

**UNIVERSITY OF HOUSTON
DEAN OF STUDENTS OFFICE**



Dean of Students Office

**SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2010**

Submitted by:
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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 Statement

The Dean of Students Office provides programs and services which are designed to: facilitate the integration of new freshman and transfer students into UH academic and campus life and enable the new student's transition into the University: reduce barriers to student success and persistence by providing information regarding UH policies, procedures, programs, services, and current University events; support academic success and encourage persistence by solving student problems; reduce barriers to academic and personal success by providing legal advice, information, and referrals; provide an opportunity for parents 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 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.

- *Student Discipline* - Staff in the Dean of Students Office are responsible for the maintenance and enforcement of the UH Student Disciplinary Policies and Procedures.
- *New Student Orientation* – Now a mandatory program for all first time in college freshmen, incoming first year undergraduate students attend conferences coordinated through the Dean of Students Office. An orientation track for the parents and guests of entering UH students as well as transfer student conferences are also offered.
- *Parents Programs* –The office offers the Cougar Parent Connection newsletter, has sponsored a Parent Tailgate during a Cougar football game in the fall, serves as a clearinghouse for parent questions during the year, and is exploring new initiatives designed to connect parents to the university and support the success of their students. Parent Orientation is part of this effort and has been offered as a part of Orientation since 1985.
- *UH Student Handbook* - The UH Student Handbook is published on an annual basis and contains descriptions of important academic policies, financial policies, student

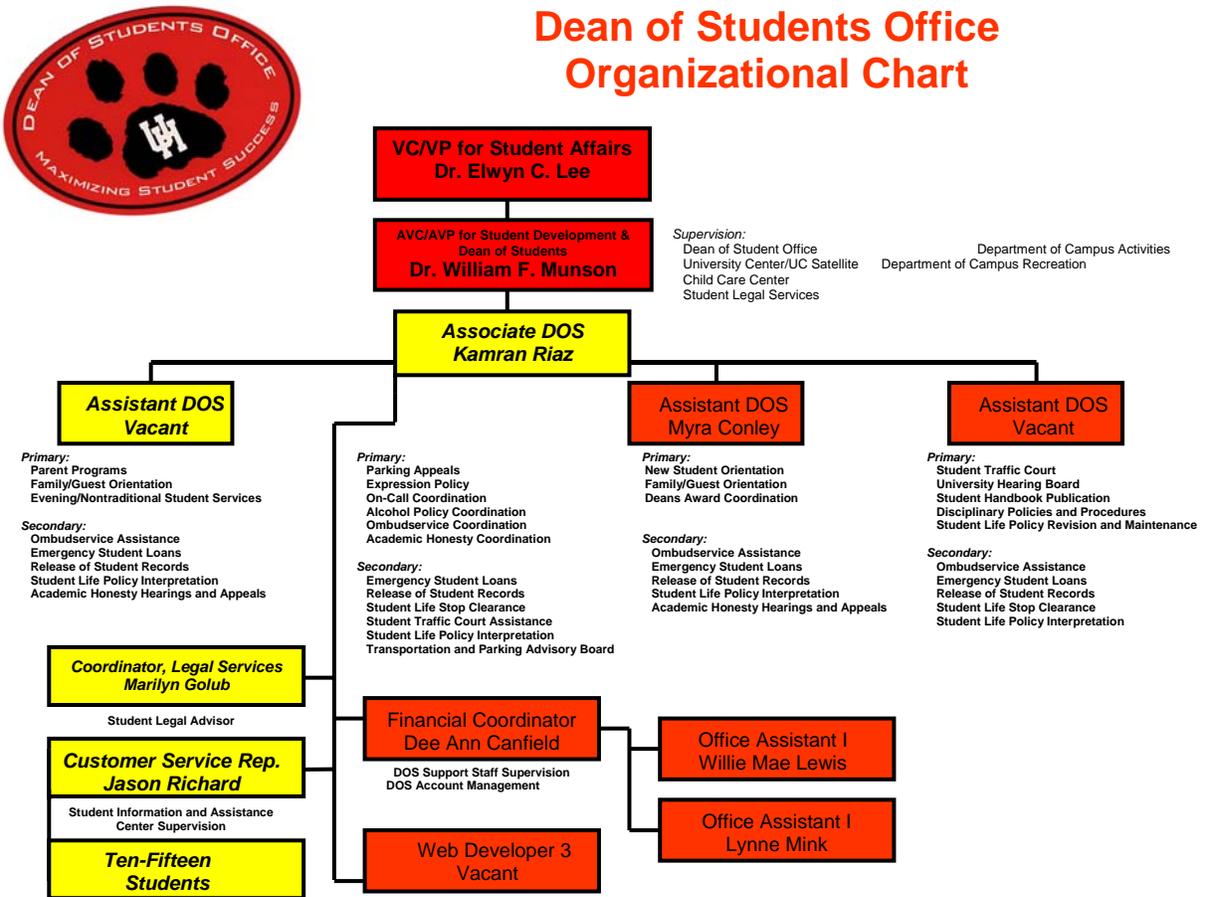
life policies, University services, a campus map, a solution finder, and information on campus life outside of the classroom. The UH Student Handbook is available in hard copy as well as on line at www.uh.edu/dos/hdbk.

- *Student Information and Assistance Center (SIAC)* - Introduced in 1991 and located at the main entrance of the University Center, the Student Information and Assistance Center provides University related information of all types to the UH community and visitors to the UH campus. the weekends.
- *Student Problem Solving and Referral*- Staff in the Dean of Students Office offer a student problem solving service designed to offer students multiple points of entry and multiple points of referrals through its vast network of designated problem solvers.
- *Emergency Student Loans* - The staff of the Dean of Students Office are also responsible for administering the University's Emergency Student Loans Program in conjunction with the staff of the Office of Financial Aid.
- *Student Legal Advisor* - The student legal advisor is an attorney who provides advice to students in areas such as landlord-tenant relations, small claims court procedures, the laws of marriage and divorce, traffic accidents, and other legal problems students are likely to encounter.

Question # 2:

Provide an organization chart of your units. 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, custodian, etc.) note this on your chart. Student employees should be cited on the chart, but identified as students.

Response:



Question #3:

List objectives you provided with your 2008-2009 SFAC request. Please comment on your success in achieving these objectives. If an objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for the addition, and comment on your success in achieving these objectives.

Response:

Student Information and Assistance Center (SIAC) and Ombudservice :

1. To continue providing information and assistance out of Student Information and Assistance Center (SIAC).

Ongoing: This is an ongoing process. We are continuously working with campus community to provide information and assistance through SIAC.

2. To keep providing evening and weekend hours out of SIAC for evening and non-traditional students.

Ongoing: SIAC is open until 9:00p.m. Monday-Friday and until 6:00p.m. on Saturday and Sunday to serve evening and non-traditional students.

3. To continue monitoring SIAC user traffic patterns to determine most effective and efficient hours of operation.

Ongoing: SIAC traffic pattern is monitored throughout the year (Please see Question # 4 response).

4. To increase student awareness of the SIAC and Ombudservice program by promoting the service campus wide.

Ongoing: SIAC and Ombudservice program are promoted to all appropriate UH populations through advertisement in different publications.

5. To continue to convey accurate information to students seeking assistance through the Ombudservice by staying abreast of changing policies, procedures, and any other information pertinent to the university.

Ongoing: Accurate information is provided to all students seeking assistance through various publications such as the Student Handbook, Evening Student Services Handbook and flyers

6. To continue to collect Ombudservice data.

Ongoing: Ombudservice data is collected throughout the year.

7. To try and identify problem areas and meet the department heads of those areas.

I meet department heads as need arises.

Student Handbook:

1. To continue to publish a current edition of the UH Student Handbook.

Achieved: 25,000 copies of the UH Student Handbook were published last year.

In progress: The 2009-2010 Handbook is in the planning stages now.

2. To continue to improve the quality of information in the handbook through committee review of solicited feedback and suggestions on new pertinent information from various contingencies on campus.

In progress: Suggestions/recommendations have been given by various departments/individuals and will be considered before the next handbook is published.

3. To continue to sponsor the Through My Lens: Students Handbook Cover Contest to increase interest and student's sense of connection to the handbook.

Achieved: Last year "Through My Lens" contest was sponsored by the Dean of Students Office. The 2008-09 Student Handbook cover photograph was submitted by the winner of that contest.

4. To continue to include an academic planner/calendar that lists important academic dates and co-curricular activity options.

Dropped: This goal was dropped because of the unpredictability of enrollment dates as well as dates for major University activities. The unpredictability of dates undermined the usefulness of the calendar.

5. To continue to update the “The Source” section of the handbook to provide more comprehensive aid in solving student problems.

Achieved: The “solution finder” (The Source) pages of the handbook were updated for the 2008-2009 handbook. The pages continue to be printed on yellow paper in the center of the handbook to highlight easy access for important telephone numbers and contact information.

6. To continue to produce a publication which will continue to be sensitive to and representative of campus diversity (e.g. age, ethnicity, gender, nation of origin, etc.).

In progress: The Student Handbook Committee will continue to be mindful of the need to have diverse and representative photographs for the 2009-2010 handbook.

7. To continue to improve the distribution process of the UH Student Handbook.

Achieved: The 2008-2009 UH Student Handbooks were distributed to all of the faculty, staff and student staff using Human Resources mailing labels distribution list. This ensured every employee received a copy. Handbooks were made available throughout the year at various racks placed around campus, at the UH Bookstore and the Student Information and Assistance Center. Ads were placed in the Daily Cougar informing students about the available handbooks along with its electronic address on the UH web page. Handbooks were made available at all orientation sessions throughout campus (undergraduate, graduate, professional and Cougar First Impressions.) Handbooks were distributed to academic advising offices throughout the university. Handbooks were also distributed to all university residential housing facilities. Each department and office that typically receives a number of handbooks were called to verify the number of handbooks they were to receive and confirm their use. This process will continue to be used for the 2009-2010 handbooks.

8. To encourage more departments/units to include electronic addresses (i.e. email, web pages) in their information.

Achieved: Where available for the 2008-2009 handbook electronic addresses were included with sections of departmental information. These links to the various web sites were highlighted wherever possible on the DOS web page version. For the 2009-2010 update requests, a line will continue to be added for electronic addresses in order to have consistency in unit information across the handbook.

9. To maintain up-to-date information on the handbook web pages.

Achieved: All 2008-2009 updates to the UH Student Handbook were included in a recent update of the web pages of the handbook. Updates will be added for the 2009-2010 edition.

10. To Encourage greater usage of the electronic version of the UH Student Handbook.

In progress: The community is always encouraged to look for the electronic version of the Student Handbook and web site address is provided whenever possible.

Success Programs:

1. To continue to increase the number of mentors and mentees participating in the EXCEL Program.

Per SFAC's recommendation EXCEL was phased out.

2. Conduct the annual Mentor Recruitment Drive. Run two mentor recruitment ads in the Daily Cougar. Conduct open enrollment for mentees until September 30, 2008. Work in concert with other mentee programs on campus (Scholars Community and FYRE.) to enhance the efficiency of the EXCEL program. Continue to improve and refine the mentor training and connection sessions.

Per SFAC's recommendation EXCEL was phased out.

3. Have commercial produced by the Student Video Network.

Per SFAC's recommendation EXCEL was phased out.

4. Continue to utilize technology to increase the number of evaluations returned to the Dean of Students Office.

Per SFAC's recommendation EXCEL was phased out.

5. Continue to provide contemporary and quality programs, such as workshops, enrichment activities, and networking sessions.

Per SFAC's recommendation EXCEL was phased out.

6. Implement a parent survey to improve knowledge of this particular group of constituents.

An on-line parent survey was conducted. Approximately 17, 000 postcards were sent to inform parents of an on-line survey. As a result of this 188 responses were received from parents.

7. Continue producing the Cougar Parent Connection to communicate with this constituency.

Cougar Parent Connection was produced and made available on-line to the community.

8. Continue to provide late hour access to the Dean of Students Office for evening students.

During the regular semester (Fall and Spring) the Dean of Students Office was open until 8:00 p.m. Monday-Thursday. In summer the office was open until 7:00 p.m. on Mondays and Tuesdays.

9. Improve marketing of Parent/Family Weekend to further increase the number of attendees.

Efforts were made to work to with other departments (Athletics, Campus Activities) and student organizations to increase the number of attendees for the Parent/Family day held on November 8, 2008.

10. Continue to produce the Evening Student Services Brochure.

In Progress: The Evening Services Brochure will be updated and distributed prior to the start of Fall Semester 2009.

Student Legal Services:

1. To provide legal advice to individual students.

Student Legal Services (SLS) provides legal advice and counseling to UH students who are experiencing difficulties which require the assistance of a lawyer. An attorney, licensed by the State Bar of Texas, listens to the students' concerns, identifies the legal issues, assists students with "self help" remedies, and guides students to legal counsel. The attorney is available to counsel students in 45 minute sessions.

Students' common legal concerns include divorce, child support, custody, debt collection, spousal abuse, bankruptcy, criminal claims, landlord/tenant conflicts, automobile accidents, employment questions, insurance claims, consumer issues, immigration questions, traffic violations, and various torts. Most of the legal questions require

research and/or follow-up visits. Research is essential due to the broad range of problems presented and changes in the law. The time involved is dictated by the particular question.

2. To assist students in handling legal problems without retaining an attorney.

Retaining an attorney is beyond the means of many students as well as the general population. The students assisted by the legal advisor often acquire skills in handling situations without the expense of retaining an attorney. Frequently a situation considered hopeless by a student can be rectified by sending a carefully drafted letter. Students learn to conduct simple research, draft clearly, and look to local agencies and resources for assistance in solving their problems. Students learn to access community resources such as the Harris County Alternative Dispute Resolution Center, the Attorney General's Consumer Affairs Division, the Secretary of States Office, Assumed Name Records, and other valuable resources. Assistance is given in accessing the small claims courts and defending themselves in legal actions. By learning how to access the judicial system and other governmental agencies, students are given a valuable educational service that will assist them in managing life situations that occur in the future without the need of expensive legal services. This college learning experience is one that is likely to translate into a lasting skill.

3. To provide legal referral service where appropriate.

Not all legal problems can be resolved by advice alone. After assessing a student's concerns and discussing the relevant legal issues, the attorney often refers the student to attorneys and agencies that may be able to provide representation. The SLS referral list includes: The Houston Bar Association Lawyer Referral Services, University of Houston Legal Aid Clinic, Houston Volunteer Lawyers, Lone Star Legal Aid, Harris County Dispute Resolution Center, and private practitioners. Other referrals might be made to governmental agencies such as the State Attorney General's Office, EEOC, Texas Department of Labor Standards, and the District Attorney's office. There are other referrals to community services and organizations such as the Houston Area Women's Center and Gulf Coast Community Services. The office of Student Legal Services is always on the alert for new sources of potentially useful referrals.

4. To develop sample letters, affidavits, and forms for the students' use.

SLS has developed several sample letters that provide guidance to students in handling their legal problems. This is an important ongoing process.

6. To distribute legal information resource materials to students.

SLS has developed and printed pamphlets addressing alcohol-related legal issues, divorce, the landlord/tenant relationship, pranks and criminal issues, identity theft, and an overview of Student Legal Services.

Pamphlets and brochures from the Texas Young Lawyers Association, Texas Attorney General's Office and Federal Trade Commission are also available for students. Pamphlets include information on the deceptive trade practices act, child support, tenants' rights, small claims court, traffic court, legal rights for the criminally accused, purchasing a car, and fair credit reporting.

6. To conduct legal information workshops and other presentations.

In an effort to reach as many students as possible, the SLS designs and delivers outreach presentations on legal issues. For example, each semester the Legal Advisor addresses incoming students at the Orientation of the International Student Services, advising them of possible differences between their legal system and that of the U.S. and the State of Texas. The presentations stress the importance of knowledge of Texas laws and the rights of the students.

Student Legal Services also presents information at each of the transfer orientations that are presented each summer and fall.

The Legal Advisor presents training seminars to the interns and UH practicum students at Counseling and Psychological Services to advise them of legal issues that their clients may encounter. The presentation stresses the importance of recognizing legal issues that are frequently encountered in counseling sessions including divorce, debt, bankruptcy, powers of attorneys, guardianships, etc. Last year, SLS also met with Social Work interns to discuss these issues. This year, SLS is working with Commuter Services to increase students' awareness of the service. A presentation on issues to consider before renting an apartment will be presented in conjunction with the Off Campus Housing Fair.

7. To provide consultation regarding students' legal issues.

The attorney consults with administrators, faculty and staff about students' legal concerns. This approach has proven particularly supportive for students who are dealing with situations that could require them to drop out of school. Frequently, my first knowledge of a student's concern comes from a supportive faculty member or administrator who is assisting the student in locating assistance.

8. To expand the marketing of Student Legal Services

SLS publishes two pages in the Resource Guide which is distributed to each incoming and transfer student at Orientation. One page describes the services provided by SLS and the other provides information to consider when leasing an apartment. Each new student also receives a mechanical pencil or ballpoint pen with SLS logo and telephone number. This year, we are distributing Frisbees with the SLS telephone number to students at campus programs. The development of the Student Legal Services web site is an ongoing project.

SLS continues to participate in several Student Services outreach programs and speaks with students in several classes. The legal advisor continues to be a member of the UC Policy Board and is also a member of the UC Commuter Services Advisory Board. These committees provide additional access to student leaders and other students.

9. To offer mediation services for students involved in student/student disputes.

Ethical constraints have limited SLS to working with students whose problems do not arise from conflicts with other students or UH personnel. This can be frustrating to both the student and the legal advisor. SLS continues to offer mediation for student/student conflicts and student/staff problems.

10. To explore the possibility of utilizing an intern from the UH law school.

SLS and the Dean of Students Office are exploring the feasibility of utilizing a student intern from the UH law school.

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 the satisfaction level of those served. Please provide the method of collecting these data.

Response:

Student Information and Assistance Center:

In order to evaluate the success I meet with the Information and Assistance Center manager regularly and get his input on things that we should continue and the things we should modify to improve SIAC service. We are also trying to keep track of the number of people served by SIAC by means of tally sheets. These tally sheets are divided into different categories. They tell us the number of people served in person and the number being helped over the phone. Each week a tally sheet is used to keep track of number of people served between 8:00a.m. and 5:00p.m. and another sheet is used to tally the number of people served between 5:00p.m. and 9:00p.m. A glance at the total contact numbers will look as follows:

<u>Month</u>	<u>8 to 5</u>	<u>5 to 9</u>	<u>In Person</u>	<u>Telephoned</u>
<i>January</i>	1690	108	1631	167
<i>February</i>	911	182	918	175
<i>March</i>	1112	243	1097	258
<i>April</i>	1084	168	1043	209
<i>May</i>	1356	121	1311	166
<i>June</i>	1487	172	1361	298
<i>July</i>	1309	116	1157	268
<i>August</i>	2309	258	2366	201
<i>September</i>	2154	267	2194	227

<i>October</i>	2111	198	2165	144
<i>November</i>	1823	188	1848	163
<i>December</i>	1122	78	1136	64
<i>2008 Totals</i>	18468	2099	18227	2340

Number of people assisted in person **18,227**

Number of people assisted over the phone **2,340**

Total Assisted 20,567

Student Handbook:

The UH Student Handbook is an important resource guide and essential service. This publication presented to UH students, staff and faculty provides information regarding the services available at the University of Houston. The handbook outlines programs, academic and student life policies, and an academic calendar. Many of the policies printed in the handbook are dictated by law to be published and distributed to all students.

The handbook is distributed to students at orientations including all international student orientations, in the Student Information and Assistance Center, at the bookstore, in the residence halls, in Campus Activities, in academic offices, academic advising offices and in various student service offices on campus.

The UH Student Handbook Committee comprised of students; faculty and staff review the current handbook and make suggestions and recommendations for improving its contents and appearance. A time line, planning strategies, new ideas and handbook checklists are incorporated in the revision process.

The second draft copy of the handbook is distributed to the President, Vice Presidents, Deans, Directors and the Student Handbook Committee for final review before the final draft is

submitted for printing. Where possible, each section was submitted to original direct contacts of office managers, department directors for review in order to obtain the most accurate and current information.

The UH Student Handbook continues to be accessible online through the Dean of Students Office webpage.

Student Success:

Goals and objectives of this program changed per SFAC's recommendation and EXCEL program was phased out. Focus was shifted to the Parent/Family programs, Evening Student Services and other responsibilities mentioned under ADOS (in yellow) in the Dean of Students Organization chart. Under that area we have had:

Cougar Parent Connection (Monthly newsletters for parents)

Five 2-day parent orientation conferences.

Parent/Family tailgating sponsored by the Dean of Students Office.

Evening hours by the Dean of Students Office.

An on-line Parent survey was conducted.

Student Legal Services:

Included with the Student Legal Services' intake form is a questionnaire requesting the student's ratings of the services received on a number of dimensions. These evaluations are routinely high, and comments often convey a high level of appreciation for the legal assistance received at SLS. In addition to the individual students assisted during the past year, many other students were provided services through workshops, seminars, and other outreach programs including invited presentations to specific student groups. Many students have benefitted from the dissemination of pamphlets and brochures on legal issues.

Utilization of Services

The following tables show our service delivery during the past year. The data for the utilization table were compiled by tabulating the number of legal issues presented. This table is designed to provide documentation for the extensive use of our services.

STUDENT LEGAL SERVICES: 2008

Individual Consultations	331
Individuals Served in Groups	1,374
TOTAL	1,705

STUDENT LEGAL SERVICES: CONTACTS AND CONCERNS 2008

AREA OF CONCERN	PERCENTAGE
Divorce, Custody, Child Support, Abuse	14%
Traffic Accidents/Tickets	14%
Criminal	14%
Landlord/Tenant	14%
Debt/Bankruptcy	10%
Personal Injury	6%
Consumer	5%
Employment	5%
Miscellaneous (primarily tax and intellectual property)	5%
Real Estate/Business	4%
UH	4%
Wills/Probate	2%
Immigration	2%
TOTAL	100%

Evaluation of Services

Students who received legal counseling at SLS during 2008 school year were asked to rate the legal services. The rating scale below was used to measure their satisfaction with their legal counseling and the legal counseling outcome.

- 1 Extremely Dissatisfied
- 2 Dissatisfied
- 3 Neutral
- 4 Satisfied
- 5 Extremely Satisfied
- N/A Not Applicable

A.	Evaluation of Legal Advisors	Mean	Mode	Median
	1. The advisor's expression of respect toward you and the problem you presented	4.92	5	5
	2. The advisor's manner and style of counseling:	4.85	5	5
	3. The thoroughness with which your concerns were addressed:	4.73	5	5
B.	Legal Counseling Outcome			
	4. The benefits and/or gains you received from legal advising:	4.58	5	5
	5. The extent to which your expectations of legal advising were fulfilled:	4.42	5	5

Question # 5

Please discuss any budget changes from your last (FY2009) 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 FY2008 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Response:

Overall Income and Expenditure decreased by (\$4,669) as explained below. These decrease had no adverse impact on the ability of the office to fulfill its mission to students.

A. Income

Overall income decreased from the amount on the SFAC request form by a total of (\$4,669) as follows:

Decrease from SFAC due to Request for mandated staff salaries	(\$10,052)
Increase from SFAC due to mandated staff salaries	<u>\$ 5,383</u>
	<u>(\$ 4,669)</u>

B. Expenses

Overall expenses decrease from the amount on the SFAC request form by a total of (\$4,669).

Decrease due to incorrect mandated request.	(\$7,559)
Increase in Salary due to difference in mandated	\$ 3,363
Increase adjustment in printing cost	<u>(\$ 478)</u>
	<u>(\$ 4,669)</u>

The total money (combining all the programs) left in the Fund Equity balance was \$15,179. Most of this was due to a full-time position open for about 3 months and some student staff turnover (openings due to student workers leaving and/or graduating).

Question # 6:

Please list 2008-2009 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

Response:

Student Information and Assistance Center (SIAC):

1. To continue providing information and assistance out of Student Information and Assistance Center (SIAC).
2. To keep providing evening and weekend hours out of SIAC for evening and non-traditional students.
3. To continue monitoring SIAC user traffic patterns to determine most effective and efficient hours of operation.
4. To increase student awareness of the SIAC and Ombudservice program by promoting the service campus wide.
5. To continue to convey accurate information to students seeking assistance through the SIAC or the Dean of Students Office by staying abreast of changing policies, procedures, and any other information pertinent to the university.
7. To continue to collect Ombudservice data.
8. To try and identify problem areas and meet the department heads of those areas.

Student Handbook:

1. To continue to publish a current edition of the UH Student Handbook.
2. To continue to improve the quality of information in the handbook through committee review of solicited feedback and suggestions on new pertinent information from various contingencies on campus.
3. To continue to sponsor the Through My Lens: Students Handbook Cover Contest to increase interest and student's sense of connection to the handbook.

4. To continue to update the “The Source” section of the handbook to provide more comprehensive aid in solving student problems.
5. To continue to produce a publication which will continue to be sensitive to and representative of campus diversity (e.g. age, ethnicity, gender, nation of origin, etc.).
6. To encourage more departments/units to include electronic addresses (i.e. email, web pages) in their information.
7. To maintain up-to-date information on the handbook web pages.
8. To continue to improve the distribution process of the UH Student Handbook.

Student Success/Parents Program:

1. To maintain evening hours so service can be provided to our evening students through the Dean of Students Office.
2. To serve as a liaison between the Dean of Students Office and parents of University of Houston students.
3. To continue printing the Cougar Parent Connection (monthly newsletters for parents)
4. To organize Parents/Family and Guests orientation.
5. To have a Parents/Family day or a Parents/Family weekend.

Student Legal Services:

- 1 To provide legal advice to individual students.
- 2 To assist students in handling legal problems without retaining an attorney.
3. To provide legal referral service where appropriate.
4. To develop sample letters, affidavits, and forms for the students' use.
5. To distribute legal information resource materials to students.
6. To conduct legal information workshops and other presentations.

7. To provide consultation regarding students' legal issues.
8. To expand the marketing of Student Legal Services
9. To offer mediation services for students involved in student/student disputes.
10. To explore the possibility of utilizing an intern from the UH law school.

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).

Response:

No other source of funding is available for the programs we are requesting the funding for.

Question # 8:

Please describe any overlap between your unit and any other unit(s) providing services to students. Please provide rationale.

Response:

Student Information and Assistance Center:

Although the Student Information and Assistance Center provides some of the same services and/or forms that other units provide, no unit provides:

i) Late hours: SIAC is open Monday-Friday 8:00a.m-9:00p.m. Most departments on campus are not open late (after 7:00p.m.) to serve evening and nontraditional students. Student Information and Assistance Center and the Dean of Students Office are the only places where students can obtain numerous services after 7:00p.m. and Student Information and Assistance Center is the only comprehensive student unit open on Saturdays and Sundays. It saves our nontraditional students some frustration.

ii) Convenient location: Student Information and Assistance Center is located at the south entrance of the University Center. This is the best possible location on campus for the UH community to get the information and/or forms they need. It saves our students some time. Members of the visiting public also find this location very convenient.

iii) One stop service: Student Information and Assistance Center is the only unit on campus that provides information and assistance about number of programs offered at University of Houston.

The students working at the center have gone through extensive training and are prepared to address numerous issues. More complex concerns are referred to the Dean of Students Office.

Dean of Students Ombudservice is the only service available to students until 8:00p.m. Monday-Thursday. It is a problem solving networking service coordinated through the Dean of Students Office.

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.

Overlaps exist with other university offices that create their own in-office publications describing their services and programs. Outside of the campus telephone directory, which is distributed to a portion of the student body, the student handbook is the only student focused publication offering a telephone directory distributed widely to the student population. This publication offers a “one-stop shop” for campus information helpful to new and experienced students.

Student Success:

There are no other units which duplicate the Success Programs provided by the Dean of Students Office.

Student Legal Services:

This is a unique service. There is no overlap.