

# DEAN OF STUDENTS

*Your Student Success Advocates!*

## SFAC PROGRAM QUESTIONNAIRE RESPONSES FISCAL YEAR 2020

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 Dean of Students office is committed to student success. We advocate for students as they navigate personal and educational challenges, educate to promote a respectful and safe campus environment, and engage parent and family members as partners in the educational process.

#### **VISION**

The Dean of Students office will establish itself as the premier campus leader in creating opportunities to engage and 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; 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. Dean of Students Emergency Loans are also approved through Student Advocacy Services.

- *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.

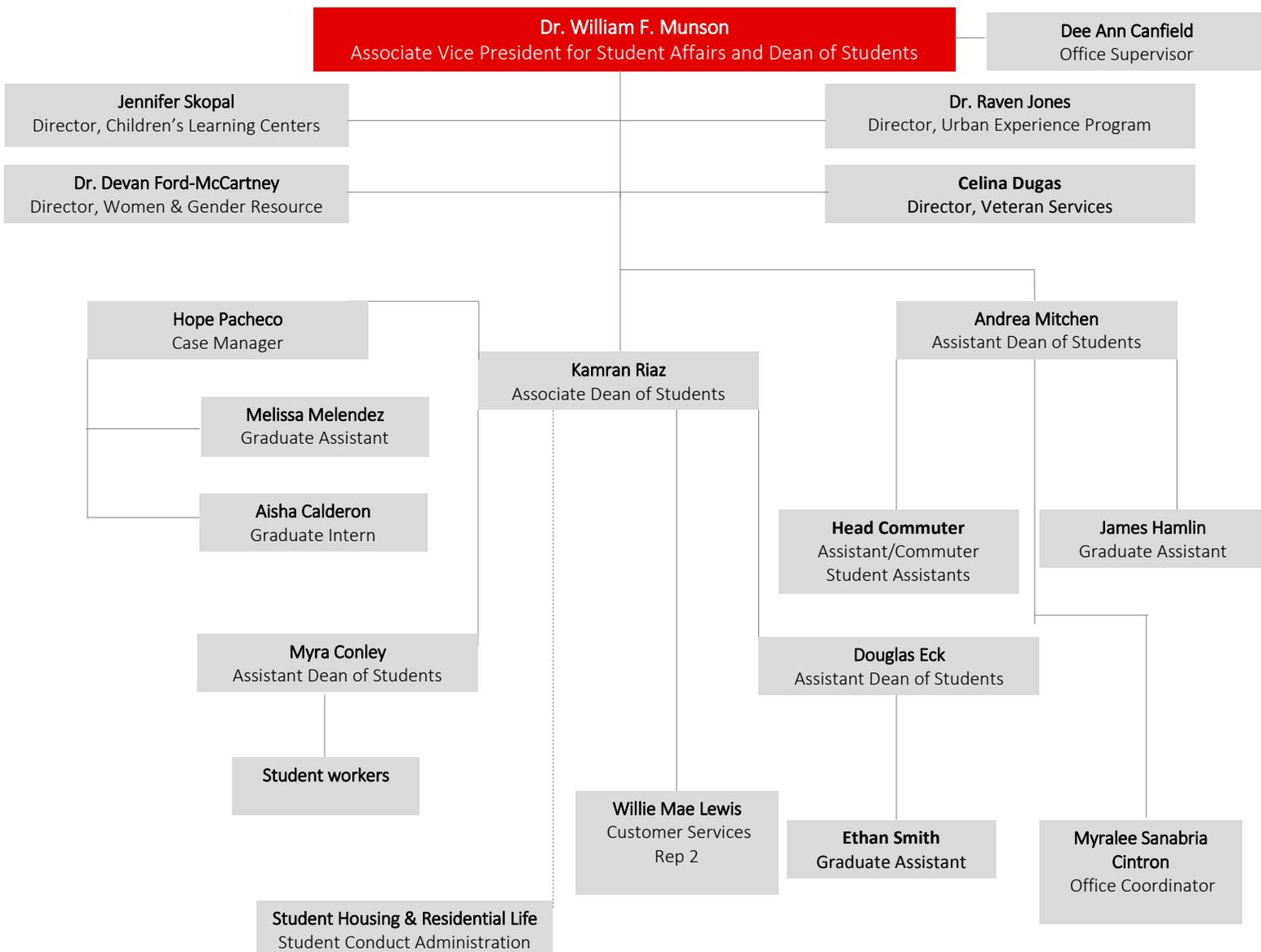
Through a proactive and systematic approach, the Case Manager organizes outreach and care in collaboration with the student, family, and/or campus and community partners.

**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 2017-2018 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](http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html))

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

Response:

#### **Initiative 1.**

DOS staff will be able to articulate, support, and assist all programs and services (i.e. Conduct, Student Advocacy, Commuter Student Services, Parent & Family Programs, Student Outreach and Support, etc.) within the office.

DSAES Value: Transparency & Accountability

UH Goal: Student Success

**Status:** Accomplished

#### **Initiative 2.**

Increase awareness and engagement of DOS programs and services.

DSAES Value: Transparency & Collaboration

UH Goal: Student Success

**Status:** Partially-accomplished. (Social media engagement increased overall. DOS website updated and now includes more transparency of documents/processes. Trainings for faculty and staff deferred to Fall 2018.

#### **Initiative 3.**

Create and use benchmarks to improve essential DOS programs and services.

DSAES Value: Accountability

UH Goal: Student Success

**Status:** Accomplished.

#### **Initiative 4.**

Use student perceptions and interactions to improve programs, services, and communication strategies.

DSAES Value: Accountability & Diversity

UH Goal: Student Success

**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. If available, please provide program benchmarking data from comparable institutions,

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:

<b>Conduct Referral (by type)</b>	<b>2016-17</b>	<b>2017-18</b>	<b>Change in # of individual cases</b>
Alcohol related violations	326	289	-37
Disruption/obstruction	108	84	-24
Drug use/possession/sale & paraphernalia	215	137	-78
Mental or bodily harm	95	86	-9
SHRL Smoking policy	207	93	-114
<b>Location of incident occurrence</b>			
Cougar Village II	263	182	-81
University Lofts	157	201	+44
Off-Campus	Not available	86	
Cougar Village	200	201	+1
Moody Towers (north & south)	138	156	+18
Bayou Oaks	167	367	+189
Cougar Place	134	81	-53
Parking lots/roads/garages	96	105	+09
<b>Top Referral sources</b>			
Student Housing & Residence Life	1091	892	-199
UH Departments/offices	87	47	-40
UHPD	409	363	-46
Student	39	56	+17
College/Faculty	23	77	+54
Parking	32	19	-13
<b>Total individual cases</b>	<b>1691</b>	<b>1460</b>	<b>-231</b>

Other DOS services, processes and programs:

<b>DOS Services &amp; Programs</b>	<b>2016-17</b>	<b>2017-18</b>	<b>Change</b>
Student Outreach and Support	55	115	+60
Event registration requests (Freedom of Expression)	296	261	-35
Alcohol registration requests	118	87	-31
Emergency loans processed	78	109	+31
Campus program for minors programs	97	100	+3
Family weekend attendees	940	888	-52
Case management cases created	115	150	+35
FY students participating in Commuter Assistant Program	592	116	-476

Trends and observations

a. Trends

- Student Conduct: There was not a significant change in this category. We had a total of 231 less cases in 2017-18 (1460) compared to 2016-17 (1691). We had one less housing facility for the part of the year that students were living in.
- Event Registration (Freedom of Expression): There was not a significant change in this category. We received and processed only 35 less requests in this reporting period compared to 2016-17.
- Alcohol Registration: The office received and processed 25 less forms during this period compared to the last one.
- Emergency Student Loans: There was a significant increase in emergency loans authorized by the DOS this year, due in large part to the financial relief it provided to students impacted by Hurricane Harvey.
- Family Weekend: Implemented the seventh annual Family Weekend event; increased number of families attending from 243 in 2016 to 246 in 2017.
- Campus Programs for Minors: There was not a significant change in this category. Only 3 more camps registered with the Dean of Students Office during the 2017-18 v. 2016-17.
- Case Management: There has been an increase in referred cases every year for the last four years with a growing number of more complex referrals.
- Student Advocacy: There was not a significant change in this category. 18 fewer cases were logged over the fiscal year.

### **Question # 5**

Please discuss any budget or organizational changes experienced since your last (FY2019) 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:

Due to Dr. Dan Maxwell's assignment as Interim Vice President for Student Affairs at the University of Houston Clear Lake in August 2018, the Division of Student Affairs and Enrollment Services was reorganized. Part of the reorganization was to move the Urban Experience Program and the Children's Learning Centers under the supervision of the Associate Vice President for Student Affairs and Dean of Students.

Due to the significant increase in cases referred for case management, a new GA position was created to support additional DOS Student Outreach Services program workload.

**Question # 6:**

If your unit concluded FY2018 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 \$66,753 was returned to the SSF Reserve for the following reasons:

- 8 months lapsed salary caused by the vacancy in the Commuter Student Programs GA position.
- 8 months lapsed salary caused by the vacancy in the Student Conduct GA position.
- 6 months lapsed salary and benefits caused by the vacancy in one Customer Relations Representative position (reclassified to DOS Office Coordinator).
- Lapsed salary and benefits caused by the reduction in student worker hours.
- Unspent maintenance and operations funds due to vacant positions.
- Unspent staff travel due to staff vacancies.

### **Question #7:**

Please list your 2019-2020 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 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:

With the very recent launch of the DSAES Strategic Plan, the mapping process for goals and priorities for 2019-2023 has not yet taken place. As such, the following goals reflect the immediate and emerging priorities of the Dean of Students office for the 2018-2019 academic year and beyond.

#### **A. Identify and implement innovative practices that improve and enhance DOS programs and services (DSAES Value: Transparency & Accountability)**

1. *Launch targeted and intentional social media plan in August, 2018*
2. *Leverage DOS Leadership Council in spearheading major campus project (i.e. food pantry, etc.)*
3. *Explore options for making student conduct process paperless.*
4. *Integrate a Dean-on-call Online accessibility option*
5. *Translate pertinent online and public-facing documents to Spanish and other languages*
6. *Align Student Outreach and Support services with professional Case Management Standards*
7. *Explore utilizing Mapworks and SharePoint with SOS Collaboratives (Coordinated Care, Self-Care Coaching and Las Comadres College Mentoring Program)*
8. *Develop and launch the Student Outreach and Support newsletter*
9. *Coordinate tabling schedule at different venues for DOS outreach, including display and presentation materials*
10. *Work with campus partners to build “student profile” information ahead of time-of-service appointment with SOS and Student Advocacy (i.e. Maxient, PeopleSoft, MapWorks, Advisor portals, etc.)*
11. *Assess student learning that occurs as a student employee within the Dean of Students office*

#### **B. Collect benchmark data to improve customer service experience within DOS programs, services, and staff. (DSAES Value: Transparency & Collaboration)**

1. *Continue to collect customer service feedback through survey*
2. *Conduct focus groups and/or secret shopper experience*
3. *Collect feedback on content and open rate for Student Outreach and Support Newsletter*

4. *Continue to collect assessment data on Student Outreach and Support Collaborative*
5. *Reach out to at least three departments on-campus and do presentations informing them about the services provided by DOS*
6. *Utilize commuter survey data to create commuter profile that will be distributed to campus partners*

**C. Enhance campus partnerships and grow off-campus relationships to develop and improve UH student experience. (DSAES Value: Accountability)**

1. *Develop a Sugarland presence/integrate our involvement to support UHSL students*
2. *Partner with UHPD to establish an MOU regarding student behavior, development, and discipline to ensure best practices are in place for students*
3. *Develop strategic partnerships with campus and community organizations to participate in SOS CARE Fair*
4. *Develop strategic SOS partnership to support (through sponsorship) an existing or new program focused on student support*
5. *Assist UHSL faculty and staff with the interpretation and implementation of UH Policies and Procedures*
6. *Empower SHRL to place and remove 100% of their own conduct holds*
7. *Create a campus partners advisory/work group for Parent & Family Programs*
8. *Partner with faculty (academic affairs) to create strategic partnership opportunities that enhance faculty member awareness of DOS programs and services*

**Question # 8**

Recognizing that the potential to generate additional Student Service Fee income for FY2020 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the FY2020 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 FY2020 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

FY20 Base Budget Reduction (5%): \$57,622 in dollars per category.

1. Student Wages	30,622
2. Marketing	13,000
3. Professional Development/Travel	8,000
4. Office Supplies	6,000
	<u>\$57,622 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 \$32,000 in registration fees each year.

**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 (CART):**

There are no other units which duplicate the Conduct Assessment and Response Team.

**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. Reliance on the strong partnerships built with other departments across campus is essential to providing resolution services to students.

**Student Outreach and Support:**

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