



Elevate

**Student Affairs and Enrollment Services
2018–2019 Annual Report**

From the Vice President



Elevate.

No matter what comes our way, the 400-plus professionals in the Division of Student Affairs and Enrollment Services work relentlessly to move our students forward and upward—to Elevate them every day. Student success is more than just a phrase, it is our daily motivation and inspiration in providing incredible opportunities for our student body through learning, engagement, and discovery.

In this report, we are proud to share the highlights of our newly implemented strategic plan, “Spark the Power,” where we will showcase the accomplishments for each of the strategy’s four pillars: Student Success, Division Cohesion, Partnerships, and Resources.

From welcoming our strongest freshman class yet, to receiving a \$17 million donation for a new scholars program, our division has much to acknowledge.

As always, thank you for your continued support and partnership in improving the student experience at the University of Houston.

I am proud of our successes and invite you to celebrate them with us.

Warm regards,

A handwritten signature in black ink that reads "Richard Walker". The signature is fluid and cursive, with a long horizontal line extending to the right.

Richard Walker, Ed.D.
Vice President for Student Affairs and Enrollment Services,
University of Houston
Vice Chancellor for Student Affairs and Enrollment Services,
University of Houston System

Mission

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

Vision

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

Values

The Division of Student Affairs and Enrollment Services 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, development, and employment.
- **Transparency:** We provide transparency of purpose with honesty and integrity.
- **Accountability:** We are accountable in the provision of quality programs and services.
- **Diversity and Inclusion:** We celebrate diversity and embrace the intentional inclusion of all experiences and cultures while fostering a welcoming and open community.
- **Innovation:** We expect innovation as we develop cutting-edge programs and services that continuously strive for excellence while supporting student success.
- **Collaboration:** We embrace the spirit of collaboration through mutually beneficial partnerships on campus and in the surrounding environments fostering the exchange of knowledge, resources, and expertise.



2019 Division of Student Affairs and Enrollment Services

Annual Executive Summary Report

Over the past year, the Division of Student Affairs and Enrollment Services made significant achievements in a number of areas. To help illustrate how the efforts of each department contribute to the larger mission of the division, we have organized this report around our four strategic initiatives: Student Success, Division Cohesion, Partnerships, and Resources.

Within each initiative, we have shared the steps that will help us achieve our priorities and different examples from the prior year of how our various departments have moved the needle in those areas. Finally, as part of telling the story of how the division has progressed in each strategic initiative, we have included a featured story for each.

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By the Numbers

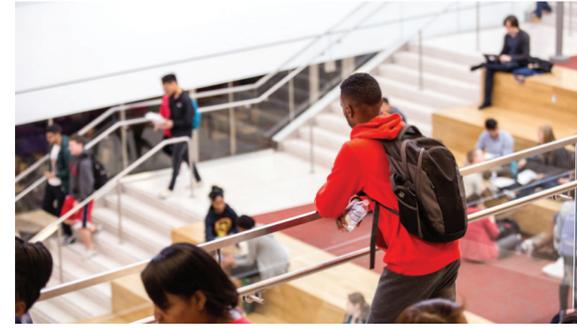
Our work throughout the year has brought our students better resources for success. Here's a look back at the impact the Division has made across campus.

Center for Student Involvement nearly doubled participation in infraRED nights from **1,690** to **3,852**

Dean of Students saw a **3%** decrease in total student conduct cases.

University Career Services increased the number of seniors served by **50%**

Veterans Services had a **56%** increase in total new visitors, and a **31%** increase in event attendees.



Student Centers welcomed **4,187,446** visitors through its facilities.

DSAES IT saw a **13.8%** increase in support requests.

Center for Student Media saw a **5.4%** increase in revenue.

UH Wellness consultation requests grew **121%**

and walk-in rates increased **43%**

LGBTQ Resource Center had a **18.89%** increase in unique visitors.

Campus Recreation saw a **142%** increase in unique students participating in sports clubs.



Student Success

Student Success

Champion exceptional opportunities and services to support all UH students.

Foster the holistic well-being of all students through coordinated, intentional services and processes.

UH Wellness had over **26,600** interactions with students.

Health Center had almost 22,000 patient visits.

Cougars in Recovery saw an average Fall GPA increase from 3.17 to 3.38 (F17–F18).

Counseling and Psychological Services saw year over year:

- 13% increase in clinical services overall.
- 13.4% increase in the number of students triaged during walk-in hours.
- 75.3% increase in individuals trained in suicide prevention.

Cougars in Recovery saw a **38.5%** increase in community check-ins.

Center for Fraternity and Sorority Life saw the Future Greek Leaders Academy grow by 16% year over year.

Center for Student Involvement had a 12.6% growth in combined attendance for the Ignite Leadership Conferences from FY18 to FY19.



Engage all students to intentionally develop leadership qualities, critical thinking and communication skills, diversity competencies, and personal growth.

Center for Diversity and Inclusion saw total program attendance increase by 8% to over 3,900.

The **LGBTQ Resource Center** sponsored the Gender Infinity Conference, which creates affirming space to advance relationships, knowledge, and resources that empower gender diverse individuals.

Urban Experience Program saw a

57%

increase in touch points to students for a total of 6,180.



A.D. Bruce Religion Center had over 101,000 individuals walking through the Religion Center in 2018–2019.





Enrich the sense of connection, belonging, and shared UH identity among all students.

As part of better connecting to students and sharing opportunities for engagement, multiple DSAES departments saw meaningful increases in their connections to students through digital platforms:

Counseling and Psychological Services saw a 77.15% increase across social media platforms.

Campus Recreation increased their social media followers by 44%.

Student Housing and Residential Life grew social media accounts 32%.

LGBTQ Resource Center witnessed a 14.7% increase in website page views.

UH Wellness boosted social media platform followers by 10%.

Student Centers expanded their Instagram followers by 19.04%.



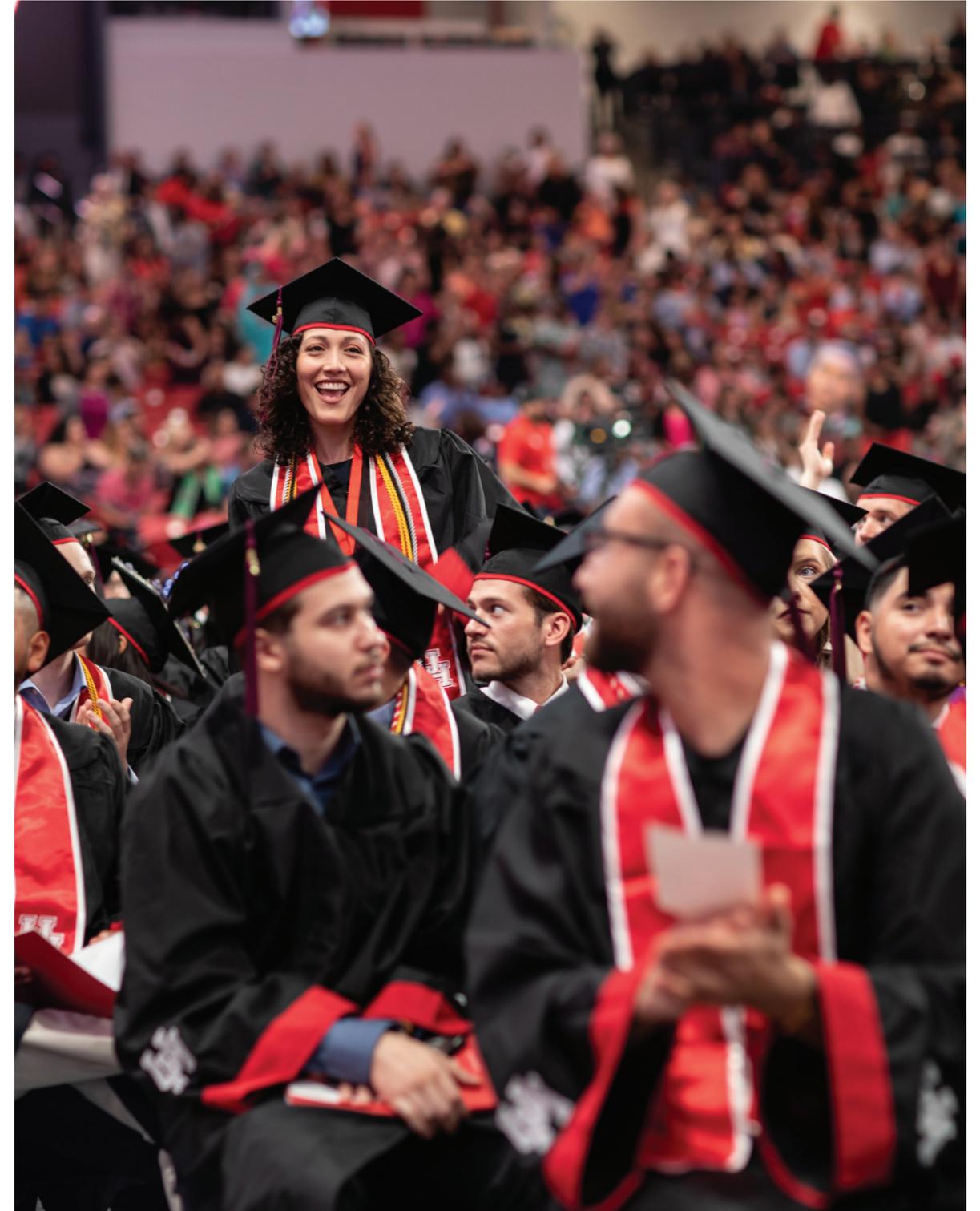
University Career Services saw a

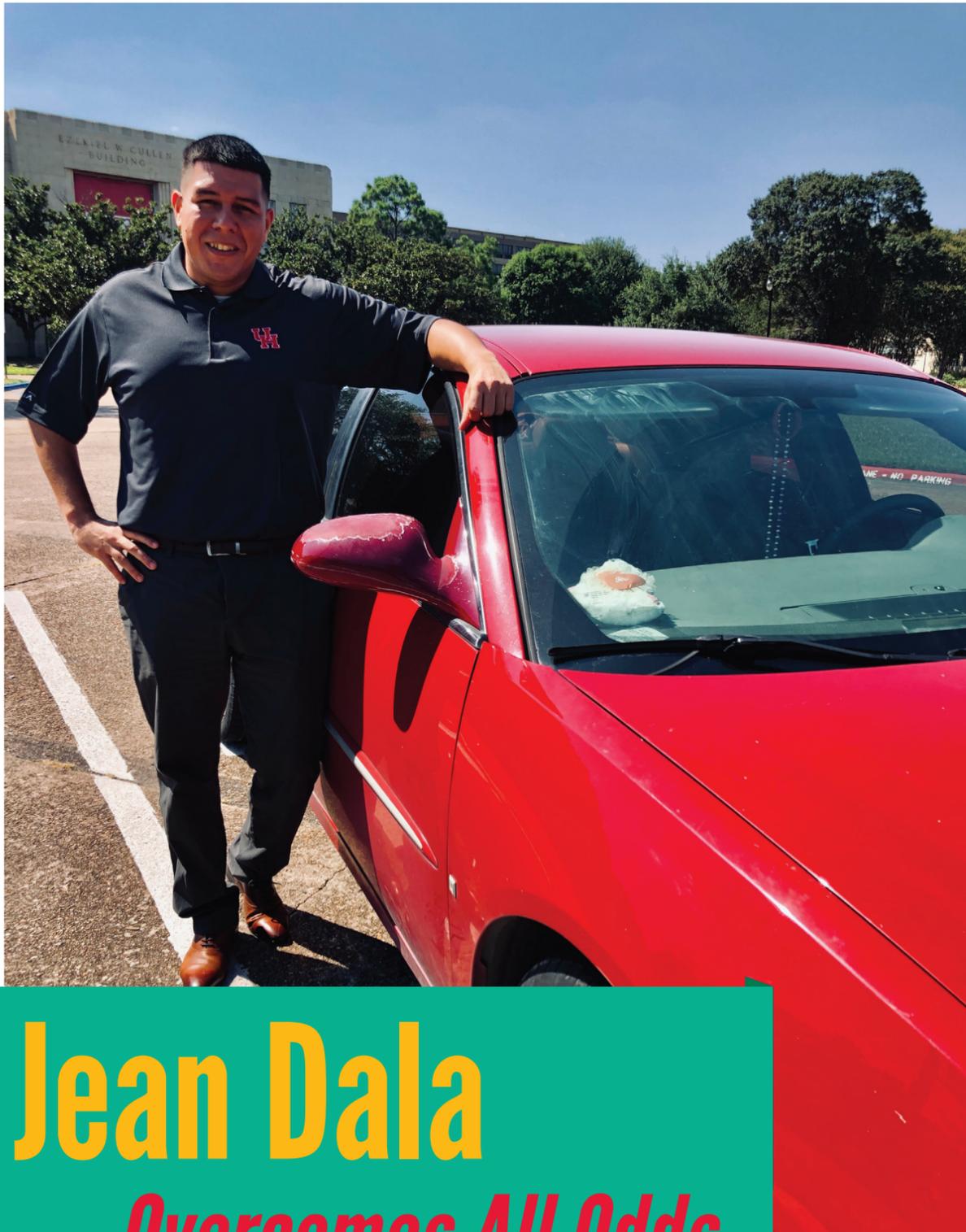
15%

increase in new employer registration.

Enhance assessment of student success by defining measures at the departmental and divisional level with focus on the impact of our programs and services.

The **Children's Learning Centers** were able to improve the regular attendance of student staff through identifying those with low attendance and then providing ongoing support from CLC Project Manager.





Jean Dala

Overcomes All Odds

In today's society, it is hard to imagine a life without basic necessities. We expect to have running water, a kitchen to prepare hot meals in, and a mattress to lay down on after a long day.

However, this was the reality for Jean Dala, who experienced homelessness while majoring in Management Information Systems at the University of Houston. "I was living the life of the unknown, not knowing where the next dollar was going to come from," Dala said.

Due to his situation, Dala was unable to secure a job, so he created one. Having some experience cleaning pools, he took that knowledge and opened up a pool business. "That first year was a nightmare, I might have had five customers total, which earned me about \$300 dollars a month," Dala said.

Not only was he forced to live a frugal lifestyle, he was forced to live from his car. "I would park across from the Rec so that in the morning I could wake up, shower, and try my best to look presentable," Dala said. "Even though I was homeless, I wanted to look like any other college student." Through his hardships, Dala realized that he had to keep a positive mindset for the future by believing in himself. "Nobody put this challenge in front of me but myself, so it was

on me to get out of it," Dala said. His perseverance and hard work allowed him to grow his business, keep up with his studies, and make excellent grades.

Walking across the stage on commencement day in 2017 was proof that Dala's hard work paid off, and despite it all, he was able to graduate with Magna Cum Laude Honors. "You can say what you want, but this is mine," Dala said. "I worked my ass off for it, so walking across that stage was the most beautiful moment I had ever experienced."

Currently, Dala is a lead auditor for Calpine, traveling the United States to visit their power plants. "Traveling makes you realize that the world is so much bigger than myself and where I was. It has made me learn and open myself to different cultures."

Looking back, Dala's mantra has not changed since his college years. "Having a positive mindset and not allowing others to put you down can never stop you from what you want to do in life."



"Nobody put this challenge in front of me but myself, so it was on me to get out of it."

—Jean Dala

Division Cohesion



Division Cohesion

Create and foster a cohesive division identity, culture, and community.



Strengthen staff connections within the division, both professionally and personally.

Campus Solution Services partnered with UH Marketing, Communication, and Media Relations, as well as with Scholarship and Financial Aid, Office of University Registrar, and Student Business Services to redesign the UH GO app.



DSAES Professional Development Committee saw a **40%** attendance increase in Sync New Employee Luncheon.



Invest in staff success through professional development, recognition, and opportunities for broader participation throughout the division.

The **DSAES Professional Development Committee** saw a 30% increase in attendance at Navigate events.

The **DSAES Assessment Committee** created a new subcommittee to provide opportunities for the development of assessment skills.

The University of Houston was honored with the **Bernard Pitts Award**, recognizing the joint effort between the **Center for Students with DisABILITIES, University Career Services**, and the **Center for Diversity and Inclusion** for their **Get Hired** initiative.

Foster collaborative divisional processes focused on common goals.

After **Enrollment Services** units implemented text-message reminders, each department in the Welcome Center saw a decrease in the rate of students who checked in for advising and then did not show up.

- **Admissions** saw a 48% decrease in no-shows.
- **Office of the University Registrar** saw a 7% decrease in no-shows.
- **Student Business Services** saw a 40% decrease in no-shows.
- **Office of Scholarship and Financial Aid** saw a 35% decrease in no-shows.



Student Leaders

Scarlet Seals of Excellence

As part of the Division of Student Affairs and Enrollment Services' commitment to helping students succeed both in college and throughout their lives after graduation, a cross-department initiative called the Scarlet Seals of Excellence was created. This program encourages students to develop and clearly articulate the skills needed to succeed in their careers after graduation. Students who participate in the program can be awarded a seal of excellence in four different categories: Leadership in Practice, Diversity, Personal Development, and Thinking & Communication. These four areas cover the most important skills identified by employers and contribute to the state of Texas' 60x30TX Higher Education Plan. "By 2030, all graduates from Texas public institutions of higher education will have completed programs with identified marketable skills." To be awarded a seal of excellence, students submit a cover letter/personal statement and a résumé that are reviewed by staff members from

across the division who are content area experts. These submissions receive feedback, and if the application is approved, they are awarded a pin for the specific seal. For applications that are not approved, in addition to receiving feedback from the reviewers, they are also offered the opportunity to receive personal coaching on how to improve their submissions. For students who receive pins in all four categories, they have the opportunity to put together an application to be awarded a Scarlet Seals of Excellence graduation stole, after successfully presenting to a panel of experts about their comprehensive experiences across all four areas. After piloting the program in 2016, the program was officially rolled out in the 2017–2018 academic year. In the second year, the program grew by 250% in the total number of pins awarded (27 to 68) and 325% in the number of graduation stoles awarded (4 to 13).



"Mastering the Scarlet Seals of Excellence helped me understand who I am and who I want to be. This program helped me focus on the skills I want to transfer into the real world, such as my leadership."

—Mayra Castillo

"The Scarlet Seals of Excellence program prepared me to properly communicate how my personal development, leadership opportunities, and lived experiences have equipped me to be successful in any role."

—Christopher Caldwell





Partnerships

Partnerships

Forge and strengthen partnerships to expand our reach into the University and greater community.

Enhance students' educational experience by expanding partnerships with Academic Affairs.

Campus Recreation partnered with Health and Human Performance department in CLASS to serve as an internship site for the Registered Dietitian program.

Integrated Enrollment Services launched the **Money Matters Institute** and trained

35

staff members to help students better understand financial literacy concepts.

Promote alumni engagement and support for division initiatives in cooperation with Advancement.

The **Center for Fraternity & Sorority Life** created the Fraternity/Sorority Community Advisory Board.

Student Housing and Residential Life launched Give to the Quad fundraising project with Limestone Cubes and mailbox doors from the Quadrangle available to donors.

Campus Solution Services partnered with **Center for Students with DisABILITIES** to enhance the request process for students to receive academic accommodations and eliminate ambiguities for faculty members.

Office of the University Registrar worked with Human Resources and **Campus Solution Services** to deliver "preferred name" options for UH instructors.



Create opportunities for our students by developing initiatives that support our neighboring communities.

Urban Experience Program partnered with Youth Empowerment Alliance to help undocumented/DACA students with on and off campus resources.

The **Center for Diversity and Inclusion** partnered with the Houston Consulate of Israel to host the film "Big Sonia" and a Q&A with Big Sonia's daughter, Regina, for International Tolerance Day.

Cougars in Recovery collaborated with Teens and Family Services to develop QUEST Leadership and engage four CIR leaders as mentors to four teens.



Campus Recreation received a \$3,960

USA Swimming Foundation Grant

to provide swim lessons to kids in the Third Ward Community.

Expand strategic partnerships with K-12 schools and other post-secondary institutions.

Urban Experience Program and **Scholarships and Financial Aid** staff participated in Houston Hispanic Forum Career and Education Day.

Urban Experience Program collaborated with UH College of Education for their teacher preparation program.

Children's Learning Centers collaborated with Escuela Primaria Eliseo B. Sánchez Elementary School to establish a preschool language exchange collaboration with our Spanish Language Immersion Program.





Bringing Home *The Learning*

If you were to ask First Year Experience Professor and chemical engineer Jerrod Henderson what drew him to live at the University of Houston as a Faculty-in-Residence, he will tell you, “I was already here for the majority of 24 hours every day, so a bed on campus sounded good to me—and I get reserved parking too!”

Jokes aside, Dr. Henderson’s passion for working with first-generation engineering students perfectly aligned with the success goals of the Faculty-in-Residence program.

“While participating in the First Year Engineering program at the Cullen College, I became more interested in impacting first-generation students’ trajectory,” Henderson said. “These students are so unique and diverse, I had to take the opportunity to spend more time learning and sharing my experiences with them.”

That manifested itself into compelling programs that Dr. Henderson presents bi-monthly to residents at Cougar Village 2. The Faculty-in-Residence program hosts one special program and one dinner with faculty each month to students in their residence halls.

“What I Wish I Knew was an event we hosted this year, where eight residence hall assistants shared their insights with first-year students,” Henderson

said. “My turnout expectations were at about a dozen students, but we had more than 40, which was really exciting.”

He finds freshmen to be unfaded by the college experience as, “They are inquisitive and motivated, with a willingness to learn,” he added.

UH Assistant Vice President for Student Affairs – Student Housing and Residential Life Don Yackley said, “We are proud of our Faculty-in-Residence; not only do they demonstrate care and dedication to residential students, we believe their engagement and connection are directly attributed to our residential students’ academic success.”

And, regardless of how long his work day turns out to be, Henderson’s home is just a short walk away.

“I have a two-bedroom place on campus larger than my expensive apartment I was renting in the Museum District—and I don’t have to commute to campus!”

“These students are so unique and diverse, I had to take the opportunity to spend more time learning and sharing my experiences with them.”

—Jerrod Henderson





Resources

Resources

Evaluate, actively pursue, and leverage resources to enhance the UH experience.

Pursue and develop resources to address identified gaps and needs.

Children's Learning Services received a \$558,987 grant from the Department of Education for Child Care Access Means Parents in Schools.

Urban Experience Program

- \$45,000 was awarded by Coca-Cola for First Generation student scholarships.
- \$35,000 was awarded for Cougar Initiative to Engage (CITE) Urban Experience Program Summer Internships.

The **LGBTQ Resource Center** received \$2,500 from the Hollyfield Foundation for the Fall 2019 Fluidity Conference and \$3,000 from the AIDS Foundation to assist with HIV/AIDS education and prevention.

The **Women and Gender Resource Center** raised \$2,500 through sponsorships and \$500 for in-kind donations for the 3rd annual Women's Leadership Conference.

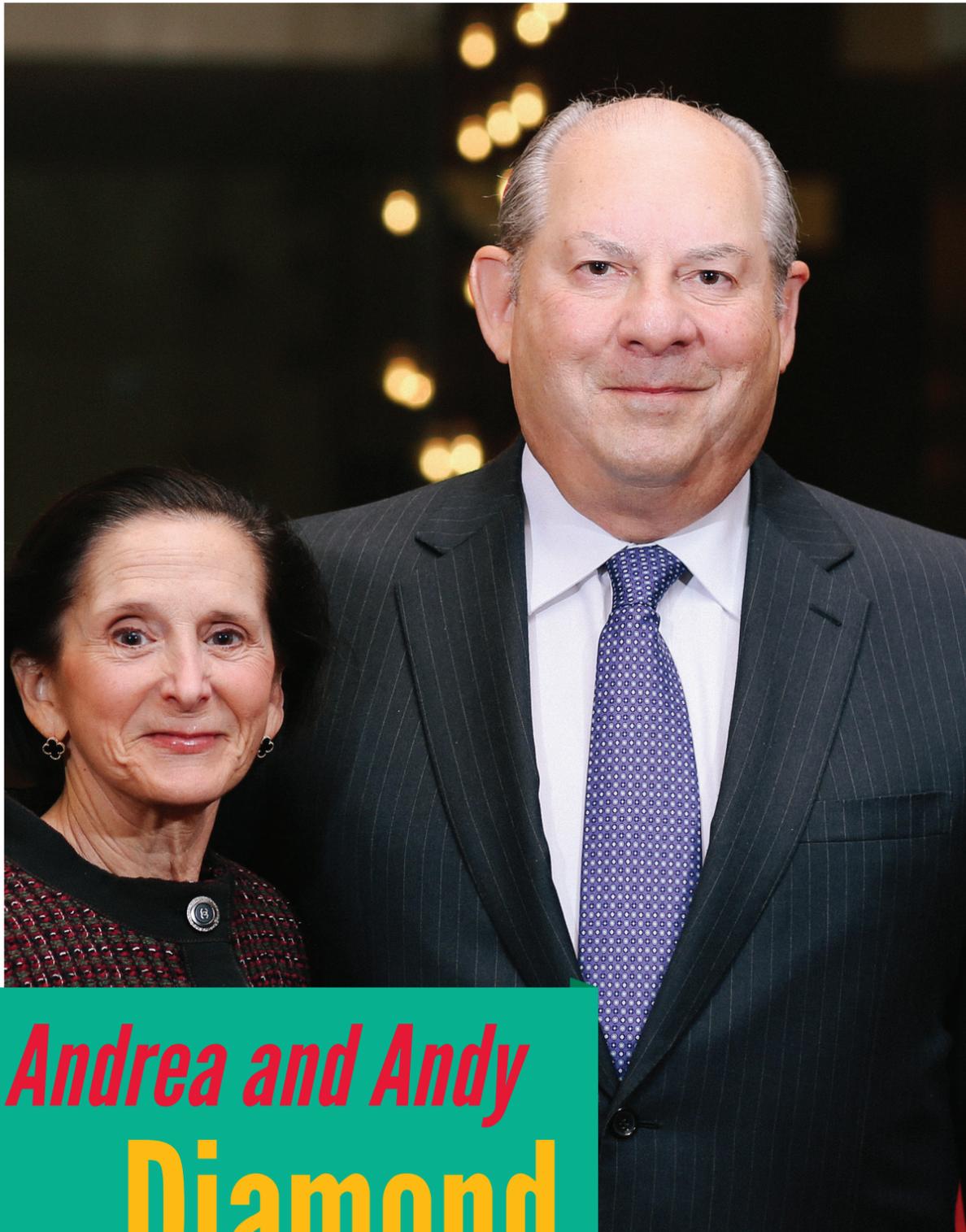
\$17,000,000

gift from the Diamond family provides support to foster care youth and offers financial, academic, mentoring, and other resources for students aging out of the foster care system.

Leverage and adapt resources in innovative ways to increase effective utilization.

Cougars in Recovery received over \$75,000 in foundation support from the John P. McGovern Foundation and the Hildebrand Fund.





Andrea and Andy Diamond

The Diamond Family Scholars was launched with a \$17 million gift from Houston philanthropists Andy and Andrea Diamond, and became part of the Urban Experience Program (UEP), a University of Houston department dedicated to creating opportunity and resources for educationally and economically under-served students.

Its establishment ensures that students aging out of the Texas Foster care system or who have ended up as wards of the state, have a way to close the financial gap for room and board, books, and other supplies. Students who are part of this program will share living space in the University's residence halls, receive hands-on mentoring and academic advising.

With more than 23,000 youth a year nationally aging out of the foster care system, few have both the financial and emotional support needed to succeed in college. Andy and Andrea Diamond, both University of Houston Law Center alumni, have grown interested in what happens to the young people phasing out of state custody.

"Most of the time, the outcomes are not good," Andy Diamond said. "Andrea and I looked at ways we could make a difference, and we believe changing the lives of a few young people will be a start." Students may retain strong ties with grandparents or other extended family, but money is a major

concern for most of them. The Diamonds' gift allowed Raven Jones and Kolby Robinson, director and assistant director of the UEP, to create a program formalizing that support; the first cohort of Diamond Family Scholars will pioneer a program organizers hope becomes a national model.

Although their life stories are marked by pain and separation, the six freshmen who make up the initial class are as individual as they come and have accepted the Diamond Family challenge of paying it forward in the future.

A Diamond Scholar recipient, Andrea Tijerina, who is majoring in Health Communications, wants to share her story in order to play some small role in shifting society's expectations about who is likely to prosper. "Everyone can benefit from hearing stories," Tijerina said. "And we are a group that wants to succeed and beat the odds."



"Andrea and I looked at ways we could make a difference, and we believe changing the lives of a few young people will be a start."

—Andy Diamond

Scholarships

- *Cougar Experience Scholarship*
- *Diamond Family Scholars Fund*
- *Urban Experience Program*
- *Cougars in Recovery Fund*
- *Frontier Fiesta Scholarship*
- *Counseling and Psychological Services*
- *Parent Family Programming*
- *Commuter Student Programming*
- *Sachs Leadership Scholarship*
- **Contact us for giving opportunities.**

Cougar Emergency Fund

Each year, through no fault of their own, students experience unexpected crises. A house fire, death in the family, or a loss of income can be a huge obstacle for anyone to overcome.

The Cougar Emergency Fund was created to assist University of Houston students facing financial hardship which would otherwise interfere with their success at UH. The fund provides limited emergency awards to currently enrolled students who are facing unexpected or temporary expenses.



Thank You for Your Support!

We hope you will look for ways to support the Division of Student Affairs and Enrollment Services in promoting student success, retention, and graduation. When students participate in programs and services such as those described in this report, they are more likely to stay in school and complete a degree. Your support positions us to grow programs and services.

Your tax-deductible contributions underwrite scholarships and programs that make a difference to our diverse student body in the areas of career services, student counseling, leadership training, multicultural programs, fraternity and sorority life, health and wellness initiatives, adult and commuter student programs, disability services, veterans, parent programs, and much more. If you have questions about how to fund you interest, please contact **Andrea Ward** at 713-743-7873 or amward2@central.uh.edu.

Giving

Giving by Check: Make a check payable to the University of Houston noting the preferred designation(s), and mail to:

University Advancement
P.O. Box 8657
Houston, TX 77001

Giving Online: Visit www.giving.uh.edu/studentaffairs today! You will be able to designate your gift to the area(s) of your choice via our online giving form.



DSAES Donors 2018–2019

Donors allow us to enhance the services and experiences we offer to students, setting them up for success in college and beyond. We extend our gratitude for their support.



\$17,000,000

Mr. & Mrs. Andy Diamond

\$200,000+

Mr. & Mrs. Hari Agrawal

\$50,000+

John P. McGovern Foundation

Sysco Corporation

\$25,000–\$49,999

Mr. Paul Dalton

Jeffery & Melinda Hildebrand Fund GHCF

Silver Eagle Distributors, Inc.

\$10,000–\$24,999

Mr. and Mrs. Larry M. Eshleman

\$5,000–\$9,999

Mr. & Mrs. Walter F. Jones

Phillips 66

Mr. & Mrs. Joseph M. Pogge

\$2,500–\$4,999

AIDS Foundation Houston, Inc.

The Hollyfield Foundation

Mr. & Mrs. David Thomas Mosley

Ms. Rebecca F. Upchurch

Richard Walker, Ed.D.

\$1,000–\$2,499

Bay Area Recovery Center

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Mr. Brian Timothy Stephens

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\$500–\$999

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\$250–\$499

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Ms. Shannon Jennifer Steele

Dr. & Mrs. Vissett S. Sun

Mr. Blake D. Upchurch

Dr. & Mrs. Jeffrey C. Waller

Dr. Jonathan L. Williamson

Mr. Marcus P. Zinecker

Honors and Awards

Our staff are leaders in their fields, so it is natural they would earn recognition for their achievements in scholarship and exceptional service.

Campus Recreation's Aquatic Program

Top Training Provider
American Red Cross

Eve Esch

Director, Student Centers

Edward S. Drake Founders' Award

Association of College Unions International

Dr. Daniel Maxwell

Associate Vice Chancellor/Vice President for Student Affairs

Butts-Whiting Award

Association of College Unions International

Salomon Medina

Assistant Director of Compliance, Scholarship and Financial Aid

Certified Financial Aid Administrator

National Association of Student Financial Aid Administrators

Hope Pacheco

Assistant Dean of Students, Dean of Students Office

Mena Valdez Outstanding New Professional Award

NASPA Latinx/o/a Knowledge Community

John Shiflet

Director, Cougars in Recovery

Southwest Regional Representative

Association of Recovery in Higher Education

University Career Services, Center for Students with DisABILITIES, Center for Diversity and Inclusion

Bernard Pitts Award

Get Hired Program

Dr. Richard Walker

Vice Chancellor/Vice President, Student Affairs and Enrollment Services

Dr. Kent L. Gardner Award

Association of Fraternity/Sorority Advisors

*Mobius Houston, by Marta Chilindrón
Courtesy of Public Art of the University of Houston System*

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STUDENT AFFAIRS & ENROLLMENT SERVICES