



Center for Student Involvement

Student Fees Advisory Committee (SFAC)
Program Questionnaire for FY 2011-12

CENTER
FOR STUDENT INVOLVEMENT **CSI**

UC

UNIVERSITY CENTERS
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Center for Student Involvement Annual SFAC Report

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:

The Center for Student Involvement has adopted the University Centers Mission which is as follows:

In celebration of our diverse campus community, the University Centers enrich the campus life experience by providing quality programs, services and facilities focused on student involvement, student learning, and student success.

2009-2010 in Overview:

The Center for Student Involvement is the home for most of the fee funded organizations on campus, and many of the 356 registered student organizations. Our primary function is to serve these student organizations. Through that service, we seek to develop student leaders, provide students with an opportunity to enhance their in-the-classroom learning with out-of-the-classroom opportunities to apply their knowledge, enhance the University of Houston campus life, assist students in successfully completing their undergraduate and graduate degrees, and leaving the university better prepared for life after college.

Our core values are shared with the University Centers family of departments and include Education, Diversity, Customer Service, Integrity, Communication, Teamwork, Financial Accountability, Innovation, and Fun. Our day-to-day work focuses on advising and working very closely with fee funded student organizations, and providing services for fee funded and registered organizations alike, including, but not limited to organizational training, registration, and event registration.

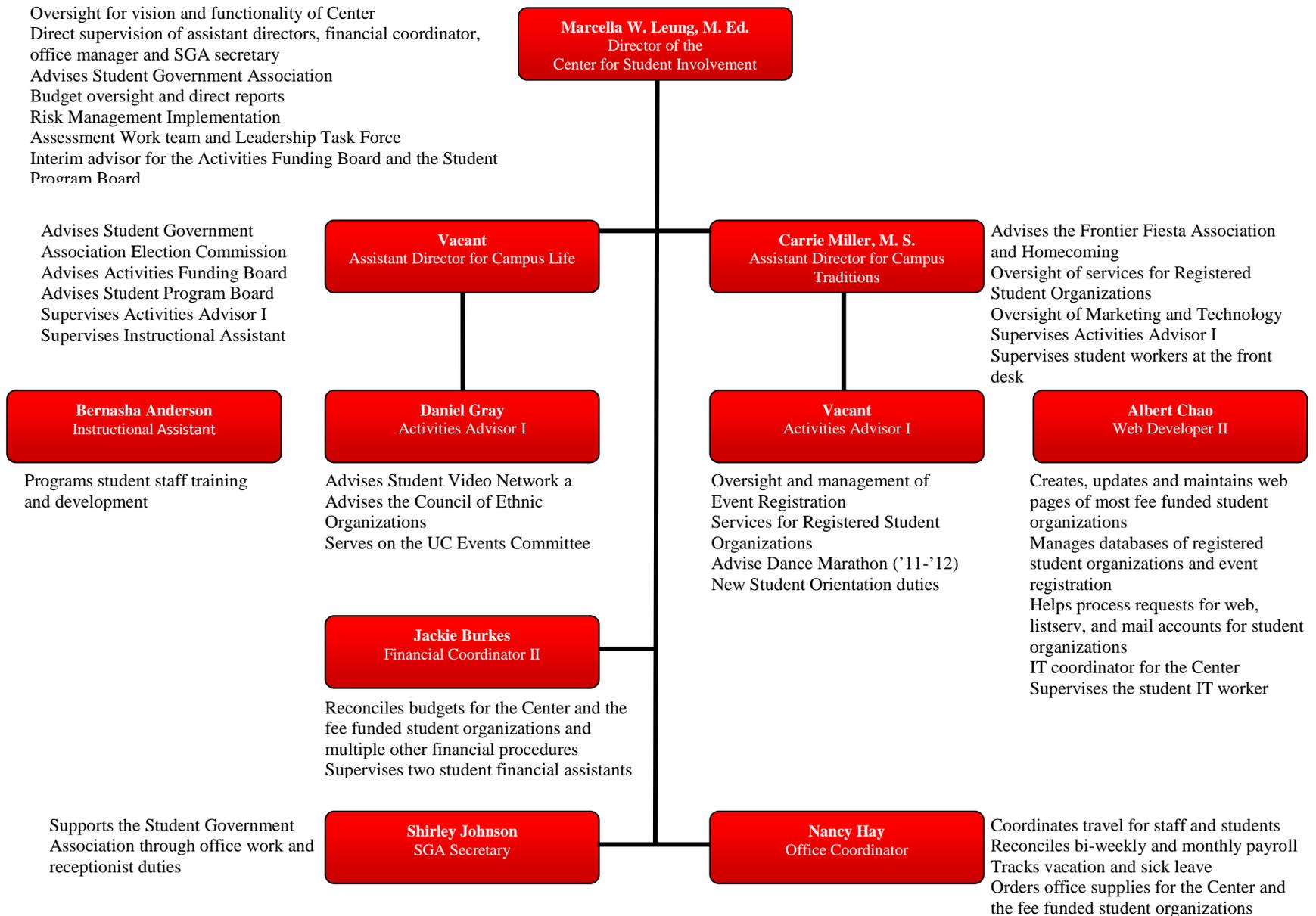
The Center for Student Involvement is completely funded by student fees, and we seek to be careful stewards of the funding and to provide the students with an excellent value for their fee dollars.

2009-2010 was a year of change for the Department of Campus Activities. Early in December 2009, we learned that we were integrating with the University Center & Associated Facilities. The integration has brought about a series of shifts and reorganizations that resulted in two Centers providing the students with a more coherent body of services for leadership, Fraternity & Sorority Life, and student organizations.

During 2010-2011, the Center for Student Involvement will be focusing on completing the integration process, filling vacant staff positions, identifying and eliminating hurdles for fee funded and registered student organizations, renovating the event registration process, and enacting a suite of services for fee funded and registered student organizations designed to enhance the student leader experience and success at the University of Houston.

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, custodian, etc), note this on your chart. Student employees should be cited on the chart and identified as students.

See next page.



3. List the objectives that you provided with your 2009-2010 SFAC request. Please comment on your success in achieving these objectives. If an objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for the addition, and comment on your success in achieving these objectives.

Listed below are the goals and objectives identified by the Department of Campus Activities at the time of the last SFAC report. With the integration into the University Center & Associate Facilities, the objectives under the goals have shifted considerably. The original goal of the objectives listed below was for the goals to be in effect from January 2010 throughout the 2010-2011 academic year. However, the integration, and subsequent creation of the Center for Leadership and Fraternity/Sorority Life, led the Center for Student Involvement to craft a new series of objectives for the 2010-2011 year, which are listed in Question 6.

Objectives listed below that pertain to Fraternity & Sorority Life will be addressed by the Center for Leadership and Fraternity & Sorority Life.

Goal 1: *University Center and Associated Facilities and the Department of Campus Activities will work toward integrating programs, services, operations and facilities*

- a. Establish a culture of support and collaboration which will improve accountability and effectiveness while maintaining an educational/student development philosophy

Status: Achieved

While at times stressful, the integration into the University Center & Associated Facilities has been positive. Being a part of the family of Centers with the UCs has given CSI much, much more support for everything from advertising to technology to problem solving and has allowed us as a Center to move away from having to focus on our daily operations as a stand-alone department to focusing on our fee funded and registered student organizations, advising the organizations, and upgrading and implementing new services for them.

- b. Develop an organizational structure by June 2010 which focuses on enhancing the campus life experience for UH students, and other members of the UH community.

Status: Achieved

See organization chart for a detailed listing of the new organizational structure in the Center for Student Involvement.

- c. Identify potential operational efficiencies and eliminate duplication where possible.

Status: Achieved and On-going

There were two major areas of repetition: leadership and programming. When the areas and programs were examined, it became obvious that leadership programs needed to be stream-lined, but also that they needed to be reconceptualized. Programming was another area that could benefit from consolidation under one area. This led to the Student Program Board moving to the Center for Student Involvement, and will be completed when the University Center Events Committee moves to the Center for Student Involvement in Spring or Summer 2011.

Goal 2: *Identify, adopt, and implement best practices*

- a. Identify and provide CAS Standards that apply for each DCA Staff.

Status: Redefined

Because the University Center does not utilize the CAS Standards, this goal is suspended. The Center for Student Involvement will be utilizing the standards adopted by the UCs for establishing best practices.

- b. Develop and share staff job descriptions so that staff can better understand each others' job responsibilities and obligations.

Status: Achieved and On-going

Job descriptions were shared for the Department of Campus Activities. With the reorganization, there were significant shifts in job duties for many of the staff as a result of the new Center. Updated job descriptions will be shared when they are approved by Human Resources.

- c. Reorganize the department ledger files / folders.

Status: On-going

The DCA folders and files are being cleaned out and new CSI shared folders are being created. CSI is seeking to go digital for as many processes as possible, especially for paper-intensive internal financial procedures. This will help the Center go green and reduce costs simultaneously. Electronic procedures will also allow us to get financial information to the fee funded orgs much more quickly.

- d. Incorporate dialog into staff meetings regarding initiatives related to the fraternity/sorority movement.

Status: See CLFSL Report

- e. Begin the formal strategic planning process within fraternity/sorority life.

Status: See CLFSL Report

Goal 3: *Establish transformative learning opportunities*

- a. Develop plan for Leadership Development Training.

Status: Achieved and See CLFSL Report

Instituted Fee Funded leader training. At the training, fee funded leaders were given then skills necessary to effectively run each of their organizations. Students were given training in areas such as interpersonal communication, contracting and marketing. At least one member from each of the six fee funded groups housed in the Center for Student Involvement was present for the training. MVP also participated.

- b. Assist students in the creation of shared values and a shared statement of purpose for the fraternity/sorority community at UH.

Status: See CLFSL Report

- c. Complete the learning outcomes development process for the fraternity/sorority experience.

Status: See CLFSL Report

Goal 4: *Develop and enhance cultural competencies*

- a. Identify Department Programming initiatives and develop a plan of action for implementation.

Status: Moved to 2010-2011: See Goals in Question 6

With the uncertainty of what the final department/center would look like and encompass, this goal was put on hold. The Center for Student Involvement has established that programming on a variety of topics, including training and diversity-oriented subjects is a high priority for the Center.

- b. Identify and implement that promotes increased interaction and dialog cross councils/cultural groups.

Status: Ongoing

Campus Activities offered training for a diverse group of students from multiple backgrounds during their yearly training and also during their Orientation Meetings that were held throughout the year. During these trainings, student leaders from multiple groups met and would work together to discuss and work on ways to improve programming.

- c. Identify and implement a system that promotes council, chapter, and individual student development. F/S

Status: See CLFSL

- d. Explore strategies for team advising within councils. F/S

Status: See CLFSL

- e. Identify opportunities for cross-training within the fraternity/sorority life team.

Status: See CLFSL

Goal 5: Maintain effective and relevant communication

- a. Develop/Implement DCA Marketing Plan of Action. FEE

Status: In Progress

Marketing items have been identified. With the change from DCA to CSI the center will need to purchase new information table items, marketing items, branded merchandise (business cards, letter head, directional signs, etc) The new “store front” was in place before the start of the academic year to help to identify the name change. All marketing items going out reflect the name change.

- b. Develop/Implement Partnership Plan of Action with other units in DSA and UH Campus Community.

Status: Achieved and On-Going

The Department of Campus Activities/Center for Student Involvement continued to be involved in a number of events and activities that are co-sponsored with either other departments, divisions, or student organizations (this is not a listing of the events completely initiated and sponsored by DCA/CSI that other groups participated in, such as Campus Leaders Reception). For 2009-2010, DCA/CSI was involved in the following activities:

1. Cat’s Back – sponsorship and activities
2. UCEC – sponsor of Oktoberfest activity and other events
3. Admissions activities including Cougar First Impressions and Cougar Day
4. Welcome to Cougar Life
5. Wellness Alcohol Intervention Program

- 6. LeaderShape with Bauer College of Business
- 7. Risk Management training for professionals
- 8. Orientation – Org Fairs, presentation, and after-hours activities
- 9. Advertising in various student publications including Daily Cougar and Transitions magazine

- c. Develop a plan of action that enables DCA to implement technology to support web based services for organization registration/records, calendaring, and on-line training.

Status: In Progress

CSI has created and implemented an online registration process for RSO's (Fall 2010). A search function for students wishing to get involved is being created – this is where students will be able to “shop” for student organizations online, and will be implemented in Nov. 2010. Currently the web developer is working on smart forms to aid in new faster and more student-friendly event registration process that will go on-line in January 2011. CSI is utilizing Google Calendar for events, deadlines, and traditions, and can be viewed on our new web site at www.uh.edu/csi

- d. Continuous review and updates of the DCA web site to support on-going programs, campus diversity, marketing and resource management.

Status: On-Going

The new CSI website was launched in August 2010. The Center now has a uh.edu account. Updates are made to the web page on a daily basis. In addition, the Center is now responsible for creating and maintaining web pages for most of the fee funded organizations, and these are also updated as quickly as possible, usually within 24 to 48 hours.

- e. Make sure that all communication or marketing reflects the diversity of the University

Status: On-Going

The Center is working to document more events, and more diverse events, so that the pictures on the web page and in the marketing materials will accurately represent the diversity of the university.

- f. Collaborate / communicate with other departments on campus. Try to bring in other departments to tell us what they do and vice versa.

Status: Achieved and Redefined

Now that we are part of the UC family, the need for addressing communication has drastically reduced. Because we participate in the all staff meetings, the staff members in CSI are aware of the role and function of many other areas in Student Development. CSI will continue to co-sponsor and co-program with a number of other departments, divisions and organizations throughout this academic year.

- g. Implement electronic advisor risk management training.

Status: In Progress

A Power Point presentation has been created. The web developer is working to make the presentation into a viewable non-writable file for the web site. The Assistant Director is working to create a quiz for advisors to take after the

presentation. Implementation is anticipated for January 2011, before the start of classes.

- h. Have staff discuss and review all council and mass-chapter communication with students. F/S

Status: See CLFSL

- i. Provide more readily accessible information about chapter and council leaders on fraternity/sorority life website. F/S

Status: See CLFSL

Goal 6: *Provide comprehensive staff development*

- a. Develop/Implement Plan of Action for Staff Development that helps increase morale, develops positive attitudes, and begins the process for developing TEAM for trust, respect and willingness to branch out.

Status: On-Going

In an interesting twist, the rearrangement of the Department into two Centers, and the addition of staff from the University Center, has created a very cohesive team in the Center for Student Involvement. The staff members in CSI are positive, working to make change happen, professional, and motivated. We are looking forward to conducting searches for the two new positions and getting them integrated into the Center family. We will continue to conduct retreats for CSI to focus on goals, budget objectives, and staff development. We will also be participating in all of the UCs professional staff development opportunities.

- b. Identify ways to better support summer staff development. F/S

Status: See CLFSL

- c. Implement a schedule of site visits to other campuses. F/S

Status: See CLFSL

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives 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 the satisfaction level of those served. Please provide the method for collecting these data.

Student satisfaction survey

The Department of Campus Activities went from a rating of 84.6% satisfied in the 2008 Student Satisfaction Survey, to 86.2% satisfied in the 2010 survey, an increase of 2.1%. It was wonderful to have a shift in the Student Satisfaction Survey since the department had identified increasing their standing as a goal in 2008.

Reasons for the increase in the level of satisfaction with the Department likely include the higher visibility of the department due to student organizations being active around campus, full staffing, stronger event registration, and the carrel and office spaces in the office being fully utilized.

Hopefully with the change to the Center for Student Involvement, and the opportunity to focus intently on fee funded and registered student organizations, and services for these organizations, will lead to a high entry-level satisfaction rating for the Center in 2012.

Stats

Annually we collect information on organizations and services utilized in the department. Numbers from 2009-2010 are as follows:

Numbers for the Center for Student Involvement/Department of Campus Activities

| Activities | FY 09 | FY 10 |
|----------------------------------|-----------|---|
| Registered Student Organizations | 484 | 486 |
| Event Registrations | 532 | 450 |
| Organization Orientations | 33 | 34 (note: this number will change significantly for FY11) |
| Organization Fairs | 16 | 20 |
| Listserv Announcements | 243 | 80 (note: this number will change significantly for FY11) |
| Office/Carrel – total hours | 10,287 | 10,632 |
| Hits on the DCA & CSI sites | 3,696,603 | 3,745,431 |
| Visits on the DCA & CSI sites | 78,934 | 301,062 |
| Unique Sites | 51,058 | 52,099 |

Organization Registrations and Activities Listserv

Note that the stats on the number of Organization Orientations and the messages sent out to the listserv are going to change for 2010-2011. Organization Orientations have changed to “Org Regs” and are now offered in an entirely different way. Rather than a series of small orientations throughout the year, we have offered a series of large orientations in the Houston room in September, and will offer another series in January.

The sessions in September were very well attended. We had 583 student leaders from 356 organizations attend the Org Regs. What happened with the larger format was that more student leaders from each of the organizations attended, which we hope will translate into better communication within the organizations and stronger events. The series of Org Regs in January will be for those few organizations that did not re-register in the fall and any new organizations.

The number of announcements from the listserv is doing to decrease significantly for 2010-2011 for a couple of reasons. First, CSI now has a Twitter and Facebook account, so many of the event announcements will be sent out through those media. Secondly, we are going to revise the guidelines for the listserv—what can be sent out and what will not—with student leaders from the organizations. Finally, we will be going to a digest format where there will be one message on Mondays from the department rather than a series of smaller messages. By redefining what can be sent out on the listserv and moving to a digest format, we hope to limit the number of emails from the department and increase the quality of the emails.

Co-Curricular Learning

One of the assessment casualties of the integration with the University Center was assessment of learning brought on by co-curricular involvement. The Department of Campus Activities had gone through a significant effort in late November/early December 2009 to identify and establish learning outcomes to assess. The University Center & Associated Facilities utilized a different set of learning outcomes and philosophy, and it made sense to wait and adopt the learning outcomes utilized by the University Centers as a whole organization. The Center for Student Involvement is participating in the Assessment Work Team from the UCs that has just started, and will be assessing learning brought on by co-curricular participation in the 2010-2011 academic year.

5. Please discuss any budget changes experienced since your last (FY2011) 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 FY2010 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Creation of the Center for Student Involvement

Because of the transition from the Department of Campus Activities to the Center for Student Involvement, there has been a very significant change in the budget for the Center for Student Involvement.

What we will try to do in this section is summarize the changes that the budget for the Department of Campus Activities went through in becoming both the Center for Student Involvement and the Center for Leadership and Fraternity & Sorority Life, and becoming integrated into the University Center & Association Facilities, which became the University Centers. A financial time line and financial chart is included in order to help explain the financial split and subsequent funding for the two Centers.

Time Line

1. First we did an analysis of the budget for the Department of Campus Activities to determine what expenses were being utilized for leadership, Greek Life, and the full time staff that were supporting either of those areas.
2. This list of expenses became the basis for the budget for the Center for Leadership and Fraternity & Sorority Life. Added to the budget were the expenses that any department or center would have – supplies, phones, student receptionist staffing, fees, and so forth. The total for funding of the new center was \$304,892.00 plus the auxiliary salary and expenses, \$38,313.0, for the Greek Housing Coordinator, a position which is funded by American Campus Communities.
3. The remainder became the basis of the budget for the Center for Student Involvement. The budget for the Center for Student Involvement is comprised of dollars that support a couple of new responsibilities that have become a part of the Center as a result of the integration with the UC family of departments. These responsibilities include the following:
 - Student Program Board has moved into the Center, along with the full time position that was supporting SPB
 - Training and oversight for the bi-weekly student worker program and the Instructional Assistant that coordinates this program
 - Full time staff member that was serving in Commuter Services before the program was retired. This staff member is now the advisor for the Council of Ethnic Organizations and the Student Video Network
 - Some of the integration with the University Center is not complete and will require filling the staff positions in the Center in order to finalize. These responsibilities include oversight of the University Center Events Committee and planning of the UC sponsored programs.

Because of these shifts in responsibilities, SFAC funds moved from the budget of the Student Program Board and the University Center/UC Satellite to continue providing

staffing and support to the programs now under the CSI umbrella. Monies moved include the following:

- A. \$32,562 from the Student Program for the full time staff position that was working with the Student Program Board
- B. \$14,517 for the Instructional Assistant that supports the bi-weekly student staff training
- C. \$18,195 transfer of fee dollars from the University Center to provide the funding for the Center to meet its new responsibilities, the responsibilities the Center will continue to take on as the integration is completed, and the core mission of the Center to provide development and support to fee funded and registered student organizations.

| Income Table for FY2011 | |
|--|--------------------|
| Mandated Salary and Benefit Increases (in the base request) | \$16,750 |
| One Time Request due to increase in UH Admin Charge | \$18,909 |
| One Time (and Base Augmentation) Request – Elec. Man. Sys | \$13,975 |
| Transfer from SPB to CSI for advisor position | \$32,562 |
| Transfer from UC Marketing for Instructional Assistant Position | \$14,517 |
| Transfer from UC SFAC allocation to fund reorganization operations | \$18,195 |
| Transfer to fund CLF/SL | (\$304,892) |
| Base budget for CLF/SL (\$266,579) | |
| Greek Life Advisor to CLF/SL (38,313) | |
| Total | (\$189,984) |

| Changes in Expenses for FY 2011 | |
|---|--------------------|
| Mandated Salary and Benefits Increases | \$16,750 |
| Salary and Benefits moving to CLF/SL | (\$162,183) |
| UH Admin Charge Increase | \$18,909 |
| Change in UH Admin Charge due to reorganization | (\$14,704) |
| Operating Expenses moving to CLF/SL | (\$48,756) |
| Total | (\$189,984) |

One Time Request for FY 2011

In pursuit of our mission to support the fee funded and registered student organizations, we are seeking One Time funding for FY 2011 for two items:

- 1. \$18,909.00 fee dollars for the increase in the UH Administrative Fee
- 2. \$13,975.00 for an electronic management system that will provide a suite of services for our organizations.

Complete descriptions of the requests are in the separate One Time Request.

Base Augmentation Request for FY 2012

The Base Augmentation includes the two items listed above, as well as two additional items:

- 1. \$18,909.00 fee dollars for the increase in the UH Administrative Fee
- 2. \$13,975.00 for an electronic management system that will provide a suite of services for our organizations.

3. \$11,616.00 in additional funding so that the Center is able to staff an Event Registration work station service area for student organizations. The work station will be staffed by bi-weekly student workers who will help our walk-in patrons start the Event Registration process.
4. \$29,034 for two Instructional Assistants in the Center for Student Involvement. Our fee funded student organizations are facing many hurdles as they strive to be the best organizations possible. One of the goals of the Center for Student Involvement this year will be to work with the student leaders to identify as many of these hurdles as possible and systematically work to eliminate them. One of the hurdles that the professional staff can easily identify is need for additional advising support. Additional support in the form of Instructional Assistants supervised by the advisors will begin to provide the additional support that the organizations need to build, mature, and fully meet their potential.
5. Civic Engagement – Voter Registration– Program to advertise early voting and take students, faculty, and staff to the closest early voting center
 - a. Buses – three days of shuttle buses, one bus on first day, two of the subsequent days -- \$1680.00
 - b. Advertising for the shuttle service – flyers, yard signs, four ads in the Daily Cougar -- \$2,000.00
 - c. Balloons/Decorations at bus stop all three days -- \$500.00
 - d. UH Admin Fee + Division of Student Affairs -- \$313.50

Total Request: \$4,493.50

Complete descriptions of the requests are in the separate Base Augmentation Request.

Fund Equity

The Department of Campus Activities was seeking to purchase Org Sync during FY10 and was maintaining a balance that would allow for the purchase of the program. We were not able to move forward with the purchase at that time, and we are now requesting the fund equity for the following expenses:

1. Purchase of three new carrels
2. Purchase of new Americans With Disabilities Act compliant front desk
3. Upgrades for the Large Conference Room, including a mounted digital projector
4. A new server for the Center
5. Accessories for the sitting areas in the Center
6. Buses to for the Early Voting Shuttle program

6. Please list your 2011-2012 objectives in priority order. Larger units may wish to group your response by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.

Goal 1: University Centers and the Center for Student Involvement continue to work toward integrating programs, services, operations and facilities.

1. Involvement on work teams – full staff involvement on two work teams per staff member
2. Event Registration – identifying a process that simplifies Event Registration, utilizes electronic resources in CSI and UCs and is easier for the students
3. Integrate the University Center Events Committee into the Center for Student Involvement
4. Change the Center for Student Involvement's financial practices to mirror the University Centers and eliminate duplication of effort
5. Identify operational efficiencies and eliminate duplication of effort
6. Adopting and implementing the assessment models and scheduled assessment designed by the UCs Assessment Work Team
7. Integrating the bi-weekly student workers in the Center for Student Involvement with the University Centers student staff development guidelines and model
8. Integrating the student staff development Instructional Assistant into CSI
9. Integration of multiple technology-based initiatives, including shared folders, IT work orders, and equipment management.

Goal 2: Identify, adopt, and implement best practices

1. Developing comprehensive guidelines of best practices for fee funded organizations
2. Developing comprehensive guidelines of best practices for registered student organizations
3. Guide student leaders to national resources for organizational success including conference participation, web-based resources, publications, and networking
4. Develop and share staff job descriptions so that staff can better understand each others' job responsibilities and obligations
5. Continue to collaborate with other departments and centers on campus.

Goal 3: Establish transformative learning opportunities

1. Provide series of workshops for fee funded and registered student organizations on organizational best practices
2. Develop a program for students that educates students about how the university functions
3. Encourage participation in the student staff development opportunities by bi-weekly student staff

Goal 4: Develop and enhance cultural competencies

1. Identify Center programming initiatives and develop a plan of action for implementation
2. Identify and implement programs that promote increased interaction and dialog with departments, offices, and cultural organizations
3. Encourage and support student organizations in their cultural programming initiatives

Goal 5: Maintain effective and relevant communication

1. Develop and implement a Marketing Plan for the Center
2. Implement web based services for organizations including, but not limited to: organizational registration/records, calendaring, and on-line training.
 - a. Secure funding an electronic management system for organization resources.
3. Implement electronic advisor risk management training

4. Type up and publish minutes for staff meetings
5. Have all staff members on all-departmental emails
6. Sending out announcements about new student leaders and new student hires
7. Being diligent about maintaining up-to-date calendars, planning for absences, and communicating with the front desk when away from the center and/or office
8. Share upcoming activities and events for fee funded organizations or University Centers

Goal 6: Provide comprehensive staff development

1. Provide cross training between departments
2. Provide cross training within the center (front desk and event registration)
3. Participate in the all-center staff development opportunities organized by the Staff Development Work Team
4. Encourage and financially support conference participation and participation in professional organizations including webinars and presentations
5. Purchase professional resources as needed, including books, subscriptions, etc.
6. Annual staff retreats for goal planning, team building, and professional development

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.)?

The Center for Student Involvement is an entirely fee funded department. There are no other sources of revenue for the department.

8. Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

There is no overlap between the Center for Student Involvement and other units.