

DEAN OF STUDENTS

Your Student Success Advocates!

SFAC PROGRAM QUESTIONNAIRE RESPONSES
FISCAL YEAR 2019

Submitted by:

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October 2017

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.

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 in their quest to solve 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 enforcement, investigation, and adjudication of alleged violations 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, the Center for Fraternity and Sorority Life, Equal Opportunity Services, Sexual Misconduct Support Services, the Department

of Public Safety, Counseling and Psychological Services, and members of the Conduct Assessment and Response Team (CART).

- *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* –An Assistant Dean creates and oversees parent and family communication through the Cougar Parent Connection Newsletter, the parent website, and the UH Family Facebook page. Programmatic efforts for UH families currently include UH Family Weekend and Siblings Day. The Assistant Dean also participates in collaborative efforts including Family and Guest Orientation, Cougar Send-Offs, Cub Camp check-in, and other university programs where parents and families participate and that are not directly coordinated by the Dean of Students Office. In addition, the Assistant Dean serves as a clearinghouse for parent questions during the year, assisted in the creation and advisement of the Coog Moms Club (an organization with contractual ties to the Dean of Students Office) and continues to explore new initiatives designed to connect parents to the University and support the success of their students.
- *Commuter Student Initiatives* – An Assistant Dean develops programmatic initiatives designed to enhance commuter student success and engagement through the Commuter Assistant Program, MAP-Works, and other programmatic initiatives including Commuter Meet-Ups, Commuter Pop-Ups, Weeks of Welcome Events, and monthly collaborative Commuter Workshops.
- *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/resources/student-handbook/>

- *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.
- *Student Outreach and Support (formerly Case Management Services)* - provides referred students experiencing complex personal difficulty with a connection to care and support to help them on their path to success and college completion. SOS is a program within the Dean of Students Office and works collaboratively with other DOS programs to offer a continuum of care and specialized support for students.

SOS also works in collaboration with our campus, community, and health care partners to help identify students who may be experiencing complex personal difficulty such as a crisis or distress that impacts their social, personal, and/or academic stability.

Through a proactive and systematic approach, the Case Manager organizes outreach and care in collaboration with the student, family, and/or campus and community partners.

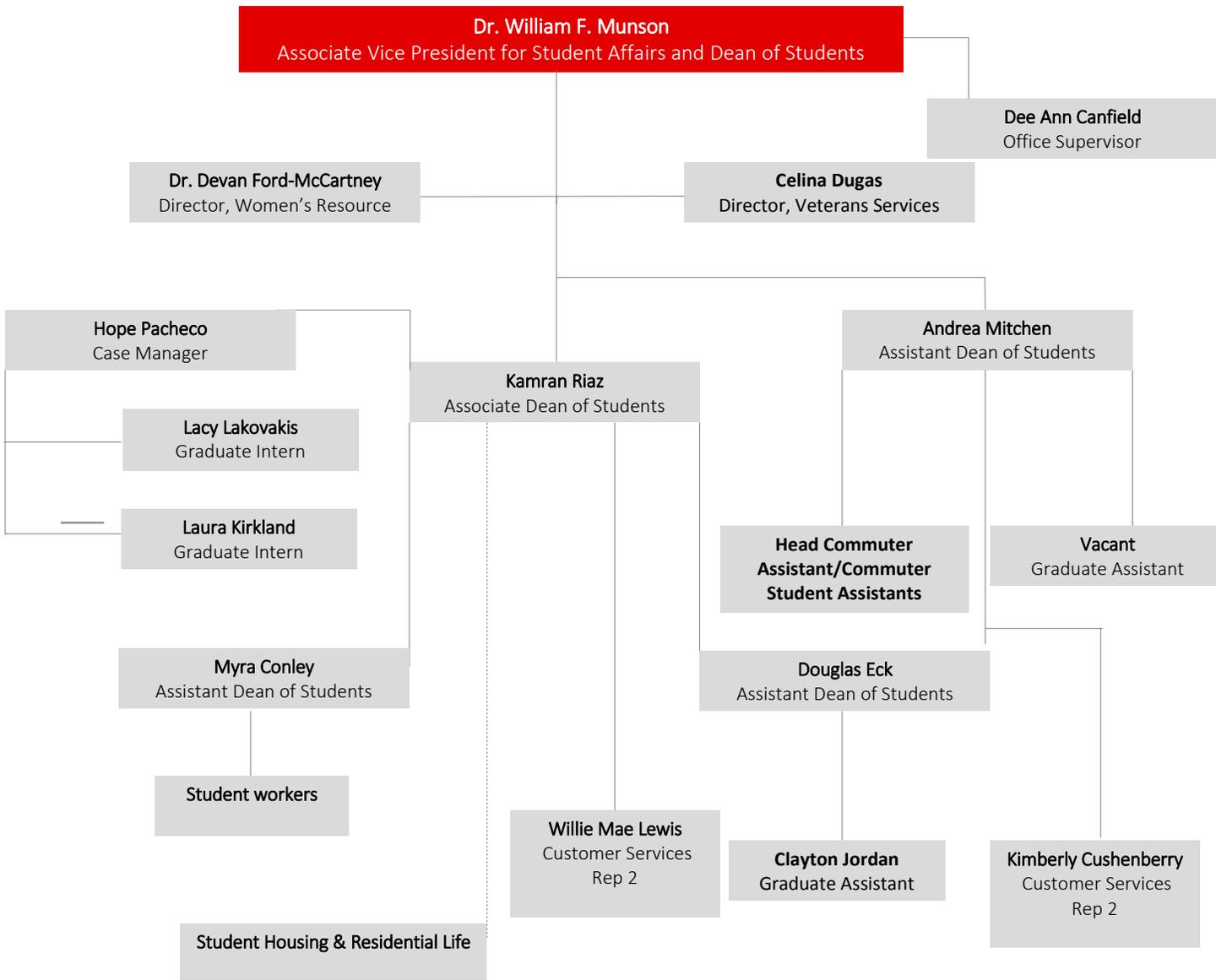
- *Emergency Student Loans* - The staff of the Dean of Students Office are responsible for administering the University's Emergency Student Loan Program.

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:

Dean of Students Office



Question #3:

List your unit's strategic initiatives and action steps identified for the 2016-2017 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. Engage in a comprehensive review of Student Conduct policies and processes to ensure increased knowledge, consistency of practice, and student success. (DSAES Strategic Initiative: 1; UH Goal: 2)

Status: Accomplished

Initiative 2. Strengthen Student Advocacy Services to increase prominence on campus and utilization among students and stakeholders. (DSAES Strategic Initiative: 1; UH Goal: 2)

Status: Accomplished

Initiative 3. 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; UH Goal: 2 & 3)

Status: In progress; to be completed by Spring 2018.

Initiative 4. Expand Commuter Student Services to include the Commuter Assistant Program, campus-wide commuter programming, and opportunities beyond the fall semester. (DSAES Strategic Initiative: 1; UH Goal: 2)

Status: Accomplished.

Initiative 5. Engage in outreach initiatives and processes that better tell "our story" (DSAES Strategic Initiative: 4; UH Goal: 1)

Status: Partially completed

Initiative 6. Expand the role and scope of Parent & Family Programs (DSAES Strategic Initiative: 6; UH Goal: 2)

Status: Accomplished.

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)	2015-16	2016-17	Change in # of individual cases
Alcohol related violations	266	326	+60
Disruption/obstruction	113	108	-5
Drug use/possession/sale & paraphernalia	185	215	+30
Mental or bodily harm	92	95	+3
SHRL Smoking policy	145	207	+62
Location of incident occurrence			
Cougar Village II	210	263	+53
Calhoun Lofts	194	157	-37
Campus Recreation Center	20	11	-9
Cougar Village	195	200	+5
Moody Towers (north & south)	187	138	-49
Bayou Oaks	178	367	+189
Cougar Place	104	134	+30
Parking lots/roads/garages	110	96	-14
Top Referral sources			
Student Housing & Residence Life	1021	1091	+70
UH Departments/offices	100	87	-13
UHPD	321	409	+88
Student	31	39	+8
College/Faculty	25	23	-2
Parking	15	32	+17
Total individual cases	1521	1691	+170

Other DOS services, processes and programs:

DOS Services & Programs	2015-16	2016-17	Change
Student Outreach and Support	55	115	+60
Event registration requests (Freedom of Expression)	257	296	+39
Alcohol registration requests	95	118	+23
Emergency loans processed	69	78	+9
Campus program for minors programs	88	97	+9
Family weekend attendees	748	940	+192
Case management cases created	55	115	+60
FY students participating in Commuter Assistant Program	592	116	-476

Trends and observations

a. Trends

- **Student Conduct:** There was an increase of 170 individual cases in 2016-17 (1691) over 2015-16 (1521). Majority of the increase was a result of incidents in Bayou Oaks and an enforcement of our Smoking Policy.
- **Event Registration (Freedom of Expression):** There was not a significant change in this category. We received and processed only 39 more request in this reporting period compared to 2015-16.
- **Alcohol Registration:** There was not a significant change in this category. We only processed 23 (118) more forms compared to 2015-16 (95).
- **Emergency Student Loans:** There was not a significant change in this category. Only 9 more loans were processed during this reporting period compared to 2015-16.
- **Family Weekend:** Implemented the sixth annual Family Weekend event; increased number of attendees from 748 in 2015 to 940 in 2016. With the hiring of a new staff member and strengthened marketing efforts, Family Weekend was the most attended in history.
- **Campus Programs for Minors:** There was not a significant change in this category. Only 9 more camps registered with the Dean of Students Office during the 2016-17 v. 2015-16.
- **Student Outreach and Support:** 115 cases referred between September 1, 2016 and August 31, 2017 compared to 55 cases during the same period in 2016.
- **Student Advocacy:** Data collected suggests an increase in Student Advocacy cases of 7% over FY 16. Of the 148 documented cases, 135 cases (91%) were resolved within the Dean of Students office, same day. Others took longer than one day to resolve or were referred to other offices for resolution.

- Commuter Assistant Program: There was a steep decline in the number of students who signed up to participate in the Commuter Assistant program, but participation rates of program were higher due to greater early engagement.

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2018) 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.

Response:

The number of Commuter Assistants was decreased to accommodate a smaller program participant size resulting in an excess of part-time payroll and benefits funds for the program.

Question # 6:

If your unit concluded FY2017 with a Student Service Fee (SSF) Fund 3 addition to the SSF Reserve in excess of \$5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

Response:

A total of \$84,183 was returned to the SSF Reserve for the following reasons:

1. Less student workers were hired to support commuter services due to refocusing the program on actual student engagement and thus, reducing the number to Commuter Assistants required to serve the number of students actively participating in the program. The Dean of Students Office also hired less student workers during FY17.
2. Longevity was charged at a lower rate than projected.
3. Marketing of the DOS Student Outreach Services (Case Management) was delayed due to name approval late in the fiscal year and brand approvals from UH Marketing.
4. Accalog expenses for FY17 charged for publishing the UH Student Handbook were deferred to FY18.
5. Office supply expenses were expended below expected values due to coding changes.
6. Staff development and travel funds were expended below projected values due to conflicts in approved travel and staff ability to travel and engage in professional development.
7. Administrative charge was returned due to reduced expenditures.

FY17 Fund Equity returned to reserve: \$84,183 in dollars per category.

1. Student Worker Wages	29,866
2. Longevity	2,740
3. Printing	13,839
4. Office Supplies	10,599
5. Travel/Professional Development	16,657
6. Administrative Charge	10,482

\$84,183 Total

Question #7:

Please list your 2018-2019 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Values 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:

At this time below are our 2018-2019 strategic goals. We are in the process of gathering baseline data on campus community perceptions and understanding of various DOS programs and services. Collected data will help guide us on whether we need to modify them and how we move forward in 2018-2019. We are not able to align our goals with Division goals as those have not yet been set nor determined. We anticipate there will be a need to continue our focus on student advocacy utilization (student awareness); education on the Student Code of Conduct (i.e. hazing prevention, reporting incidents, understanding impact of actions, etc.) as well as increasing the size and scope of Commuter Student Services and Parent & Family Programs.

- **DOS staff will be able to articulate, support, and assist all programs and services within the office. (DSAES Value: Transparency & Accountability)**
 - a. Create plan over the summer to cross-train all staff on all programs, services and policies facilitated within DOS.
 - i. Staff meeting presentations of programs & services
 - ii. Develop intentional opportunities to include DOS staff to participate in DOS services and initiatives
 - b. Develop ‘ONE PAGE’ fact sheet for each functional area within DOS to highlight: learning outcomes, measures, student success initiatives, Primary Contact, and how to locate more information.
 - c. Review, amend and update DOS mission.
 - d. Create standard “DOS overview” presentation that can be facilitated by all staff to any audience.
 - e. Review and update on-boarding process.

- **Increase awareness and engagement of DOS programs and services. (DSAES Value: Transparency & Collaboration)**

- a. Expand parent and family program committees beyond DSAES partners.
 - b. Each staff member will be responsible for presenting a “DOS Overview” at the staff meeting of at least 3 other department/entities on campus.
 - c. Host ‘Open House’ for faculty/staff before FY19 school year starts.
 - d. Host an end-of-year appreciation event for valuable stakeholders and strategic partners.
 - e. Create and implement a social media plan that effectively and regularly utilizes all existing DOS accounts for targeted stakeholder engagements.
 - f. Modify DOS website to include more information. Make reports more transparent and link to social media platforms. Explore the possibility of adding functionality (i.e. scheduling, live-chat, etc.)
 - g. Setup an “Ask the DOS staff/Student Advocacy” table in the Student Center & Satellite lobby once a week for a few hours to assist students with drop-in questions.
 - h. Explore presence at UH Sugarland campus.
- **Create and use benchmarks to improve essential DOS programs and services.**
(DSAES Value: Accountability)
 - a. Utilize software that allows DOS to track open and click through rates of mandated communications.
 - b. Develop and implement learning/programming outcomes for services and programs.
 - c. Track attendance at all events.
 - d. Survey student satisfaction with CSS events at all events to be able to better tailor the program offerings.
 - e. Develop a customer service assessment for all customers to take (bottom of an email, like SHRL).
 - f. Develop an assessment for targeted SOS services.
 - g. Staff will review practices to determine effective sanctions. Explore and share any new practical innovations/initiatives that would be beneficial to implement in

the future.

- h.** Staff will share any new information and successful remedies that benefit students in the advocacy experience.

- **Use student perceptions and interactions to improve programs, services, and communication strategies. (DSAES Value: Accountability & Diversity)**
 - a. Include students on parent and family program planning committees.
 - b. Develop intake survey that captures student data and perceptions of office before service.
 - c. Conduct focus groups with targeted student groups to gain perceptions and understanding of DOS programs and services.
 - d. Utilize staff meetings to bring in education/awareness on targeted student populations
 - e. Expand the Commuter Student Services - Commuter Assistant program to better serve a diverse population of students including transfer students, non-traditional students, and graduate students.
 - f. Staff will review annually the overall scheduling and confirming of appointment processes for students in the conduct process.

Question # 8

Recognizing that the potential to generate additional Student Service Fee income for FY2019 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the FY2019 base budget augmentations and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2018 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

A 5% reduction in the Dean of Students (DOS) Office FY18 Base Budget would result in a loss of \$56,397 in base Student Service Fee support. To accommodate a budget reduction of this magnitude, DOS would cut student wages which would reduce office staffing and hinder the ability to enhance the Commuter Assistant Program, cut marketing and advertising support reducing our ability to promote DOS programs and services, cut professional development and travel resulting in a reduction of staff training and development, and cut office supplies which support DOS office programming.

FY18 Base Budget Reduction (5%): \$56,397 in dollars per category.

1. Student Wages	29,397
2. Marketing	13,000
3. Professional Development/Travel	8,000
4. Office Supplies	6,000
	<u>\$56,397 Total Reduction</u>

Question # 9:

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 \$34,000 in registration fees each year which is an increase from the \$20,000 it had generated due to a fee increase for the event.

Question # 10:

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.

Student Outreach and Support:

There are no other units which duplicate the Student Outreach and Support provided by the Dean of Students Office.