DEAN OF STUDENTS
Your Student Success Advocates!

SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2024

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

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 evaluation, investigation, and adjudication of alleged violations of the UH Student Code of Conduct by students and student organizations. Staff is also responsible for crafting educational sanctioning to fit the developmental needs of students and student organizations.

- *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. In addition, we are in the process of exploring a name change, reflective of the expanded direction of our team.

- *Freedom of Expression*- Staff in the Dean of Students Office oversees the administrative application of 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. The Dean of Student Office also facilitates the procedural interviews for waiving the right to an Academic Honesty Hearing.

- *Parent and Family Programs* –An Associate 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 Associate 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 Associate 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 online at:
https://uh.edu/dos/resources/student-handbook/

- *Student Advocacy Services* - The Dean of Students Office assists campus stakeholders: students, parents, faculty, staff, alumni and community members with navigating the student experience both within and outside of the classroom. Campus Stakeholders rely of the Dean of Students staff to assist with complex situations regarding complex issues pertaining to issues affecting the student experience. Dean of Students Emergency Loans are also approved through Student Advocacy Services.

- *Student Outreach and Support* - The Dean of Students Office 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.
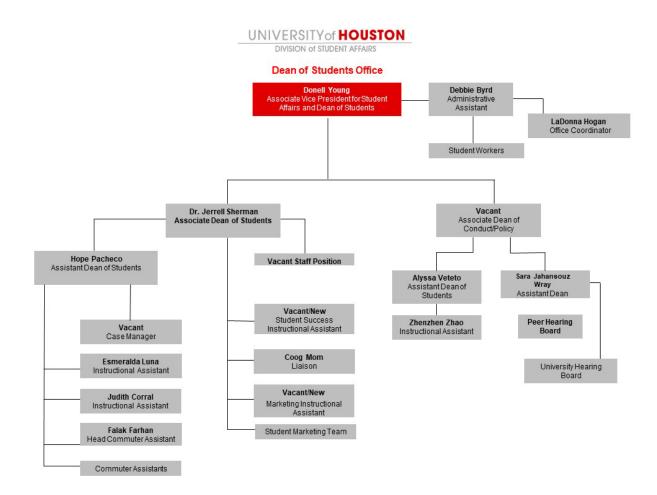
  SOS also works in collaboration with our campus, community, and community partners to help identify students who may be experiencing complex personal difficulty such as a crisis or distress that impacts their social, personal, and/or academic stability.

  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

Dean of Students Office

Donell Young
Associate Vice President for Student Affairs and Dean of Students

Debbie Byrd
Administrative Assistant

LaDonna Hogan
Office Coordinator

Student Workers

Dr. Jerrell Sherman
Associate Dean of Students

Vacant
Associate Dean of Conduct/Policy

Hope Pacheco
Assistant Dean of Students

Vacant Staff Position

Alyssa Veteto
Assistant Dean of Students

Sara Jahansouz Wray
Assistant Dean

Vacant
Case Manager

Vacant/New
Student Success Instructional Assistant

Zhenzhen Zhao
Instructional Assistant

Peer Hearing Board

Esmeralda Luna
Instructional Assistant

Coog Mom
Liaison

Judith Corral
Instructional Assistant

Vacant/New
Marketing Instructional Assistant

University Hearing Board

Falak Farhan
Head Commuter Assistant

Student Marketing Team

Commuter Assistants

Question #3:

List your unit's strategic initiatives and action steps identified for the 2021-22 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: The 2019 – 2023 Strategic Plan - University of Houston (uh.edu)
UH Goals: Strategic Plan - University of Houston (uh.edu)

Goals:

Restructure DOS office organization chart to enhance office's services, programming, and brand. (DSAES Strategic Initiative – Cohesion)

A. Restructure the DOS organization chart.
Progress: Completed
Results: Completed at end of the Spring 2022 semester. Staff hiring process now occurring to fill vacant positions.

Hire two Assistant Deans to oversee student conduct responsibilities. (DSAES Strategic Initiative – Cohesion/Student Success)
B. Recruit and fill two Assistant Dean Positions.
Progress: Completed
Results: Two new Assistant Deans were hired during Summer 2022.

Enhance Parent& Family Engagement and Student Success by reclassifying Assistant Dean position to Associate Dean position to hire a more experienced staff. (DSAES Strategic Initiative – Cohesion/Student Success)
C. Reclassify the Assistant Dean (Family & Commuter) position to Associate Dean.
Progress: Completed
Results: New Associate Dean was hired during Summer 2022.

Utilize Camps Esp to improve connection and marketing to Parents, alum, family, and support system for current UH students. (DSAES Strategic Initiative – Partnerships/Student Success)
D. Increase parent engagement and communication to assist in student persistence and progress toward degree completion by utilizing a Campus ESP technology platform – Campus ESP.
Progress: Ongoing

Results: Engagement via Campus Esp has improved greatly. More departments are using the system, and event attendance and notoriety has improved due to increase usage.

Enhance Commuter Services Mentor Program with new initiatives and staff oversight. (DSAES Strategic Initiative – Student Success)
D. Re-examine the Commuter Services Mentoring Program to enhance student engagement and success.
Progress: Ongoing
Results: A new Assistant Dean is providing oversight to Commuter Services and is in the process of overhauling the mentor program and adding new programming for commuter students.

Develop a well-rounded DOS staff and advance the DOS Office with new plan, office procedures, and incentives. (DSAES Strategic Initiative – Cohesion)
E. Establish staff development plan for each member of the DOS staff.
Progress: Ongoing
Results: New Associate Dean of Students is in the process of developing a staff development and office advancement plan.

Updates university policies to better address present day student. (DSAES Strategic Initiative – Cohesion/Student Success)
F. Review/Revise University of Student Code of Conduct.
Progress: Ongoing
Results: Two Assistant Deans that are responsible for student conduct are working with the AVP/Dean of Students to update the university's code of conduct currently.

Add additional qualified staff to better support the increasing number of students dealing with mental health issues or that need staff to advocate on their behalf to be successful at UH. (DSAES Strategic Initiative – Cohesion/Student Success)
G. Establish CARE/CASE Manager position. The responsibilities of the Case Manager include assuming a primary role in the assessment, referral, and case management of various student issues, including health and mental health emergencies.
Progress: Completed
Results: Position is now posted, and the goal is to have someone hired and in office by the end of the fall 2022 semester.

Update CART policies and procedures to better address present day student body and brand the support team and our resources better. (DSAES Strategic Initiative – Cohesion/Student Success)
H. Review/revise and CART process
Progress: Ongoing
Results: CART Team has held meetings to review a name change, internal change of procedure workflow, internal team, and focus for proactive advocacy workshops.

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.

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.

Parent & Family Engagement:

The Dean of Students Office utilized the CampusESP platform to provide a modern all-in-one parent engagement communication that helps departments from across the university; continually connecting with families with curated, and timely content in one location that helps them keep stay informed to assist in keeping their students on track.

1. 10,129 families enrolled and engagement with UH via the Campus ESP platform in 2021-2022 in comparison to 5,714 families being enrolled in 2020-2021 in a previous parent and family engagement platform

2. 9,439 active users

3. Over 156,000 emails sent to families

4. An average email open rate of 49%

5. Parents were most engaged in February 2022 with an open rate over 70%

6. 12,500 unique clicks on content

7. Sibling Day event announcement had a 55% open rate and received 119 clicks

Targeted engagement for first year families and underrepresented populations:
1. 70% Hispanic or Latinx family engaged with UH via the platform

2. 69% Black or African American engaged with UH via the platform

3. 69% First Generation families engaged with UH via the platform

4. 62% First Year Families engaged with UH via the platform

Most popular content:
1. First Year Transition
2. Parking Information
3. Family Tips for Supporting Students

4. UH News/Events
5. Working During College
6. Move-In

Student Conduct:

Most Frequent Referrals	Fall 2021	Spring/Summer 2022	Fall 2022
Disruption/Obstruction	26	35	7
Use Manufacture, Sale or Possession of Controlled Substance or Drug Paraphernalia	06	43	3
Mental or Bodily Harm	40	41	4
Violation of SHRL Smoking Policies	13	18	0
Violation of UH & UH System Policies & Procedures	35	50	17
Failure to comply to identify	13	14	6
Total Referrals	133	201	169
Where incidents occurred (alleged), grouped by role	**Fall 2021**	**Spring/Summer 2022**	**Fall 2022**
Cougar Village II	122	83	34
University Lofts	37	19	10
Off campus	42	32	4
Cougar Village I	102	38	33
Moody Towers	49	21	21
Bayou Oaks	38	35	4
Cougar Place	60	24	14
The Quadrangle (new category)	30	26	26
Parking areas (entrances & roads)	15	23	0
On-line (new category)	61	31	4
Total Incidents	556	332	169

Top Referral Sources	Fall 2021	Spring/Summer 2022	Fall 2022
Housing	355	190	124
Campus Department	07	08	3
UHPD	110	88	32
Student	121	43	1
College/faculty	44	69	9
Parking	30	23	0
Community member (new category)	08	4	0

Other DOS services, processes and programs:

DOS Services & Programs	2020-21	2021-22	2022-2023
Student Outreach and Support-Case Management (CART/CARE and Case Management)	125	518	694
Event registration requests (Freedom of Expression)	517	106	415
Alcohol registration requests	11	6	15
Campus program for minors programs	34	78	7
Family weekend attendees		754	1321

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2023) 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:

Since our last SFAC request we had the following full-time people left the university due to retirement or better opportunities.

Dee Ann Canfield, Office Supervisor. She retired at the in July 2022. This position is still vacant.

Kamran Riaz, Associate Dean of Students left the Dean of Students Office in May 2022. This position is still vacant.

Ms. Myra Conley, Assistant Dean of Students left the Dean of Students Office in May 2022. This position is still vacant.

One student assistant and two other IAs left the Dean of Students Office in August and September 2022.

All of the above lead to some salary and benefits money in the budget.

Question # 6:

If your unit concluded FY2022 with a Fund 3 addition to 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.).

Response:

A total of $246,127 was returned to Reserve, all of which was salaries.

As mentioned in response to question # 5. The DOS lost three full-time staff members and three student staff, leaving a large amount of money in Salary/Wages/Fringe. That along with less staff able to attend professional development conferences was the reason for extra money being left in the Maintenance & Operations account.

Question #7:

Please list your 2023-2024 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs 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:

1. Establish Student Peer Hearing Board to foster student growth and development and contribute to an environment that thoughtfully balances the interests of the individual with the values of the community. (DSAES Strategic Initiative – Student Success)

2. Increase engagement and participation at Family Weekend and encourage students to spend time with their families, friends, and supporters for this fun and exciting event.

    a. Develop inclusive language and marketing materials to encourage students without close familial relationships, friends, supporter to feel more welcome to attend Family Weekend events and activities. (DSAES Strategic Initiative – Partnerships)

3. Review/revise the DOS Leadership Council to enhance student engagement and success for students in the campus community and provide leadership development for the student involved in the council. (DSAES Strategic Initiative – Student Success)

4. Re-examine and enhance Sibling Day program. (DSAES Strategic Initiative – Partnerships/Student Success)

5. Establish DOS annual events (DSAES Strategic Initiative –Partnerships/Student Success)

     a. Student Success Reception/Establish annual campus partners' reception
     b. Dean of Students Lunch & Learn Series
     c. The Longest Table
     d. Home Football Game Collaborative Tailgates

6. Develop mentorship program that contributes to retention, credit hour accumulation, and higher graduation rates. DOS Leadership Council can be revamped to accomplish this. (DSAES Strategic Initiative –Partnerships/Student Success)

7. Establish DOS Portfolio Marketing Team (DSAES Strategic Initiative – Cohesion)

8. Create Comprehensive Marketing Plan and disseminate marketing materials to internal and external partners that highlight the impact of DOS programs and services on students. (DSAES Strategic Initiative – Cohesion/Partnerships)

9. Develop collaborative student success/engagement programs and services with CLC, ISSSO, WGRC and Veteran Services (DSAES Strategic Initiative – Partnership)

10. Create Comprehensive Assessment Plan (DSAES Strategic Initiative – Resources/Cohesion)
     a. Develop an Annual Impact/Narrative Report
     b. Use DOS assessment data to demonstrate/track the contributions of DOS related to student recruitment, retention, graduation rate, engagement and sense of belonging.

11. Establish DOS Advancement Plan (DSAES Strategic Initiative – Resources/Cohesion)

Question # 8

Recognizing that the potential to generate additional Student Service Fee income for FY2024 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 3.5%, 5%, and 7% in your total approved FY2024 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

FY2024 Base Budget Reduction 3.5% of $1,274,069 in dollars per category.

1. Student Wages	$10,000
2. GAs	$20,000
3. Programming	$15,492
	$45,492 Total Reduction

FY2024 Base Budget Reduction 5% of $1,274,069 in dollars per category.

1. Student Wages	$15,000
2. GAs	$31,989
3. Programming	$18,000
	$64,989 Total Reduction

FY2024 Base Budget Reduction 7% of $1,274,069 in dollars per category.

1. Student Wages	$15,000
2. GAs	$45,000
3. Professional Development/Travel	$10,000
4. Programming	$20,985
	$90,985 Total 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.**

Response:

Additional sources of funding for DOS related programs include the following:

a) Family Weekend generates approximately $65,000 in registration fees.

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.