

DEAN OF STUDENTS

Your Student Success Advocates!

SFAC PROGRAM QUESTIONNAIRE RESPONSES FISCAL YEAR 2018

Submitted by:

Dr. William F. Munson

Associate Vice President for Student Affairs and Dean of Students

Kamran Riaz

Associate Dean of Students

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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 an environment conducive to student success by providing essential services and innovative programs that empower students to make responsible choices, engage parent and family members and support the campus community through advocacy and strategic partnerships.

VISION

The Dean of Students Office will establish itself as the premier campus leader in providing advocacy services for students and in creating opportunities to support students and their families in a meaningful Cougar experience that positively impacts student success.

CUSTOMER SERVICE STATEMENT

The Dean of Students staff commits to engaging all individuals in a professional manner, with care, respect, and cultural sensitivity to provide service that is responsive, supportive, and resolute.

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 campus-wide supervision, maintenance, and enforcement of the UH Student Code of Conduct.

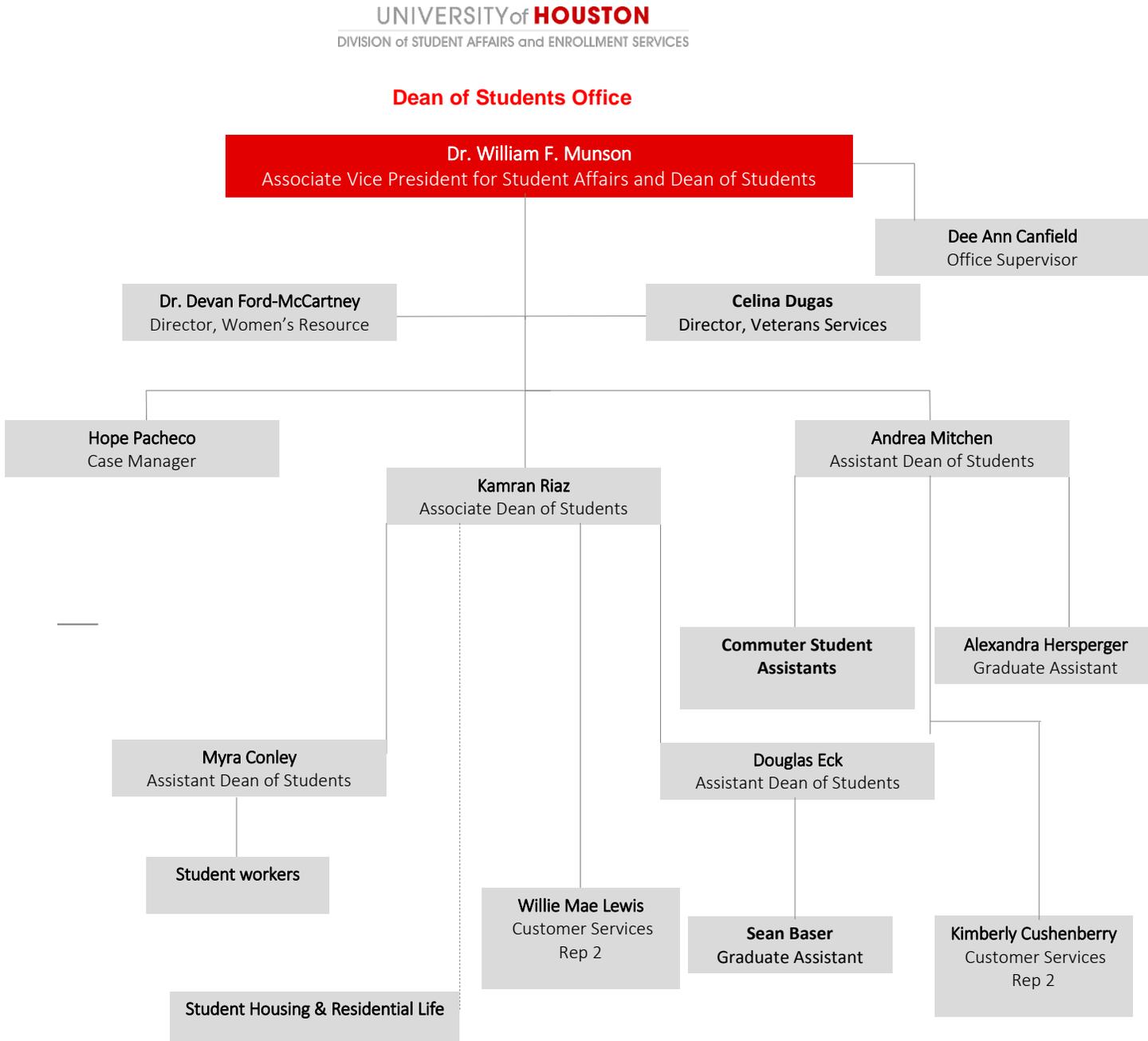
- *Maxient Student Conduct Database*-The Dean of Students Office manages the UH conduct management software, Maxient. This software provides a centralized student conduct database and is shared with, Student Housing and Residential Life, Equal Opportunity Services, University Department of Public Safety, members of the Conduct Assessment and Response Team (CART) 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 officers charged with the responsibility 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 Student Initiatives* – develop programmatic initiatives designed to enhance commuter student success and engagement through the Commuter Assistant Program, MAP-Works, and other programmatic initiatives.
- *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://publications.uh.edu/index.php?catoid=23>
- *Student Advocacy Services* - 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. Student Advocacy aims to bring students to a point of resolution quickly, regardless of their problem or situation.

- *Case Management*- The primary focus under this area is to reach out to students transitioning back to campus after an acute care event or hospitalization to ensure a connection to care and continued academic success. We work collaboratively with on and off campus partners to ensure our students are getting the best possible care in an expeditious manner so they are able to focus on their academic pursuits.
- *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:



Question #3:

List your unit's strategic initiatives and action steps identified for the 2015-2016 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). 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.

DSAES Plan: (http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html)

UH Goals: (<http://www.uh.edu/president/vision-priorities/>)

Response:

Initiative 1. Broaden the reach and utilization of Student Advocacy Services to ensure timely resolution to student concerns and problems and accurate tracking of student concerns/problems. (*DSAES Strategic Initiative #1b*) Action Steps:

- a. Increase referrals from faculty and staff
- b. Accurate and up-to-date tracking of student issue resolution

Status: Partially Accomplished. Data collected suggested a small increase in the number of students served, however data collection was incomplete as not all users provided timely data when serving students. New collection methods and deadlines will be implemented in FY17.)

Initiative 2. Grow the Commuter Assistant Program toward total inclusion into the university culture via Map-Works, commuter-specific programming, and mentorship opportunities. (*DSAES Strategic Initiative #1d*)

Status: Partially achieved. The implementation of Map-Works was delayed by other priorities in SHRL. The response window for students was significantly shortened which negatively impacted the commuter student return rate. Reliance on SHRL to coordinate this process does adequately permit consideration of the special characteristics of students who do not reside on campus. The Commuter Assistant Program continues to enjoy record attendance at events, mentorship opportunities have increased and the recognition of the CA program continues to be prevalent.)

Initiative 3. Emphasize customer service through protocol; develop and implement customer service statement that will improve student and staff experiences. (DSAES Strategic Initiative: 2a, 2e;

Status: Changed. After the creation and small roll-out of a DOS Customer Service statement, the division signaled this would become a strategic priority division-wide for FY17. In light of the development of a Division-wide statement, DOS will wait until FY17 roll-out and adapt accordingly.)

Initiative 4. Identify strategic partnerships and training opportunities both on and off-campus as they relate to the DOS mission and vision and student success. (DSAES Strategic Initiative: 6)

Status: Accomplished. DOS was able to find new partnerships with SHRL toward assessing and evaluating conduct practices and sanctions. Similarly, a significant collaboration with UH Wellness to implement the Brief Alcohol Screening in College Students program developed and the BASICS program will be “live” in FY17.)

Initiative 5. Identify opportunities for increased student leadership and intentional student engagement. (a. DSAES Strategic Initiative: 1d)

Status: Changed.

The proposal for the creation of this student group was approved, however there was a delay in identifying an appropriate name for the group. As such, this will be moved to FY17 for implementation in spring 2017.)

Initiative 6. Ensure that student conduct and behavior process provides for increased learning opportunities for students, faculty, and staff participants (a. DSAES Strategic Initiative: 1)

Status: Accomplished. A comprehensive re-design of University Hearing Board training was implemented with assessment data suggesting dramatic increases in learning as a result of attending training. A rubric was launched to assess student reflection sanctions across campus, with data suggesting that there is room to improve how students synthesize and make meaning of their behavior and choices related to discipline.)

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:

Different assessment methods are used to evaluate different programs. After we look at the numbers, we compare them with the numbers from the year before and look at the trends. If needed programs are slightly modified to serve the needs of students better.

Student Conduct:

Conduct Referral (by type)	2014-15	2015-16	Change
Alcohol related violations	209	266	+27%
Misuse of identification	54	27	-50%
Disruption/obstruction	115	113	-1.7%
Complicity	178	142	-20%
Drug use/possession/sale & paraphernalia	158	185	+17%
Mental or bodily harm	84	92	+9.5%
SHRL Smoking policy	112	145	+29%
Location of incident occurrence			
Cougar Village II	287	210	-27%
Calhoun Lofts	98	194	+98%
Campus Recreation Center	56	20	-64%
Cougar Village	164	195	+19%
Moody Towers (north & south)	128	187	+46%
Bayou Oaks	197	178	-9%
Cougar Place	50	104	+108%
Parking lots/roads/garages	63	110	+75%
Top Referral sources			
Student Housing & Residence Life	825	1021	+24%
UH Departments/offices	158	100	-37%
UHPD	285	321	+13%
Student	15	31	+107%
College/Faculty	18	25	+38%
Parking	12	15	+25%
Total individual cases	1386	1521	+9.74%

Other DOS services, processes and programs:

DOS Services & Programs	2014-15	2015-16	Change
Event registration requests (Freedom of Expression)	470	257	-83%
Alcohol registration requests	121	95	-27%
Emergency loans processed	69	65	-6%
Campus program for minors programs	110	88	-25%
Family weekend attendees	830	748	-10%
Case management cases created	30	55	45%
FY students participating in Commuter Assistant Program	230	592	165%

Trends and observations

a. Trends

- **Student Conduct:** The Dean of Students Office has observed a slight increase in the total number of conduct cases as shown above in 5b. (135 individual cases). Most of the big shifts took place in housing. At this time we cannot provide the reasoning for that but we will touch base with housing to see if they can assist us in looking why these changes occurred.
- **Event Registration (Freedom of Expression):** The office reviewed and processed a total of 257 requests for programs and events to be held on University grounds between September 1, 2015 and August 31, 2016, compared to over 400 the previous year. One reason the number is down because a decision was made that all the Blood Drives do not have to go through the Dean of Students Office for approval.
- **Alcohol Registration:** The office received and processed 95 Alcohol Registration requests between September 1, 2015 and August 31, 2016 compared to 121 during this reporting period the previous year. We are not in a position to explain why we have fewer alcohol registration requests this year compared to last year.
- **Emergency Student Loans:** There was not a significant change in this category. Only 4 less loans were processed in FY 16 vs. the previous year.
- **Family Weekend:** Implemented the fifth annual Family Weekend event; decreased number of attendees from 825 in 2014 to 748 in 2015. With the departure of the coordinating staff member, it was a team-effort to implement Family Weekend. The decrease in attendance may be attributed to scheduling the event only five weeks into the fall semester in close proximity to many of the fall welcome activities.

- Campus Programs for Minors: Between September 1, 2015 and August 31, 2016, 22 fewer camps registered with the Dean of Students Office.
- Case Management Services: Between September 1, 2014 and August 31, 2015, 30 new cases were referred for Case Management Services. In 2015-2016 referrals increased to 55 cases.

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2017) 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 FY2016 with a Ledger 3 Fund Equity balance, please describe the conditions which caused the fund balance.

Response:

The Assistant Dean of Students (in-charge of Commuter Student Services and Family and Guests Programs) was vacant for 6 months. Also one of our Graduate Assistant (GA) position was also open for about 6 months.

We concluded our year with a Ledger 3 Fund Equity balance of \$ 107,146. This is mainly due to an Assistant Dean of Students and a GA position being vacant for most of the year. In addition to that there is also an open commitment of \$5,000 that will count against FY2016 and slightly reduce this balance.

Question # 6:

Please list your 2016-2017 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services 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.

Response:

Student Conduct:

- 1. Engage in comprehensive review of Student Conduct policies and processes to ensure increased knowledge, consistency of practice, and student success. (DSAES Strategic Initiative #1)**
 - a. Review hazing protocol with General Counsel to identify ways to expedite steps in protocol in an effort to engage more rapidly.
 - b. Establish hearing officer competencies and provide regular, on-going training to further proficiency and development.
 - c. Review, update, and publicize changes to the Code of Student Conduct to include Campus Concealed Carry policies.
 - d. Evaluate effectiveness of student sanctions as they relate to student learning; explore new opportunities for creative/educational sanctions.
 - e. Review and refine protocol for case management sanctions in mental health related conduct cases to decrease the amount of time between incident and case management services.
 - f. Explore expanding alcohol and medical transports to include a case management consultation to increase continuity of care for the student.

Student Advocacy:

- 1. Strengthen Student Advocacy Services to increase prominence on campus and utilization among students and stakeholders. (DSAES Strategic Initiative #1)**
 - a. Implement robust process for tracking student cases to include record-keeping, notes, deadlines, and resolution information.

- b. Follow-up with students post-advocacy meeting/incident to check-in and collect brief data points (i.e. satisfaction, actual resolution, additional questions, etc.)
- c. Explore integrated method (Housing, case management, counseling, advocacy, enrollment services, etc.) for early-warning intervention/out-reach to support student persistence, retention, and matriculation goals.

Create localized opportunities for Dean of Students staff to increase their awareness of student experiences (i.e. knowing facility spaces, university processes, and other student engagements).

Parent and Family Programs:

1. Expand the role and scope of Parent & Family Programs (*DSAES Strategic Initiative #6*)

- a. Collaborate with campus partners to engage parents and families at existing events.
- b. Establish educational and support opportunities for parents and families more continuously throughout the year including Facebook webchats.
- c. Expand the role of our office in the development of marketing, publications, and communications with incoming Cougar parents and families.

Commuter Student Services:

1. Expand Commuter Student Services to include the Commuter Assistant program, campus-wide commuter programming, and opportunities beyond the fall semester. (*DSAES Strategic Initiative #1*)

- a. Establish Commuter Student Meet-ups in surrounding metro Houston areas.
- b. Expand monthly commuter programs to entire campus community.
- c. Assist fall 2016 Commuter Assistant program participants in the development of a Commuter Student organization in the spring of 2017.

- d. Strategically collaborate with campus partners to offer “commuter-specific” events.
- e. Investigate best practices regarding commuter student engagement to inform the growth of the area.

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.

Student Handbook:

Strategic Initiative 1: To develop a culture of innovation and accountability in the re-design of Division policies, processes and procedures. The student handbook has been converted into the Acalog System. It will now be integrated with the information included in the undergraduate catalog. 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 UH Student Handbook. Project starts April 15, 2017.
- 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. Training of information stakeholders –May 2017
- 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. Request for updates - June 2017.
- d. To maintain up-to-date information on the Handbook web pages. Final Updates request - July 2017.
- e. To promote the UH Student Handbook to the UH community through various media. The updated version of the handbook in Acalog will go live on August 1, 2017.

Case Management:

1. Expand the role of the Dean of Students Case Manager to key stakeholders to increase the awareness of services and support (*DSAES Strategic Initiative #1*)
 - a. Explore internally-focused ways to integrate the Case Manager into the Dean of Students programs so as to expand the role of the Case Manager.
 - b. Review DOS print, web and social media to include DOS Case Manager and case management outreach services.
 - c. Review and revise DOS case manager outreach materials to increase student awareness and utilization of case management outreach.
 - d. Collaborate with key DSAES stakeholders and other divisions to increase the awareness of the role of the DOS Case Manager.

Collaborate with off campus stakeholders to increase the awareness of the role of the DOS Case Manager in student support post hospitalization.

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 \$20,000 in registration fees each year.

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 Students:

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

Student Advocacy Services:

There are no other units which duplicate the Student Advocacy Services.

Case Management:

There are no other units which duplicate the Case Management Service provided by the Dean of Students Office.