

**UNIVERSITY OF HOUSTON  
DEAN OF STUDENTS OFFICE**



**Dean of Students Office**

**SFAC PROGRAM QUESTIONNAIRE RESPONSES  
FISCAL YEAR 2013**

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 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 Conduct* - 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 student conduct 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 3,077 student appeals were reviewed by the staff in the Dean of Students Office.
- *Parent and Family Programs* –The office creates and oversees the Cougar Parent Connection Newsletter, the Parent Network, the parent website, and the UH Family Weekend. 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 on line at [www.uh.edu/dos/hdbk](http://www.uh.edu/dos/hdbk).
- *Student Problem Solving, Advocacy, 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 responsible for administering the University's Emergency Student Loan Program in conjunction with the staff of the Office of Financial Aid.

**Question # 2:**

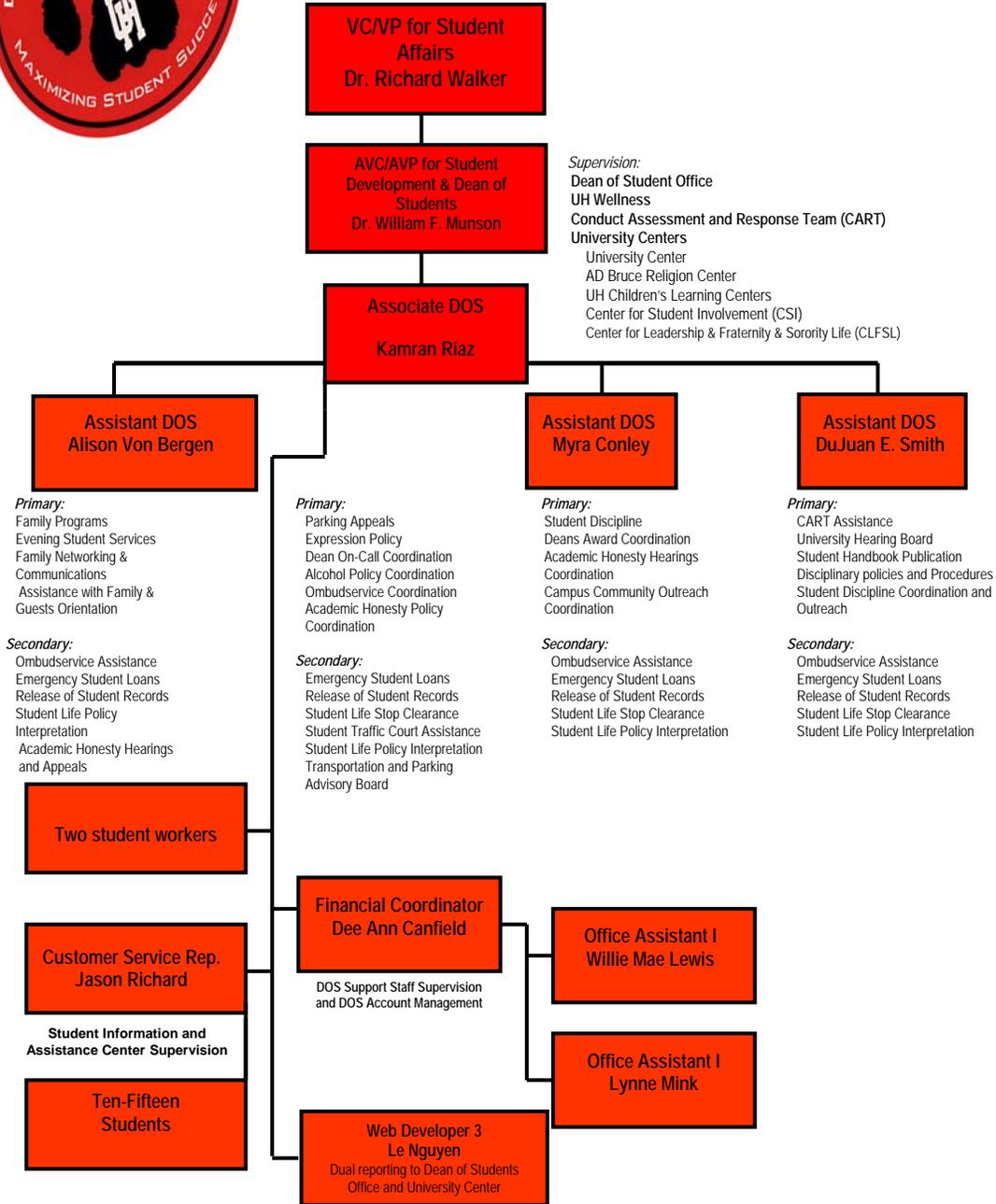
**Provide an organization chart of your units. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.) note this on your chart. Student employees should be cited on the chart, but 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 2010-2011 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: Per SFAC recommendations SIAC is now open until 7:00p.m. instead of 9:00 p.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 Brochure 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. Meet department heads as data suggests.

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

1. 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. Distribution format was changed from an external service to utilization of the UH Convio system.

In progress: Cougar Parent Connection will continue to be sent to parents and family members during the academic year.

2. Maintain communication with parents and family members.

Achieved: Increase the number of parent email address in parent list serve.

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

Achieved: Update the parent website.

In progress: On-going maintenance and oversight of the parent website.

Achieved: Update the Parent Handbook.

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

Achieved: Create a parent Facebook site.

In progress: Continue to update and promote information on the Facebook site.

3. To continue to market parent and family programs.

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

Achieved: Family Weekend posted on the University Calendar, Office of Special Events Calendar, and included in the Daily Cougar and UH Today Headlines

Achieved: Collaborated with Office of Annual Giving to sponsor a give-away item for parents

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

4. Collaboration with other university departments.

Achieved: Creation of a Family Weekend Committee consisting of representatives from the UH Alumni Association, Athletics, Center for Student Involvement, The University Center, Residence Life and Housing and Campus Recreation.

Achieved: Worked with various departments to help sponsor Family Weekend activities including: Blaffer Museum, Wortham Theatre, Academic Affairs (various faculty members and academic representatives participated), Counseling and Psychological Services, University Career Services, UHDPS, Dining Services, UH Health Center, Office of Admissions, M.D. Anderson Library, the A.D. Bruce Religion Center, and the Office of Annual Giving.

Achieved: Assisted the Office of Admissions with presenting the welcome session for the Family and Guest Orientation.

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

5. Implementation of a UH Family Weekend

Achieved: UH Family Weekend was developed and implemented. 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 a UH Football game. Family Weekend activities/programs were a collaboration from various offices and departments including: Athletics, UH Alumni Association, the 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, University Career Services, UHDPS, Dining Services, the UH Health Center, the Office of Admissions, the M.D. Anderson Library, and the A.D. Bruce Religion Center.

In progress: Planning for the implementation of 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 the Evening Student Services brochure

Achieved: University evening student services information continues to be updated. The printed brochure was changed to an electronic format that is posted on the Dean of Students website.

In progress: Continue to update Evening Student Services brochure information prior to the beginning of the new academic year.

### **Student Handbook:**

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

Achieved: Exclusive online edition of 2011-2012 UH Student Handbook is available.

In progress: The 2012-2013 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 offices and departments 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. Plan to host a Share Point training session for new users in preparation for 2012-2013 revisions.

In Progress: A committee with broad representation will convene to discuss possible format and design changes to the document.

3. 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 2011-2012 edition.

4. 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 Review Committee will be instructed to consider population diversity in the photographs selected for the 2012-2013 Handbook.

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

Achieved: A series of advertisements were placed in The Daily Cougar informing students, faculty and staff of the availability of the exclusive online edition of the Handbook. Hard copies of the 2010-2011 Handbook were made available at orientation sessions during summer 2011. This process will be discontinued for the 2011-2012 academic year since the Handbook will not be published in hard copy.

**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:**

To evaluate the effectiveness of the SIAC, meetings with the Information and Assistance Center Manager are conducted and user data is evaluated. User data is collected in order to measure the number of people served by the SIAC as well as when and how the user contacts are made. User data collected for 2010-2011 is as follows:

<b>Month</b>	<b>8 to 5</b>	<b>5 to 9</b>	<b>In Person</b>	<b>Telephoned</b>
September	2051	176	2118	109
October	2752	109	2691	170
November	1579	108	1497	190
December	1032	49	976	105
January	1598	97	1617	78
February	859	108	902	65
March	1016	87	1005	98
April	975	114	1025	64
May	1142	91	1099	134
June	1357	111	1381	87
July	1123	188	1187	124
August	2364	204	2441	127

<b>Total</b>	<b>17848</b>	<b>1442</b>	<b>17939</b>	<b>1351</b>
<b>Number of people assisted in person</b>				<b>17,848</b>
<b>Number of people assisted over the phone</b>				<b>1,442</b>
<b>Total Assisted</b>				<b>19,290</b>

**Parent and Family Programs:**

1. Cougar Parent Connection (monthly e-newsletters for parents)

Seven newsletters were distributed during the 2010-2011 academic year.

2. Parent Network

Since it's creation in the summer of 2010, 3,825 parents have registered.

3. Correspondence with parents and family members through the parent list serve.

Registered 1400 new parents for a total of 3,895.

4. Resource Guide for Parents

Approximately 3500 brochures distributed through New Student Orientations, Cougar Previews, Family Weekend and other campus events.

5. Family Weekend sponsored by the Dean of Students Office

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 showed that parents would like to see more involvement with students on campus and with the different academic colleges. Overall campus feedback was positive with all campus participants expressing their desire to participate again in the fall 2011 event.

**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. The Handbook presents information regarding a variety of student service programs as well as important academic, student life, and University policies. Many of the policies printed in the Handbook meet a legal requirement to be published and communicated to all students.

The UH Student Handbook is accessible online through the Dean of Students Office webpage <http://www.uh.edu/dos/publications/handbook.php>.

## Question # 5

**Please discuss any budget changes from your last (FY2012) 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 FY2011 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 two fiscal years 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 \$423,895 was funded from non-Student Service Fee fund balance. This amount, plus funding of a separate request for the increase in administrative charges for FY12 were requested of and approved by SFAC in order to maintain the functioning of the Dean of Students Office.

Recognizing the ambiguous funding future for the Dean of Students Office and the continuing need to deliver core services, significant cost saving measures were implemented. The Student Legal Advisor position was left vacant, the Student Legal Services program was suspended, and a vacant Assistant Dean of Students position was left open for six months. Additional cost savings strategies implemented at the request of SFAC included the reduction of hours in the Student Information and Assistance Center and the elimination of the hard copy publication of the UH Student Handbook. Further, no expenditures for staff travel or professional development were approved. These actions resulted in the \$160,688 FY11 addition to fund equity.

**Question # 6:**

**Please list 2012-2013 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.

**Parent and Family Programs:**

1. To host a Family Weekend during the fall 2012 semester increasing both participant Numbers and overall involvement from campus departments and academic colleges.
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 continue to stay abreast of current issues and trends regarding the parent and family populations in higher education.
7. To continue oversight of the parent email account/list serve.
8. To maintain and update the parent website ([www.uh.edu/parents](http://www.uh.edu/parents)).
9. To continue to update and add new information to the Parent Handbook.
10. To continue to update information on the Facebook site and build membership numbers.
11. To continue to create and distribute new promotional items and resource brochures for our parents and families.
12. To continue to help build the parent and family program through collaboration with other departments.

**Evening Student Services:**

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

**Student Handbook:**

1. To continue to provide an electronic version of the 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 promote 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 appointment options 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.
8. Implement a revised student conduct policy based on a comprehensive review in FY12.

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

1. Refine working definitions for concerning, disruptive, and threatening behavior and communicate to the University community in publications and student conduct training.
2. Formalize processes and procedures designed to facilitate the effective and efficient management of cases of threatening and/or concerning student behavior brought before the CART and adapt them to the Maxient student conduct software program.
3. Develop and implement training programs which inform University community members of strategies designed to help them identify students in distress and interact with students who exhibit threatening, concerning and disruptive behaviors.
4. Develop and disseminate materials designed to inform the University community of the existence of the CART and identify contact information for the CART in order to facilitate the reporting of potentially threatening and/or concerning student behaviors.

5. Develop and disseminate informational materials designed to assist University community members in the identification and prevention of potentially threatening and/or disruptive student behavior.
6. Seek out and continue CART member professional development and training opportunities as funding permits.

**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:

1. Late hours: SIAC is open Monday-Friday 8:00a.m-7:00p.m. Most departments on campus are open late two days a week to serve evening and nontraditional students. Student Information and Assistance Center is the only place where students can obtain numerous services five days a week after 5:00p.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.
2. 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.
3. 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.

The Dean of Students Ombudservice is the only service available to students until 6:00p.m. Monday-Thursday. The Ombudservice is a student 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. 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.