

Student Fees Advisory Committee (SFAC) **PROGRAM QUESTIONNAIRE FOR FY22**



Urban Experience Program



Question 1: Executive Summary

Urban Experience Program

Mission Statement: The Mission of the Urban Experience Program (UEP) is to empower students with academic, personal, and professional development resources that propels student success.

The Urban Experience Program achieves its mission by providing each participant with seamless, personalized support through an integrated approach, from admissions to graduation. This integrated approach bridges students' academic and financial realities, and focuses on retention, graduation in four years, and post-graduation success.

Program components include the following high impact activities:

- Summer Bridge;
- Faculty and peer mentoring;
- First-year experience course;
- Opportunities for student leadership roles, on-campus student employment, internships, community engagement, and outdoor adventure experiences;
- Graduation preparation seminar;
- Advising and Consultations
- Student Success Workshops

The Urban Experience Program supports the University of Houston initiative to propel student success through the use of structured, individualized educational plans for each student based on the student's unique characteristics including career aspirations, non-academic commitments, expected academic engagement, and financial need.

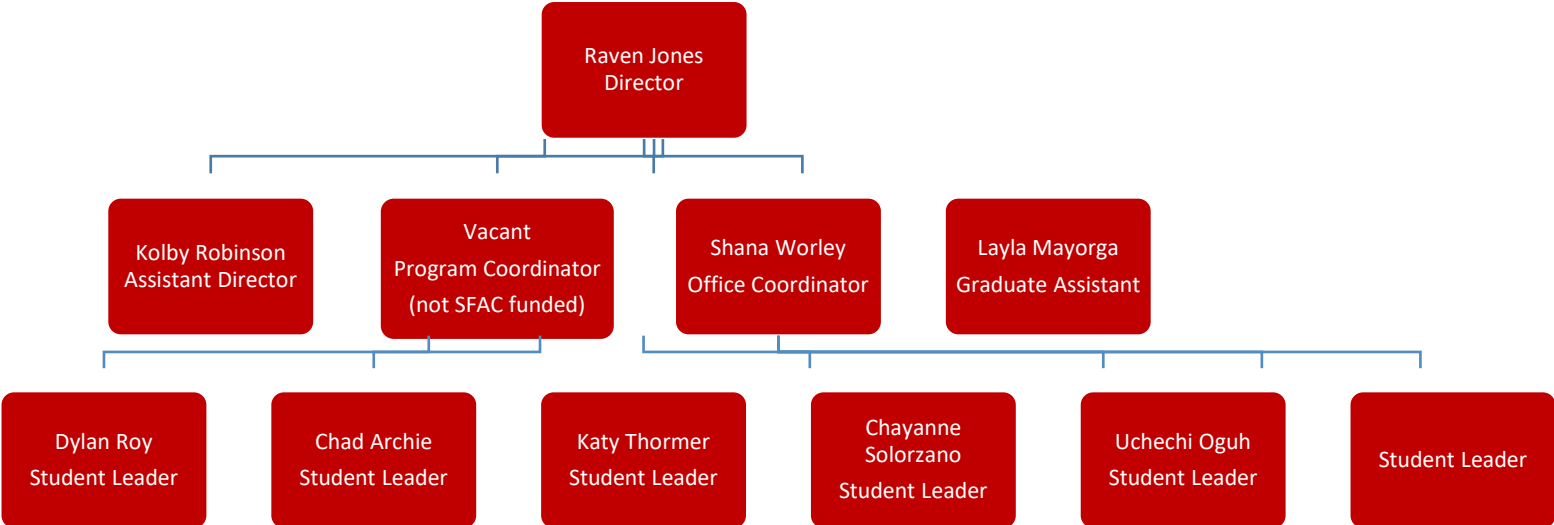
Urban Experience Program is an integral part of the Division of Student Affairs and Enrollment Services and seeks to "champion exceptional opportunities and services to support all UH students," (DSAES Strategic Initiative Student Success) and "forge and strengthen partnerships to expand our reach into the university and greater community (DSAES Strategic Initiative Partnerships). To keep pace with the growth of our student population, we are requesting some additional FY23 one-time funds to continue to improve and create programs and services that will assist in "create and foster a cohesive division identity, culture, and community" (DSAES Strategic Initiative Division Cohesion).

UEP would like to thank SFAC for its continued support of our department and our students. UEP serves as the primary UH point of contact for many underserved student groups including: minority students, first generation students, DACA/undocumented, and foster care/homeless. In addition, UEP gives referrals to those who seek services not provided by UH (SNAP, food deficiency, homeless, etc.). UEP assists students in having the ability to compete at the same

level as others in a professional environment while ensuring that each of the many voices that make up our UH community finds its way into our global community.

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 2020-2021 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.

UEP Strategic Initiative #1: Facilitate student development and learning through student success workshops, and new outreach efforts to targeted student populations (first generation, DACA/undocumented, foster care, low income).

Status: Partially Accomplished

- **Action Step 1:** Continue to deliver intentional programming to targeted populations using theory driven asset based modeling.
- **Action Step 2:** Evaluate and refine the liaison program to create partnerships and advocates among Academic Affairs.
- **Action Step 3:** Continue to expand Student Assistance Network, to provide resources and build relationships for emergency aid and other student aid programs.
- **Action Step 4:** Continue to track and utilize data from programming to enhance student retention.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

UEP Strategic Initiative #2: Create a greater variety of student involvement opportunities through enhanced services first generation, DACA/undocumented, foster care, low income).

Status: Partially Accomplished

- **Action Step 1:** Continue to develop UEP student leaders as peer mentors, peer facilitators, and ambassadors.
- **Action Step 2:** Continue to customize educational experiences for students.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

DSAES Strategic Initiative Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

UEP Strategic Initiative #3: Create a living learning community for former foster care and transitional students

Status: Accomplished

- **Action Step 1:** Develop stakeholder involvement in former foster care (alumni, campus departments, etc.) through regular meetings, mentor program, or other social activities.
- **Action Step 2:** Create a partnerships to facilitate the creation and support of a living learning community that supports former foster care students attending UH.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

DSAES Strategic Initiative Resources: Evaluate, actively pursue, and leverage resources to enhance the UH experience.

DSAES Strategic Initiative Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

UEP Strategic Initiative # 4: Collaborations and Partnerships – Establish relationships with new on and off campus organizations to serve as a liaison between underrepresented populations on campus and the campus administration (DSAES: Collaboration, Diversity)

Status: Partially Accomplished

- **Action Step 1:** Dream.US scholarship recipients as well as the UEP DACA population informational sessions for students to have a safe space for discussion and fellowship (Dreamers Speak Series).
- **Action Step 2:** Revitalized and strengthened K12 partnerships.
- **Action Step 3:** Revitalized and strengthened community engagement opportunities.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

DSAES Strategic Initiative Resources: Evaluate, actively pursue, and leverage resources to enhance the UH experience.

DSAES Strategic Initiative Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

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 others that you might pursue. Where data exist, discuss the number of persons and/or unique students served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

The success of Urban Experience Program is evaluated through:

- Student retention rates
- Campus contacts and utilization
- Program, training, and workshop evaluations

UEP by The Numbers (Utilizations) – Moving Forward UEP has kept daily and ongoing tracking of visitors served in and through the office. An event analysis and debriefing is conducted after each social function, program and tabling event.

	FY 13-14*	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21
<i>Registered Students (Enrollment)</i>	113	309	388	322 <i>decrease due to large # of cohort graduates</i>	449	691	627	564 <i>decrease due to large # of cohort graduates and COVID</i>
<i>UEP Pillar Programs</i>								
(Frontier Fiesta , Financial Seminar, Academic Workshops, Civic/Leadership, Freshman Programming, Fall Open House, Gobble Goodies)	102	576	798	929	1001	419	141	130
<i>Outreach and Events</i>								

Workshops/Trainings	102	492	254	363	437	185	130	47
Tabling/Informational & Events	Not available	634	559	1123	1033	158	145	33
<i>Walk-In/Advising/Contacts</i>								
Walk Ins/Appointments	Not available	581	675	832	3101	1318	623	564
Contacts	2307	2100	2454	3189	2941	4100	2361	867
Total Touch Points	2624	4692	4740	6441	8527	6180	4027	2205

Outreach Efforts:

Marketing Metrics	FY 14*	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21
Number of UEP website views	8,464	8,225	8,989	21,541	6,292	34,674	21,426	22,611
Facebook "likes"	32	44	75	125	138	169	182	213
Twitter "followers"	89	219	401	593	718	760	769	741
Instagram "followers"	50	80	103	195	264	372	460	509

Question #5

Please discuss any budget or organizational changes experienced since your last (FY2022) 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.

Organizational Changes

This year due to loss of the program coordinator and the COVID-19 pandemic the Urban Experience Program was unable to fully offer student support programs. UEP was able to access more emergency funding for students in high need; which led to higher student retention and less stop outs/drop outs due to COVID related emergencies.

Student Population

Growing DACA/Undocumented Population: UEP was designated in the Fall of 2018 as the best department to administer the scholarship fund Dream.US, this scholarship has grown to serve more than 250 students on campus. We are thankful to SFAC for supporting the outreach and programming needed for the scholarship. We hope that SFAC will continue to support this initiative in the future.

Unfunded State Mandate Foster Care Program: FY 16 UEP created a new student success initiative for students who formerly were foster care and/or adopted. In FY 17 UEP enhanced those efforts, and expanded support and programming for foster care, and now homeless students at UH. There is a TX House Bill 3748 and SB 294 states UH needs to identify a department that serves as a campus liaison and Dr. Walker named UEP. *This program provides a campus-wide network of support to assist students who grew up in the foster care system achieve educational success by focusing on recruitment, retention, and graduation.* The outreach and programming needed for the scholarship was not funded.

Question #6

If your unit concluded FY2021 with a Fund 3 addition to the Fund Equity 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.).

Urban Experience Program had fund equity in the amount of \$29,326 and allowed to keep \$15,000 for FY22 (for funding/support of department name change). The remaining-\$14,326 was returned to reserves.

Question #7

Please list your 2022-2023 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.

UEP Strategic Initiative #1: Provide student support and be a campus resource hub for minority first generation students.

- **Action Step 1:** Implement a Road show program to enhance the awareness and visibility of the Center of Student Empowerment to faculty and staff.
- **Action Step 2:** Implement at least three new strategies that assist students in connecting with each other in the Center Student Empowerment.
- **Action Step 3:** Hold an Undocumented Mixer in the Center for Student Empowerment.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: *Champion exceptional opportunities and services to support all UH students.*

UEP Strategic Initiative #2: Create statewide initiatives to promote post secondary educational opportunities for foster youth in conjunction with statewide PAL program.

- **Action Step 1:** Host the Texas Statewide Pal College Conference
- **Action Step 2:** Develop stakeholder involvement in former foster care (alumni, campus departments, etc.) through regular meetings, mentor program, or other social activities.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: *Champion exceptional opportunities and services to support all UH students.*

DSAES Strategic Initiative Resources: *Evaluate, actively pursue, and leverage resources to enhance the UH experience.*

DSAES Strategic Initiative Partnerships: *Forge and strengthen partnerships to expand our reach into the university and greater community.*

UEP Strategic Initiative #3: Enhance leadership opportunities for first generation, DACA/undocumented, foster care, low income).

- **Action Step 1:** Link the student leader and affinity group students to learning outcomes to Scarlet Seals of Excellence competencies.

***UH Goal:** Student Success*

***DSAES Strategic Initiative Student Success:** Champion exceptional opportunities and services to support all UH students.*

***DSAES Strategic Initiative Partnerships:** Forge and strengthen partnerships to expand our reach into the university and greater community.*

Question #8

Recognizing that the potential to generate additional Student Service Fee income for FY2023 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2023 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

At UEP, we are committed to outreach and service that extend our human talent and technological capacity to serve the people in our diverse communities-first generation, minorities, DACA/undocumented, and foster care/homeless students. Providing for these underserved populations will be central to the decisions on how UEP will respond and adapt to reduced funding support. Below are the strategies that UEP will use to guide the development of budget reduction plans of 5%.

5% Reduction of UEP SFAC budget \$190,183 = \$9,509.15

- Reduce Room Rental
Reduction: \$3,000

- Reduce Office Supplies
Reduction: \$6,000

- Limit out-of-state travel; limit conference attendance; limit professional development spending.
Reduction: \$500

Total: \$9,500 (5% reduction)

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.

Currently, the Urban Experience Program receives its funding from the Student Fee Advisory Committee from student service fee dollars.

Urban Experience Program is working with the Division of Student Affairs and Enrollment Services to identify development funding sources to support foster care and transitional students. The Diamond Family Scholars program housed in UEP has been graciously funded by the Diamond family.

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.

UEP is currently one of six student success departments on campus, but the only one in the Division of Student Affairs and Enrollment Services. Academic Achievers (Center for Mexican American Studies), Challenger Program (Exploratory Studies), Scholars Enrichment Program (College of Mathematics and Natural Sciences), PROMES (College of Engineering), ELASP (Bauer) are all housed in Academic Affairs for students of those specific majors. While there is some overlap between the services that the UEP offers to first generation students; there are no other departments on campus that offer programs and services for all students regardless of major, foster care/homeless students programming, scholarships for DACA/undocumented students.

UEP has and will actively continue to collaborate with such units as Student Housing and Residential Life, Dean of Students Office, Center for Diversity & Inclusion, LAUNCH, and many academic departments and student organizations. This past year, UEP has expanded partnerships with several new offices, including: several academic departments (HONORS, Graduate Studies, and African American Studies). Outside of our work with other student success programs, UEP does collaborate with multiple units within the Division of Student Affairs & Enrollment Services and across the entire university. The message of holistic students'

success should be pervasive throughout campus, and we realize that our campus partners are critical to our endeavors.

UNIVERSITYof **HOUSTON**

DIVISION OF STUDENT AFFAIRS

Urban Experience Program