international students have experienced. |

cc: Colleen Palmer, Aliyah Kayed, Yash Shingan

**Appendix I.** Links to Email Communications from Senator Lucy Duhon

Emailing Your College Professor: Do's and Don'ts | Education | U.S. News  
[https://www.usnews.com/education/articles/emailing-your-college-professor-dos-and-donts](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.usnews.com%2Feducation%2Farticles%2Femailing-your-college-professor-dos-and-donts&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301144955347%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=OZrGsH2SbXdEdtFq4rCsVKugry8QBkrI4TWlUVKd1c8%3D&reserved=0)

How to Write an Email to a Professor | BestColleges  
[https://www.bestcolleges.com/blog/email-etiquette-in-college/](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.bestcolleges.com%2Fblog%2Femail-etiquette-in-college%2F&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301145111573%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=zKi%2Ft606f2mfIEiAjfi7LqzJONOaEZeXM65eEal%2FKzg%3D&reserved=0)

Email Etiquette  
[https://marktomforde.com/academic/undergraduates/Email-Etiquette.html](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmarktomforde.com%2Facademic%2Fundergraduates%2FEmail-Etiquette.html&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301145111573%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=iqHEBxKLgnhHbZGWkcG5BupoOHf%2Bx%2B0H%2Fg3KNoUPC74%3D&reserved=0)

Essay on the obligations of professors on e-mail  
[https://www.insidehighered.com/advice/2012/02/06/essay-obligations-professors-e-mail](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insidehighered.com%2Fadvice%2F2012%2F02%2F06%2Fessay-obligations-professors-e-mail&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301145111573%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=5uusCG4IHMXlL2Ro66s%2BVfqriXlrvN5fCvHX3xs%2BFdA%3D&reserved=0)  \*

Professors offer advice on teaching students how to email them  
[https://www.insidehighered.com/news/2019/08/29/professors-offer-advice-teaching-students-how-email-them](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insidehighered.com%2Fnews%2F2019%2F08%2F29%2Fprofessors-offer-advice-teaching-students-how-email-them&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301145111573%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=9uljTQQl4s8VpB7rD6nT2ADCqI7UxZHfzjMDM0O9t%2Fw%3D&reserved=0)  \*

Student Email Communication Policy | University of Arizona College of Nursing  
[https://www.nursing.arizona.edu/policies/student-email-communication-policy](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nursing.arizona.edu%2Fpolicies%2Fstudent-email-communication-policy&data=05%7C01%7CDeborah.Coulter-Harris%40UToledo.Edu%7C409c5d8d01a64cbed0fb08da97e3a020%7C1d6b1707baa94a3da8f8deabfb3d467b%7C0%7C0%7C637989301145111573%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=wGWcnvXMvl5N21ZbjokB9hK5NvsCmt9DZfAi3ymNgAI%3D&reserved=0)

**Appendix II.** List of Managed Dorms and Contact Information for American Campus Communities

(Ellen Richardson in UT Facilities Office provided the following information.)

**American Campus Communities (ACC)[[1]](#footnote-1) manages the following dorms on UT Campus:**

* Academic House
* International House
* McComas Village
* Ottawa East and Ottawa West
* Parks Towers[[2]](#footnote-2)
* Presidents Hall (closed)

**Contact information for ACC:**

* Americancampus.com

1. Area Manager: Luis Stagg

Tel: 956-402-5868

Email: [Lstagg@americancampus.com](mailto:Lstagg@americancampus.com)

1. Local Manager: Call Anthony or Dustin (on-call maintenance)

Tel: 419-262-9475

1. Director of Facilities: Jon Hammond

Tel: 512-202-1023

Email: [Johammond@americancampus.com](mailto:Johammond@americancampus.com)

1. On-call Management:

Cell: 419-276-4563

**University of Toledo Facilities manages the following dorms:**

* Scott Hall
* Tucker Hall
* MacKinnon Hall

1. American Campus Communities, Inc.: largest developer, owner, manager of student housing communities in US; headquartered in Bee Cave, Texas, with an Austin postal address. CEO: William Bayless; Annual revenue: 942 million USD (2021). [↑](#footnote-ref-1)
2. The University of Toledo only manages cold storage room. [↑](#footnote-ref-2)