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1. MISSION, VISION, AND VALUES

Mission
The Division of Student Affairs cultivates an environment that facilitates student success through learning, discovery, and engagement.

Vision
The Division of Student Affairs will provide a nationally acclaimed student experience that results in a valuable impact on persistence and graduation.

Values
The Division of Student Affairs is 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:

- **Empowerment** — We empower students and staff through programs, personal and professional development, and employment.
- **Transparency** — We provide transparency of purpose with honesty and integrity.
- **Accountability** — We are accountable to the provision of quality programs and services.
- **Diversity** — We demonstrate and celebrate the intentional inclusion of others with various experiences and cultures.
- **Innovation** — We expect innovation of ourselves as we develop cutting-edge programs and services that continuously strive for excellence and student success.
- **Collaboration** — We embrace the spirit of collaboration through mutually beneficial partnerships on campus and in surrounding environments that foster the exchange of knowledge, resources and expertise.

A current organizational chart may be found online at [uh.edu/dsa/pdf/orgchart.pdf](http://uh.edu/dsa/pdf/orgchart.pdf)

2. ORGANIZATIONAL CHART
A current organizational chart may be found online at [uh.edu/dsa/pdf/orgchart.pdf](http://uh.edu/dsa/pdf/orgchart.pdf)

3. DEPARTMENT OVERVIEW
The Division of Student Affairs and Enrollment Services (DSAES) is comprised of the following functional areas and departments:

**Functional Areas:**
- [Enrollment Services](#)
- [Get Involved](#)
- [Stay Healthy](#)
- [Live on Campus](#)
- [Get Support](#)

**Department Listing:** *(this page also includes direct links to the departments and social media)*
- A.D. Bruce Religion Center
- Campus Recreation *(staff memberships available)*
- Center for Student Involvement
- Center for Fraternity & Sorority Life
- Center for Students with DisABILITIES
• Children’s Learning Centers
• Cougars in Recovery
• Counseling and Psychological Services
• Dean of Students Office
• Enrollment Management Business Services
• Enrollment Management Production Support (formerly SAA)
• Forensic Program
• Health Center (staff services available)
• International Student and Scholar Services
• LGBT Resource Center
• Office of Admissions
• Registrar’s Office (RAR)
• Scholarships and Financial Aid
• Student Communications and Marketing
• Student Housing & Residential Life
• Student Media
• UH Wellness
• University Career Services
• University Centers
• Urban Experience Program
• Women’s Resource Center
• Veterans Services

4. STRATEGIC PLAN
The 2013-2018 Strategic Plan is available online: uh.edu/dsa/about_student_affairs/strategic_plan.html.

5. DIVISION DRESS EXPECTATIONS

Professional Dress Expectations
A minimum of business casual* dress is expected between the official 8 a.m. - 5 p.m. work day. Professional judgment should be used when Cougar Red Fridays** include meetings and/or events that suggest professional attire.

*Business casual - Defined as dress pants or khakis (no jeans or shorts), polo or dress shirt/top/blouse with dress shoes or sandals. Business casual can also be defined as appropriate by direct supervisor based upon position responsibilities. For example, Campus Recreation employees may need to wear tennis shoes daily and UC Staff may wear jeans during set-up for an event. Please contact your direct supervisor if you have specific questions about dress expectations for your area.

**Cougar Red Fridays – To allow for support of University of Houston athletic and special events and to celebrate the University of Houston, staff should wear a business casual University of Houston (or red/white) shirt/top/blouse.

Holidays
Please click here for the most up-to-date list of University observed holidays.

**Special Events**
The following dates are required “all hands on deck” events for all contract staff. Graduate Assistants and classified staff are also invited to provide support. Other required events may be assigned by your department director. Such special events include:

- *Weeks of Welcome (including The Cat’s Back)*
- *Cougar Move-In*
- *New Student Orientations (NSO)*
- *Family Weekend*
- *Homecoming*
- *Stress Free Finals/Finals Mania*
- *Housing Fair*
- *Frontier Fiesta*

**Division Meetings**
These meetings are required for all staff members and absences need to be approved in advance by your department director.

**Senior Leadership Team Meetings**
Senior Leadership Team meetings are held bi-weekly and are designed to share and communicate information among and between all department directors.

**Division Committees**
Membership on a committee is highly encouraged for at least one staff member from each department. Committees are evaluated/assessed according to individual preferences and committee needs at the beginning of each academic year. More details on each committee may be found online.

Committees for the 2013/2014 academic year:

- **Assessment Committee**
  Chair: Melanee Wood
  Co-chair: Rebecca Szwarc

- **Marketing Communications Committee**
  Chair: De’Awn Bunch
  Co-chair: Ashriel Dunham

- **Professional Development Committee**
  Chair: Theresa Cyr
  Co-chair: Justin Schneewind

**Professional Memberships**
Each employee in the DSAES is eligible to receive one professional membership that is directly related to their work function or individual professional development plan through the department allocated funds. Staff should verify the existence of institutional memberships (i.e. NASPA, ACPA, ACUI, etc.) to ensure the lowest cost for individual membership. A few resources include:

- American College Personnel Association (ACPA): [www2.myaacpa.org](http://www2.myaacpa.org)
- Association of College Unions International (ACUI): [www.acui.org](http://www.acui.org)
- National Association for Student Personnel Administrators (NASPA): [www.naspa.org](http://www.naspa.org)
Texas Association of College and University Student Personnel Administrators (TACUSPA):
www.tacuspa.net

Professional Development Travel
Professional development is accomplished through a variety of methods, including but not limited to presenting at national conferences, serving on boards or committees, writing in journals and trade magazines, and participating in on-campus opportunities through the Division or University. Travel funding may be obtained for professional development activities that are in direct support of work functions and individual professional development plans. It is important that the division staff function as good stewards of the University of Houston funding and as such make efforts to share costs and/or save on travel expense whenever possible (e.g. carpool, share hotel rooms, minimize departure times, etc.). Final professional development travel, participation and funding are at the discretion of each department director.

6. COMMUNICATIONS & MARKETING

Email
All staff are required to use their University of Houston e-mail account to receive and send work-related emails.

Signature Lines
Include a signature at the end of your e-mail account. On Microsoft Outlook: Go to File, select Options. In the next window, select the tab Mail and then click on Signatures. Email signatures should include your name, job title, department name, the name of the university, and your phone number. The signature also should contain text recognizing the University’s Carnegie designation.

Example:
De’Awn Bunch, MBA
Communications Manager
Division of Student Affairs and Enrollment Services
University of Houston
114 Ezekiel W. Cullen Building
Phone: 713-743-5385
www.uh.edu/dsa

Mass Email Process
- Faculty, staff, and student communications: Please coordinate communications to all faculty, staff, and students through the Office of the VP/VC for Student Affairs and Enrollment Services.
  - Faculty and staff: email De’Awn Bunch (dnbunch@central.uh.edu)
    1. Include the following information for your message:
      a. Who is the message addressed from?
      b. Desired date of distribution
c. Who should receive replies (name and email)
d. Subject line
e. Email signature
f. Text-only version (attach Word document)
g. If we are posting the images within the message, we will need introductory text because we cannot send strictly images in an email message (emails might get marked as SPAM)
h. Proof approvers

ii. Students: If you have an event or announcement, it will be featured in CoogNews, the weekly student eblast. CoogNews is distributed on Mondays, and the deadline to submit content is Thursday by 5 p.m. The online form is located at www.uh.edu/dsa/coognews. If your message concerns urgent or timely information and needs to be sent to all students separately, please refer to “b.i.1.” for the details needed.

iii. All DSAES staff: Please email dsa@uh.edu with your email request. Be sure to include your text and attachments as you would like them to be emailed. You will receive a confirmation email from someone in the VP/VC for Student Affairs and Enrollment Services that your request has been received and when your message will be distributed.

Depending on the nature of the information, the email may be sent out to all Division staff members or to senior leadership to communicate to staff as they see fit. There is an expectation to read all communication from Division and University outlets in order to remain up to date in Division and University news.

External Communication

Communication with University’s Executive Staff
As our Division has grown in size and scope, it is imperative that our communication with executive staff be centrally coordinated through the Office of the Vice President for Student Affairs and Enrollment Services. This provides our division an opportunity for consistent and quality communication with the executive staff. Another positive aspect of channeling this communication is to empower the VP/VC for Student Affairs and Enrollment Services to consider the timing and priority of the information. While the request might seem vitally important to one area, the University might be facing a more complex issue. For specific guidance regarding communicating with the executive staff, please consult with your department director.

All invitations to Chancellor Khator must be requested through the Office of the Vice President for Student Affairs and Enrollment Services.

Communication with the Media
There may be times when our Division faces an unforeseen event that involves the media. Should the media ask for any comments, please refer them to University Marketing & Communication. When the request is made, please inform your department director and the Marketing and Communications Manager.

University Marketing & Communication
129 Ezekiel Cullen Building
Phone: 713.743.3065
Requests may be made by the media in non-emergency/crisis situations regarding campus events or an area of expertise. In these instances, staff may communicate with media directly. Please contact your area director and De’Awn Bunch to inform them of the communication.

Crisis Communication
Part of our role in working at a University is the need to deal with crisis. Please familiarize yourself with the University’s Emergency Guide, which can be found here:

Your individual department may also have specific emergency procedures for you to review. In an active emergency, the University of Houston has several ways to keep employees and students informed. Information will be shared via the University of Houston emergency page, text messaging, emails, and/or our outdoor speaker system. If you are directly involved in a threatening emergency situation, please secure your own safety and security and then call for help immediately (911 or UHPD at 713.743.3333).

The section below is a brief summary of best practices in communicating with your supervisor during emergencies. This is not an exhaustive list but the actions outlined will enable the Division to respond with consistency and grace in the face of adversity. Please also note that after the initial contact with the staff outlined below, guidance and role clarification will be provided to you concerning next steps. This may include removing or limiting your continued involvement with the situation.

1. Establish immediate communication with the following individuals/offices:
   a. Your immediate supervisor (if unreachable, please proceed to the next individual/office)
   b. Office of the Vice President for Student Affairs and Enrollment Services
   c. On-call personnel from the Office of the Dean of Students
2. Please note that this list is not exhaustive and you should attempt to contact the parties in this order.
3. Conduct research and have as much information about the incident as possible
4. Direct media questions to the on-call staff
5. Remember if you don’t reach your supervisor immediately, please continue attempting to reach them and get them informed as soon as possible.

Division Marketing
In an effort to brand the DSAES and have consistent messaging, all promotional items, including flyers, brochures, handouts, PowerPoint presentations, etc., should include the DSAES logo if space allows along with the individual department’s name and contact information. When developing marketing materials, please feel free to consult the Marketing Communications Committee if you have any questions. Please email branding@uh.edu and copy De’Awn Bunch to get approval on all marketing and communications materials, including advertisements, promotional items, flyers, etc. If the item features a UH logo and/or is being paid for by University funds, University Marketing and Communication must approve the proof before the final piece is created.

More information on marketing resources, including the University’s graphic standards, may be found on the DSAES “Resources” page.
7. DIVISION & SELECT UNIVERSITY POLICIES, PROTOCOLS & PROCEDURES

ePerformance Guidelines
Please click here to view the performance management process for all contract and graduate assistant staff.

University Purchases:
When making a purchase on behalf of the University of Houston, contact your department business administrator for assistance prior to making a purchase to ensure that all procedures are followed and that the purchase is allowable. Please refer to the procurement section of MAPP to guide your purchasing decisions.

A few key items to remember include:
- Purchase orders/bids are required for all purchases greater than $5,000.
- A number of purchases including the printing costs of promotional items such as shirts, etc. require a contract and use of specific vendors. Contracts must be completed before the purchase can be made. Always remember to calculate contract processing time into your order deadline.

Time Reporting
To request an absence, please log into your P.A.S.S. account via AccessUH and use the TRAM (time reporting absence management) online system. You may also view your time balances and previous requests. Please submit your online requests in a timely manner prior to your time off. All requests must be approved by your supervisor. You may view the TRAM Employee Guide here.

8. DIVISION GLOSSARY

Common acronyms used within the DSAES
CAPS: Counseling and Psychological Services
CFSL: Center for Fraternity & Sorority Life
CLC: Children’s Learning Centers
CRWC: Campus Recreation and Wellness Center
CSI: Center for Student Involvement
CSM: Center for Student Media
DOS: Dean of Students
DSAES: Division of Student Affairs and Enrollment Services
MVP: Metropolitan Volunteer Program
NSO: New Student Orientation (also called New Student Conferences)
SGA: Student Government Association
SHRL: Student Housing & Residential Life
SPB: Student Programming Board
SVN: Student Video Network
UCS: University Career Services
UEP: Urban Experience Program
UC: University Centers