DEAN OF STUDENTS

Your Student Success Advocates!

SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2021

Submitted by:

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Associate Vice President for Student Affairs and Dean of Students

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October 2019

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 Dean of Students office is committed to student success. We advocate for students as they navigate personal and educational challenges, educate to promote a respectful and safe campus environment, and engage parent and family members as partners in the educational process.

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 in their quest to solve problems; 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 enforcement, investigation, and adjudication of alleged violations 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, the Center for Fraternity and Sorority Life, Equal Opportunity Services, Sexual Misconduct Support Services, the Department of Public Safety, Counseling and Psychological Services, and members of the Conduct Assessment and Response Team (CART).

- *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* –An Assistant Dean creates and oversees parent and family communication through the Cougar Parent Connection Newsletter, the parent website, and the UH Family Facebook page. Programmatic efforts for UH families currently include UH Family Weekend and Siblings Day. The Assistant Dean also participates in collaborative efforts including Family and Guest Orientation, Cougar Send-Offs, Cub Camp check-in, and other university programs where parents and families participate and that are not directly coordinated by the Dean of Students Office. In addition, the Assistant Dean serves as a clearinghouse for parent questions during the year, assisted in the creation and advisement of the Coog Moms Club (an organization with contractual ties to the Dean of Students Office) and continues to explore new initiatives designed to connect parents to the University and support the success of their students.

- *Commuter Student Services* – An Assistant Dean develops programmatic initiatives designed to enhance commuter student success and engagement though the Commuter Assistant Program and other programmatic initiatives including Commuter Meet-Ups, Commuter Pop-Ups, Weeks of Welcome Events, and monthly collaborative Commuter Workshops.

- *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/resources/student-handbook/

- *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. Student Advocacy aims to bring students to

a point of resolution quickly, regardless of their problem or situation. Dean of Students Emergency Loans are also approved through Student Advocacy Services.

- *Student Outreach and Support* - provides referred students experiencing complex personal difficulty with a connection to care and support to help them on their path to success and college completion. SOS is a program within the Dean of Students Office and works collaboratively with other DOS programs to offer a continuum of care and specialized support for students.

  SOS also works in collaboration with our campus, community, and community partners to help identify students who may be experiencing complex personal difficulty such as a crisis or distress that impacts their social, personal, and/or academic stability.
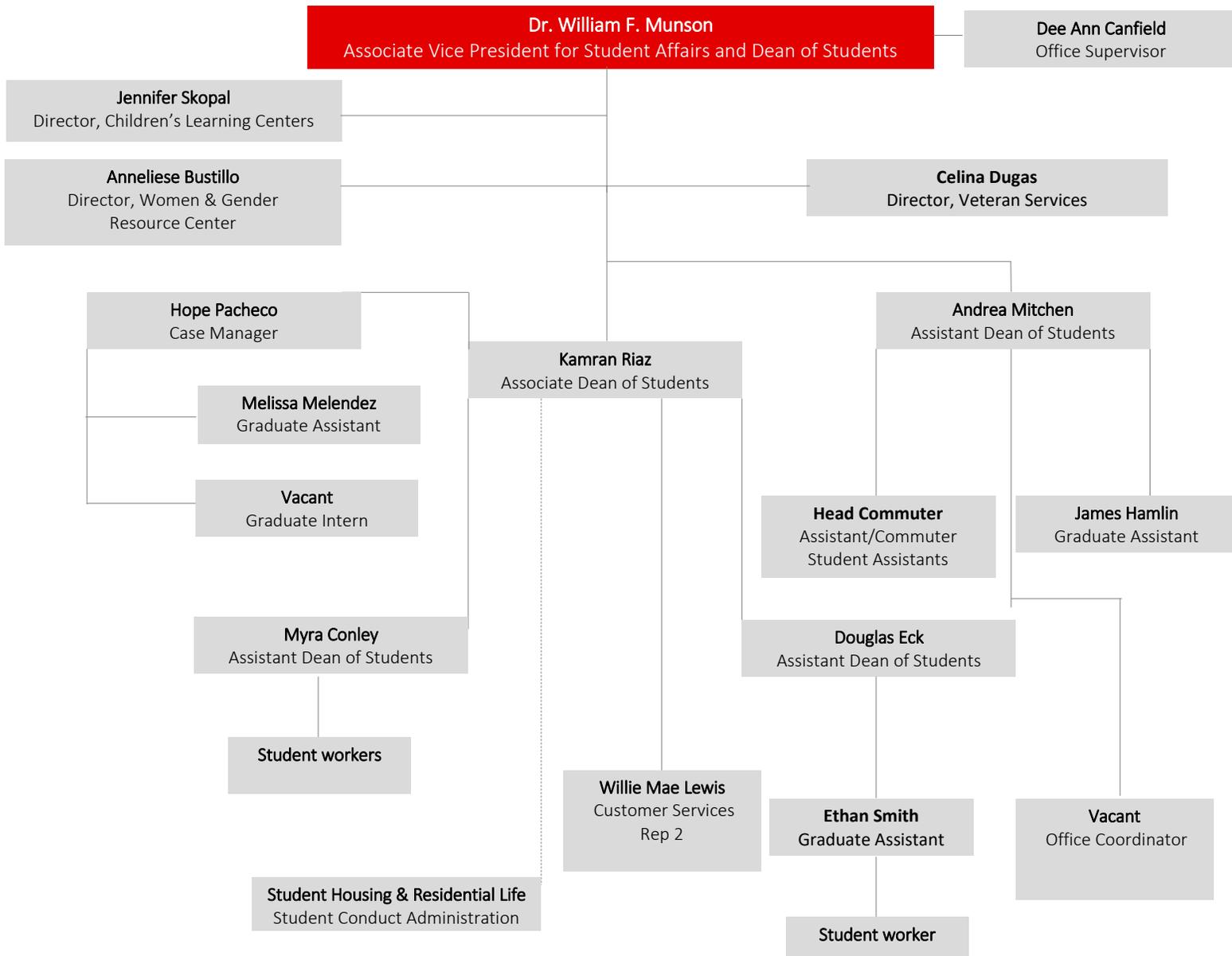
  Through a proactive and systematic approach, Student Outreach and Support services offers an opportunity to help organizes outreach and care in collaboration with the student, family, and/or campus and community partners.

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

Dee Ann Canfield
Office Supervisor

Jennifer Skopal
Director, Children's Learning Centers

Anneliese Bustillo
Director, Women & Gender
Resource Center

Celina Dugas
Director, Veteran Services

Hope Pacheco
Case Manager

Andrea Mitchen
Assistant Dean of Students

Kamran Riaz
Associate Dean of Students

Melissa Melendez
Graduate Assistant

Vacant
Graduate Intern

Head Commuter
Assistant/Commuter
Student Assistants

James Hamlin
Graduate Assistant

Myra Conley
Assistant Dean of Students

Douglas Eck
Assistant Dean of Students

Student workers

Willie Mae Lewis
Customer Services
Rep 2

Ethan Smith
Graduate Assistant

Vacant
Office Coordinator

Student Housing & Residential Life
Student Conduct Administration

Student worker

Question #3:

List your unit's strategic initiatives and action steps identified for the 2018-2019 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/about/mission/)

Response:

- **DOS staff will be able to articulate, support, and assist all programs and services within the office.** *(DSAES Value: Transparency & Accountability)*

  a. Create plan over the summer to cross-train all staff on all programs, services and policies facilitated within DOS.
     i. Staff meeting presentations of programs & services
        Accomplished.
     ii. Develop intentional opportunities to include DOS staff to participate in DOS services and initiatives
        Accomplished.

  b. Develop 'ONE PAGE' fact sheet for each functional area within DOS to highlight: learning outcomes, measures, student success initiatives, Primary Contact, and how to locate more information.
     On-going: This changes as the office adds more services and/or modifies a service.

  c. Review, amend and update DOS mission.
     Accomplished.

  d. Create standard "DOS overview" presentation that can be facilitated by all staff to any audience.
     Accomplished.

Review and update on-boarding process.

- **Increase awareness and engagement of DOS programs and services.** *(DSAES Value: Transparency & Collaboration)*

a. Expand parent and family program committees beyond DSAES partners.
   Accomplished: This year, the Family Weekend Committee included 2 faculty members from faculty senate and a representative from alumni affairs in addition to the standing participation of Athletics.
b. Each staff member will be responsible for presenting a "DOS Overview" at the staff meeting of at least 3 other department/entities on campus.
   Partially Accomplished: Some of the staff members have completed this task while others are in the process of completing it.
c. Host 'Open House' for faculty/staff before FY19 school year starts.
   Adjusted: In lieu of hosting "Open Houses" we had an opportunity to partner with Faculty Affairs and give overviews of our services In the "Faculty Café" throughout the year and extend an invitation for them to come visit us.
d. Host an end-of-year appreciation event for valuable stakeholders and strategic partners.
   Not Accomplished: This event cancelled to budget constraints.
e. Create and implement a social media plan that effectively and regularly utilizes all existing DOS accounts for targeted stakeholder engagements.
   Accomplished: Hired a student marketing assistant that has helped us create content and maintain an active presence across multiple social media platforms.
f. Modify DOS website to include more information. Make reports more transparent and link to social media platforms. Explore the possibility of adding functionality (i.e. scheduling, live-chat, etc.)
   Partially Accomplished: More information has been published on our website, however we have not been able to add functionality of scheduling and live-chat to the platform as of yet.
g. Setup an "Ask the DOS staff/Student Advocacy" table in the Student Center & Satellite lobby once a week for a few hours to assist students with drop-in questions
   Did Not Accomplish: This initiative did not unfold as planned, rather the Dean of Students Leadership Council continued to serve as Ambassadors for Advocacy resources within our office as well as report on issues/concerns common to the student body.
h. Explore presence at UH Sugarland campus.
   On-going: Dean of Students Office staff met with Jay Neal, Associate Vice President at Sugar Land and it was decided at that this time presence at Sugarland campus should be based on "as needed" which is taking place.

- **Create and use benchmarks to improve essential DOS programs and services.** *(DSAES Value: Accountability)*

a. Utilize software that allows DOS to track open and click through rates of mandated communications.
Partially Accomplished: We are able to track communications send for conduct related matters.

b. Develop and implement learning/programming outcomes for services and programs.
Accomplished: All programs and services have stated learning/program outcomes.

c. Track attendance at all events.
Partially Accomplished: Attendance tracked at all Commuter Student Services events.

d. Survey student satisfaction with CSS events at all events to be able to better tailor the program offerings.
Not Accomplished: This goal deferred to FY20 programs.

e. Develop a customer service assessment for all customers to take (bottom of an email, like SHRL).
Accomplished: Customer Service assessment was made available in all DOS staff email signatures, on our website, in staff member's offices, and on the back of business cards.

f. Develop an assessment for targeted SOS services.
Accomplished. An assessment was developed for targeted SOS services.

g. Staff will review practices to determine effective sanctions. Explore and share any new practical innovations/initiatives that would be beneficial to implement in the future.
Accomplished: Sanctioning effectiveness was conducted related to recidivism rates and learning outcomes.

h. Staff will share any new information and successful remedies that benefit students in the advocacy experience.
Accomplished: Staff continued to report solution methods to student concerns, contributing to our database of campus resources, policies, and staff associated with decision-making.

- **Use student perceptions and interactions to improve programs, services, and communication strategies.** *(DSAES Value: Accountability & Diversity)*

    a. Include students on parent and family program planning committees.
    In Progress: Identifying students to participate in planning activities.

    b. Develop intake survey that captures student data and perceptions of office before service.
    Did Not Accomplish: This was never launched.

    c. Conduct focus groups with targeted student groups to gain perceptions and understanding of DOS programs and services.
    Partially Accomplished: Student feedback and perceptions of existing DOS programs and services was collected throughout the year through 1:1 meetings, the DOSLC, and survey data – not through focus groups.

    d. Utilize staff meetings to bring in education/awareness on targeted student populations.

Not Accomplished: The plan is to accomplish this during the current year.

e. Expand the Commuter Student Services - Commuter Assistant program to better serve a diverse population of students including transfer students, non-traditional students, and graduate students.
Not Accomplished: This goal cancelled due to budget constraints.

f. Staff will review annually the overall scheduling and confirming of appointment processes for students in the conduct process.
Partially Accomplished: New software functionality within Maxient was launched, allowing text communication with students. An overall DOS process evaluation for confirming student appointments was not engaged.

Question # 4:

Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps 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. If available, please provide program benchmarking data from comparable institutions,

Response:

Different assessment methods are used to evaluate different programs. After we look at the numbers, we compare them with the numbers from the year before and look at the trends. If needed programs are slightly modified to serve the needs of students better.

Student Conduct:

Conduct Referral (by type)	2017-18	2018-19	Change in # of individual cases
Alcohol related violations	289	249	-40
Disruption/obstruction	84	98	+06
Drug use/possession/sale & paraphernalia	137	104	-33
Mental or bodily harm	86	102	+16
SHRL Smoking policy	93	54	-39
Location of incident occurrence			
Cougar Village II	182	180	-02
University Lofts	201	243	+41
Off-Campus	86	110	+24
Cougar Village	201	203	+02
Moody Towers (north & south)	156	107	-49
Bayou Oaks	176	94	-82
Cougar Place	81	75	-06
Parking lots/roads/garages	105	84	-21
Top Referral sources			
Student Housing & Residence Life	892	790	-102
UH Departments/offices	47	45	-02
UHPD	363	387	+24
Student	56	87	+31
College/Faculty	77	95	+18
Parking	19	12	-07

Total individual cases	**1460**	**1422**	**-38**

Other DOS services, processes and programs:

DOS Services & Programs	2017-18	2018-19	Change
Student Outreach and Support-Case Management	150	128	-22
Event registration requests (Freedom of Expression)	261	224	-37
Alcohol registration requests	87	90	+03
Emergency loans processed	109	118	+09
Campus program for minors programs	100	114	+14
Family weekend attendees	888	795	-93
Case management cases created	150	128	-22
FY students participating in Commuter Assistant Program	131	251	+120

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2019) 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.

Response:

With Dr. Dan Maxwell's return to UH from his interim assignment as Vice President for Student Affairs at the University of Houston Clear Lake in August 2018, the Division of Student Affairs and Enrollment Services was reorganized once again. Part of the reorganization was to move the Urban Experience Program back to Dr. Maxwell while the Children's Learning Centers remained under the supervision of the Associate Vice President for Student Affairs and Dean of Students.

In addition, The Dean of Students Case Manager Position was reclassified to an Assistant Dean of Students Position. This change was made to recognize the increased scope and responsibility of the staff person who supervises the Dean of Students Student Outreach and Support Programs function.

Question # 6:

If your unit concluded FY2019 with a Student Service Fee (SSF) Fund 3 addition to the SSF Reserve in excess of $5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

Response:

A total of $66,314 was returned to the SSF Reserve. Following is the breakdown:

- Salary/Wages/Fringe - $66,825
- Maintenance & Operations/Travel -   ($511)
  Total - $66,314

Question #7:

Please list your 2020-2021 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment 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**.**

Response:

Align Student Outreach and Support services with professional case management standards (DSAES Strategic Initiative – Student Success)

Develop a "I'M IN!" program/campaign to get students to commit to the ideas of community and care (DSAES Strategic Initiative – Student Success)

Create the "UH Student Spotlight" series where we highlight the UH community contributions of various students on a weekly basis (DSAES Strategic Initiative – Student Success)

Benchmark, Develop and Implement UHLead program for Las Comadres (DSAES Strategic Initiative – Student Success)

Develop a Sugarland presence/integrate our involvement to support UHSL students (DSAES Strategic Initiative – Student Success)

Develop and launch Student Outreach and Support newsletter (DSAES Strategic Initiative – Division Cohesion)

Make student conduct process paperless (DSAES Strategic Initiative – Resources)

Translate pertinent online, public-facing documents to Spanish and possibly other languages (DSAES Strategic Initiative – Resources)

Leverage the power and functionality of EAB/Navigate to track Student Advocacy cases. (DSAES Strategic Initiative – Resources)
Create a 'Student Advocate Award' where students nominate a member of the UH community to be recognized for their advocacy and support efforts (DSAES Strategic Initiative – Partnerships)

Create campus partners' advisory/work group for Parent & Family Programs (DSAES Strategic Initiative – Partnerships)

Translate pertinent online, public-facing documents to Spanish and possibly other languages (DSAES Strategic Initiative – Partnerships)

Question # 8

Recognizing that the potential to generate additional Student Service Fee income for FY2021 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the FY2021 base budget augmentations and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2020 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

FY20 Base Budget Reduction (5%): $58,666 in dollars per category.

1.	Student Wages	30,622
2.	Marketing	13,500
3.	Professional Development/Travel	8,000
4.	Office Supplies	6,544

<u>$58,666 Total Reduction</u>

Question # 9:

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 $32,000 in registration fees each year.

Question # 10:

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:

<u>Student Conduct:</u>

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

<u>Conduct Assessment and Response Team (CART):</u>

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

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

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

<u>Student Handbook</u>:

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.

<u>Commuter Students:</u>

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

<u>Student Advocacy Services:</u>

There are no other units which duplicate the Student Advocacy Services. Reliance on the strong partnerships built with other departments across campus is essential to providing resolution services to students.

<u>Student Outreach and Support:</u>

There are no other units which duplicate the Student Outreach and Support provided by the Dean of Students Office.