

# CENTER FOR STUDENT INVOLVEMENT



Student Fees Advisory Committee (SFAC)  
**PROGRAM QUESTIONNAIRE**  
**FY 16-17**

## **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.**

### **Mission**

Creating an inclusive and accessible environment, the Center for Student Involvement provides meaningful and diverse learning opportunities to impact student success. Students will gain a sense of self and strong interpersonal skills, while becoming responsible and engaged citizens in their community.

The Center for Student Involvement achieves its mission by: coordinating six fee funded organizations that provide campus events and student-led programming initiatives; providing support, guidance and management for the University of Houston's 400+ registered student organizations; campus-wide leadership and civic engagement centered on synergistic partnerships within campus, local and global community.

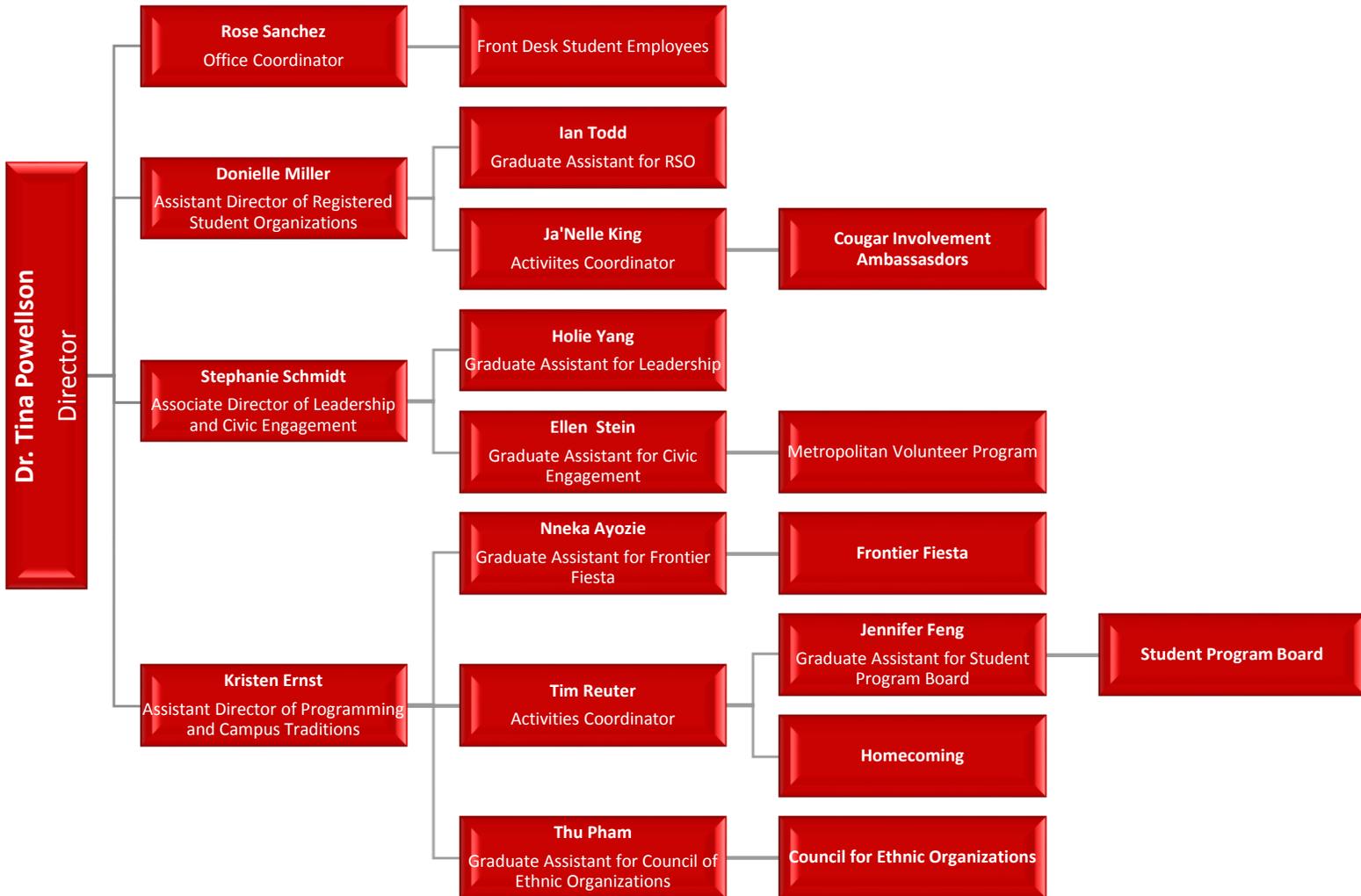
The Center for Student Involvement supports the University Of Houston initiative to create student success through providing students with a vibrant campus life and community that supports students' academic work. The Center is a part of the Division of Student Affairs and Enrollment Services and seeks to "create new opportunities for student success through learning, engagement, and discovery," (DSAES Strategic Initiative 1) and "foster[ing] the creation of a global learning community that actualizes and embraces inclusion while preparing students to become active citizens"(DSAES Strategic Initiative 3).

As progressive change has become a constant at our dynamic University, so too has it been a constant in the Center for Student Involvement. The Center for Student Involvement is positioned to have an even greater impact on the university culture through our programs and services. Upon the arrival of a new Director, the department has undergone a full review and re-launch to re-envision its value and contribution to student success. More importantly, CSI is committed to impact the students that are served by being a catalyst for student development and by fostering a learning environment that empowers students to engage and participate in a diverse array of enriching opportunities. FY17 will begin a reinvigorated chapter of growth and excitement for the department that is emanating from the University of Houston.

To keep pace with the growth of our student population, we are requesting some additional FY16 One Time and FY17 Base Augmentation Funds to continue to improve and create programs and services that will assist in "creating a greater variety of student involvement initiatives that focus on the development of a vibrant campus life" (DSAES Strategic Initiative 1.4).

**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.**



### Question #3

List your unit's strategic initiatives and action steps identified for the 2014-2015 academic year and cite the specific Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals 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.

**CSI Strategic Initiative #1:** Implement a multi-year co-curricular leadership experience for students and provide a greater variety of civic engagement opportunities.

#### **Action Steps 2014-2015:**

- Implement a Leadership and Civic Engagement Learning Community in conjunction with Student Housing and Residential Life and the Leadership Minor.  
*Status: indefinitely deferred. Currently, the department is building out the foundational programs of the leadership development area. This will be a great initiative for future growth.*
- Implement the Ignite Leadership Program: Second Level for student leaders ready for intermediate leadership training.  
*Status: partially completed. The program was developed and has fully launched Fall 2015. For this year, 25 students are participating and being led through the Leadership Challenge philosophy.*
- Implement volunteer service hour tracking for individuals and organizations  
*Status: partially completed. The process has been developed and fully implemented Fall 2015. Students will submit their service hours through Get Involved. This will provide a centralized location for gathering this data.*
- Implement all-campus volunteer programs during Weeks of Welcome and MLK Day.  
*Status: completed.*
  - Labor Day – Day of Service Summary (82 event participants)**
    - 96% reported making new friends or networking at the Day of Service
    - 93.33% reported learning something new during the Day of Service
    - Three themes emerged from the participant responses about what they learned during the Day of Service: practical skills, learning about the Third Ward or volunteering opportunities, teamwork and communication skills.
  - MLK Day of Service Summary (455 total student/faculty/staff participants)**
    - 90.38% learned something new
    - 84.62% made a friend or new connection
    - In a post reflection students were asked to list any “new insights they gained as a result of the experience. Throughout the responses three themes emerged: being grateful or appreciative of what they have and a better understanding of the hard work it takes to volunteer, learning about volunteering or the community they served it, teambuilding and communication skills.

- Host Houston-area and Texas/Louisiana Community Action Breaks  
*Status: partially completed. Houston area Community Action Break service occurred with greater success and increased numbers – 91 total participants. Began development of a Community Action Break (away) program to be implemented in Spring 2016 with a trip to Dallas and New Orleans.*

**UH Goal:** Student Success

**DSAES Strategic Initiative 1:** Create New Opportunities for student success through learning, engagement and discovery.

**CSI Strategic Initiative #2:** Create a greater variety of student involvement opportunities through enhanced services for Registered Student Organizations.

**Action Steps 2014-2015:**

- Implement changes to the Organizations' policy in the Student Handbook  
*Status: completed. Sent updates to the Dean of Students Office of policies related to student organizations. We will need to do a thorough revamp of the Student Organization Handbook that is housed in our department.*
- Implement co-curricular transcript through Get Involved  
*Status: partially started. A Co-Curricular Outcomes committee has been created and led by Keith Kowalka to guide the conversation on a division-wide level. The Director serves on this committee and will participate in creating the approach of this project.*

**UH Goal:** Student Success

**DSAES Strategic Initiative 1:** Create New Opportunities for student success through learning, engagement and discovery.

**CSI Strategic Initiative #3:** Implement a variety of student involvement initiatives that support the development of a vibrant campus life.

**Action Steps 2014-2015:**

- Implement changes to Homecoming 2014  
*Status: completed. Homecoming redesigned the steering committee to create better communication between the student board and campus constituents; more campus collaborations have been formed on event and campus-wide marketing; partnerships have been created between other fee-funded organizations for a week of events.*
- Assist Frontier Fiesta move to the new stadium parking lot  
*Status: completed. Frontier Fiesta worked with Sports and Entertainment to move the event with overall success. The S&E group presented many challenges which will be addressed for future events, such as timing, coordination of vendors and needs, communication internally and with vendors.*
- Assist Frontier Fiesta to implement any remaining recommendations from the 13-14 Frontier Fiesta Think Tank  
*Status: completed. Fiesta has created a mentor program, in which each Fiesta board member is paired with either a Frontier Fiesta Alumnus or current UH staff member; Fiesta has worked in conjunction with the 5K to ensure participants and their families can transition from the race to Family Fun Day; Fiesta has increased the involvement of other fee-funded organizations; Fiesta*

*held an open meeting to discuss the event with Fraternity and Sorority groups to gain a better understanding of possible barriers to involvement; Internal event signage was increase last year to take into account way finding throughout the TDECU Stadium parking lot.*

**UH Goal:** Student Success

**DSAES Strategic Initiative 1:** Create New Opportunities for student success through learning, engagement

**New Objectives/Accomplishments**

- a. Developed and implemented the first formal **annual registration process for student organizations during the spring semester**. This included a 4 step process of an orientation workshop, online risk management videos that were redeveloped, in-person risk management training, and online submission through Get Involved. With 14 sessions offered of each, 798 students attended an Orientation session and 627 students attended a risk management workshop.
- b. **The Cougar Involvement Ambassadors** were developed to support the Student Center North Commons Desk area and all of its functions, including a new resource room for student organizations. They also help to manage the carrel spaces, and provide support to RSOs in policy interpretation. In addition they have been trained to provide support to students seeking opportunities for campus involvement, help student leaders with organization registration, aid in student organization program planning and workshops, and assist student leaders with finding campus resources. The Cougar Involvement Ambassadors are a group that is committed to helping students get involved and we would like the Commons Desk to be known as the location where students can come get individual peer-to-peer assistance to help find their place on campus.
- c. In January 2015, CSI partnered with The Honors College, Office of Community Relations, MVP, Center for Diversity and Inclusion, and Baptist Student Ministry to host a multi-site **MLK Jr. Day of Service** with a total of 455 student, faculty and staff participants. The **Weeks of Welcome Day of Service** included 7 service sites and 130 student participants. The University of Houston is an important part of the city of Houston and has a responsibility to, not only provide educational and growth experiences to its students, but to positively impact the surrounding community.
- d. Graduated the **5<sup>th</sup> Ignite class** with the most recent cohort in Spring 2015 that included 43 participants who reported statistically significant improvement on all 11 learning outcome measures. Graduates reported memberships in 133 organizations; 20 memberships in community organizations; an average of 3.6 campus/community organizations; and have applied for 31 executive or officer positions in these organizations. Overall, the greatest growth in Ignite graduates is consistently seen on three measures: students' awareness of resources and opportunities on campus, students' confidence to apply for opportunities on campus, and having a strong support network on campus.

- e. Increase in the **number of participants** from FY14 to FY15:
  - i. CEO: 19% increase
  - ii. SPB: 1% increase
  - iii. Frontier Fiesta: 31% increase
  - iv. MVP: 114% increase
  - v. AFB: 5 % increase in the number of allocation requests
  - vi. Registered Student Organizations: 8.5% increase (476 student organizations)
  
- f. Collaborated with DSAES IT Services, Campus Solutions, University IT and Security to integrate **PeopleSoft data for students, faculty, and staff into the Get Involved Platform**. This will be a drastic addition to the amount and depth of data that we will have access to in the upcoming year as events and initiatives are hosted.

**Question #4**

Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/ or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

**Registered Student Organizations**

<b>Activities</b>	<b>FY 10</b>	<b>FY 11</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>
Registered Student Organizations:	486	523	565	486	439	476
Event Registrations	450	505	548	771	1,138	1,232
Organization Orientations	34	New System: 7 sessions in Fall '10 4 sessions in Spring '11	5 December 11/Jan. 12 10 Summer 2012	23 sessions 721 students attended	25 sessions 608 students attended	<b>Throughout the year:</b> 88 sessions, 715 students <b>Annual registration:</b> 14 sessions, 798 students
Organization Fairs	20	<u>16 ART/NSO</u> Average of 20 orgs per ART Average of 52 orgs per NSO <u>Cat's Back</u> 121 Organizations	<u>2011 Cat's Back:</u> 146 <u>January Org Fair:</u> 94 orgs <u>2012</u>	<u>2012 Fall Cat's Back:</u> 141 <u>August Organizations Fair:</u> 82 <u>2013 spring Cat's Back:</u> 89	<u>2013 Fall Cat's Back:</u> 155 <u>2014 spring Cat's Back:</u> 73	<u>2014 Fall Cat's Back:</u> 153 <u>2015 Spring Cat's Back:</u> 120
Risk Management Training	N/A	N/A	N/A	21 Sessions, 1,354 students attended	49 sessions 1,315 students attended	<b>Throughout the year:</b> 88 sessions, 1430 students <b>Annual registration:</b> 14 sessions, 627 students
Student Org Leadership Retreat	N/A	N/A	N/A	N/A	N/A	Fall: 104 Spring: 59
Cougar Connection Series	N/A	N/A	N/A	N/A	N/A	165 (3 sessions)

SOLD Series	N/A	N/A	N/A	N/A	N/A	167 (6 sessions)
Website		30,038	36,698	61,856	40,697	75,915
• Unique Page views						
• Page views		109,768	177,041	117,750	88,480	105,102

### **Fee Funded Organization Programs & Events**

Organization	Events FY13	Attendance FY13	Events FY14	Attendance FY14	Events FY15	Attendance FY15
Council of Ethnic Organizations	40	21,805	59	26,915	56	31,744
Student Program Board	76	32,228	87	43,855	94	43,971
Frontier Fiesta	1	Thurs: 2,946 Friday: 5,203 Sat: 6,223 Total: 14,372	1	Thurs: 6,235 Friday: 10,587 Sat: 6,103 Total: 22,925	1	Thurs: 3,727 Fri: 7,695 Sat: 10,586 Total: 30,008
Metropolitan Volunteer Program	22	844	73	1,883	95	4,118
Cougar Nights/N&W programs	4	1,015	11	2,934	5	2,527*
infraRED nights	N/A	N/A	N/A	N/A	1	750**
Homecoming	?	?	13	7,556	8	7,424

\*all programs were collaborations with fee-funded organizations.

\*\*infraRED nights was developed in Spring 2015 with one kick-off event.

### **Leadership and Civic Engagement Events**

Event	FY12	FY13	FY14	FY15
Cougar Leadership Institute/SO Leadership Conference	46	25	131	N/A
RSO Networking Event (Collaboration Kick-Off)	N/A	N/A	31	N/A
Catalyst Leadership Lunch 1	25	42	41	32
Catalyst Leadership Lunch 2	33	37	38	75
Catalyst Leadership Lunch 3	25	26	46	22
Catalyst Leadership Lunch 4	39	14	25	44
Catalyst Leadership Lunch 5	18	N/A	15	40

Catalyst Leadership Lunch 6	20	N/A	25	45
Community Action Breaks	N/A	58	68	91 total/ 46 unique
MLK Day of Service	N/A	N/A	132	455
WOW Day of Service	N/A	N/A	N/A	82
Voting Shuttles	0	215	N/A	N/A
Ignite Leadership Program – Fall (Upper-Level)	N/A	N/A	29	41
Ignite Leadership Program – Spring (Freshmen)	N/A	41	40	43

### Assessment Projects (listed by project)

a. Days of Service - Labor Day and MLK Day

**Labor Day – Day of Service Summary (82 event participants)**

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**MLK Day of Service Summary (455 total student/faculty/staff participants)**

- 90.38% learned something new
- 84.62% made a friend or new connection
- In a post reflection students were asked to list any “new insights they gained as a result of the experience. Throughout the responses three themes emerged: being grateful or appreciative of what they have and a better understanding of the hard work it takes to volunteer, learning about volunteering or the community they served it, teambuilding and communication skills.

b. Stipend Student Leader Learning in SPB & CEO

**In the Leadership Development competency, positive growth was identified in three out of four criteria from August 2014 to April 2015.**

- Encourages institutional pride and community building among student body, 33% increase in strongly agree
- Develops an organization inclusive of teambuilding, collaboration and strategic planning, 4% increase in agree
- Qualitative feedback received in April: "Being able to create a committee and allow the students to assist with the marketing process was definitely beneficial for me and it became a gateway into allowing the students to gain leadership experience" and "I could have definitely improved on going beyond my leadership role and its duties and encourage community and diversity building among the student population."

**In the Collaboration competency, positive growth was identified in all four criteria from August 2014 to April 2015.**

- Works cooperatively with others, seeking their involvement and feedback, 45% increase in strongly agree
- Promotes and conducts joint programs between organizations, 34% increase in strongly agree
- Qualitative feedback received in April: "There were times when we collaborated with other student organizations to host events. This was a good opportunity to be able to bond with other organizations and even great towards the budget since we would split the cost for marketing and other items."

**In the Intellectual Growth competency, positive growth was identified in all four criteria from August 2014 to April 2015.**

- Uses complex information from a variety of sources including personal experience and observation to form a decision or opinion 28% increase in strongly agree
- Produces personal and educational goal statements, 34% increase in strongly agree
- Qualitative feedback received in April: "My marketing class had a great impact on the way I would word my marketing specifically, I would use tactics I learned in my Public Relations classes to market to students and have them come to my events. I would always take the opinions of my friends outside the fee funds very seriously because that's the student population we're catering to and it helped getting a refreshing opinion."

c. Student Organization Leadership Conference (SOLC)

**Fall 2014 SOLC:** 103 Participants (*5 point scale: 1 – Poor to 5 – Excellent*)

- Awareness of Conflict Resolution strategies and techniques 4.31
- Awareness of the Importance of collaboration 4.33
- Awareness of techniques to navigation 4.70
- Awareness of resources/operations for RSOs 4.33

**Spring 2015 SOLC:** 59 Participants

- 82.25% rated the conference as Very Good or Excellent
- 81.81 % felt that they were moderately or extremely aware of how to be a stronger leader in regards to conflict management and motivating teams.
- 86.37% felt that they were moderately or extremely aware of how to better connect with organization members and advisors to create relationships for success

d. Commons Desk Usage

In tracking the needs of students who came to the Commons Desk, the top 3 needs:

- 37.85% for Student Centers questions
- 21.12% for general campus questions
- 20.72% for RSO mail services

In tracking the needs of students who came to CSI's front desk, the top 3 needs:

- 82.86% for other services (majority are student organization related such as carrel space, AFB applications, bank accounts, Cat's Back, EIN application, Officer change, etc.)
- 9.48% Annual registration process
- 2.59% RSO event registration process

**Question #5**

**Please discuss any budget or organizational changes experienced since your last (FY2015) 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 FY2014 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition.**

Due to significant staff transitions, the Center for Student Involvement has utilized salary savings from unfilled positions over the past two years. The chart below shares these financial implications:

<b>2014</b>	\$53,298
<b>2015</b>	\$102,570.45

For the first time in many years, the Center for Student Involvement is fully staffed for the 2015-2016 academic year. Without any expected salary savings and increased initiatives being created to support student involvement, it is critical for the Center for Student Involvement to request additional funding maintain Tier-one services, programs, and resources.

As can be seen from question one, the Center for Student Involvement is moving in a new direction. A direction that includes unified learning outcomes, uses a team approach, and is responsive to the needs of the current student body. During Spring 2015 with the hiring of a new Director, the department underwent a full review of current offerings among all areas of the department – leadership and civic engagement, registered student organizations, campus events and traditions. The staff has been able to intentionally (re)develop new initiatives to fill in the gaps of best practice. All of the new initiatives can be seen and reviewed within our one-time and base funding requests. Before the department can begin to be creative and innovative, which is our vision, we must first build a foundation of programs, resources, and services to help student leaders, organizations, and advisors be successful.

## Question #6

Please list your 2015-2016 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.

**CSI Strategic Initiative #1: Implement a multi-year co-curricular leadership experience for students and provide a greater variety of civic engagement opportunities.**

**Action Steps 2015-2016:**

- Launch Ignite II and benchmark/develop Ignite Level III.
- Benchmark and propose a Leadership Ambassador Program; peer trainers able to provide workshops to students and organizations on leadership
- Implement Volunteer Opportunity/Hour Tracking System using Get Involved
- Implement the Cougar Service Council through the Metropolitan Volunteer Program

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #2: Create a greater variety of student involvement opportunities through enhanced services for Registered Student Organizations.**

**Action Steps 2015-2016:**

- Enhance the programs and service for RSOs, including the Student Organization Leadership
- Conferences, Networking and educational opportunities and resources and programs for Advisors
- Implement a student organization outreach program, Cougar Involvement Ambassadors
- Redevelop the Student Organization and Advisor Handbook provided by the department
- Implement changes to Risk Management Education program.
- Implement a Student Organization Advisory Board

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #3: Implement a variety of student involvement initiatives that support the development of a vibrant campus life.**

**Action Steps 2015-2016:**

- Expand/enhance the series of large scale Friday night programs utilizing the new Student Center, infraRED nights program
- Fully implement a professional competency-based training program for all Stipend Student Leaders beginning with Executive Leader Retreat, Executive Leader Training, and Executive Leader Meetings
- Play a more structured and significant role with Fee-Funded Student Leaders and Organizations advised by the Center for Student Involvement through intentional and partnership-style advising

- Refine stakeholder involvement in Frontier Fiesta (alumni, campus departments, etc.) through regular meetings and a mentor program
- In conjunction with CEO and CDI, expand collaborative diversity programming with faculty and departments

*UH Goal: Student Success*

*DSAES Strategic Initiative 1: Create New Opportunities for student success through learning, engagement and discovery.*

**CSI Strategic Initiative #4: Capitalize on resources, strategic partnerships and a culture of innovation that enhances the student experience**

**Action Steps 2015-2016:**

- Fully implement a professional competency-based training program for CSI staff based on the competency areas of advising and helping; law, policy and governance; leadership; personal foundations; student learning and development, and ethical professional practice.
- Implement usage of PeopleSoft in Get Involved to track Student Leader persistence and graduation rates
- Fully launch the CSI marketing plan based around new brand and based on the concepts of discovery, connection and engagement
- Support changes to social media connections with former student leaders
- Support collaboration with Advancement to create alumni affinity groups for Fee-Funded Student Organizations

*UH Goal: Student Success*

*DSAES Strategic Initiative 2: Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.*

*DSAES Strategic Initiative 4: Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.*

*DSAES Strategic Initiative 6: Create and engage in strategic partnerships.*

### **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.**

Currently the Center for Student Involvement receives its funding from the Student Fee Advisory Committee from student activity fee dollars. The Center is working with the Division of Student Affairs and Enrollment Services to identify development funding sources for Leadership and Civic Engagement opportunities and to support campus traditions including Homecoming and Frontier Fiesta.

For the Campus Leaders Reception, the Center for Student Involvement was endowed a leadership scholarship for \$1000. The Michael and Lisa Sachs Scholarship is awarded to an undergraduate student enrolled at the University of Houston who is actively participating in a role within a co-curricular activity or student organization. This scholarship recognizes highly motivated UH students, exhibiting leadership qualities and campus involvement, to assist them in attaining their educational goals.

Housed within the Center for Student Involvement, Frontier Fiesta reaches out for multiple sources of external funding. These sources of funding include alumni donations through our Committeemen Program, in-kind donations primarily for our silent auction, and corporate sponsorships.

The Frontier Fiesta Committeeman Program consists of Frontier Fiesta alumni and friends. The program in years past has consisted of yearly and lifetime committeemen. The Frontier Fiesta Association also seeks out corporate sponsorships as a part of our efforts to engage the Houston community. By partnering with both local businesses and larger corporations, Frontier Fiesta gains donations, while these sponsors receive publicity. Frontier Fiesta also receives in-kind donations from Alumni, University Departments, and different companies primarily to stock our online auction. With the UH Alumni Association hosting this online auction, it helps the primary audience (University of Houston Alumni) see the items that Frontier Fiesta has to offer. All of the proceeds from the silent auction go towards the Frontier Fiesta scholarships and the funding of the Frontier Fiesta Scholarship Endowment. Lastly, FFA facilitates, in partnership with the Department of Advancement, a competition called "Mr. and Miss Fiesta" for currently enrolled students. This is a fundraising competition, and whoever raises the most funds receives the title of Mr. or Miss Fiesta along with recognition at the Chairman's Reception. Along with proceeds from the silent auction, all of the money raised will go toward our scholarships and scholarship endowment.

**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.**

There is some overlap between the services that the Center for Student Involvement offers to registered student organizations and the work that the Bauer College of Business Leadership Initiatives department provides for business-oriented organizations. There is overlap in coordinating fee funded organizations as the Center for Student Media coordinates The Cougar, Student Video Network, and Coog Radio. However, no other department on campus provides leadership and civic engagement opportunities for all students, programming, coordinating fee funded organizations, and a suite of services for registered student organizations.