

**UNIVERSITY OF HOUSTON  
DEAN OF STUDENTS OFFICE**



**Dean of Students Office**

**SFAC PROGRAM QUESTIONNAIRE RESPONSES  
FISCAL YEAR 2012**

Submitted by:

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October 2010

## 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 Statement:*

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, and current University events; support academic success and encourage persistence by solving student problems; reduce barriers to academic and personal success by providing, information, and referrals; 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 Discipline* - Staff in the Dean of Students Office are responsible for the maintenance and enforcement of the UH Student Disciplinary Policies and Procedures.
- *Maxient Student Conduct Database*-Dean of Students purchased new conduct management software, Maxient. This software provides a centralized database to be shared among our office, Residential Life and Housing, University Department of Public Safety and Counseling and Psychological Services.
- *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 officials with the purpose 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*- The Dean of Students Office representatives attend all College level Academic Honesty Hearings and serve as a university resource person.
- *Parking Appeals* – The office works with the university community in coordinating student parking citation appeals. These appeals go through the Student Traffic Court (STC) coordinated by an Assistant Dean and/or the Dean of Students Office. Last year 6,602 student appeals went through this process.
- *Parents and Family Programs* –The office creates and oversees the Cougar Parent Connection newsletter, the Parent Network, the Parent website, and implemented a Family Weekend this fall. This office also serves as a clearinghouse for parent questions during the year, assists with Parent Orientation and is continuing to explore new initiatives designed to connect parents to the university and support the success of their students.
- *Student Information and Assistance Center (SIAC)* - Introduced in 1991 and located at the main entrance of the University Center, the Student Information and Assistance Center provides University related information of all types to the UH community and visitors to the UH campus.
- *UH Student Handbook* - The UH Student Handbook is published on an annual basis and contains descriptions of important academic policies, financial policies, student life policies, University services, a campus map, a solution finder, and information on campus life outside of the classroom. The UH Student Handbook is available in hard copy as well as on line at [www.uh.edu/dos/hdbk](http://www.uh.edu/dos/hdbk).
- *Student Problem Solving and Referral*- Staff in the Dean of Students Office offer a student problem solving service designed to offer students multiple points of entry and multiple points of referrals through its vast network of designated problem solvers.
- *Emergency Student Loans* - The staff of the Dean of Students Office are also responsible for administering the University’s Emergency Student Loans Program in conjunction with the staff of the Office of Financial Aid.

**Question # 2:**

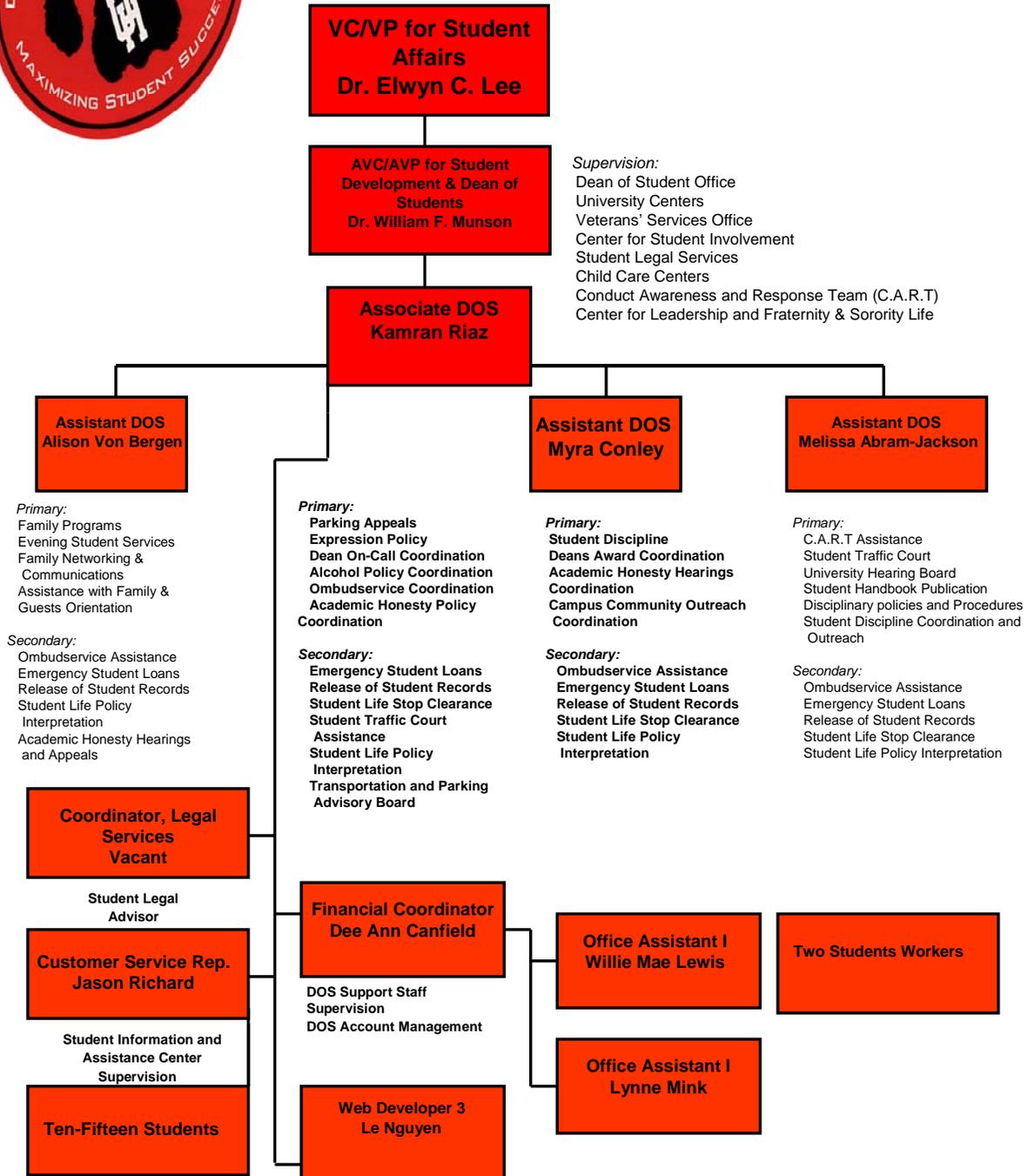
**Provide an organization chart of your units. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.) note this on your chart. Student employees should be cited on the chart, but identified as students.**

**Response:**

Please see the Dean of Students organization chart on the following page.



# Dean of Students Office Organizational Chart



**Question #3:**

**List objectives 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.**

**Response:**

**Student Information and Assistance Center (SIAC) and Ombudservice :**

1. To continue providing information and assistance out of Student Information and Assistance Center (SIAC).

Ongoing: This is an ongoing process. We are continuously working with campus community to provide information and assistance through SIAC.

2. To keep providing evening and weekend hours out of SIAC for evening and non-traditional students.

Ongoing: SIAC is open until 9:00p.m. Monday-Friday and until 6:00p.m. on Saturday and Sunday to serve evening and non-traditional students.

3. To continue monitoring SIAC user traffic patterns to determine most effective and efficient hours of operation.

Ongoing: SIAC traffic pattern is monitored throughout the year (Please see response to Question # 4).

4. To increase student awareness of the SIAC and Ombudservice program by promoting the service campus wide.

Ongoing: SIAC and Ombudservice program are promoted to all appropriate UH populations through advertisement in different publications.

5. To continue to convey accurate information to students seeking assistance through the Ombudservice by staying abreast of changing policies, procedures, and any other information pertinent to the university.

Ongoing: Accurate information is provided to all students seeking assistance through various publications such as the Student Handbook, Evening Student Services Handbook and flyers.

6. To continue to collect Student Information and Assistance Center & Ombudservice data.

Ongoing: Student Information and Assistance Center & Ombudservice data is collected throughout the year (Please see response to Q # 4).

7. To try and identify problem areas and meet the department heads of those areas.

I meet department heads as need arises.

### **Parent and Family Programs:**

1. To benchmark peer intuitions' parent programs and asses past UH parent surveys in order to determine new initiatives to implement at UH.

Achieved: A Benchmarking report was compiled in fall 2009 that helped to give direction for our new Family and Parent programs

In progress: We will continue to stay abreast of current issues and trends regarding the Parent and Family populations in higher education

2. To continue producing the Cougar Parent Connection to communicate electronically with this constituency.

Achieved: Newsletters were sent to our parent list serve throughout the academic year.

In progress: Cougar Parent Connection will continue to be sent to parents and family members during the academic year. Added new option for parents to subscribe or remove themselves for newsletter distribution on the parent website.

<http://www.uh.edu/parents/publications/subscribe-parent-newsletter/index>

3. Improve communication with parents and family members.

Achieved: Creation of the parent email account ([parents@uh.edu](mailto:parents@uh.edu))

In progress: On-going maintenance and oversight of the parent email account

Achieved: Creation and implementation of new website for parents that is more user friendly and includes helpful resources, FAQ's, and options for parent involvement ([www.uh.edu/parents](http://www.uh.edu/parents)). This website is linked to the main UH webpage.

In progress: On-going maintenance and oversight of the parent website ([www.uh.edu/parents](http://www.uh.edu/parents)).

Achieved: Creation of a Parent Handbook

In progress: Continue to update and add new information to the Parent Handbook

Achieved: Creation of Parent Network face book site:

<http://www.facebook.com/#!/pages/UH-Parents-Network/135139009833550>

In progress: Continue to update information on the face book site

Achieved: Correspond with parents regarding important university information and events through the parent listserv

In progress: On-going correspondence with parents and family members through the parent list serve as well as updating and adding new members to the list serve.

4. To continue to market parent and family programs.

Achieved: Parent Resource Guide Brochure created and distributed during Parent Orientations, Family Weekend, Cougar Previews and through various UH departments and offices.

Achieved: Alumni Association included information about the Parent Programs in their newsletter and on their website

Achieved: New Parent website linked to various UH department and college websites  
Achieved: Family Weekend posted on the University Calendar and Office of Special Events and included in the Daily Cougar and UH Today Headlines

In progress: Continue to create and distribute new promotional items and brochures to advertise our parent and family programs

5. Collaboration with other university departments.

Achieved: Secured various campus discounts for Parent Network members including the University Hilton Hotel, Eric's Restaurant, Coffee Grounds, Shasta's, UC Game room, and Essilor University Optical Services.

Achieved: Collaborated with Office of University Career Services (UCS) to give parents the opportunity to volunteer as University Career Advisors.

Achieved: The Alumni Association created an option for "parent memberships".

Achieved: Family Weekend planning committee formed to consist of representatives from: Athletics, Alumni Association, Center for Student Involvement, The University Center, Campus Recreation and Residence Life and Housing

Achieved (new program, Fall 2010): Family Weekend activities/programs were a collaboration from various offices and departments (please see section 7 below) including the representatives listed above and: Blaffer Museum, Wortham Theatre, Academic Affairs (various faculty members and academic representatives participated), Counseling and Psychological Services, The Career Center, University Police, Dining Services, UH Health Center, Office of Admissions. M.D. Anderson Library and the A.D. Bruce Religion Center and Office of Annual Giving.

Achieved: Assisted the Office of Admissions with hosting the Family and Guest Orientation (Summer 2010).

In progress: Continue to help build our parent and family program through collaboration with other departments.

In progress: Collaborate with the Office of Admissions on how to best help and educate our parents and family members during Orientations.

6. To Establish Parent Network.

Achieved: Parent Network was established (summer 2010)

7. Creation and implementation of a UH Family Weekend (new program, Fall 2010)

2009 Parent tailgate did not occur due to position not being filled until mid-summer

Achieved: Planning for UH Family Weekend, including creation of structure, schedule and committee occurred 2009-2010. The actual event took place fall 2010.

Achieved (Fall 2010): Families and students attended UH Family Weekend which consisted of a variety of events and activities including a Welcome Breakfast with guest speaker President Khator, a Family Tailgate Celebration and UH Football game. Family Weekend activities/programs were a collaboration from various offices and departments including: Athletics, UH Alumni Association, Center for Student Involvement, The University Center, Campus Recreation, Residence Life and Housing, Blaffer Museum, Wortham Theatre, Academic Affairs (various faculty members and academic representatives participated), Counseling and Psychological Services, The Career Center, University Police, Dining Services, UH Health Center, Office of Admissions. M.D. Anderson Library and the A.D. Bruce Religion Center.

In progress: Planning and implementation for the 2011-2012 Family Weekend

**Evening Services:**

1. Continue to provide after hour access to the Dean of Students Office for evening students.

Achieved: During the regular semester (fall and spring when classes are in session) the Dean of Students Office was open until 6:00 p.m. Monday-Thursday.

In progress: Continue to provide after hours access to the Dean of Students Office during the academic year

2. Update of University Evening Student Services brochure

Achieved: University Evening Student Services brochure was updated and printed, fall 2009

In progress: University evening student services information continues to be updated. Brochure will change to an electronic format to be posted on the Dean of Students website.

**Student Handbook:**

1. To continue to publish a current edition of the UH Student Handbook.

Achieved: 30,000 copies of the 2010-2011 UH Student Handbook were published.

In progress: The 2011-2012 Handbook is in the planning stages now.

2. To continue to improve the quality of information in the handbook through committee review of solicited feedback and suggestions on new pertinent information from various contingencies on campus.

In Progress: Implementation of Share Point as a more efficient means of communicating changes from the department/office contacts to our office and for us to send deadlines and reminders to the designated contact. We plan to host a Share Point training session for new users in preparation for 2011-2012 revisions.

Achieved: A committee convened to discuss possible format and design changes to the document. The committee has been placed on hold until decisions regarding future plans for the handbook are determined. I met with Marketing before the print of 2010-2011 Handbook to get ideas and direction on the vision of all printed UH publications.

3. To continue to sponsor the Through My Lens: Students Handbook Cover Contest to increase interest and student's sense of connection to the handbook.

Achieved: Last year "Through My Lens" contest was sponsored by the Dean of Students Office. The 2010-2011 Student Handbook cover displays the photograph submitted by the winner of the contest.

4. To continue to update the "The Source" section of the handbook to provide more comprehensive aid in solving student problems.

Achieved: The "solution finder" (The Source) pages of the handbook were updated for the 2010-2011 handbook. The source was printed on white paper this year.

5. To continue to produce a publication which will continue to be sensitive to and representative of campus diversity (e.g. age, ethnicity, gender, nation of origin, etc.).

In progress: The Student Handbook Committee will continue to be mindful of the need to have diverse and representative photographs for the 2011-2012 handbook.

6. To continue to improve the distribution process of the UH Student Handbook.

Achieved: The 2010-2011 UH Student Handbooks were distributed to all faculty, staff and student staff using Human Resources mailing labels distribution list. This ensured every employee received a copy. Handbooks were made available throughout the year at various racks placed around campus, at the UH Bookstore and the Student Information and Assistance Center. An Ad was placed in the Daily Cougar informing students about the available handbooks along with its electronic address on the UH web page. Handbooks were made available at orientation sessions throughout campus (undergraduate, graduate, professional and Cougar First Impressions). Handbooks were distributed to academic advising offices throughout the university. Handbooks were also distributed to all university residential housing facilities. Each department and office that typically receives a number of handbooks were called to verify the number of handbooks they were to receive and confirm their use. This process will continue to be used for the 2011-2012 handbooks.

**Question # 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 of collecting these data.**

**Response:**

**Student Information and Assistance Center and Ombudservice:**

In order to evaluate the success I meet with the Information and Assistance Center manager regularly and get his input on things that we should continue and the things we should modify to improve SIAC service. We are also trying to keep track of the number of people served by SIAC by means of tally sheets. These tally sheets are divided into different categories. They tell us the number of people served in person and the number being helped over the phone. Each week a tally sheet is used to keep track of number of people served between 8:00a.m. and 5:00p.m. and another sheet is used to tally the number of people served between 5:00p.m. and 9:00p.m. A glance at the total contact numbers will look as follows:

<b>Month</b>	<b>8 to 5</b>	<b>5 to 9</b>	<b>In Person</b>	<b>Telephoned</b>
September	2112	207	2088	231
October	2014	124	2005	133
November	1714	132	1730	116
December	1089	64	1102	51
January	1739	119	1679	179
February	898	138	874	162
March	1041	217	1029	229
April	1024	134	1010	148
May	1268	101	1229	140

June	1454	133	1466	121
July	1352	97	1221	228
August	2603	224	2542	285
<b>Total</b>	<b>18308</b>	<b>1690</b>	<b>17975</b>	<b>2023</b>

<b>Number of people assisted in person</b>	<b>17,975</b>
<b>Number of people assisted over the phone</b>	<b>2,023</b>
<b>Total Assisted</b>	<b>19,998</b>

**Parent and Family Programs:**

Parent/Family programs, Evening Student Services and other responsibilities mentioned under ADOS (in yellow) in the Dean of Students Organization chart. Under that area we have had:

1. Cougar Parent Connection (Monthly e-newsletters for parents)
  - Eight newsletters were distributed during the academic year.
2. Parent Network
  - Since it's creation in the summer of 2010, we have had 755 parents register to become members; we are continuing to add more members every week.
3. Parent Website created: [www.uh.edu/parents](http://www.uh.edu/parents)
4. On-going correspondence with parents and family members through the parent list serve
  - Registered 980 new parents (previous total that has accumulated over the last few years was 819) for a total of 1799 parents
5. Resource Guide for Parents (brochure) created  
Approximately 3500 brochures distributed through New Student Orientations, Cougar Previews, Family Weekend and other campus events.
6. Family Weekend sponsored by the Dean of Students Office (occurred in fall 2010).  
350 parents, family members and students registered for the event. This exceeded our goal of 200 attendees and we had to close the registration for the event due to capacity limits in some of our rooms.

Assessments of the event are still being gathered, preliminary feedback show that parents and family members enjoyed the weekend and plan to return next year for the event. Overall campus feedback is positive with all campus participants expressing their desire to participate again next year.

**Evening Student Services:**

During the regular semester (fall and spring when classes were in session) the Dean of Students Office was open until 6:00 p.m. Monday-Thursday.

**Student Handbook:**

The UH Student Handbook is an important resource guide and essential service. This publication presented to UH students, staff and faculty provides information regarding the services available at the University of Houston. The handbook outlines programs, academic and student life policies, and a calendar. Many of the policies printed in the handbook are dictated by law to be published and to be made available to all students.

The handbook is distributed to students at orientations including all international student orientations, in the Student Information and Assistance Center, at the bookstore, in the residence halls, in Campus Activities, in academic offices, academic advising offices and in various student service offices on campus.

The UH Student Handbook continues to be accessible online through the Dean of Students Office webpage [www.uh.edu/dos](http://www.uh.edu/dos).

## Question # 5

**Please discuss any budget changes from 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.**

### **Response:**

Funding for the programs and services offered through the Dean of Students Office have been profoundly and severely affected over the last fiscal year by the significant loss of income in two ways:

First, in spring 2010, the New Student Orientation Program, originally developed in 1986 and supervised by staff in the Dean of Students Office since its inception, was transferred to the Enrollment Services unit in the Academic Affairs Division. This move resulted in the loss of \$510,000 in annual income for the Dean of Students Office. Recognizing that expenses associated with executing the Orientation program were also moved to Enrollment Services with the program, the net effect on the Dean of Students Office resulted in an actual loss of \$275,000 in annual operating costs. These operating costs were associated with the staff that were previously paid from the Orientation budget and additional management and operation funds which supported other Dean of Students Office functions.

Second, at the end of FY10, approximately \$326,468 in annual Ledger 1 allocations dedicated to Dean of Students Office personnel were transferred to the Administration and Finance Division as part of the Division of Student Affairs contribution to the state mandated 5% budget reduction for UH. This transfer, on behalf of the Division of Student Affairs, actually results in an annual expense of \$407,875 since the transfer of these personnel-related expenses to a Ledger 3 budget would also require funding staff benefits in the amount of \$81,407 annually. Benefits for staff paid from a Ledger 1 budget are funded by the state and are allocated separately.

For FY 11, the additional need of \$438,466 has been funded from non-Student Service Fee fund balance. This amount, plus funding of separate requests for increases administrative charges for FY11 and a base augmentation FY12 will be required in order to maintain the functioning of the Dean of Students Office. In anticipation of this financial impact, the Student Legal Advisor position was left vacant, the Student Legal Services program was suspended, and the Judicial Coordinator position approved by SFAC for FY10 was left vacant. These actions resulted in the \$142,483 FY10 addition to fund equity.

**Question # 6:**

**Please list 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.**

**Response:**

**Student Information and Assistance Center (SIAC) and Ombudservice:**

1. To continue providing information and assistance out of Student Information and Assistance Center (SIAC).
2. To keep providing evening and weekend hours out of SIAC for evening and non-traditional students.
3. To continue monitoring SIAC user traffic patterns to determine most effective and efficient hours of operation.
4. To increase student awareness of the SIAC and Ombudservice program by promoting the service campus wide.
5. To continue to convey accurate information to students seeking assistance through the SIAC or the Dean of Students Office by staying abreast of changing policies, procedures, and any other information pertinent to the university.
6. To continue to collect Ombudservice data.
7. To try and identify problem areas and meet the department heads of those areas.

**Parents and Family Programs:**

1. To host a Family weekend during the fall 2011 semester.
2. To serve as a liaison between the Dean of Students Office and parents of University of Houston students.
3. To continue distributing the Cougar Parent Connection (e-newsletters for parents)
4. To continue building the Parent Network.
5. To assist with Parents/Family orientation.

6. To work with the Office of Admissions to gain access to parent email addresses in order in increase parent listserv for newsletter distribution.
7. To continue to stay abreast of current issues and trends regarding the Parent and Family populations in higher education.
8. To continue oversight of the parent email account.
9. To continue to build the number of parents and family members on our parent listserv including management of the new website option that allows parents to subscribe or remove themselves from this listserv.
10. To maintain and update the new parent website ([www.uh.edu/parents](http://www.uh.edu/parents)).
11. To continue to update and add new information to the Parent Handbook.
12. To continue to update information on the face book site and build membership numbers.
13. To continue to create and distribute new promotional items and resource brochures for our parents and families.
14. To continue to help build our parent and family program through collaboration with other departments.
15. To update the University evening student services brochure and change the format to be an electronic document posted on the Dean of Students website.

**Evening Student Services:**

To maintain after hours so service can be provided to our evening students through the Dean of Students Office.

**Student Handbook:**

1. To continue to publish a current edition of the UH Student Handbook.
2. To continue to maintain the quality of information in the handbook through committee review of solicited feedback and suggestions on new pertinent information from various contingencies on campus.

3. To continue to update the “The Source” section of the handbook to provide more comprehensive aid in solving student problems.
4. To continue to produce a publication that is sensitive to and representative of campus diversity (e.g. age, ethnicity, gender, nation of origin, etc.).
5. To encourage more departments/units to include electronic addresses (i.e. email, web pages) in their information.
6. To maintain up-to-date information on the handbook web pages.
7. To continue the distribution process of the UH Student Handbook to the UH community.

**Discipline/Maxient Conduct Database:**

1. To promote accountability and responsibility for students through the use of educational sanctions.
2. To resolve alleged violations of expectations in a way that is fair, developmental, and expedient.
3. To continue providing a variety of time slots for students to meet with a Dean.
4. To continue maintaining accurate records and information to assist stakeholders.
5. To continue working collaboratively with departments and using all resources available to assist students in acquiring knowledge and skills that will improve their chances of future success.
6. To continue spearheading the software migration project to successfully implement Maxient within this academic year.
7. To continue developing presentations and programs that aim to educate the campus community on responsible citizenship.

**Conduct Assessment Response Team (C.A.R.T.):**

1. To implement policy for the committee and obtain appropriate support/approvals for it to become MAAP Policy.
2. To devise and implement procedures of operation for the committee.
3. To continue developing and launch the C.A.R.T. website.

4. To devise a promotional plan to educate the campus community about the committee's existence.
5. To implement training for the campus community on purpose and functionality of C.A.R.T.
6. To continue with weekly meetings
7. To provide case management for all individuals brought before the committee.

**Question # 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).**

**Response:**

No other source of funding is available for the programs we are requesting the funding for.

**Question # 8:**

**Please describe any overlap between your unit and any other unit(s) providing services to students. Please provide rationale.**

**Response:**

**Student Information and Assistance Center and Ombudservice:**

Although the Student Information and Assistance Center provides some of the same services and/or forms that other units provide, no unit provides:

i) Late hours: SIAC is open Monday-Friday 8:00a.m-9:00p.m. Most departments on campus are not open late (after 7:00p.m.) to serve evening and nontraditional students. Student Information and Assistance Center is the only place where students can obtain numerous services after 7:00p.m. and Student Information and Assistance Center is the only comprehensive student unit open on Saturdays and Sundays. It saves our nontraditional students some frustration.

ii) Convenient location: Student Information and Assistance Center is located at the south entrance of the University Center. This is the best possible location on campus for the UH community to get the information and/or forms they need. It saves our students some time. Members of the visiting public also find this location very convenient.

iii) One stop service: Student Information and Assistance Center is the only unit on campus that provides information and assistance about number of programs offered at University of Houston.

The students working at the center have gone through training and are prepared to address numerous issues. More complex concerns are referred to the Dean of Students Office.

Dean of Students Ombudservice is the only service available to students until 6:00p.m. Monday-Thursday. It is a problem solving networking service coordinated through the Dean of Students Office.

**Parent and Family Programs:**

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

**Evening Student Services:** No office is open after hours and provides the same services as offered by the Dean of Students Office.

**Student Handbook:**

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. Overlaps exist with other university offices that create their own in-office publications describing their services and programs. Outside of the campus telephone directory, which is distributed to a portion of the student body, the student handbook is the only student focused publication offering a telephone directory distributed widely to the student population. This publication offers a “one-stop shop” for campus information helpful to new and experienced students.