

**UNIVERSITY OF HOUSTON
DEAN OF STUDENTS OFFICE**



Dean of Students Office

**SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2014**

Submitted by:

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October 2012

Question # 1:

Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

Response:

MISSION

The University of Houston Dean of Students Office creates a culture of care for students, their families, and faculty and staff by providing programs and services that are designed to enhance students' academic and personal success.

VISION

The University of Houston Dean of Students Office will be recognized for exemplary programs and services, grounded in ethical and moral principles, which promote student advocacy, campus engagement, and holistic student development.

SERVICE OVERVIEW

The Dean of Students Office provides programs and services which are designed to: create and maintain an intellectual environment which supports the rights of University community members to pursue their educational goals in a safe and orderly atmosphere; monitor and respond to students who exhibit threatening and/or concerning behaviors; reduce barriers to student success and persistence by providing information regarding UH policies, procedures, programs, services; support academic success and encourage persistence by advocating for students 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 Code of Conduct.
- *Maxient Student Conduct Database*-Dean of Students purchased new conduct management software, Maxient. This software provides a centralized student conduct database and is shared with, Student Housing and Residential Life, 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*- Dean of Students Office representatives attend all college level Academic Honesty Hearings and serve as a University resource person.
- *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.
- *Commuter and Transfer Student Initiatives* – A new assignment for the Dean of Students Office (January 2012) is to define commuter and transfer student population profiles, assess student needs, and develop programmatic initiatives designed to enhance commuter and transfer student success.
- *UH Student Handbook* - The UH Student Handbook is published electronically on an annual basis and contains descriptions of important academic policies, financial policies, student life policies, University services, and information on campus life outside of the classroom. The UH Student Handbook is available on line at www.uh.edu/dos/hdbk.
- *Student Advocacy Services and Referral*- Staff in the Dean of Students Office offer a student advocacy and problem solving service designed to support students as they endeavor to address issues with the University or access the resources they need to be successful at UH.
- *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:

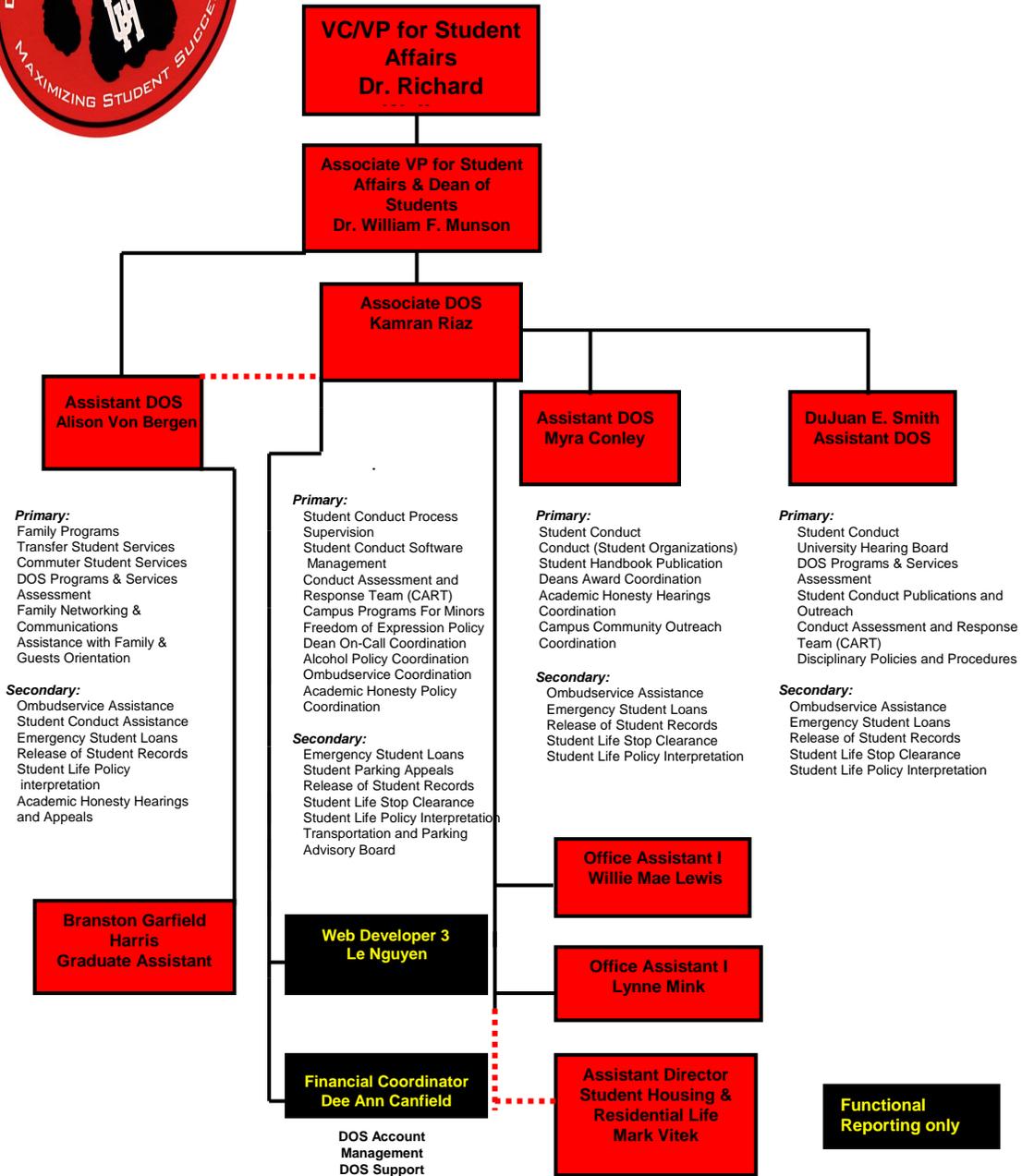
Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified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

Response:

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



Dean of Students Office Organizational Chart



Question #3:

List the objectives that you identified for the 2011-2012 academic year. 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:

Discipline/Maxient Conduct Database:

1. To promote accountability and responsibility for students through the use of educational sanctions.

In Progress: We are developing an online assessment geared towards finding out the impact of our educational sanctions for students in the conduct process.

2. To resolve alleged violations of expectations in a way that is fair, developmental, and expedient.

In Progress: A student conduct procedure assessment was created and will be given to students once their case is closed for the 2012-2013 academic year.

3. To continue providing a variety of appointment options for students to meet with a Dean.

Achieved: Students are able to make appointments that best fit their schedules with the Dean. In addition, each business day there is a Dean on call for walk-in purposes. Finally, Maxient allows us to see student schedules when scheduling appointments to avoid conflicts.

4. To continue maintaining accurate records and information to assist stakeholders.

Achieved: Maxient is our online conduct database that keeps accurate records. Hard copy files are kept as a backup.

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.

In Progress: Our office continues to seek opportunities to collaborate with other departments and student organizations as a way to promote our services.

6. To continue spearheading the software migration project to successfully implement

Maxient within this academic year.

Achieved: We have completed one full academic year with Maxient as our conduct database and it has been successful.

7. To continue developing presentations and programs that aim to educate the campus community on responsible citizenship.

In Progress: We spent the entire summer presenting at New Student Orientation sessions as well as parent sessions. We also provide presentations for fee funded student organizations through risk management sessions, hosted by Center for Student Involvement.

8. Implement a revised student conduct policy based on a comprehensive review in FY12.

Achieved: The revised student conduct policy was approved and distributed to students in August 2012.

Student Information and Assistance Center (SIAC) and Ombudservice:

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

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

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

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012

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

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

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

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

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.

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

6. To continue to collect Student Information and Assistance Center.

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

7. To try and identify problem areas and meet the department heads of those areas. Meet department heads as data suggests.

As part of Division of Student Affairs reorganization this unit moved to the University Center on January 1, 2012.

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.

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: Created a new form of the parent handbook utilizing the services of University Parent that enabled us, for the first time, to distribute a hardcopy for all families attending the summer Family Orientation programs. An electronic version of this guidebook is also available on our Family website.

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

Achieved: Maintain and update the 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: Distributed the Parent Guidebook at summer orientations, resource fairs, Family Weekend and throughout various campus offices and departments; an electronic version of this guidebook is also available on our Family website.

Achieved: Family Weekend posted on the University Calendar, Office of Special Events Calendar, and included in the Daily Cougar and Coog News.

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: 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, Dining Services, UH Health Center, M.D. Anderson Library, UH Wellness, Athletics, UH Alumni, Center for Fraternity and Sorority Life, Center for the and the Office of Annual Giving, the Center for Student Involvement, the University Center, Campus Recreation, Residence Life and Housing, Dining Services, Parking and Transportation, The Women's and LGBT Resource Centers, five of the academic colleges (CLASS, NSM, Bauer, HRM, Engineering) and UH Hilton.

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

Achieved: Worked with Dr. Agnes DeFranco on how to best outreach to the academic colleges to gain support/participation with Family Weekend.

Achieved: Met with five of the college deans (or associates) to discuss their college involvement with Family Weekend and to inform them about the Dean of Student's parent/family program and resources (i.e. newsletter).

Achieved: Guest speaker at the Undergraduate Committee of the Faculty Senate Meeting to discuss Family Weekend.

Achieved: Collaborated with the Office of Annual Giving on general parent/family programs Partner on outreach to parents including sharing of parent listserv, coordination on a parent give away items (Annual Giving Sponsored item to be given out at family orientation), sponsorship for Family Weekend.

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

5. Plan and implement UH Family Weekend

Achieved: The second annual 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, a Family Tailgate Celebration, and a UH Football game. Family Weekend activities/programs were collaboration from various offices and departments including. From within The Division of Student Affairs, departments consisted of: UH Alumni Association, the Center for Student Involvement, the University Center, Campus Recreation, Residence Life and Housing, Counseling and Psychological Services, University Career Services, the UH Health Center, UH Wellness and the University Career Center. External to the Division, collaboration for Family Weekend included: UH Alumni Association, Athletics, Dining Services, Parking and Transportation, Wortham Theatre, M.D. Anderson Library, and The Women's and LGBT Resource Centers, five of the academic colleges (CLASS, NSM, Bauer, HRM, Engineering), UH Hilton and Office of Annual Giving.

In progress: Planning for the implementation of the 2012-2013 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.

Update of the Evening Student Services on the DOS website

Achieved: University evening student services information posted on the Dean of Students website was updated.

Commuter Student Services:

1. Benchmark national and peer commuter programs and services

Achieved: During the spring semester, benchmarked institutional websites for commuter student programs, became a member of the National Clearinghouse for Commuter Programs and joined ACPA's Commission for Commuter Students.

In progress: Continue to stay abreast of current trends and issues impacting commuter students by attending national conferences and active in professional commuter student organizations.

2. Based off research, begin to create templates for commuter programs and services

Achieved: Created recommendations and resources for a new commuter student website

In process: Implementation of the new commuter website

3. Assess the UH commuter student population to help determine the profile of our commuter students and their specific needs.

Achieved: During the 2012 Spring Semester, distributed a commuter student survey utilizing Campus Labs.

Achieved: Created a summer graduate internship position. This intern assisted in assessing the survey results.

Achieved: Created summary report of commuter student survey highlighting demographics of commuter population and significant findings from the survey.

In progress: During the Fall 2012 semester, conduct focus groups with commuter students to gain further perspective on commuter student needs at UH.

Student Handbook:

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

Achieved: Exclusive interactive web based edition of 2012-2013 UH Student Handbook is available.

In progress: The 2013-2014 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.

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

3. 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.)?

Achieved: The new Student Handbook Review was published keeping the campus diversity in mind.

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

Achieved: Post cards were distributed to new students attending the new student orientation conferences listing the website for the online PDF version of the handbook. A series of advertisements will be placed in The Daily Cougar informing students, faculty and staff of the availability of the exclusive online edition of the Handbook.

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 any assessment measures used to evaluate program success. Please provide the method for collecting these data.

Response:

Student Conduct Referrals:

Most Frequent Code Referrals

3.21 Violation of University Policies and Procedures = 192

3.02 Disruption/Obstruction = 73

3.15 Unauthorized Use of Alcoholic Beverages = 71

3.03 Mental or Bodily Harm = 61

3.14 Violation of Drug Policy = 36

3.19 Falsification of Records = 26

3.16 Failure to Comply or Identify = 24

3.05 Destruction of Property = 20

3.23 Aiding & Abetting = 19

3.22 Violation of Criminal Law = 17

Most Frequent Code Referral Locations

Calhoun Lofts = 86

Cougar Village = 64

Law Residence Hall #555 = 20

Moody Towers #584 = 18

Welcome Center = 13

Total Referrals = 461

Conduct Cases = 385

Conduct Notices (For Information Purposes/Non-Violations) = 76

Housing Referrals = 178

General Campus Referrals = 272

Off Campus Referrals= 11

Parent and Family Programs:

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

Eights newsletters were distributed during the 2011-2012 academic year.

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

Registered 1,294 new parents for a total of 3,130

3. Parent Resource Guide

Distributed approximately 4,500 parent handbooks through Family Orientation programs, Family Weekend and distribution to various campus offices.

4. Family Weekend sponsored by the Dean of Students Office

Implemented the second annual Family Weekend event; increased number of attendees from 350 in 2010 to 635 in 2011. For the first time in the program's history, five academic colleges participated (CLASS, NSM, Bauer, HRM, and Engineering).

A satisfaction survey was sent to all participants that showed that parents and family members were satisfied with the event with some parents requesting that all of the academic colleges be represented at the Family Weekend. Feedback from the participating colleges and departments showed that though they were satisfied with the event, they would like to increase participation numbers. The academic colleges that hosted Friday afternoon events were disappointed in their participation numbers which caused to question the day and timing of these events.

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. There were minimal students served during these extended hours, approximately one student per week would ask for directions to a room within the University Center.

Commuter Student Services:

Conducted an electronic Commuter Student Survey designed to identify basic characteristics and needs of the UH commuter student population. The survey was sent

out to 15,000 commuter students during the spring 2012 semester; 1,425 students responded.

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/studenthandbook>

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2013) 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 FY2012 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Response:

Due to a re-organization in the Division of Students Affairs; the Students Information and Assistance Center (SIAC) was moved under the University Centers. Even though this change took place on January 1, 2012, it was decided that it would be best to fund that program through the Dean of Students Office until the end of August 2012.

Fund Equity:

The Dean of Students ended up with an amount of \$103,301 in the fund equity. Our licensing contract for the Conduct Student data-base contract expired and we started the renewal process in June of 2012. The process took longer than expected and the \$27,000 kept aside went into the Fund Equity.

We had approximately \$12,400 in our budget for the VPSA administrative charge which was not taken out in time.

Printing of the new student conduct policy booklet was delayed because the Student Code of Conduct was not approved until August 2012. Printing costs of \$5,000 allocated for FY 12 were not deferred until FY13.

As mentioned before, Student Information and Assistance Center expenses were paid out of the Dean of Students budget but we were not in a position to control or monitor their expenses and that caused some money to go in the Fund Equity.

Question # 6:

The terminology for responding to this item has been amended to be consistent with the strategic planning framework. Therefore, SFAC requests that you report your success measures in terms of strategic initiatives and action steps versus goals and objectives as previously requested. To this end, please list your 2013-2014 strategic initiatives and action steps in priority order. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) you implemented to accomplish your stated initiative.

Response:

Student Conduct:

Strategic Initiative 1: Strategically engage campus and community partnerships in order to diversify and expand the scope of services provided through the student conduct process in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships.

- a. Create the “Sanctions Equal Goal Setting” initiative, which will expand our educational sanctions through intentional partnerships with university departments.
- b. Promote the newly revised Student Code of Conduct to students, faculty, staff, and community partners.
- c. Establish an advocacy based program geared towards educating campus and community partners, through presentations and programs, on the student conduct process in order to promote student success.
- d. Expand the University Hearing Board to reflect the centralization of the student conduct process.

Strategic Initiative 2: Cultivate a student conduct process grounded in accountability to embrace individual and collective responsibility within our campus community, in accordance with DSA strategic initiative 4; Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures.

- a. Implement a student conduct procedure assessment for students referred for alleged violations of the Student Code of Conduct that will empower them to discuss their student rights and the disciplinary process, from beginning to end.
- b. Promote accountability for students found in violation of the Student Code of Conduct through the sanction process.

Parent and Family Programs:

Strategic Initiative 1: To continue to development Family Weekend as a recognized campus event and tradition in accordance with the DSA strategic initiative 1; Creating new opportunities for student success through learning, engagement, and discovery, and DSA strategic initiative 6; Create and engage in strategic partnerships.

- a. To host a Family Weekend during the fall 2013 semester increasing both participant numbers and overall involvement from campus departments and academic colleges.
- b. Pending the announcement of the football schedule, attempt to begin the marketing and promotions for the event earlier in summer.
- c. Assess whether parent and family members who attend Family Weekend will develop a connection/greater sense of belonging to the University.

Strategic Initiative 2: To keep parents and family members abreast of campus activities and current issues within UH and higher education in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships.

- a. To continue distributing the Cougar Parent Connection (e-newsletters for parents)
- b. To send an assessment to parents/family members that receive the Cougar Parent Connection to assess if an electronic newsletter is an effective method of communication to inform parents and family members of campus resources and events.
- c. To continue oversight of the parent email account/list serve.
- d. To maintain and update the parent website (www.uh.edu/parents).
- e. To continue to update and add new information to the Parent Guidebook.
- f. To continue to update information on the Facebook site and build membership numbers.

Strategic Initiative 3: To serve as a liaison between the Dean of Students Office and parents of University of Houston students in accordance with the DSA strategic initiative 6; Create and engage in strategic partnerships.

- a. To continue to assist with Parent and Family Orientation.
- b. To continue to collaborate with university departments and offices in helping address the needs of our parent and family community.

c. To continue to help build the parent and family program through collaboration with other departments.

Commuter and Transfer Student Services:

Strategic Initiative 1: Continue to build a foundation for a commuter student services at UH in accordance with the DSA strategic initiative 1; Create new opportunities for student success through learning, engagement and discovery.

a. Create and hire a new graduate assistant position that will assist with commuter and transfer student programs.

b. Based off the findings of the commuter student survey, conduct a series of focus groups in order to gain more in-depth perspectives on UH commuter students' college experiences.

c. Create a Commuter Student Advisory Board.

d. Assess feasibility of a commuter student organization as well as commuter student mentoring program

- i. Assess financial commitments, necessary resources, interest of current students and options of collaborations with other departments

Strategic Initiative 2: Determine what programs and services transfer students may need in order to be successful in accordance with the DSA strategic initiative 1; Create new opportunities for student success through learning, engagement and discovery.

a. Create and distribute a transfer student survey to help establish the transfer student profile

- i. Based off the results of this survey, compile a summary report for Transfer Student Services

Meet and collaborate with other offices, who work closely with transfer students, to gain more information and insight on transfer students and what these students may need in order to be successful.

Student Handbook:

Strategic Initiative 1: To develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures. The student handbook has been reformatted to a more interactive web based version. We will systematically revise and or update the web based version and collaborate with its utilization. This includes DSA strategic initiative 6: Creating and engaging in strategic partnerships,

a. To continue to provide a current, electronic version of the of the UH Student

Handbook.

- b. 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 constituencies on campus.
- c. To continue to produce a publication that is sensitive to and representative of campus diversity (e.g. age, ethnicity, gender, nation of origin, etc.).
- d. To encourage more departments/units to include electronic addresses (i.e. email, web pages) in their information. Active links are included to direct the community to additional details on a department or service.
- e. To maintain up-to-date information on the Handbook web pages.
- f. To promote the UH Student Handbook to the UH community.

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

Strategic Initiative 1: Facilitate the operation of the Conduct Assessment and Response Team (CART) in order to provide a proactive, multidisciplinary, and collaborative approach to assessing and responding to students who exhibit threatening, disruptive, and/or concerning behaviors. Linked to DSA Plan, Initiative 4; Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures, and Initiative 6; Create and engage in strategic partnerships.

- a. Refine working definitions for concerning, disruptive, and threatening behavior and communicate to the University community in publications and student conduct training.
- b. 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.
- c. 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.
- d. 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.
- e. Develop and disseminate informational materials designed to assist University community members in the identification and prevention of potentially threatening

and/or disruptive student behavior.

f. Seek out and continue CART member professional development and training opportunities as funding permits.

g. Develop a Case Manager position to support students identified by the CART and who are involved in the student conduct process. Request funding for the Case Manager position.

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.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

Response:

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

Question # 8:

Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

Response:

Student Conduct:

There are no other units which duplicate the Student Conduct Program.

Conduct Assessment and Response Team:

There are no other units which duplicate the Student Conduct Program.

Parent and Family Programs:

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

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.