



Academic Governance

## The University of Texas at Dallas

800 West Campbell Road, AD 23, Richardson, TX 75080-3021  
(972) 883-6715 FAX (972) 883-2276

### MEMORANDUM

May 28, 2010

TO: Academic Council\*

COPY TO: **David Daniel**  
**Hobson Wildenthal**  
**Andrew Blanchard**  
**Calvin Jamison**  
**John Wiorowski**  
Brian Berry  
Michael Coleman  
Austin Cunningham  
George Fair  
**Serenity King**  
**Abby Kratz**  
Dennis Kratz  
**James Marquart**  
Bert Moore  
Hasan Pirkul  
Myron Salamon  
Mark Spong

FROM: Office of Academic Governance  
Vicki Carlisle, Academic Governance Secretary

SUBJECT: Academic Council Meeting

The Academic Council will meet on Wednesday, June 2, 2010 at 2:00 p.m. in the Osborne Conference Room (**ECS South 3.503**). Please bring the agenda packet with you to the meeting. If you cannot attend, please notify me at [vicki.carlisle@utdallas.edu](mailto:vicki.carlisle@utdallas.edu) or x6751.

Attachments

#### 2010-2011 ACADEMIC COUNCIL

Cy Cantrell  
R. Chandrasekaran  
David Cordell\*\*  
Murray Leaf\*  
Dennis Miller  
**Tim Redman**  
Liz Salter  
Richard Scotch

Grace Bielawski, Student Government President

\*Speaker

\*\*Secretary



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# AGENDA

## ACADEMIC COUNCIL MEETING

June 2, 2010

- |  |                  |
|--|------------------|
| 1. CALL TO ORDER, ANNOUNCEMENTS & QUESTIONS      | PRESIDENT DANIEL |
| 2. APPROVAL OF THE AGENDA                        | PRESIDENT DANIEL |
| 3. APPROVAL OF MINUTES<br>May 5, 2010 Meeting    | PRESIDENT DANIEL |
| 4. APPROVAL OF CANDIDATES FOR GRADUATION         | PRESIDENT DANIEL |
| 5. APPOINTMENT OF SENATE COMMITTEE ON COMMITTEES | DAVID CORDELL    |
| 6. NEW CUSTOMER SERVICE COMMITTEE CHARGE         | SERENITY KING    |
| 7. CEP PROPOSAL                                  | DR. CANTRELL     |
| 8. CHARGE FOR INTELLECTUAL PROPERTY COMMITTEE    | DAVID CORDELL    |
| 10. AGENDA FOR JUNE 16, 2010 SENATE MEETING      | PRESIDENT DANIEL |
| 11. ADJOURNMENT                                  | PRESIDENT DANIEL |

## Resolution:

**Whereas**, the Customer Service Committee currently serves as an ad hoc committee at the University;

**Whereas**, the Customer Service Committee is currently supported by administration and staff members across the University;

**Whereas**, the Customer Service Committee is a committee that should be supported by all constituents of the University which include staff, faculty and students;

**NOW, THEREFORE, BE IT RESOLVED**, that by this Resolution of The University of Texas at Dallas Customer Service Committee, we join other interested parties across The University of Texas at Dallas in supporting the creation and establishment of a University-wide Customer Service Committee.

## **ITEM #6(A)**

**Request to:** Create a new charge for a Customer Service Campus-wide Committee

**Person/group making request:** Customer Service Committee Members with the support of the Vice President for Business Affairs

**Responsible University Official:** VP Calvin D. Jamison

**Suggested Stakeholder Review Plan:**

Academic Affairs, Business Affairs, Research, Student Affairs, and Information Resources, Staff Council and Student Government

**Background Information/Rationale for request:**

The original Customer Service Committee was established with representation of 30 employees from across the campus to enhance the efforts of UT Dallas as an institution that provides excellent customer service to its students, faculty, staff and the greater community. The committee was asked to analyze and define excellent customer service, determine customer service issues that needed to be improved, and develop guiding principles along with recommendations on implementation of the program.

Over the past two years, the Committee has initiated several projects to assist students, worked with the Staff Council on wellness and staff appreciation events, developed Customer Service guiding principles, initiated certification training in customer service and developed a website. A survey is being designed to measure/provide a benchmark of customer service satisfaction at the University.

The original committee has served the University for over two years. They would like to see the committee be represented by not only staff members, but by student and faculty representatives as well. They are requesting that the Customer Service Committee be changed to a University-wide committee similar to the Wellness Committee.



UT Dallas – Policy Library

## **Campus Customer Service Committee**

Responsible Officer: Vice President for Business Affairs

Sponsoring Office: Business Affairs

Effective Date:

Last Reviewed:

Next Scheduled Review: [3 years after last review recommended]

**Errors or changes to:** [serenity.king@utdallas.edu](mailto:serenity.king@utdallas.edu)

### **Policy Statement**

The Campus Customer Service Committee is a University-wide Standing Committee appointed by the President at The University of Texas at Dallas.

The Campus Customer Service Committee is focused on creating a culture of exceptional customer service at the University through education, support of programs that promote community service, employee appreciation and student assistance.

The Committee will implement the Customer Service program on the campus and provide a mechanism for training, community service, measuring the success of the program, and recognizing and rewarding outstanding customer service. Programs include but are not limited to certification training offered through Human Resources Management, Welcome Back Student program in the fall and spring, partnering with Student Volunteerism on the annual Trick or Treat food drive and other community support drives, partnering with Staff Council during Staff Appreciation Daze. The Committee will also provide information and resources via the *Business Affairs Bulletin* and the Customer Service website.

The Committee will be appointed by the President and composed of at least nine (9) voting members, including three staff members, three faculty members and three student members.

Committee nominations may be made to the President as follows:

- Faculty members by the Academic Senate
- First term staff members by the current Customer Service Committee; subsequent nominations by the Staff Council
- Student members by the Student Government

To ensure continuity, staff and faculty members will serve staggered terms, with one-third of the faculty and staff appointments expiring August 31 of each fiscal year. Students will serve one-year terms. All

## **ITEM #6(B)**

terms are renewable. If for any reason a Committee member resigns, the President shall appoint another individual to serve the remainder of the unexpired term.

The Committee Chair will be appointed by the President annually. The Vice President for Business Affairs will serve as the Responsible University Official (RUO). The RUO shall convene the first meeting of the Committee each year. The Committee shall meet at least quarterly.

### **Policy History**

Issued: (Issue date)

### **Policy Links**

[Government Code, Chapter 2114. Customer Service](#)

**DRAFT****Charge: Intellectual Property Advisory Committee****Title and Purpose.**

The Intellectual Property Advisory Committee is a concurrent committee reporting to the Senate and the President. Its purpose is defined in University of Texas at Dallas Intellectual Property Policy (UTDP P1002), and Regent's Rule 90102, consistent with general law and practice. Accordingly, it has two main responsibilities. It shall "help administer intellectual property policy and make recommendations on such related matters as may be requested" and it "shall recommend to the President as to whether and how U. T. Dallas and the System should assert and protect rights in intellectual property covered by this policy."

**Membership**

The committee shall have seven voting members appointed from among the voting faculty to provide broad representation of faculty research interests in the university. Members shall serve staggered two year terms. One voting member from the faculty will be Chair, one will be Vice-Chair.

Voting members shall be appointed according to the procedures in the Handbook of Operating Procedures III.21. IV. B. Vacancies that arise from resignation or departure shall be filled in the same manner.

Ex-officio members, with vote, shall be the Dean of Graduate Studies and the Vice President for Business Affairs or his designee, and the Associate Vice President for Research.

The President, at his or her discretion, may appoint up to three non-voting non-UT Dallas members to advise the voting members.

**Reporting**

The Responsible University Official is the Vice President for Research and Development. If a disagreement should arise between the Committee and the Vice President for Research and Development that cannot be resolved, the Chair of the Committee shall refer the matter to the Speaker of the Faculty. The Responsible University Official is similarly obligated to refer the matter to the President of the university.

**Activities and Schedule**

The committee shall meet at least once a semester and as called by the Chair.

**Annual Reports**

The Committee shall submit an annual report to the Senate and President. The report shall describe all cases in which intellectual property rights might have been asserted, the cases among these in which such rights actually were asserted, and any disputes that arose between the university and the inventors. The report shall also include any changes the Committee may recommend to University or System policy.