

Goals: 2016 - 2017

A. Engage in comprehensive review of Student Conduct policies and processes to ensure increased knowledge, consistency of practice, and student success. (DSAES Strategic Initiative #1)

- a. Review hazing protocol with General Counsel to identify ways to expedite steps in protocol in an effort to engage more rapidly.
- b. Establish hearing officer competencies and provide regular, on-going training to further proficiency and development.
- c. Review, update, and publicize changes to the Code of Student Conduct to include Campus Concealed Carry policies.
- d. Evaluate effectiveness of student sanctions as they relate to student learning; explore new opportunities for creative/educational sanctions.
- e. Review and refine protocol for case management sanctions in mental health related conduct cases to decrease the amount of time between incident and case management services.
- f. Explore expanding alcohol and medical transports to include a case management consultation to increase continuity of care for the student.

B. Strengthen Student Advocacy Services to increase prominence on campus and utilization among students and stakeholders. (DSAES Strategic Initiative #1)

- a. Implement robust process for tracking student cases to include record-keeping, notes, deadlines, and resolution information.
- b. Follow-up with students post-advocacy meeting/incident to check-in and collect brief data points (i.e. satisfaction, actual resolution, additional questions, etc.)
- c. Explore integrated method (Housing, case management, counseling, advocacy, enrollment services, etc.) for early-warning

intervention/out-reach to support student persistence, retention, and matriculation goals.

- d. Create localized opportunities for Dean of Students staff to increase their awareness of student experiences (i.e. knowing facility spaces, university processes, and other student engagements).

C. Expand the role of the Dean of Students Case Manager to key stakeholders to increase the awareness of services and support (*DSAES Strategic Initiative #1*)

- a. Explore internally-focused ways to integrate the Case Manager into the Dean of Students programs so as to expand the role of the Case Manager.
- b. Review DOS print, web and social media to include DOS Case Manager and case management outreach services.
- c. Review and revise DOS case manager outreach materials to increase student awareness and utilization of case management outreach
- d. Collaborate with key DSAES stakeholders and other divisions to increase the awareness of the role of the DOS Case Manager.
- e. Collaborate with off campus stakeholders to increase the awareness of the role of the DOS Case Manager in student support post hospitalization.

D. Expand Commuter Student Services to include the Commuter Assistant program, campus-wide commuter programming, and opportunities beyond the fall semester. (*DSAES Strategic Initiative #1*)

- a. Establish Commuter Student Meet-ups in surrounding metro Houston areas.
- b. Expand monthly commuter programs to entire campus community.
- c. Assist fall 2016 Commuter Assistant program participants in the development of a Commuter Student organization in the spring of 2017.
- d. Strategically collaborate with campus partners to offer “commuter-specific” events.
- e. Investigate best practices regarding commuter student engagement to inform the growth of the area.

**E. Engage in outreach initiatives and processes that better tell “our story”
(*DSAES Strategic Initiative #4*)**

- a. Implement Dean of Students Leadership Council (DOSLC) in spring 2017.
- b. Develop “packaged” programs that can be delivered to office, faculty/staff, and student groups (i.e. hazing, student disruption, etc.)
- c. Create and publish a yearly DOS transparency report highlighting student success (conduct, advocacy, etc.)
- d. Strengthen partnership with the University of Houston Police Department to better understand protocol and consistency with regard to student transports and conduct referrals.

F. Expand the role and scope of Parent & Family Programs (*DSAES Strategic Initiative #6*)

- a. Collaborate with campus partners to engage parents and families at existing events.
- b. Establish educational and support opportunities for parents and families more continuously throughout the year including Facebook webchats.
- c. Expand the role of our office in the development of marketing, publications, and communications with incoming Cougar parents and families.