SUPPORTING STUDENTS SUCCESS

Richard Walker, Ed.D.
Vice Chancellor/Vice President for Student Affairs and Enrollment Services
MISSION

We cultivate an environment that facilitates student success through learning, discovery, and engagement.

VISION

We will provide a nationally acclaimed student experience that results in a valuable impact on persistence and graduation.

VALUES

We are committed to an ethic of care, including a commitment to civility and individual growth and learning, while holding firm and true to our core values.
OUR CORE VALUES:

TRANSPARENCY

EMPOWERMENT

ACCOUNTABILITY

DIVERSITY

COLLABORATION

INNOVATION
OUR STRATEGIC INITIATIVES

1. Create new opportunities for student success through learning, engagement.
2. Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.
3. Foster the creation of a global learning community that actualizes and embraces inclusion while preparing students to become active citizens.
4. Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.
5. Cultivate a collective identity that demonstrates a united vision. partnerships.
6. Create and engage in strategic partnerships.
STRATEGIC PLAN ACTIVITIES COMPLETED:

- **217** STUDENT SUCCESS
- **395** STUDENT EXPERIENCE
- **95** GLOBAL LEARNING
- **171** INNOVATION & ACCOUNTABILITY
- **147** COLLECTIVE IDENTITY
- **176** STRATEGIC PARTNERSHIPS
1. LEARNING, ENGAGEMENT, & DISCOVERY

Create new opportunities for student success through learning, engagement and discovery.
1. LEARNING, ENGAGEMENT, & DISCOVERY

Support for Targeted Populations
- MAP-Works
- Commuter Student Services
- University Career Services
  - College specific career plans
- Counseling and Psychological Services
  - “Let’s Talk” and group counseling
- Women and Gender Resource Center
  - Sexual Misconduct Support Services
- Urban Experience Program
  - Foster Care and DACA Students
- Cougars in Recovery
- Children’s Learning Center

Center for Student Media
- Synergized The Cougar, Coog Radio, and CoogTV
1. LEARNING, ENGAGEMENT, & DISCOVERY

Leadership Development
• Center for Student Involvement Ignite, Student Organization Leadership Conference, and SOLD and SOLAR Programs
• Center for Fraternity and Sorority Life Executive Leaders Circle and President Leadership Summit

Student Housing and Residential Life Living and Learning Spaces
• UHin4
• Honors College
• Cougar Experience Scholars
• Gender Diversity Community
• Impact
• International House
• Medicine and Society
• Theatre Community

Center for Student Involvement
• Expanded campus programming and student engagement

Scarlet Seals of Excellence
2. RESOURCE MANAGEMENT, LEADERSHIP, & FACILITIES

Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.
2. RESOURCE MANAGEMENT, LEADERSHIP, & FACILITIES

Enrollment Highlights
• Overall record enrollment for the past four years
• Record enrollment for new freshmen for the last four years

Student Employee Work Group
• Student Employment Week

Customer Service Standard

Construction and Renovation Projects
• Cougar Village II
• Cougar Place
• Student Center Transformation Project
• A.D. Bruce Religion Center
• ERP Offices
• Health Center

• Fraternity Townhomes
• Campus Recreation Center intramural fields, natatorium, and fitness area
• University Career Services
• Admissions and Welcome Center
2. RESOURCE MANAGEMENT, LEADERSHIP, & FACILITIES

**PeopleSoft Improvements**
- Class Scheduler
- Degree Progress Reports
- Scholarships and Financial Aid document upload

**Expansion to UH Sugar Land**

**New Leadership Hired Across the Division**
- Business Services
- Health Center
- UH Wellness
- Cougars in Recovery
- University Career Services
- Admissions
- Enrollment Services
- Assessment and Planning
- Student Centers
- Scholarships and Financial Aid
- Women and Gender Resource Center
- Veteran Services
- Integrated Enrollment Services
- Center for Student Involvement
- LGBTQ Resource Center
- Marketing and Communications
- Center for Diversity and Inclusion
3. Global, Learning, & Community

Foster the creation of a global learning community that actualizes and embraces inclusion while preparing students to become active citizens.
3. GLOBAL, LEARNING, & COMMUNITY

**Center for Diversity and Inclusion**
- Created the center and increased campus-wide initiatives

**Metropolitan Volunteer Program and the Council for Cultural Activities**
- Expanded programs

**Identified Opportunities for an Inclusive Community**
- Campus Climate survey from EBI
- EAB Sexual Harassment and Violence Prevention surveys

**Contributions to Regional and National Associations and Communities**
- Increased engagement and involvement
4. INNOVATION, ACCOUNTABILITY, & TRANSPARENCY

Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.
4. INNOVATION, ACCOUNTABILITY, & TRANSPARENCY

**Office of the University Registrar**
- Electronic workflows
- Transcripts

**Center for Students with DisABILITIES**
- Online accommodation process

**Established New Departments**
- DSAES IT Services
- DSAES Business Services

**Division-wide Assessment and Planning**
- Assessment planning
- Progress cards
- Department Program Review
5. COMMUNICATION, BRAND, & INITIATIVE

Cultivate a collective identity that demonstrates a united vision.

BRAND CHAMPION

Don't Miss Out!
5. COMMUNICATION, BRAND, & INITIATIVE

Transformation of Collective Brand Image
• Implementation of new standards from UH Marketing

Departmental Campaigns
• #IAMUH
• “Get Rec’d” and “I’m Here To”
• #UHLiving
• #FutureCoog, #NewCoogs, and #BoldLivesHere

Division-wide Committees
• Assessment
• Marketing and Communications
• Professional Development

Divisional Awareness and Recognition
• State of the Division and In-Service Program
• Division Awards and Recognition Program
6. PARTNERSHIPS, STRATEGY, & POSITIVE IMPACT

Create and engage in strategic partnerships.
6. PARTNERSHIPS, STRATEGY, & POSITIVE IMPACT

**Academic Affairs**
- Foundations of Excellence
- Healthy Coogs 2020
- Advisory and shared governance
- Houston Guided Pathway System

**Administration and Finance**
- Search and hiring process
- Pilot for new business model
- Construction, feasibility studies, and renovation projects

**Sexual Violence Prevention and Education**
- Equal Opportunity Services
6. PARTNERSHIPS, STRATEGY, & POSITIVE IMPACT

**Advancement**
- Funding Initiatives
- “Here We Go” Campaign

**Athletics**
- Stadium Referendum with Student Government Association
- Dean of Students
  - Transportation lead for away and bowl games
- Office of the University Registrar
  - Automated athletic academic certification

**Campus Wide Diversity and Inclusion Statement**
OUR NEXT STRATEGIC PLAN
<table>
<thead>
<tr>
<th>Summer 2017</th>
<th>• Division SWOT conducted by departments, Executive Leadership Team, and Senior Leadership Team</th>
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<tbody>
<tr>
<td>Nov/Dec 2017</td>
<td>• Focus groups and interviews with University stakeholders</td>
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<tr>
<td>Jan/Feb 2018</td>
<td>• SLT meeting scheduled to process and review mapping &amp; to begin writing initiatives</td>
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<tr>
<td></td>
<td>• Create the strategic plan writing team</td>
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<tr>
<td></td>
<td>• Division-wide processing retreats</td>
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<tr>
<td>April 2018</td>
<td>• First draft completed</td>
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<tr>
<td></td>
<td>• Host open forums to share progress</td>
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<tr>
<td>May 2018</td>
<td>• Final revisions completed</td>
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CUSTOMER SERVICE CHAMPIONS

Leanica Adams
Tonya Anderson
Shenae Champ
Myra Conley
Jo Anne Davis-Jones
Lauren Ellzey
Sandra Glass
Me’Lisa Greenidge
Demeteria Guinn
Anne Hopton Jones
Crystle Hutchinson
Angelia Irving
Rodrick Jordan
Pam Moon
Cheryl Myers
Sam Nguyen
Naomi Odom
Pam Ogden
Reuben Parrish
Gwen Richmond
Jean Sanders
Eddie Simpson
Leah Singer
Georgeann Smith
Bruce Twenhafel
Asha Wilson
Tonya Winters
Allyson Yolland
Leona Davis
Eve Esch
Golden Paw Recipients

David Johnson
Hope Pacheco
Ashley Griffin
Adria Terry
Rebecca Szwarc
THIS IS OUR TIME

Division of Student Affairs and Enrollment Services