

**UNIVERSITY OF HOUSTON
DEAN OF STUDENTS OFFICE**



Dean of Students Office

**SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2015**

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

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 <http://www.uh.edu/dos/studenthandbook/>.
- *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:

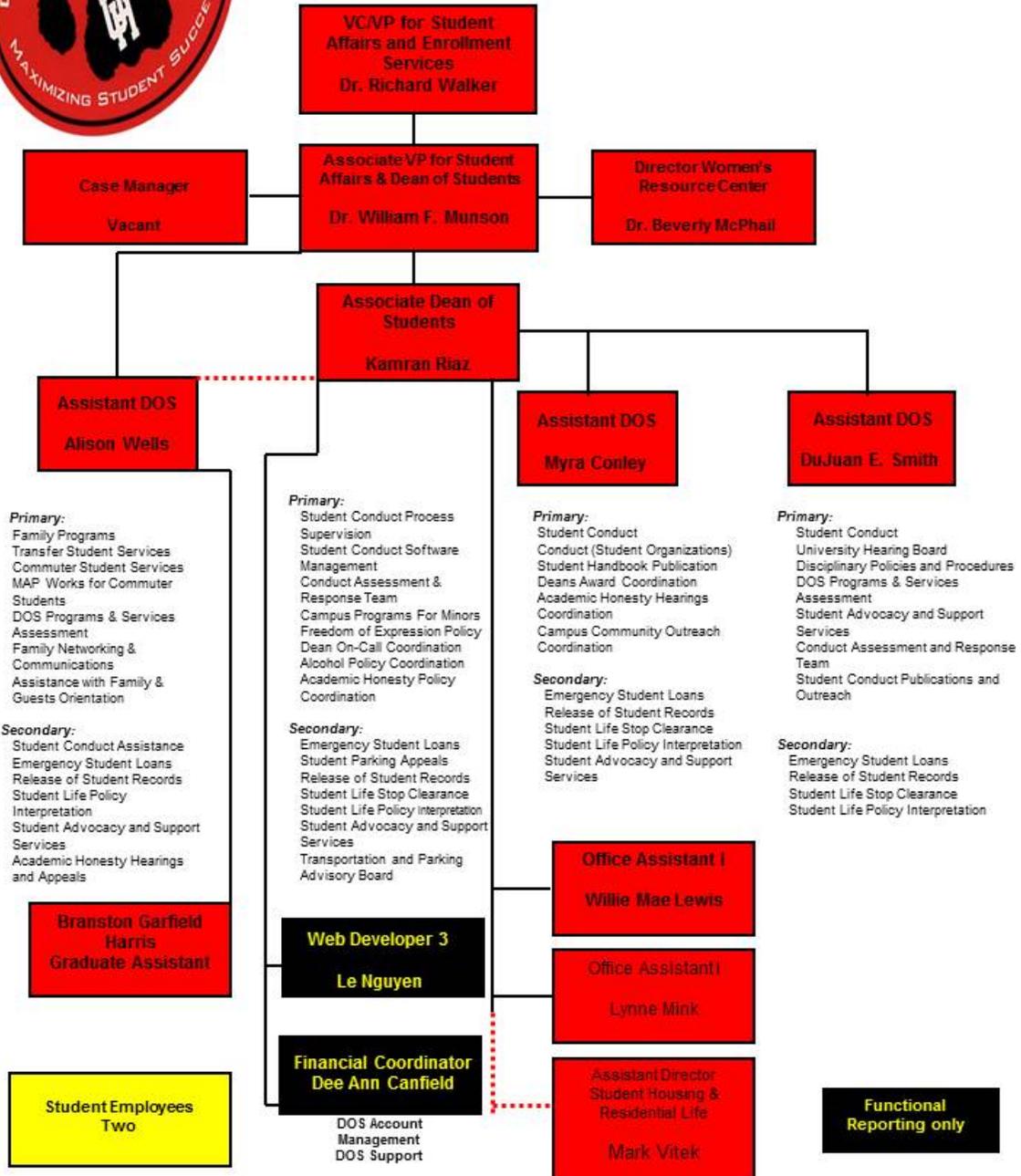
Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified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

Response:

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



Dean of Students Office Organizational Chart



Question #3:

List your unit's strategic initiatives and action steps identified for the 2012-2013 academic year and cite the specific Division of Student Affairs Strategic Initiatives (http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html) and University of Houston Strategic Goals (<http://www.uh.edu/president/vision-priorities/>) to which they relate. Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

Response:

Student Conduct:

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 DSAES Strategic Initiative 6: Create and engage in strategic partnerships. UH Strategic Goal: Student Success.

a. Create the "Sanctions Equal Goal Setting" initiative, which will expand our educational sanctions through intentional partnerships with university departments.

In Progress: After much discussion, we decided not to formalize this concept into a separate initiative. Instead, we infused this concept into all of our outreach presentations to further reinforce the educational component to our Student Code of Conduct.

b. Promote the newly revised Student Code of Conduct to students, faculty, staff, and community partners.

In Progress: We promoted the Student Code of Conduct as a separate policy from the Student Handbook to help UH community members get a better understanding of our disciplinary expectations. We used Coog News, the Student Handbook, visited organization meetings to discuss the policy and provided a hardcopy of the Student Code of Conduct to everyone who went through the conduct process.

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.

In Progress: We piloted a new program called the DOS ADVOCATES Program. We conducted a two hour training for 19 faculty and staff members to determine if there was an interest. Based on the success of the pilot trainings, we will be hosting additional trainings in the future.

d. Expand the University Hearing Board to reflect the centralization of the student conduct process.

Complete: The Student Code of Conduct increased the number of University Hearing Board faculty, staff, and student members. All members were trained through a four hour training and 9 hearing boards took place in 2012-2013.

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

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.

Complete: We implemented a student conduct assessment for students referred to our process. After sending 5 invitations to complete the assessment, we received a response rate of 15 participants. We learned this assessment was not the most effective way to solicit feedback. We have moved in a different direction for obtaining this information in 2014-2015.

b. Promote accountability for students found in violation of the Student Code of Conduct through the sanction process.

Complete: Our Student Code of Conduct outlines a variety of sanctions in Section 11 designed to educate/empower students found in violation of the process. We have found that these sanctions hold students accountable.

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. UH Strategic Goal: Student Success.

a. To host a Family Weekend during the fall 2012 semester increasing both participant numbers and overall involvement from campus departments and academic colleges.

Achieved: Implemented the third annual Family Weekend event; increased number of attendees from 635 in 2011 to 850 in 2012. Increased the number of academic colleges from five in 2011 to seven in 2012 (Architecture, CLASS, NSM, Bauer, HRM, Education, and Engineering) as well as the Honors College.

In progress: Assessing the 2013 Family Weekend and planning for the implementation of the 2014 Family Weekend.

b. Pending the announcement of the football schedule, attempt to begin the marketing and promotions for the event earlier in summer.

Achieved: Family Weekend “save the date” marketing campaign began in early June.

c. Assess whether parent and family members who attend Family Weekend will develop a connection/greater sense of belonging to the University.

Achieved: Results indicated that the majority of family members who responded to the Fall 2012 Family Weekend Survey indicated that their connection to the University increased by attending Family Weekend.

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. UH Strategic Goal: Student Success.

a. To continue distributing the Cougar Parent Connection (e-newsletters for parents)

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.

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.

In progress: Due to the unforeseen change with university e-communications; specifically, the implementation of Imodules format, the assessment of the parent newsletter has been postponed until summer 2014.

c. To continue oversight of the parent email account/list serve.

Achieved: Maintained the parent email address in parent list serve.

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

d. To maintain and update the parent website (www.uh.edu/parents).

Achieved: Updated the parent website as needed throughout the year.

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

e. To continue to update and add new information to the Parent Guidebook.

Achieved: Continued to update and add new information to the Parent Guidebook as deemed necessary.

In progress: 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.

Achieved: Maintained and updated the parent Facebook site.

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

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. UH Strategic Goal: Student Success.

a. To continue to assist with Parent and Family Orientation.

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

b. To continue to collaborate with university departments and offices in helping address the needs of our parent and family community.

Achieved: Distributed the Parent Guidebook throughout various campus offices and departments; an electronic version of this guidebook is also available on our Family website.

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.

Achieved: Worked with campus departments/offices how to market pertinent information for parents in our monthly newsletters.

Achieved: Addressed parent concerns and questions while referring them to appropriate campus resources as necessary.

In progress: Continue to establish new relationships on campus, offering assistance for our UH parent and families.

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

Achieved: Collaborated with various departments to help sponsor Family Weekend activities including: Center for Student Involvement, Center for Leadership and Fraternity and Sorority Life, The University Center, Residence Life and Housing, UH Health Center, Campus Recreation, UH Wellness, The University Career Center, Counseling and Psychological Services, UH Alumni Association, Athletics, Dining Services, Parking and Transportation, Wortham Theatre, Blaffer Museum, M.D. Anderson Library, Office of Sustainability, and seven academic colleges including: CLASS, NSM, Bauer, HRM, Engineering, Education, Architecture as well as the Honors College.

Achieved: Collaborated with the Office of Annual Giving on general parent/family programs and on outreach to parents including sharing of parent listserv and sponsorship for Family Weekend.

Achieved: Distributed the Parent Guidebook at summer orientations, resource fairs, Family Weekend and throughout various campus offices and departments.

In progress: Continue collaborative efforts with other UH units to enhance UH parent/family programs.

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. UH Strategic Goal: Student Success.

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

Achieved: Created and hired a graduate student assistant position within the Dean of Students Office to assist with the new initiative of commuter and transfer 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.

Achieved: During the Fall 2012 semester, a series of focus groups were conducted to gain additional insight, to support the survey's quantitative data, into the specific needs and experiences of UH commuter students.

Achieved: Finalized the “2012 Commuter Student Report” highlighting demographics of the commuter population and significant findings from both the survey and focus groups.

Achieved: Created a new website for Commuter Student Services to help provide effective communication to help facilitate commuter students’ success and connection to the UH community.

c. Create a Commuter Student Advisory Board.

Achieved: Established connections and collaborated with Parking and Transportation Services and UH Dining in addressing needs of commuter students on campus.

In progress: The implementation of an Advisory Board has been postponed until 2014.

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

Achieved: Based off the information gained from the commuter student survey and focus groups, it was determined that there was little to no interest in the creation of a commuter student organization. Commuter students did express interest in a commuter mentoring/assistance program where current commuter students helped acclimate new commuter students to campus and institutional resources.

In-progress: Implementation of a Commuter Assistant Program, starting in Spring 2014, to assist first time in college (FTIC) commuter students’ transition, and ultimately persistence, at The University of Houston.

In-progress: Implementation of Map-Works, in collaboration with Student Housing and Residential Life, to provide an early intervention with at-risk commuter students.

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. UH Strategic Goal: Student Success.

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

Cancelled/Postponed: While a transfer student survey was created, it was not distributed so as to not duplicate efforts of existing campus assessments and programs.

b. 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.

Achieved: Met with Chris Cheatham within Enrollment Services to discuss existing modes and types of communication with transfer students. More discussion to identify a comprehensive approach to transfer student engagement is needed prior to implementation.

In-progress: Utilization of Map-works to provide an early intervention with at-risk FTIC commuter students who are also transfer students.

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. UH Strategic Goal: Student Success.

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

Ongoing. Revised handbook was available September 1, 2013

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.

Ongoing. A formal committee has not been formed but the information has been reviewed and revised based on feedback from department representatives providing information.

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.).

Discontinued. The electronic version of the handbook no longer includes photographs of students and or activities. The photographs included are limited to the principle administrators of the university

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.

Accomplished.

e. To maintain up-to-date information on the Handbook web pages.

Accomplished

f. To promote the UH Student Handbook to the UH community.

Accomplished. Announcements have been posted in the Daily Cougar and Coog News. Postcards have been distributed to all new students during orientation and through campus wide outreach activities during the semester.

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. UH Strategic Goal: Student Success.

a. Refine working definitions for concerning, disruptive, and threatening behavior and communicate to the University community in publications and student conduct training.

Ongoing

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.

Ongoing

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.

Ongoing

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.

Ongoing

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.

Ongoing

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

Ongoing

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.

Accomplished. Position base funded by SFAC and search under way.

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

3.30 Use, Manufacture, Distribution, Sale, Offer for Sale, or Possession of Controlled Substances or Drug Paraphernalia – 96

3.17 Mental or Bodily Harm – 85

3.27 Unauthorized Use of Alcoholic Beverages – 73

3.5 Disruption/Obstruction – 72

3.2 Complicity – 44

3.8 Failure to Comply or Identify – 41

3.34a. Student Housing & Residential Life (Alcohol) – 37

3.24 Public Intoxication – 37

3.3 Destruction of Property – 35

3.22 Possession of Stolen Property – 22

Where Incidents Occur Referral Locations

Cougar Village – 222

Calhoun Lofts – 73

Moody Towers – 66

Bayou Oaks – 30

Cullen Oaks – 26

Referral Sources

Housing Referrals – 252

UHPDS – 184

FYI (Housing) – 93

Department – 38

College – 5

Student – 6

Parking Enforcement – 10

Faculty (Classroom Behavior) – 4

Total Referrals = 592

Conduct Cases – 498

Conduct Notices (For Information Purposes/Non-Violations) – 94

Parent and Family Programs:

1. Cougar Parent Connection (monthly e-newsletters for parents)
Eight newsletters were distributed during the 2012-2013 academic year.
2. Correspondence with parents and family members through the parent list serve.
Registered 1531 new parents for a total of 3749. At the end of the spring 2013 semester, the university communication system was changed to Imodules. Through this process, our email database was “cleaned up” and outdated or incorrect email addresses were removed.
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 third annual Family Weekend event; increased number of attendees from 635 in 2011 to 850 in 2012. Increased the number of academic colleges from five in 2011 to seven in 2012 (Architecture, CLASS, NSM, Bauer, HRM, Education, and Engineering) as well as the Honors College.

Results indicate that the majority of family members who responded to the Fall 2012 Family Weekend Survey indicated that their connection to the University increased by attending Family Weekend 2012.

Commuter Student Services

Based off the responses of the 2012 Commuter Student Survey, 154 commuter students were contacted to participate in focus groups. The purpose of these focus groups was to attain additional insight, to support the survey’s quantitative data, into the specific needs and experiences of UH commuter students. Out of 154 students, 16 students were interested in participating in the focus group but due to conflicts in schedules, we were only able to meet with 8 commuter students over a 3-day span.

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 (FY2014) 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 FY2013 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Response:

Our unit ended up with a Fund Equity Balance of \$25,609. All of this money was due to not printing the Student Handbook in the hard copy format.

Question # 6:

Please list your 2014-2015 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals to which they relate. 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.) that you intend to implement to accomplish your stated initiative.

Student Conduct and Student Advocacy:

Initiative 1: Strategically engage campus and community partnerships in order to diversify and expand the scope of services provided through the Dean of Students Office and the student conduct process in accordance with the DSAES Strategic Initiative 6 – Create and engage in strategic partnerships and Strategic Initiative 4 – Develop a culture of innovation and accountability in the redesign of Division policies, processes, and procedures. UH Strategic Goal: Student Success.

- a. Promote the Student Code of Conduct to students, faculty, staff, and community partners.
- b. Strengthen the advocacy based program, DOS ADVOCATES Program, geared towards educating campus and community partners, through presentations and programs, on the student resources using the Student Handbook
- c. Implement a student conduct assessment designed as a fill in the blank format of the student rights and responsibilities in order to evaluate how much of the student conduct process procedures a student referred retains once their case is closed.
- d. Establish a baseline for the reasons students utilize our Student Advocacy and Support Services through a survey in Collegiate Link that all students must complete before visiting one of the Deans on Call in the Dean of Students Office.
- e. Create marketing materials to promote our Emergency Loan program for students on campus.

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. UH Strategic Goal: Student Success.

a. To host a Family Weekend during the fall 2014 semester increasing both participant numbers and overall involvement from campus departments and academic colleges.

b. Incorporate new buildings on campus, including the new stadium and University Center, during the Family Weekend activities.

c. Utilize the assessments from the 2013 Family Weekend to alter/add additional programs.

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. UH Strategic Goal: Student Success.

a. To continue distributing the Cougar Parent Connection (e-newsletters for parents)

b. To continue oversight and maintenance of the parent email account/list serve, website, and Parent Guidebook.

c. To continue to update and add new information to the Parent Guidebook.

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. UH Strategic Goal: Student Success.

a. To continue to assist with Parent and Family Orientation.

b. Partner with campus departments to help distribute parent resources, such as the Parent Guidebook, throughout their areas and to their students and families.

c. Continue collaborative efforts with other UH units to enhance UH parent/family programs

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. UH Strategic Goal: Student Success.

a. Hire a new graduate assistant to assist with commuter and transfer initiatives.

b. Develop and implement a pilot program for a Commuter Assistant Program to help FTIC commuter students successfully transition to the university.

- c. Utilize Map-Works, specifically with the Commuter Assistance Program, to provide an early intervention with at-risk commuter students.
- d. Continue collaborative efforts with other UH units to enhance commuter student services.
- e. Maintain oversight and continue to correspond via the Commuter Services website, email account, and social media platforms.

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. UH Strategic Goal: Student Success.

- a. Develop a proposal for a Transfer Assistant Program using the Commuter Assistant Program as the model.

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. UH Strategic Goal: Student Success.

- 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 departmental review of solicited feedback and suggestions on new pertinent information from various constituencies on campus.
- c. To encourage more departments/units to include electronic addresses (i.e. email, webpages) in their information. Active links are included to direct the community to additional details on a department or service.
- d. To maintain up-to-date information on the Handbook web pages.
- e. 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. UH Strategic Goal: Student Success.

- 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. Integrate the Case Manager into the operation of the CART, the Dean of Students Office, and the DOS Student Advocacy and Support Services in order to support students identified by the CART, students who are involved in the student conduct process, and students who may be searching for community resources.

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:

Additional sources of funding for DOS related programs include the following:

- a. Family Weekend generates approximately \$23,000 in registration fees each year.
- b. The Division of Student Affairs has identified the MAP Works student retention software program as a priority for external funding. This software program supports the DOS Commuter Services FTIC student retention efforts as well retention efforts implemented in Student Housing and Residential Life.

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.

Commuter and Transfer Students:

There are no other units which duplicate the Commuter and Transfer Student Programs.