



UNIVERSITY  
*of* ARKANSAS  
AT PINE BLUFF  
—1873—

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS

**MEMORANDUM**

**TO:** UAPB Campus Community

**FROM:** Andrea Stewart, DSW *AS*  
Provost and Vice Chancellor for Academic Affairs

**RE:** 2023 Fall Faculty/Staff Seminar Logistics

**DATE:** August 15, 2023

---

The 2023 Fall Faculty/Staff Seminar, *Customer Service Excellence: From the Enrollment Cliff to Higher Ground* is scheduled for Wednesday and Thursday, August 16-17, 2023 in the H. O. Clemmons HPER Arena.

The information below is provided to maximize your seminar experience.

- The seminar agenda is provided electronically. If you would like a hard copy, please print in advance.
- Day 1 (August 16<sup>th</sup>) registration begins at 7:30 a.m. and will close at 8:30 a.m. when the seminar begins. Registration will not open again until 8:00 a.m. on Day 2 (August 17<sup>th</sup>).
- Morning beverages will be provided on both days. Lunch will be provided on Day 1.
- Please bring paper, a writing utensil, and an interactive mindset.
- Individuals who tend to be cold natured might consider dressing in layers.
- Please bring your cell phone as the sessions will be interactive.

Thank you in advance for your participation. We look forward to seeing you soon.

/sm

THE UNIVERSITY OF ARKANSAS AT PINE BLUFF

CUSTOMER SERVICE EXCELLENCE



FROM THE ENROLLMENT CLIFF  
TO HIGHER GROUND

2023 FALL FACULTY/STAFF SEMINAR  
**AUGUST 16-17, 2023**

H. O. CLEMMONS HPER ARENA



# **University of Arkansas at Pine Bluff**

2023 Fall Faculty/Staff Seminar

*Customer Service Excellence: From the Enrollment Cliff to Higher Ground*

Wednesday, August 16, 2023 - Thursday, August 17, 2023

**Day 1 | Wednesday, August 16, 2023 | H.O. Clemmons HPER Arena**

7:30 a.m. Registration

8:30 a.m. Welcome

**Dr. Andrea Stewart**  
*Provost and Vice Chancellor for Academic Affairs*

8:33 a.m. Overview

**Dr. Sheena T. Meadows**  
*Assistant Vice Chancellor for Academic Affairs*

8:35 a.m. Greetings

**Mr. O. C. Duffy, Jr.**  
*Faculty/Staff Assembly/Senate President*  
*Instructor, Industrial Technology, Management, and Applied Engineering*

8:40 a.m. Student Forecast

**Mr. Trenten Wills**  
*President, Student Government Association | Agricultural Business*

8:45 a.m. Customer Service Excellence

**Dr. Suzette Goldman**  
*Assistant Professor, Hospitality and Tourism Management*

9:00 a.m. Question and Answer Session

9:10 a.m. Introduction of Chancellor's Executive Cabinet

## **Updates from the Chancellor's Executive Cabinet**

9:15 a.m. Vice Chancellor for Enrollment Management and Student Success

**Dr. Moses Goldman**

9:25 a.m. Provost and Vice Chancellor for Academic Affairs

**Dr. Andrea Stewart**

9:35 a.m. Director of Athletics

**Mr. Chris Robinson**

9:45 a.m. Vice Chancellor for Student Affairs

**Mr. Elbert Bennett**

9:55 a.m. Vice Chancellor for Research, Innovation, and Economic Development

**Dr. Mansour Mortazavi**

10:05 a.m. Vice Chancellor for Institutional Advancement and Development

**Mr. George Cotton**

10:15 a.m. Chief of Staff

**Mrs. Janet P. Broiles**

10:25 a.m. Vice Chancellor for Finance and Administration

**Dr. Carla M. Martin**

10:35 a.m. BREAK

10:45 a.m. Introduction of the Chancellor

## **STATE OF THE UNIVERSITY ADDRESS**

**Dr. Laurence B. Alexander**

*Chancellor*

11:45 p.m. Question and Answer Session

12:00 p.m. Instructions for Lunch

**UAPB FACULTY/STAFF SEMINAR EMPLOYEE AWARDS LUNCHEON**

**1:00 p.m. Welcome** **Ms. Sharron M. Williams**  
*Human Resources Analyst*

**1:05 p.m. Moment of Reflection** **Dr. Anissa Buckner**  
*Department Chair, Biology*

**1:10 p.m. Recognition of Employees Awarded Promotion and Tenure**  
**Dr. Laurence Alexander**  
*Chancellor*

**Dr. Andrea Stewart**  
*Provost and Vice Chancellor for Academic Affairs*

Zeeshan Habeeb	Associate Professor	Promotion and Tenure
Anna Harris	Professor	Promotion (tenure previously awarded)
Nokon Heo	Associate Professor	Promotion and Tenure
Traci Hudson	Associate Professor	Promotion and Tenure
Antimoore Jackson	Associate Professor	Promotion and Tenure
Qinglong Jiang	Associate Professor	Promotion and Tenure

**1:20 p.m. Recognition of Employees Celebrating 20 Years of Service**  
*\* Years of service eligibility is based on time accrued as a full-time, benefits eligible employees.*

**Dr. Andrea Stewart**  
*Provost and Vice Chancellor for Academic Affairs*

**Dr. Carla M. Martin**  
*Vice Chancellor for Finance and Administration*

Michael Eggleton	Academic Affairs	Agriculture, Fisheries and Human Science
Teresa Hadley	Academic Affairs	Arts and Sciences
Ronald Reynolds	Academic Affairs	Agriculture, Fisheries and Human Science
Cynthia Troutman	Academic Affairs	Arts and Sciences
Tricia Bullard	Finance and Administration	Facilities Management
Annie Ferguson	Finance and Administration	Facilities Management
Jeanette Speer	Finance and Administration	Central Receiving & Stores
David Suggs	Finance and Administration	Facilities Management

**1:30 p.m. Recognition of Retirees**  
**Dr. Andrea Stewart**  
*Provost and Vice Chancellor for Academic Affairs*

**Dr. Carla M. Martin**  
*Vice Chancellor for Finance and Administration*

**Mr. Elbert Bennett**  
*Vice Chancellor for Student Affairs*

Brenda Allen	Academic Affairs	Agriculture
Robertine Darton	Academic Affairs	Library
Andreyetta Dennis	Academic Affairs	Curriculum and Instruction
Larry Dorman	Academic Affairs	Aquaculture and Fisheries
Leon Ellis	Academic Affairs	Agriculture
Edward Fontenette	Academic Affairs	Library
Douglas Robillard	Academic Affairs	English, Humanities and Foreign Language
George Selden	Academic Affairs	Aquaculture and Fisheries
Bettye Wright	Academic Affairs	Curriculum and Instruction
Ida Payne	Finance and Administration	Facilities Management
Carolyn Nelson	Student Affairs	Student Involvement and Leadership

**1:40 p.m. Recognition of New Employees**

**Mr. Christopher Hickman**

*Director of Administrative Services, Human Resources*

**1:45 p.m. Chancellor’s Award Recipients**

*Full criteria was sent via the Campus Bulletin*

**Dr. Laurence Alexander**

*Chancellor*

**Distinguished Teaching Award (Full-time and Adjunct)**

This award recognizes those engaged in the highest quality teaching or instruction. Current UAPB faculty, lecturers, and instructors are eligible. Visiting faculty and student teaching assistants are ineligible. Individuals with appointments below 100% FTE are also eligible though breadth and depth of achievement weigh heavily. Each nomination is subject to verification.

**University Customer Service Award**

This award recognizes those who exhibit the highest degree of customer service. The University is fortunate to have Faculty and staff members who demonstrate continuous, meritorious performance. However, there are those whose performance consistently exceeds the standards and expectations set for their position. This award is intended to recognize those staff members whose commitment and performance has made a significant impact on the University. The awards will recognize the diversity of all ranks of staff members and represent a cross section of campus responsibility centers. All faculty and staff are eligible for this award, but administrators are not eligible.

**University Global Engagement Award**

This award recognizes **faculty and/or non- classified staff members** for outstanding contributions to global education and international programs at the University or in their field or discipline. In addition to honoring individual faculty and staff members, the award—by identifying excellence in global engagement and by recognizing outstanding work—serves as a resource and inspiration to other faculty and staff. Non-classified staff could also be recognized for outstanding contributions to global education, global competency, cultural understanding and/or international programs at the University or in their field or discipline. The award honors individual faculty and staff who **have distinguished themselves in their work, and serve as a resource and inspiration to other faculty and staff.**

**University Outreach and Engagement Award**

This award recognizes all types of public service; it would reward those whose service have the greatest impact for the university. It is given annually to a faculty member who has demonstrated exemplary leadership in community- based instruction, including public service internships and community partnership projects.

**2:00 p.m. Closing Remarks/Break**

**Mr. George Cotton**

*Vice Chancellor for Institutional Advancement and Development*

**2:15 p.m. Human Resources Panel on Internal Customer Service Improvement**

**Mr. Christopher Hickman**

*Director of Administrative Services, Human Resources*

**Ms. LaTisha Brunson**

*Assistant HR Director, Human Resources*

**Mrs. Cynthia Hunter**

*Program Manager/HR-Benefits, Human Resources*

**Mrs. Dana Mooney**

*Program Manager/Payroll, Human Resources*

**Mrs. Tonisha Davis**

*Director of Affirmative Action/Title IX*

**3:00 p.m. HLC Student Success Academy Survey  
(All employees are asked to respond.)**

**Dr. Sheena T. Meadows**

*Assistant Vice Chancellor for Academic Affairs*

[Perceptions of Student Success Survey](#)



**3:15 p.m. Strategic Plan Implementation Overview**

**Dr. Andrea Stewart**

*Provost and Vice Chancellor for Academic Affairs*

**4:00 p.m. Meeting of the Faculty/Staff Senate**

**Mr. O. C. Duffy, Jr.**

*Faculty/Staff Assembly/Senate President  
Instructor, ITMAE*

[Standing Committee Selection Form](#)



# University of Arkansas at Pine Bluff

2023 Fall Faculty/Staff Seminar

*Customer Service Excellence: From the Enrollment Cliff to Higher Ground*

Wednesday, August 16, 2023 - Thursday, August 17, 2023

## **Day 2 | Thursday, August 17, 2023 | H.O. Clemmons HPER Arena**

8:00 a.m.	Registration	
9:00 a.m.	Welcome	<b>Dr. Andrea Stewart</b> <i>Provost and Vice Chancellor for Academic Affairs</i>
9:03 a.m.	Overview	<b>Dr. Sheena T. Meadows</b> <i>Assistant Vice Chancellor for Academic Affairs</i>
9:05 a.m.	University Website Update	<b>The Design Group</b>
9:50	Break	
10:00 a.m.	<b>Mental Health at HBCUs 2023:</b> Suggestions for Effectively Navigating Mental Wellness	<b>Mr. Leonardo Glover</b> <i>Director, Counseling and Student Wellness</i>
11:30 a.m.	Question and Answer Session	
Noon	Lunch (On Your Own)	

## **Day 2B | Thursday, August 17, 2023 | H.O. Clemmons HPER Arena**

1:30 p.m.	Opening	<b>Dr. Sheena T. Meadows</b>
1:35 p.m.	Title IX Training	<b>Mrs. Tonisha Davis</b> <i>Director of Affirmative Action/Title IX</i> <b>Ms. Monica Smith</b> <i>Deputy Title IX Coordinator</i>
2:50 p.m.	Break	

## **Day 2C | Thursday, August 17, 2023 | H.O. Clemmons HPER Complex | Auditorium**

### New Employee Orientation / Refresher for Returning Employees

3:00 p.m.	Welcome and Overview	<b>Mrs. Dora Sanders</b> <i>Director, Center for Excellence and Innovation in Teaching and Learning</i>
3:05 p.m.	University Traditions	<b>Dr. Andrea Stewart</b> <i>Provost and Vice Chancellor for Academic Affairs</i>
3:10 p.m.	Campus Updates to Technology	<b>Mrs. Willette Totten</b> <i>Director, Office of Technical Services</i>

3:15 p.m.	<b>The Roar Student Handbook</b>	<b>Mr. Ralph Owens</b> <i>Dean of Students</i>
3:20 p.m.	<b>Campus Safety/Rave Alert</b>	<b>Mr. Maxcie Thomas</b> <i>Chief, University Police and Public Safety</i>
3:25 p.m.	<b>Academic Calendar/ Keepers of the Spirit</b>	<b>Ms. Aretha Lacefield</b> <i>Registrar</i>
3:30 p.m.	<b><u>Closing/Transition to Faculty Only</u></b>	
3:40 p.m.	<b>Census and Grade Reporting UF and Incomplete Grades</b>	<b>Ms. Aretha Lacefield</b>
3:50 p.m.	<b>Blackboard (LMS) and Class Technologies</b>	<b>Mrs. Dora Sanders</b>
4:00 p.m.	<b>Advising, Golden Gateway, and Degree Audit</b>	<b>Dr. Todd Garner</b> <i>Chair, Health, Recreation, and Physical Education Self Service/Golden Gateway Administrator</i>
4:10 p.m.	<b>Student Success Center/Aviso</b>	<b>Mrs. Rita Conley</b> <i>Director, Student Success Center</i>
4:05 p.m.	<b>Assessment</b>	<b>Dr. Steve Lochmann</b> <i>Professor, Aquaculture and Fisheries Director of Assessment</i>
		<b>Mr. Arthur Thomas</b> <i>LiveText Administrator</i>
4:15 p.m.	<b>Disability Services Accommodations</b>	<b>Mr. Michael Bumpers</b> <i>Director, Office of Disability Services and Veteran Affairs</i>
4:20 p.m.	<b>John Brown Watson Memorial Library</b>	<b>Mrs. Maplean Donaldson</b> <i>Interim Director, JBW Memorial Library</i>
4:25 p.m.	<b>Student Excuses for Extenuating Circumstances</b>	<b>Mr. Ralph Owens</b> <i>Dean of Students</i>
4:30 p.m.	<b>University Catalogs Faculty Evaluation Handbook Course Syllabi</b>	<b>Dr. Sheena T. Meadows</b> <i>Assistant Vice Chancellor for Academic Affairs</i>
4:45 p.m.	<b>Promotion and Tenure</b>	<b>Dr. Steve Lochmann</b>
4:55 p.m.	<b>Closing</b>	<b>Dr. Andrea Stewart</b>

## Friday, August 18, 2023

8:30 a.m.	<b>Chancellor's Meeting of Deans, Directors, and Department Chairs</b> <i>S.J. Parker 1890 Building Auditorium (Details to be provided by the Chancellor's Office)</i>
10:00 a.m.	<b>Academic School Meetings   1:00 p.m. Academic Department Meetings   3:00 p.m. Open House</b>



## **New Faculty, Staff, and Adjunct Employees**

August 1, 2022 – August 1, 2023

*This list does not serve as an official record. While all efforts are made to ensure accuracy, Human Resources is the official repository of employee records.*

---

### **DIVISION**

**Academic Affairs**

### **NAME**

Abdulridha, Jaafar  
Albritton, Miriam  
Alexander, Billy  
Ayers, Alice  
Bailey, Meauna  
Baker, Sabrina  
Basnet, Rabindra  
Bass-Carrigan, Deandria  
Bonner, Saretha  
Branch, Kenyon  
Brunson, Cecilia  
Campbell, Danny  
Cannady, Alisha  
Charles, Velisa  
Collins, Travis  
Corbin, Michelle  
Demery, Tedra  
Dunlap, Raven  
Enam, Tasnuva  
Eugene Cross, Kenyotta  
Fipps, Kelvana  
Fuller, Dawn  
Gaqi, Gjergji  
Hall, Latasha  
Hampton, Semiya  
Hampton-Henry, Tiffany  
Harris, Malcolm  
Harris, Nautica  
Howard, Angela  
Jacobs, Brenda  
Jenkins, Letetia  
Jones, Cozetta  
Kelley, Paul  
Kitt, Robert  
Knowlton, Latwayla  
Lagrone, Taryn  
Lezcano, Jose  
Martin, Kellie  
Mcperson, Karen K  
Miller, Shenequa  
Moore, Jocelyn  
Newby, Rose  
O'donald, Phillip  
Okere, Aretha  
Park, Enoch  
Portwood, Edye  
Reynolds, Joyce

Roshell-Scott, Laporsche'  
Smith, Sumoria  
Solomon, Isaiah  
Thayer, Erin  
Thomas, Chelsea  
Thornton, Jackie  
Waddell, Cheryl  
Wallace, Stacia  
Ward, Sharron  
Webber, Jasmine  
White, Brookie  
Williams, Dajah  
Williams, Kimberly  
Woods, Markeith  
Young, Tavarus

**Athletics**

Acosta, Bobby  
Austin, Alexis  
Bozeman, Eric  
Calloway, David  
Cleveland, TJ  
Hampton, Alonzo  
Kramer, Kyle  
Wallace, Barron

**Chancellor's Office**

Parham, Kenesha

**Enrollment Management and Student Success**

Burns, Ja'rial  
Harmon, Justin  
Jackson, Chelsea  
Roshell, Latarsha  
Smith, Sheneka

**Finance and Administration**

Boykin, Autumn  
Burns, Lenette  
Cain, Jacob  
Collins, Darryl  
Dunn, Sandra  
Griffin, Demetris  
Mccoy, Armechi  
Polk, Kenneth  
Steward, Jaquita  
Walker, Demetric

**Institutional Advancement and Development**

Lambert, Willandria

**Research, Innovation, and Economic Development**

Yazdani, Azarin

**Student Affairs**

Akins, Erica  
Araujo, Catrena  
Brown, Anthony  
Campbell, Tim  
Davis, Natasha  
Girley, Sanita

Glover, Leonardo  
Hagood, Ladonnya  
Hall, Jackeisha  
Henderson, Melosha  
Jackson, Tiffany  
Jefferson, Christian  
Jenkins, Pamela  
Jordan, Tony  
Lams, Edwin  
O'neal, Joseph  
Penister, Keyyonna  
Pitts, Jasmine  
Ramos, Jermaine  
Richards, Kathy  
Webster, Andrew

## **2023 FALL FACULTY/STAFF SEMINAR PLANNING COMMITTEE**

Dr. Andrea Stewart, Chair  
Dr. Sheena Meadows, Co-Chair  
Mrs. Linda Harris, Co-Chair

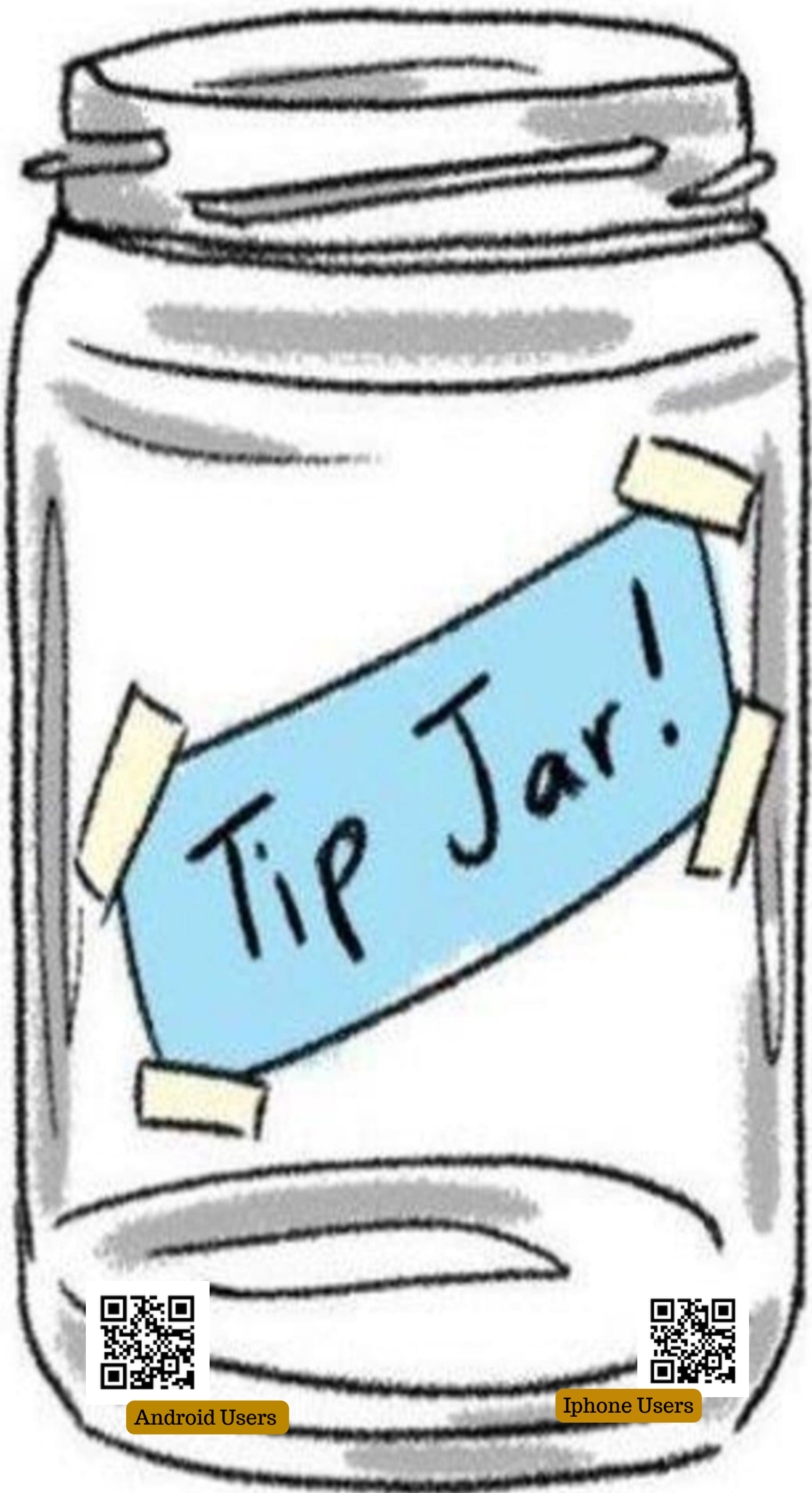
Ms. Angela Anderson  
Ms. Annie Ferguson  
Mrs. Betty Anthony  
Ms. Carolyn Nance  
Mr. Christian Jefferson  
Mrs. Cynthia Hunter  
Mrs. Dora Sanders  
Mrs. Genevia Thomas  
Ms. Jackeisha Hall  
Dr. Jacqueline Pryor  
Mr. Jermaine Ramos  
Ms. Kajuana Murphy  
Ms. Lakiesha McAfee  
Ms. Linda Eddington  
Ms. Marikka Bender  
Ms. Monica Ivy  
Mr. Richard Redus  
Ms. Sharron Williams  
Ms. Tamia Thomas

### **2023 CHANCELLOR'S AWARDS COMMITTEE**

Mr. Kevin Sanders, Chairperson  
Dr. Karen DeJarnette  
Mrs. Jacquelyn Faucette  
Mrs. Deborah Solomon

### **SPECIAL THANKS**

Aramark  
Central Receiving  
Facilities Management  
Members of the Chancellor's Executive Cabinet  
Printing Services  
UAPB-TV



Android Users



Iphone Users



## Is Your Course Ready?

This checklist will help you determine if your course is ready. These items pertain to the new section; do not remove items from previous courses.

### First Day of Class

- Confirm appropriate students are enrolled in your courses. Continue through the close of the reinstatement period as there might be changes to your roster.
- Post a Welcome Video Announcement, which includes how to navigate the course.
- Information posted at the beginning of the course indicates what to do first (START HERE), provides a general course overview and detailed navigational instructions, and encourages the learner to explore the course site and support.
- If publisher materials are required, clearly state instructions for how to obtain and use any required access codes. An assignment requiring an access code cannot be used for census.
- A completely developed course is available to students.
- Course syllabi are up-to-date and includes textbook information, face-to-face and virtual office hours, contact information, and the grading scale.

### Course Copy/Updates

- Content has been built, copied, or imported into course shell. The Course copy link is provided below: [https://help.blackboard.com/Learn/Instructor/Course\\_Content/Reuse\\_Content/Copy\\_Courses](https://help.blackboard.com/Learn/Instructor/Course_Content/Reuse_Content/Copy_Courses)
- Delete old discussion posts/blog posts/pages.
- Old announcements are removed or made unavailable (if reused).
- Links (internal and external) have been validated.
- Dates have been updated (including due dates for items, class schedule, etc.).

### Content Development

- Content is well organized for easy use by the students.
- All graded items are included in the Grade Center with correct points possible.
- Content availability settings are correct (open and close dates/times).
- Make sure tools used in the course help learners actively engage in the learning process rather than passively absorb information.
- Settings for assessments are applied and are sequenced in a way that enables learners to build on previous knowledge and skills gained in the course (availability, due dates, timers, passwords, etc.).
- Assignments include clear concise instructions along with due dates and grading information.

### Course Information

- Instructor information is correct.
- Access codes are correct/directions are included to deploy the codes.

#### How to access your Text book in Blackboard:

- Under Partner Content, click Manual Entry Textbook, input the book information
- Go to the internet and find your textbook.
- Copy an image of the book to your computer
- Add textbook Image, browse your computer and find the picture of your book
- Click Open
- Submit

# UAPB DINING

## FACULTY/STAFF MEAL PLAN

2023

UAPB Dining has options that not only provide meals to accommodate any dietary restrictions you may have, but also fresh and exciting options that will keep you interested all semester long!

**ONLY THE  
BEST**

Our team of culinary and nutrition experts are dedicated to delivering well-balanced nutrition, specialized diet options, and complete menu transparency—because you have enough to worry about.

**ALL FOR YOU**

Students aren't the only ones who need a source of balanced nutritional meals and snacks to power through the day. You deserve a meal plan that supports you as much as you support your students.

**SAVE MONEY  
RECEIVE  
QUALITY**

Eating out these days can become pretty costly, and not always the healthiest. At UAPB Dining Services we care about saving you money and giving you delicious meals that suit your dietary needs!

Meal Plans	Cost at UAPB DINING	Fast Food Avg.
Block 10	\$72.75 (\$7.28 Per Meal)	\$87.20 (\$8.72 Per Meal)
Block 20	\$139.00 (\$6.95 Per Meal)	\$174.40 (\$8.72 Per Meal)

**We offer Payroll Deduction!**

Save \$15  
dollars off  
Door Rate!

**Sign Up Today! Residential Life (870) 575-4604**

MISSION

MILESTONES

MEMORIES



2023 marks the Sesquicentennial  
of the University of Arkansas at Pine Bluff



Scan to View Our  
Sesquicentennial  
Schedule of Events

The Community is Invited to Celebrate

PROFESSOR  
**JOSEPH CARTER  
CORBIN DAY**

**SEPTEMBER 27, 2023**

**Pine Bluff, Arkansas**

For more information, go to [uapb.edu](http://uapb.edu)