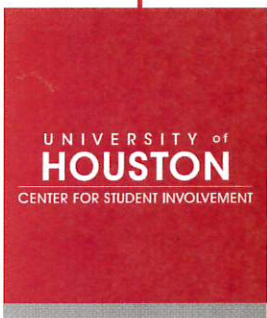


## CENTER FOR STUDENT INVOLVEMENT



### Student Fees Advisory Committee (SFAC) PROGRAM QUESTIONNAIRE FY17-18

### **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.**

#### **Mission**

Creating an inclusive and accessible environment, the Center for Student Involvement provides meaningful and diverse learning opportunities to impact student success. Students will gain a sense of self and strong interpersonal skills, while becoming responsible and engaged citizens in their community.

The Center for Student Involvement achieves its mission by: coordinating six fee funded organizations that provide campus events and student-led programming initiatives; providing support, guidance and management for the University of Houston's 500+ registered student organizations; campus-wide leadership and civic engagement centered on synergistic partnerships within campus, local and global community.

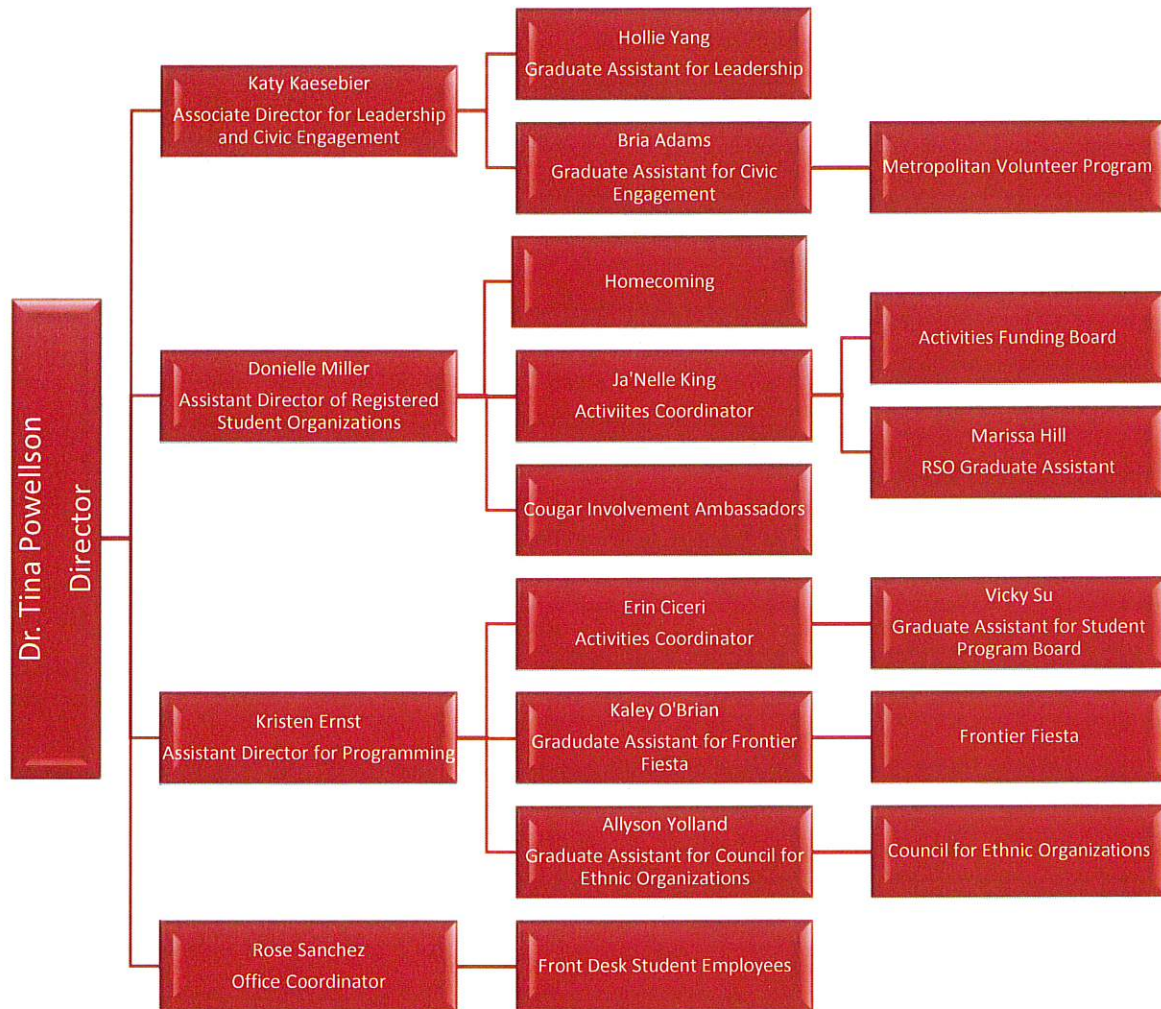
The Center for Student Involvement supports the University Of Houston initiative to create student success through providing students with a vibrant campus life and community that supports students' academic work. The Center is a part of the Division of Student Affairs and Enrollment Services and seeks to "create new opportunities for student success through learning, engagement, and discovery," (DSAES Strategic Initiative 1) and "foster[ing] the creation of a global learning community that actualizes and embraces inclusion while preparing students to become active citizens" (DSAES Strategic Initiative 3).

As progressive change has become a constant at our dynamic University, so too has it been a constant in the Center for Student Involvement. The Center for Student Involvement is positioned to have an even greater impact on the university culture through our programs and services. Upon the arrival of a new Director, the department has undergone a full review and re-launch to re-envision its value and its contribution to student success. More importantly, CSI is committed to impact the students that are served by being a catalyst for student development and by fostering a learning environment that empowers students to engage and participate in a diverse array of enriching opportunities. FY17 will continue the reinvigorated chapter of growth and excitement for the department that is emanating from the University of Houston.

To keep pace with the growth of our student population, we are requesting some additional FY17 One Time and FY18 Base Augmentation Funds to continue to improve and create programs and services that will assist in "creating a greater variety of student involvement initiatives that focus on the development of a vibrant campus life" (DSAES Strategic Initiative 1.4).

**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.**



### Question #3

List your unit's strategic initiatives and action steps identified for the 2015-2016 academic year and cite the specific Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals to which they relate. 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.

**CSI Strategic Initiative #1: Capitalize on resources, strategic partnerships and a culture of innovation that enhances the student experience**

**Action Steps 2015-2016:**

- Fully implement a professional competency-based training program for CSI staff based on the competency areas of advising and helping; law, policy and governance; leadership; personal foundations; student learning and development, and ethical professional practice.  
*Status: Ongoing. The staff engaged in regular learning experiences from webinars, reading articles together in staff meetings, and reading a book together with reflection meetings. We have also engaged in many conversations to develop a common philosophy as it relates to advising, leadership, and departmental practices.*
- Implement usage of PeopleSoft in Get Involved to track Student Leader persistence and graduation rates  
*Status: Accomplished. We have trained many individuals and departments on the usage of Get Involved, and have fully implemented the PeopleSoft integration with Campus Solutions.*
- Fully launch the CSI marketing plan based around new brand and based on the concepts of discovery, connection and engagement  
*Status: Accomplished. We have branded the office space, publications, digital screen, and student organization complex and have created a shared culture among the different areas of the department.*
- Support changes to social media connections with former student leaders  
*Status: To be started. We have begun conversations about our social media presence, but this has not been a priority as it relates to connecting with former student leaders.*
- Support collaboration with UHAA to create alumni affinity groups for Fee-Funded Student Organizations  
*Status: Partially completed. An affinity group has been created for Frontier Fiesta. Conversations will continue with other fee-funded organizations and alumni in FY17 and FY18.*

*UH Goal: Student Success*

*DSAES Strategic Initiative 2: Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.*

*DSAES Strategic Initiative 4: Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.*

*DSAES Strategic Initiative 6: Create and engage in strategic partnerships.*

**CSI Strategic Initiative #2: Implement a multi-year co-curricular leadership experience for students and provide a greater variety of civic engagement opportunities.**

**Action Steps 2015-2016:**

- Launch Ignite II and benchmark/develop Ignite Level III.  
*Status: Initiative adjusted. Rather than a Level II, the curriculum has been developed into a mentor curriculum to support the development of mentors serving the Ignite participants. The new mentor curriculum has been launched with the fall 2016 Ignite program.*
- Benchmark and propose a Leadership Ambassador Program; peer trainers able to provide workshops to students and organizations on leadership.  
*Status: To be started. We have created the Cougar Involvement Ambassadors through the RSO area of the department which serves in a similar fashion. The RSO GA will be working with Cougar Involvement Ambassadors to develop and implement workshops revolving around leadership and student organization management to be offered to student organizations.*

- Implement Volunteer Opportunity/Hour Tracking System using Get Involved  
**Status: Completed.** The system is up and it was shared during the organization registration process. It is being marketed to students through the lens of volunteer hours counting toward a student earning the President's Volunteer Service Award at the Campus Leaders Ceremony.
- Implement the Cougar Service Council through the Metropolitan Volunteer Program  
**Status: To be started.** This has not been a priority with the transition of the Associate Director position.

UH Goal: Student Success

DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.

**CSI Strategic Initiative #3: Create a greater variety of student involvement opportunities through enhanced services for Registered Student Organizations.**

**Action Steps 2015-2016:**

- Enhance the programs and service for RSOs, including the Student Organization Leadership Conferences, networking and educational opportunities and resources and programs for Advisors  
**Status: Accomplished/In progress.** Many new initiatives have been created to support RSO's in their development such as Student Organization Leadership Development (SOLD) workshop series, Student Organization Leadership Advancement Retreat (SOLAR) as an institute based on StrengthsQuest, Cougar Connections as a President's Roundtable, and an incentive program named CoogCounts. Advisor development programs will be launched in FY17.
- Implement a student organization outreach program, Cougar Involvement Ambassadors  
**Status: Accomplished.** 10 students were hired, trained, and the program launched in the Fall of 2015.
- Redevelop the Student Organization and Advisor Handbook provided by the department  
**Status: Accomplished.** The handbook has been revised and placed on the CSI website.
- Implement changes to Risk Management Education program.  
**Status: Accomplished.** Risk management videos were recreated with relevant content to RSOs. Also, an in-person session was added to the registration process for risk management as it relates to event planning and decision-making in student organizations.
- Implement a Student Organization Advisory Board  
**Status: To be started.** Focus has been given to developing foundation programs at this time.

UH Goal: Student Success

DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.

**CSI Strategic Initiative #4: Implement a variety of student involvement initiatives that support the development of a vibrant campus life.**

**Action Steps 2015-2016:**

- Expand/enhance the series of large scale Friday night programs utilizing the new Student Center, infraRED nights program  
**Status: Accomplished.** Cougar Nights has been rebranded to infraRED nights. Each event has multiple involvement opportunities within the Student Centers related to the identified theme.
- Fully implement a professional competency-based training program for all Stipend Student Leaders beginning with Executive Leader Retreat, Executive Leader Training, and Executive Leader Meetings  
**Status: Accomplished.** XLR, XLT, and XLMS were redesigned and implemented for this academic year. It still needs further review and adjustments for future implementation as it was not as integrated into student leadership experiences as intended.
- Play a more structured and significant role with Fee-Funded Student Leaders and Organizations advised by the Center for Student Involvement through intentional and partnership-style advising  
**Status: Accomplished.** The staff has been very intentional about our advising approach with students to serve more as partners rather than just approvers in event planning and decision-making. This is a work in progress as this is a culture shift for both staff and student leaders.
- Refine stakeholder involvement in Frontier Fiesta (alumni, campus departments, etc.) through regular meetings and a mentor program  
**Status: Accomplished.** A mentor program has been redefined and implemented, but not being utilized by student leaders as much as hoped. This is an ongoing conversation. More connection needs to be made

throughout the year with alumni to expand involvement for each event. The cook-off portion of Frontier Fiesta was also transitioned to UH staff to allow student leaders to focus their time and energy on enhancing the student experience in Fiesta City. This also allowed for more oversight of the cook-off considering the risk and complexities of that portion of the event.

- In conjunction with CEO and CDI, expand collaborative diversity programming with faculty and departments

**Status: Changed.** The purpose and structure of CEO has been redefined by the organization. The students have shifted the focus of CEO from a programming entity, to more of an advocacy and support group for cultural and diversity-related registered student organizations on campus. CEO will still continue to support programs offered by CDI and encourage other organizations, such as the Student Program Board, to increase their diversity programming as well.

UH Goal: Student Success

DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.

### Major Accomplishments

- a. For the **2015 fall semester** of Ignite, we have a **53% increase in participation** from 41 students in FY15 to 63 students in FY16. The spring semester remained steady at 41 participants. As we continue to improve the Ignite program and increase marketing and campus partnerships, we expect this number to continue to grow.
- b. The **number of student organizations has increased by 4.3%** in comparison to FY15 at the mi (476 in FY15, FY16 at 507). The refreshed annual registration process assisted us with obtaining accurate data on active organizations.
- c. This year, we launched the online event registration process in collaboration with many other departments. At the end of FY16, we have reached 2,356 events, which is **over a 91% increase in event registrations**. Almost doubling the number of student organizations who engage in the event registration process which demonstrates the value of an online process.
- d. **CEO increased their number of collaborations by 68%**, from 25 collaborative events in FY15 to 42 collaborative events in FY16.



Website		30,038	36,698	61,856	40,697	75,915	78,828
• Unique Page views							
• Page views		109,768	177,041	117,750	88,480	105,102	108,994

### Fee Funded Organization Programs & Events

Organization	Event FY15	Attendance	Event FY14	Attendance	Event FY15	Attendance	Event FY14	Attendance
Council of Ethnic Organizations	40	21,805	59	26,915	56	31,744	67	34,697
Student Program Board	76	32,228	87	43,855	94	43,971	77	39,313
Frontier Fiesta	1	Thurs: 2,946 Friday: 5,203 Sat: 6,223 Total: 14,372	1	Thurs: 6,235 Friday: 10,587 Sat: 6,103 Total: 22,925	1	Thurs: 3,727 Fri: 7,695 Sat: 18,586 Total: 30,008	1	Thurs: 7,155 Fri: 5,214 Sat: 15,830 Total: 28,199
Metropolitan Volunteer Program	22	844	73	1,883	85	4,118	93	3,670
infraRED nights	N/A	N/A	N/A	N/A	1	750**	5	1,137
Homecoming	5	7,424	13	7,556	8	7,424	10	6,737

*\*all programs were collaborations with fee-funded organizations.*

*\*\*infraRED nights was developed in Spring 2015 with one kick-off event.*

### Leadership and Civic Engagement Events

Event	FY12	FY13	FY14	FY15	FY16
Catalyst Leadership Lunch 1	25	42	41	32	21
Catalyst Leadership Lunch 2	33	37	38	75	31
Catalyst Leadership Lunch 3	25	26	46	22	20
Catalyst Leadership Lunch 4	39	14	25	44	15
Catalyst Leadership Lunch 5	18	N/A	15	40	12
Catalyst Leadership Lunch 6	20	N/A	25	45	10
Community Action Breaks	N/A	58	68	91 total/ 46 unique	24
Alternative Service Breaks	N/A	N/A	N/A	N/A	47
MLK Day of Service	N/A	N/A	132	455	260
WOW Day of Service	N/A	N/A	N/A	82	92
Ignite Leadership Program – Fall	N/A	N/A	29	41	63
Ignite Leadership Program – Spring	N/A	41	40	43	41



### Assessment Projects (listed by project)

a. **Executive Leadership Trainings for Fee-funded Student Leaders (XLT)**

- XLT sessions are a great idea for students new to a leadership position.
- XLT sessions provide an opportunity for students to collaborate and share ideas.
- Students would like to see more tangible takeaways provided in meetings (more clearly defined learning outcomes).
- Students would like presentations on delegation, time management, SMART goals, professionalism etc.

Based on these results, XLT announcements to be shared by students' direct advisors to help increase buy-in. We will increase amount of time for students to spend discussing what they are currently working on to increase collaborations. XLT will provide specific learning outcomes up front in meeting requests to communicate to students what the tangible takeaways or skills will be from each session. XLT will also allow for more processing time to discuss how these takeaways or skills will relate back to the work they are doing in their student organization.

b. **SOLAR – Student Organization Leadership Advancement Retreat:** The Student Organization Leadership and Advancement Retreat (SOLAR) will be a one-day comprehensive strength-based learning experience for student leaders of Registered Student Organizations.

- 100% of the students evaluated felt the overall conference experience was good or higher.
- 87% agreed that the information gained would help them in their organization.
- 93% of the students evaluated felt the delivery of content and knowledge of the presenters was good or higher.
- 100% of the student evaluated found the information beneficial to understanding their top 5 strengths, felt more aware of how to develop and apply their strengths to their position in their organization, how to maximize their talents in their leadership role in their organization, and how to develop collaborative relationships with their peers by identifying their talents.

Several students voiced that it was too long, and also that the fact that it was on a Saturday was a problem. We change the event to be a half day event, and also have changed the date to a Friday. Several students voiced that some of the activities were repetitive and that they wished we initiated more conversations and followed up with each student's response with more in-depth knowledge about the subject. We plan to remove some of the activities that we offered and spend more time in conversation with the students based on their responses and help them explore their answers on a deeper level.

c. **Ignite, Level II.** This program was piloted during Fall 2015 and engaged 22 students ranging from freshman to graduate students. The curriculum was based on The Student Leadership Challenge and received positive reviews from the Level II participants.

- 100% of the students evaluated agreed or strongly agreed that involvement with this program provided them with the opportunity to lead their student organization(s) more effectively.
- 100% reported that this program helped them to work effectively with diverse individuals (race, ethnicity, religion, culture, social class, etc.)
- 100% agreed or strongly agreed that they can explain their leadership strengths and weaknesses as they relate to the 5 practices.

After examining the assessment results and considering the long-term growth of the Ignite Leadership Program, we have decided to make some adjustments to the structure. The original idea to create four unique levels for participants no longer seems to align with the needs and goals of the program. We have adjusted the requirements and time commitments necessary to complete this program to better fit the student population at UH. Due to the combination of this change in direction and the positive response to the curriculum based on The Student Leadership Challenge, this has become the basis of a newly developed mentor curriculum that will launch in Fall 2016.

**Question #5**

**Please discuss any budget or organizational changes experienced since your last (FY2017) 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 FY2016 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.**

As can be seen from question one, the Center for Student Involvement is moving in a new direction. A direction that includes unified learning outcomes, uses a team approach, and is responsive to the needs of the current student body. During spring 2015 with the hiring of a new Director, the department underwent a full review of current offerings among all areas of the department – leadership and civic engagement, registered student organizations, campus events and traditions. The staff has been able to intentionally (re)develop new initiatives to fill in the gaps of best practice. Many of the newer initiatives can be seen and reviewed within our one-time and base funding requests.

A few of the programs have been one-time funded and implemented from SFAC approvals from FY15 and salary savings, such as programs for registered student organizations. Considering benchmarking and best practices, it is critical to continue those programs to provide the resources, education, and support that is needed for the students we serve. Before the department can begin to be creative and innovative, which is our vision, we must first build a foundation assist student leaders, organizations, and advisors be successful.

#### Question #6

Please list your 2017-2018 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs 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.

**CSI Strategic Initiative #1: Implement a multi-year co-curricular leadership experience for students and provide a greater variety of civic engagement opportunities.**

**Action Steps 2017-2018:**

- Create a community service campaign such as CoogsGive Fridays to engage campus in giving back to the city of Houston
- With Ignite as the signature leadership program, continue to increase the number of thematic leadership programs with campus partners to provide a multi-year customizable leadership experience.
- Continue to market and encourage involvement in LeadUH programs creating infrastructure and strong business processes to track and motivate participation throughout the year
- Increase the number of Alternative Breaks programs, as feasible with existing budget, to increase exposure to different cultures, regions, and social issues

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #2: Create a greater variety of student involvement opportunities through enhanced services for Registered Student Organizations.**

**Action Steps 2017-2018:**

- Enhance the programs and service for RSOs, including the Student Organization Leadership Conferences, network and educational opportunities and resources and programs for Advisors
- Continue to develop Cougar Involvement Ambassadors as peer facilitators
- Develop customize educational experiences for RSO officers

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #3: Implement a variety of student involvement initiatives that support the development of a vibrant campus life.**

**Action Steps 2017-2018:**

- Expand/enhance the series of large scale Friday night programs utilizing the new Student Center, infraRED nights program
- Expand collaborative diversity programming with faculty and departments, including integration into registered student organization programs, LeadUH, ServeUH, and advisement of fee-funded student organizations.
- Launch the Scarlet Seals of Excellence program measure and gauge co-curricular learning based on competencies

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #4: Capitalize on resources, strategic partnerships and a culture of innovation that enhances the student experience**

**Action Steps 2017-2018:**

- Refine stakeholder involvement in all fee-funded organizations (alumni, campus departments, etc.) through regular meetings, mentor program, or other social activities
- Explore potential sponsorships and development opportunities for fee-funded organizations with trainings and corporate entities
- Develop an academic liaison program to create partnerships and allies among academic units with the co-curricular experience

*UH Goal: Student Success*

*DSAES Strategic Initiative 2: Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.*

*DSAES Strategic Initiative 4: Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.*

*DSAES Strategic Initiative 6: Create and engage in strategic partnerships.*

**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.**

Currently the Center for Student Involvement receives its funding from the Student Fee Advisory Committee from student activity fee dollars. The Center is working with the Division of Student Affairs and Enrollment Services to identify development funding sources for Leadership and Civic Engagement, RSO educational opportunities, and to support campus traditions including Homecoming and Frontier Fiesta.

For the Campus Leaders Reception, the Center for Student Involvement received an endowed leadership scholarship for \$1,000 annually. The Michael and Lisa Sachs Scholarship is awarded to an undergraduate student enrolled at the University of Houston who is actively participating in a role within a co-curricular activity or student organization. This scholarship recognizes highly motivated UH students, exhibiting leadership qualities and campus involvement, to assist them in attaining their educational goals.

Housed within the Center for Student Involvement, Frontier Fiesta reaches out for multiple sources of external funding. These sources of funding include alumni donations through our Committeemen Program, in-kind donations primarily for our silent auction, and corporate sponsorships. The Frontier Fiesta Committeeman Program consists of Frontier Fiesta alumni and friends. The program in years past has consisted of yearly and lifetime committeemen. The Frontier Fiesta Association also seeks out corporate sponsorships as a part of our efforts to engage the Houston community. By partnering with both local businesses and larger corporations, Frontier Fiesta gains donations, while these sponsors receive publicity. Frontier Fiesta also receives in-kind donations from Alumni, University Departments, and different companies primarily to stock our online auction. With the UH Alumni Association hosting this online auction, it helps the primary audience (University of Houston Alumni) see the items that Frontier Fiesta has to offer. All of the proceeds from the silent auction go towards the Frontier Fiesta scholarships and the funding of the Frontier Fiesta Scholarship Endowment. Lastly, FFA facilitates, in partnership with the Department of Advancement, a competition called "Mr. and Miss Fiesta" for currently enrolled students. This is a fundraising competition, and whoever raises the most funds receives the title of Mr. or Miss Fiesta along with recognition at the Chairman's Reception. Along with proceeds from the silent auction, all of the money raised will go toward our scholarships and scholarship endowment.

**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.**

There is some overlap between the services that the Center for Student Involvement offers to registered student organizations and the work that the Bauer College of Business Leadership Initiatives department provides for business-oriented organizations. There is overlap in coordinating fee funded organizations as the Center for Student Media coordinates The Cougar, Student Video Network, and Coog Radio. However, no other department on campus provides leadership and civic engagement opportunities for all students, programming, coordinating fee funded organizations, and a suite of services for registered student organizations.