# UNIVERSITY OF HOUSTON
# DEAN OF STUDENTS OFFICE



**Dean of Students Office**

**SFAC PROGRAM QUESTIONNAIRE RESPONSES**
**FISCAL YEAR 2016**

Submitted by:

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Associate Vice President for Student Affairs and Dean of Students
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Associate Dean of Students
October 2014

**Question # 1:**

**Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

**Response:**

**MISSION**
The University of Houston Dean of Students Office creates an environment conducive to student success by providing essential services and innovative programs that empower students to make responsible choices, engage parent and family members and support the campus community through advocacy and strategic partnerships.

**VISION**
The Dean of Students Office will establish itself as the premier campus leader in creating opportunities to engage and support students and their families in a meaningful Cougar experience that positively impacts student success.

**SERVICE OVERVIEW**

The Dean of Students Office provides programs and services which are designed to: create and maintain an intellectual environment which supports the rights of University community members to pursue their educational goals in a safe and orderly atmosphere: monitor and respond to students who exhibit threatening and/or concerning behaviors: reduce barriers to student success and persistence by providing information regarding UH policies, procedures, programs, services; support academic success and encourage persistence by advocating for students solving student problems; reduce barriers to academic and personal success by providing, information, and referrals; provide an opportunity for parents and family members of UH students to become connected to the University by keeping them informed of campus issues and activities and offering programs in which they can be involved; and represent fairness, objectivity and, the interests' of students engaged in University grievance processes.

- *Student Conduct* - Staff in the Dean of Students Office are responsible for campus wide supervision, maintenance, and enforcement of the UH Student Code of Conduct.

- *Maxient Student Conduct Database*-The Dean of Students Office manages the UH conduct management software, Maxient. This software provides a centralized student conduct database and is shared with, Student Housing and Residential Life, University Department of Public Safety, members of the Conduct Assessment and Response Team (CART) and Counseling and Psychological Services.

- *Conduct Assessment Response Team (C.A.R.T.)*-The DOS serves as the nexus for the Conduct Assessment and Response Team (C.A.R.T.), a multidisciplinary group of University officers charged with the responsibility of responding to student behavior that may be perceived as a threat to the campus community.

- *Freedom of Expression*- Staff in the Dean of Students Office administer the UH Manual of Administrative Policies and Procedures Freedom of Expression Policy (MAPP13.01.01) which governs the use of campus grounds for outdoor organized expressive activities

- *Academic Honesty Hearings*- Dean of Students Office representatives attend all college level Academic Honesty Hearings and serve as a University resource person.

- *Parent and Family Programs* –The office creates and oversees the Cougar Parent Connection Newsletter, the Parent Network, the parent website, and the UH Family Weekend. This office also serves as a clearinghouse for parent questions during the year, assists with Parent Orientation and is continuing to explore new initiatives designed to connect parents to the University and support the success of their students.

- *Commuter Student Initiatives* – develop programmatic initiatives designed to enhance commuter student success and engagement though the Commuter Assistant Program, MAP-Works, and other programmatic initiatives.

- *UH Student Handbook* - The UH Student Handbook is published electronically on an annual basis and contains descriptions of important academic policies, financial policies, student life policies, University services, and information on campus life outside of the classroom.  The UH Student Handbook is available on line at http://www.uh.edu/dos/studenthandbook/.

- *Student Advocacy Services* - Staff in the Dean of Students Office offer a student advocacy and problem solving service designed to support students as they endeavor to address issues with the University or access the resources they need to be successful at UH.

- *Emergency Student Loans* - The staff of the Dean of Students Office are responsible for administering the University's Emergency Student Loan Program in conjunction with the staff of the Office of Financial Aid.
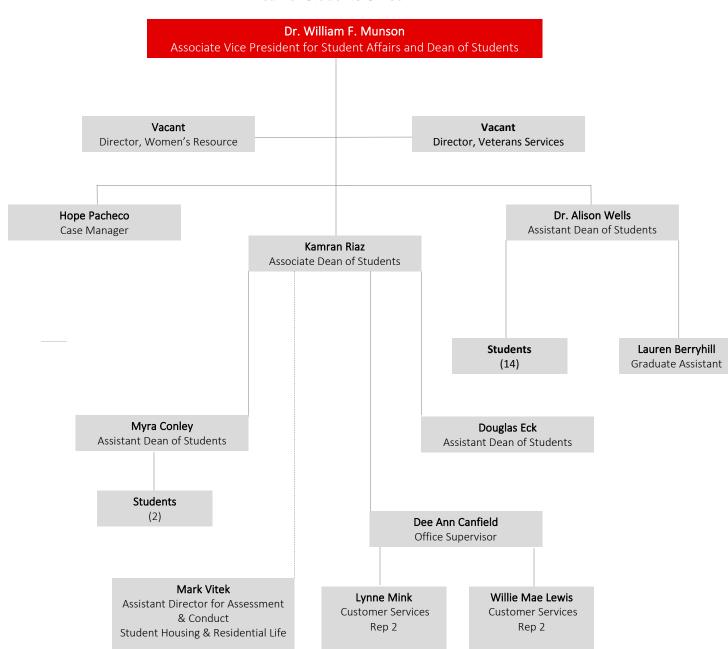
**Question # 2:**

**Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.**

**Response:**

UNIVERSITY of **HOUSTON**
DIVISION of STUDENT AFFAIRS and ENROLLMENT SERVICES

**Dean of Students Office**

**Dr. William F. Munson**
Associate Vice President for Student Affairs and Dean of Students

**Vacant**
Director, Women's Resource

**Vacant**
Director, Veterans Services

**Hope Pacheco**
Case Manager

**Dr. Alison Wells**
Assistant Dean of Students

**Kamran Riaz**
Associate Dean of Students

**Students**
(14)

**Lauren Berryhill**
Graduate Assistant

**Myra Conley**
Assistant Dean of Students

**Douglas Eck**
Assistant Dean of Students

**Students**
(2)

**Dee Ann Canfield**
Office Supervisor

**Mark Vitek**
Assistant Director for Assessment & Conduct
Student Housing & Residential Life

**Lynne Mink**
Customer Services
Rep 2

**Willie Mae Lewis**
Customer Services
Rep 2

**Question #3:**

**List your unit's strategic initiatives and action steps identified for the 2013-2014 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.**

DSAES Plan: (**http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html**)
UH Goals: (**http://www.uh.edu/president/vision-priorities/**)

**Response:**

**Student Conduct and Student Advocacy:**

Initiative 1: Strategically engage campus and community partnerships in order to diversify and expand the scope of services provided through the Dean of Students Office and the student conduct process in accordance with the DSAES Strategic Initiative 6 – Create and engage in strategic partnerships and Strategic Initiative 4 – Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures. UH Strategic Goal: Student Success.

a. Promote the Student Code of Conduct to students, faculty, staff, and community partners.

Accomplished: The Code of Conduct booklet was published and is available in both hard copy and electronic format. It is shared with every student referred through the conduct process. The Code of Conduct was also shared by the Dean of Students staff with faculty and staff through presentations.

b. Strengthen the advocacy based program, DOS ADVOCATES Program, geared toward educating campus and community partners, through presentations and programs, on the student resources using the Student Handbook

The DOS ADVOCATES program did not come to fruition this year, given a reduction in staff within the Dean of Students office. An outline of the program was left for the staff member filling the vacant position. Upon review of other campus-based student advocacy programs, a decision was made to take the focus in a different direction. Instead of training faculty and staff members across campus on how to be "campus resource experts", it was decided to ensure that staff within DOS become the experts of campus policies, resources, opportunities and procedures. The program now serves as a

"clearinghouse" for all campus partners to refer students to in order to seek resolution to their problems.

Accomplished: Re-branding of program to "Student Advocacy Services" including a comprehensive marketing plan. Awareness of the program is growing as faculty and staff members across campus become aware of our resources and the simplicity of being able to say "go see the Dean of Students office" as opposed to making general guesses about where a student may need to go or who they may need to talk to in order to resolve their issue. Assessment measures have been put into place to garner a sense of what issues students are struggling with the most so that we may collaborate with campus partners/offices to address policies or situations that prove to be the most burdensome/complicated for students.

c. Implement a student conduct assessment designed as a fill in the blank format of the student rights and responsibilities in order to evaluate how much of the student conduct process procedures a student referred retains once their case is closed.

With the departure of a staff member, the opportunity to fully assess student conduct was not put into place in a way that would yield good data. A basic approach to gathering information was implemented, reaffirming the number of students who visit the Dean of Students office for conduct related matters. With the hiring of a new staff member, a focus was once again placed on accurately assessing student conduct in a fashion that would allow robust data as well as measuring student learning as it pertains to the conduct process.

Accomplished: Developed "pre- and post-" test experiences that allow students to indicate their level of understanding of the disciplinary process before and after the conduct process (hearing). Similarly, with the assessment measures setup in the Campus Labs program BASELINE, we are now able to collect data allows us to measure the level of learning that is occurring through the conduct adjudication process. Moving from a "satisfaction" approach of conduct to a "what did you learn" approach, we are beginning to see the amount of learning that is occurring through the process as well as the likelihood of student's applying that knowledge to future decision-making scenarios that could involve risk (i.e. conduct/policy violations).

d. Create marketing materials to promote our Emergency Loan program for students on campus.

In progress: At this time the Emergency Student Loan program is advertised through the Dean of Students web site and through the Office of Scholarships and Financial Aid. Plan is to have a Dean of Students brochure and include this service in that brochure. This will be done after our move back to the University Center.

**<u>Parent and Family Programs:</u>**

Strategic Initiative 1: To continue to development Family Weekend as a recognized campus event and tradition in accordance with the DSA strategic initiative 1; Creating new opportunities for student success through learning, engagement, and discovery, and DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. To host a Family Weekend during the fall 2013 semester increasing both participant numbers and overall involvement from campus departments and academic colleges.

Achieved: Implemented the fourth annual Family Weekend event; increased number of attendees from 850 in 2012 to 930 in 2013. Added nine new department-sponsored sessions to the program.

Achieved: Hosted Family Weekend in conjunction with UH Homecoming.

Achieved: Implemented transportation system for families to attend football game at Reliant Stadium

b. Incorporate new buildings on campus, including the new stadium and University Center, during the Family Weekend activities.

Achieved: Implemented tours of the new UC during Family Weekend 2013 and currently working with UH Athletics and Sports and Entertainment to host tours of the new stadium for Family Weekend 2014.

c. Utilize the assessments from the 2013 Family Weekend to alter/add additional programs.

Achieved: Based off the Family Weekend assessment, the 2014 Family Weekend will attempt to add more activities on Saturday and provide additional opportunities focused on encouraging family members to interact and socialize with each other in an informal setting.

Strategic Initiative 2: To keep parents and family members abreast of campus activities and current issues within UH and higher education in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. To continue distributing the Cougar Parent Connection (e-newsletters for parents)

Achieved: Newsletters were sent out our parent listserv throughout the academic year

b. To continue oversight and maintenance of the parent email account/list serve, website, and Parent Guidebook.

In-progress: On-going maintenance and oversight of the parent email account, website, and Guidebook

c. To continue to update and add new information to the Parent Guidebook.

Achieved: Continued to update and add new information to the Parent Guidebook as deemed necessary.

Strategic Initiative 3: To serve as a liaison between the Dean of Students Office and parents of University of Houston students in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. To continue to assist with Parent and Family Orientation.

Achieved: Assisted the Office of Admission with presenting a session on how family members can become involved on campus for Family and Guest Orientations

b. Partner with campus departments to help distribute parent resources, such as the Parent Guidebook, throughout their areas and to their students and families.

Achieved: Distributed the Parent Guidebook throughout various campus offices and departments; an electronic version of this guidebook is also available on our Parent and Family website.

c. Continue collaborative efforts with other UH units to enhance UH parent/family programs

Achieved: Addressed parent concerns and questions while referring them to appropriate campus resources as necessary.

Achieved: Met with the staff of the Office of International Studies and Programs to discuss their involvement with Family Weekend and inform them about the parent/family program and resources

Achieved: Collaborated with various departments to help sponsor Family Weekend activities including: Center for Student Involvement, The University Center, Student Housing and Residential Life, UH Health Center, Campus Recreation, University Career Center, Counseling and Psychological Services, Office of Admissions, UH Alumni Association, Athletics, Dining Services, Parking and Transportation, Blaffer Museum, M.D. Anderson Library, Office of Sustainability, Office of International Studies and Programs, University Eye Institute, Police Department, Financial Services, Scholarships

and Financial Aid and five academic colleges including: CLASS, NSM, HRM, Engineering, and Education.

In-progress: Continue to establish new relationships on campus, offering assistance to UH parents and family members.

**<u>Commuter Student Services</u>**:

Strategic Initiative 1: Continue to build a foundation for a commuter student services at UH in accordance with the DSA strategic initiative 1; Create new opportunities for student success through learning, engagement and discovery. UH Strategic Goal: Student Success.

a. Develop and implement a pilot program for a Commuter Assistant Program to help FTIC commuter students successfully transition to the university.

Achieved:  Selected, hired, and trained student leaders to serve as Commuter Assistants for the Commuter Assistance Program. Developed a template and calendar of events for the CA Program to be piloted during the fall 2014 semester.

Achieved: Hosted resource tables at all summer new student conference to recruit new incoming FTIC students for the Commuter Assistance Program

c. Utilize Map-Works, specifically with the Commuter Assistance Program, to provide an early intervention with at-risk commuter students.

Achieved: Implemented MAP-Works, in collaboration with Student Housing and Residential Life, to provide an early intervention with at-risk commuter students.

d. Continue collaborative efforts with other UH units to enhance commuter student services.

Achieved: Created first Commuter Assistant Training Program and included guest speakers from Center for Student Involvement, Bauer College of Business, Counseling and Psychological Services, and Campus Recreation.

Achieved: Implemented the first Commuter Student Services Kick-Off event as part of Weeks of Welcome to welcome commuter students to campus. Partners for this event included UH Dining Services, Parking and Transportation Services, Houston-Galveston Area Council., UH Sustainability, Center for Student Involvement, and Student Publications.

Achieved: Hosted the first "Commuter Welcome" as the premier event of the new Commuter Assistant Program

Achieved: Hosted two webinars for the UH community on "best practices" for addressing the needs of commuter students as well as provided an overview of UH Commuter Student Services

Achieved: Collaborated with Student Publications on including information on Commuter Student Services as well as tips for commuter student success within the "Look, Learn, and Lease" booklet

e. Maintain oversight and continue to correspond via the Commuter Services website, email account, and social media platforms.

On-going: Continued maintenance of the website, email account, and social media platforms.

**<u>Student Handbook</u>:**

Strategic Initiative 1: To develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures. The student handbook has been reformatted to a more interactive web based version. We will systematically revise and or update the web based version and collaborate with its utilization. This includes DSA strategic initiative 6: Creating and engaging in strategic partnerships. UH Strategic Goal: Student Success.

a. To continue to provide a current, electronic version of the UH Student Handbook.

On-going:

b. To continue to maintain the quality of information in the Handbook through departmental review of solicited feedback and suggestions on new pertinent information from various constituencies on campus.

On-going:

c. To encourage more departments/units to include electronic addresses (i.e. email, webpages) in their information. Active links are included to direct the community to additional details on a department or service.

On-going:

d. To maintain up-to-date information on the Handbook web pages.

On-going:

e. To promote the UH Student Handbook to the UH community.

On-going:

**<u>Conduct Assessment Response Team (C.A.R.T.)</u>**:

Strategic Initiative 1: Facilitate the operation of the Conduct Assessment and Response Team (CART) in order to provide a proactive, multidisciplinary, and collaborative approach to assessing and responding to students who exhibit threatening, disruptive, and/or concerning behaviors. Linked to DSA Plan, Initiative 4; Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures, and Initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. Refine working definitions for concerning, disruptive, and threatening behavior and communicate to the University community in publications and student conduct training.

Ongoing

b. Formalize processes and procedures designed to facilitate the effective and efficient management of cases of threatening and/or concerning student behavior brought before the CART and adapt them to the Maxient student conduct software program.

Ongoing

c. Develop and implement training programs which inform University community members of strategies designed to help them identify students in distress and interact with students who exhibit threatening, concerning and disruptive behaviors.

Ongoing

d. Develop and disseminate materials designed to inform the University community of the existence of the CART and identify contact information for the CART in order to facilitate the reporting of potentially threatening and/or concerning student behaviors.

Ongoing

e. Develop and disseminate informational materials designed to assist University community members in the identification and prevention of potentially threatening and/or disruptive student behavior.

Ongoing

f. Seek out and continue CART member professional development and training

opportunities as funding permits.

Ongoing

g. Develop a Case Manager position to support students identified by the CART and who are involved in the student conduct process. Request funding for the Case Manager position.

Accomplished.  Case Manager hired.

**Question # 4:**

**Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures used to evaluate program success. Please provide the method for collecting these data.**

**Response:**

**Student Conduct Referrals:**

*Total number of individual cases: 1293*

*Most Frequent Code Referrals*
| | |
|---|---|
| Alcoholic related violations | 218 |
| Misuse of identification | 159 |
| Disruption/Obstruction | 150 |
| Complicity | 130 |
| Use, Manufac., Sale, Offer for Sale,or Possession of Controlled Subs. Or Drug Parap. | 108 |
| Mental or Bodily Harm | 90 |
| Violation of SHRL Policies, Procedures and/or License Agreements (smoking) | 86 |

*Referral Sources*
| | |
|---|---|
| Housing | 732 |
| Department | 292 |
| UHPD | 237 |
| Student | 14 |
| College/Faculty | 13 |
| Parking | 05 |

**Parent and Family Programs:**

1. Cougar Parent Connection (monthly e-newsletters for parents)
Eights newsletters were distributed during the 2012-2013 academic year.

2. Correspondence with parents and family members through the parent list serve.
The newsletter was sent out to 4420 parent and family members.

3. Parent Resource Guide: Distributed approximately 4,500 parent handbooks through Family Orientation programs, Family Weekend and distribution to various campus offices.

4. Family Weekend sponsored by the Dean of Students Office
Implemented the fourth annual Family Weekend event; increased number of attendees from 850 in 2012 to 930 in 2013. Added nine new department sponsored events.

Results indicate that the majority of family members who responded to the Fall 2013 Family Weekend Survey indicated that their connection to the University increased by attending Family Weekend 2013.

## **Commuter Student Services**

1. Commuter Assistant Program
   Fourteen student leaders were selected and hired to serve as Commuter Assistants. Two hundred and twenty seven FTIC commuter students signed up to participate in the CA Program.

2. MAP-Works
   Surveys were sent to 2059 first year commuter students and we received a 20.4% response rate. Interventions via email and phone calls were conducted with seventy one students throughout the fall 2013 semester.

3. Commuter Kick-Off Event
The first Commuter Kick-off event occurring during the first week of class had over 1000 commuter students in attendance.

## **Student Handbook:**

The UH Student Handbook is an important resource guide and essential service. The Handbook presents information regarding a variety of student service programs as well as important Academic, Student Life, and University Policies. Many of the policies printed in the Handbook meet a legal requirement to be published and communicated to all students.

The UH Student Handbook is accessible online through the Dean of Students Office webpage http://www.uh.edu/dos/studenthandbook.

**Question # 5**

**Please discuss any budget or organizational changes experienced since your last (FY2015) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2014 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.**

**Response:**

Since our last SFAC request we experienced some turnover in our staff which caused us to slow down on plans with the Student Advocacy Program. The position is now filled and we have started moving forward with the program and its assessment.

We concluded our year with a Ledger 3 Fund Equity balance of $ 153,409. This is mainly due to the following two full-time professional positions open during the year:

1. Case Manager: This position was vacant from September 1, 2013 to January 5, 2014.

2. Assistant Dean of Students: This position was vacant from January 1, 2014 to April 31, 2014.

**Question # 6:**

**Please list your 2015-2016 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.**

<u>**Student Conduct:**</u>

Strategic Initiative: Ensure that students interacting with the Dean of Students office are made more aware of their rights, responsibilities, and resources as members of the University of Houston community.

a. Continue to measure student learning that is occurring pre- and post- conduct hearing.

b. Utilize collected assessment data to compare with data collected through our conduct software (Maxient), assessing students who are referred at least two or more times through the conduct process with the data that they submitted through the student learning measure.

c. Explore options for increased information sharing across campus related to the disciplinary process.

d. Identify opportunities for assessing effectiveness of student conduct process (disciplinary conferences, hearing board hearings, sanctioning, sanction completion, etc.)

<u>**Student Advocacy**</u>**:**

Strategic Initiative: Broaden the scope, reach, and impact of Student Advocacy services to ensure a timely resolution to student concerns and problems.

a. Ensure for campus-wide understanding of Student Advocacy services through marketing, publications and reach-out conversations.

b. Collect assessment data related to why students are seeking Advocacy services, partner with corresponding offices to share data and strategize.

c. Assist students in exploring options for problem resolution, university services and appropriate referral resources

d.  Continue to measure student learning that is occurring pre- and post- advocacy resolution meeting

**Parent and Family Programs**
Strategic Initiative 1: To continue to development Family Weekend as a recognized campus event and tradition in accordance with the DSA strategic initiative 1; Creating new opportunities for student success through learning, engagement, and discovery, and DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a.Increase the number of sessions on Saturday, including a large "premier" event since there is no Saturday football game.

b. Create events to showcase new construction on campus including the new University Center and the new TDECU Stadium.

c. Assess feasibility of a DSA online payment system for Family Weekend registration

Strategic Initiative 2: To keep parents and family members abreast of campus activities and current issues within UH and higher education in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. To continue distributing the Cougar Parent Connection (e-newsletters for parents).

b. To continue oversight and maintenance of the parent email account/list serve, website, and Parent Guidebook.

Strategic Initiative 3: To serve as a liaison between the Dean of Students Office and parents of University of Houston students in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. To continue to assist with Parent and Family Orientation.

b. Partner with campus departments to help distribute parent resources, such as the Parent Guidebook, throughout their areas and to their students and families.

c. Continue collaborative efforts with other UH units to enhance UH parent/family programs

**Commuter Student Services**:

Strategic Initiative 1: Continue to build a foundation for a commuter student services at UH in accordance with the DSA strategic initiative 1;

a. Create new opportunities for student success through learning, engagement and discovery. UH Strategic Goal: Student Success.

b. Implement the pilot program for a Commuter Assistant Program to help FTIC commuter students successfully transition to the university.

c. Work with Commuter Assistants to facilitate programming, advising, and overall support for their students.

d. Utilize Map-Works, specifically with the Commuter Assistance Program, as a guideline for interventions with at-risk commuter students.

e. Continue collaborative efforts with other UH units to enhance commuter student services.

f. Maintain oversight and continue to correspond via the Commuter Services website, email account, and social media platforms.

**<u>Conduct Assessment Response Team (C.A.R.T.)</u>**:

Strategic Initiative 1: Facilitate the operation of the Conduct Assessment and Response Team (CART) in order to provide a proactive, multidisciplinary, and collaborative approach to assessing and responding to students who exhibit threatening, disruptive, and/or concerning behaviors. Linked to DSA Plan, Initiative 4; Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures, and Initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. Refine working definitions for concerning, disruptive, and threatening behavior and communicate to the University community in publications and student conduct training.

b. Formalize processes and procedures designed to facilitate the effective and efficient management of cases of threatening and/or concerning student behavior brought before the CART and adapt them to the Maxient student conduct software program.

c. Develop and implement training programs which inform University community members of strategies designed to help them identify students in distress and interact with students who exhibit threatening, concerning and disruptive behaviors.

d. Develop and disseminate materials designed to inform the University community of the existence of the CART and identify contact information for the CART in order to facilitate the reporting of potentially threatening and/or concerning student behaviors.

e. Develop and disseminate informational materials designed to assist University community members in the identification and prevention of potentially threatening and/or disruptive student behavior.

f. Seek out and continue CART member professional development and training opportunities as funding permits.

g. Integrate the Case Manager into the operation of the CART, the Dean of Students Office, and the DOS Student Advocacy and Support Services in order to support students identified by the CART, students who are involved in the student conduct process, and students who may be searching for community resources.

**Student Handbook:**

Strategic Initiative 1: To develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures. The student handbook will be converted into the Acalog System. It will now be integrated with the information included in the undergraduate catalog.
This includes DSA strategic initiative 6: Creating and engaging in strategic partnerships.
UH Strategic Goal: Student Success.

a. To continue to provide a current, electronic version of the UH Student Handbook.
   Project starts February 2, 2015

b. To continue to maintain the quality of information in the Handbook through
   departmental review of solicited feedback and suggestions on new pertinent
   information from various constituencies on campus. Training of information
   stakeholders - April 2015

c. To encourage more departments/units to include electronic addresses (i.e. email,
   webpages) in their information. Active links are included to direct the community to
   additional details on a department or service. Request for updates - May 2015

d. To maintain up-to-date information on the Handbook web pages.
    Final Updates request - June 2015

e. To promote the UH Student Handbook to the UH community through various media
   The new format of the handbook in Acalog will go live on August 1, 2015

**Case Management**

Strategic initiative 1: Build relationships with community stakeholders such as NPC-Neuropsychiatric Center, HCPC-Harris County Psychiatric Center and Ben Taub Hospital through introductory outreach meetings to facilitate collaboration and communication in

serving students in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. Schedule introductory outreach meetings.

b. Develop outreach material.

c. Develop informal agreement for communication between agency and DOS

Strategic initiative 2: Develop a Case Management process to identify, support and track targeted at risk students in accordance with the DSA strategic initiative 4; Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures. UH Strategic Goal: Student Success.

a. Develop processes and expectations for referrals from CART and Assistant Deans, Outreach and follow up with students, documentation and case updates to CART.

b. Develop forms to support the referral, outreach, follow up and case update process

c. Develop Case Management 101 for stakeholder groups.

**Question # 7:**

**What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.**

**Response:**

Additional sources of funding for DOS related programs include the following:

a) Family Weekend generates approximately $23,500 in registration fees each year.

**Question # 8:**

**Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.**

**Response:**

**Student Conduct:**

There are no other units which duplicate the Student Conduct Program.

**Conduct Assessment and Response Team:**

There are no other units which duplicate the Conduct Assessment and Response Team.

**Parent and Family Programs:**

There are no other units which duplicate the Parent and Family Programs.

**Student Handbook**:

There is currently no other publication of this kind available to students, staff and faculty. The University of Houston Student Handbook is a comprehensive publication of student services, programs and policy information. Overlap exists with other university offices that create their own in-office publications describing their services and programs. This publication offers a comprehensive resource for campus information that is helpful to new as well as experienced students.

**Commuter Students:**

There are no other units which duplicate the Commuter Student Programs.

**Student Advocacy Services:**

There are no other units which duplicate the Student Advocacy Services program.