

Student Fees Advisory Committee (SFAC)

PROGRAM QUESTIONNAIRE FOR FY20



Urban Experience Program



Question 1: Executive Summary

Urban Experience Program

Mission Statement: The Mission of the Urban Experience Program (UEP) is to empower students with academic, personal, and professional development resources that propels student success.

The Urban Experience Program achieves its mission by providing each participant with seamless, personalized support through an integrated approach, from admissions to graduation. This integrated approach bridges students' academic and financial realities, and focuses on retention, graduation in four years, and post-graduation success.

Program components include the following high impact activities:

- Summer Bridge;
- Faculty and peer mentoring;
- First-year experience course;
- Opportunities for student leadership roles, on-campus student employment, internships, community engagement, and outdoor adventure experiences;
- Graduation preparation seminar;
- Advising and Consultations
- Student Success Workshops

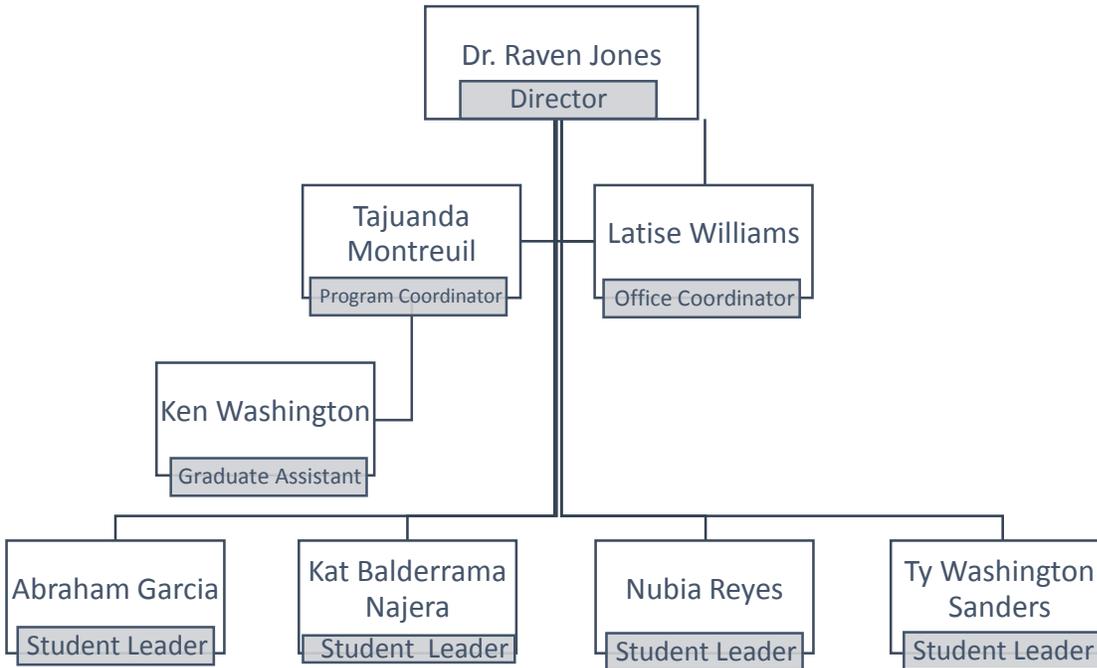
The Urban Experience Program supports the University of Houston initiative to propel student success through the use of structured, individualized educational plans for each student based on the student's unique characteristics including career aspirations, non-academic commitments, expected academic engagement, and financial need.

Urban Experience Program is an integral part of the Division of Student Affairs and Enrollment Services and seeks to "champion exceptional opportunities and services to support all UH students," (DSAES Strategic Initiative Student Success) and "forge and strengthen partnerships to expand our reach into the university and greater community (DSAES Strategic Initiative Partnerships). To keep pace with the growth of our student population, we are requesting some additional FY19 and FY20 one-time funds to continue to improve and create programs and services that will assist in "create and foster a cohesive division identity, culture, and community" (DSAES Strategic Initiative Division Cohesion).

UEP would like to thank SFAC for its continued support of our department and our students. UEP serves as the primary UH point of contact for many underserved student groups including: minority students, first generation students, DACA/undocumented, and foster care/homeless. In addition, UEP gives referrals to those who seek services not provided by UH (SNAP, food deficiency, homeless, etc.). UEP assists students in having the ability to compete at the same level as others in a professional environment while ensuring that each of the many voices that make up our UH community finds its way into our global community.

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 2017-2018 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.

UEP Strategic Initiative #1: Program Enrollment/Membership - Identify, recruit, and retain students in UEP. (DSAES: Empowerment)

Objective #1: Emphasize the importance of community by creating opportunities wherein UEP active members as well as general members have an opportunity to grow with each other and the greater UH community.

Status: Accomplished

Action Steps 2017-2018

1. Began Chew & Chat discussion groups for students on major topics of identity and concern, (racial identity, first generation, DACA).

Objective #2: Increase student involvement in Urban Experience Program

Status: Accomplished

Action Steps 2017-2018

1. UEP has implemented surveys that are sent after each event to attendees and the data gathered has led to more student input and student involvement.
2. UEP touched base with each member at least twice per month to ensure students' active participation and monitoring for success.
3. UEP created an online system for students to make appointments with office staff.

UH Goal: Student Success

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

UEP Strategic Initiative 1 Major Accomplishments:

1. UEP began *Student Success Workshops* that are led by Student Leaders that address issues related to member's holistic development.
2. UEP established a new pillar program, *Black Excellence Scholar Training (BEST)* Program a two-semester independent and interdisciplinary learning experience open to African American students across all majors. The goal of BEST is to provide academic support and professional development to African American students and empower them with the necessary tools and resources for success. To help achieve this goal, UEP has collaborated with several on-campus departments such as the

Office of Undergraduate Research, University Career Services, the Honors College and many more. This program started with 30 students, all whom attended one of our Summer Bridge Programs this past summer. Program benefits include mentorship from UH Faculty, educational and social programming, leadership development opportunities, cohort-style peer relationships, and semester stipends.

3. *UEP created Student Action Plans to help guide the conversation when advising students on areas they should focus on to ensure their successful retention at the University.*

UEP Strategic Initiative 2: Special Populations - Implement a variety of protocol and initiatives that support the development of a comprehensive academic, social, civic, and financial assistance program for undocumented/DACA students and foster care/orphan/homeless/transitional students. (DSAES: Diversity, Empowerment)

Objective #1: Establish effective policies and programs for student assistance of undocumented/DACA students that align with UEP mission and enrich academic achievement.

Status: Accomplished

Action Steps 2017-2018

1. UEP spearheaded President's meeting with a group of DACA students.
2. UEP enhanced marketing efforts by creating a comprehensive webpage as part of UEP's website and a one-pager that contains important information on scholarships and resources on campus.
3. UEP continued outreach efforts to off campus strategic partners and community stakeholders.

Objective #2: Establish effective policies and programs for student assistance of foster care students/transitional/homeless students that align with UEP mission and enrich academic achievement.

Status: Accomplished

Action Steps 2017-2018

1. UEP continued outreach efforts to on campus students who have aged out of foster care with strategic partners and community stakeholders.
2. UEP enhanced outreach efforts to off campus students with strategic partners and community stakeholders.
3. UEP enhanced marketing efforts by creating a comprehensive webpage as part of UEP's website and a one-pager that contains important information on scholarships and resources on campus.
4. UEP collaborated with other on-campus organizations to coordinator support for foster care students.
5. *UEP expanded Fostering Success Day with the addition of UH Clearlake Foster Care liaison.*

UEP Strategic Initiative 2 Major Accomplishments:

1. UEP completed a successful grant application with Coca Cola Corporation. In 2017-2018 we awarded over \$90,000 in first generation scholarships to 40 students.
2. UEP continues to be one of Dream.US larger partner institutions. UEP hosted the founder of the Dream.US scholarship reception and discussion. A three part event; UEP students hosted a scholarship discussion with Donald Graham the founder of the DACA scholarship, led Table Talks at the partners breakfast at the St. Regis Hotel, and where student leaders at the donor dinner at River Oaks Country. This year alone UEP was able to support over 200+ students; totaling over \$700,000 in scholarships to undocumented/DACA students.

UEP Strategic Initiative 3: Communication and Marketing - Enhance marketing strategies and produce materials according to the UH branding standards to create a UEP brand image that aligns with mission of UEP. (DSAES: Innovation, Transparency)

Objective #1: Execute effective marketing strategies for enrollment and membership.

Status: Accomplished

Action Steps 2017-2018

1. UEP increased all social media users—increased Facebook and Twitter followers (see matrix chart below).
2. UEP began work on UEP name change.
3. Increased on and off campus outreach with enhanced Student Ambassador Program.
4. UEP completed a website overhaul.
5. UEP followed a tabling schedule prior to events to promote the program.

UEP Strategic Initiative 3 Major Accomplishments:

1. For the last three years SFAC recommendations have tasked UEP with increasing marketing and visibility to the general UH campus. UEP has completed more outreach, a website overhaul, more marketing of pillar programs, which has increased student involvement--a major source of excitement for us.

UEP Strategic Initiative 4: Collaborations and Partnerships – Establish relationships with new on and off campus organizations to serve as a liaison between underrepresented populations on campus and the campus administration (DSAES: Collaboration, Diversity)

Status: Accomplished

Action Steps 2017-2018

1. UEP held Dream.US scholarship recipients as well as the UEP DACA population informational sessions for students to have a safe space for discussion and fellowship.
2. UEP revitalized and strengthened K12 partnerships, including Baton Rouge Youth Coalition, IDEA Charter Schools and Harmony Charter Schools
3. UEP revitalized and strengthened community engagement opportunities.

UH Goal: Student Success

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

UEP Strategic Initiative Major Accomplishments:

1. Pioneered G-Force Mentoring program with State Work Study funds- The primary goal of the program is to improve student access, success, and completion of higher education to underserved populations.

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

The success of Urban Experience Program is evaluated through:

- Student retention rates
- Campus contacts and utilization
- Program, training, and workshop evaluations

UEP Retention Data

UEP One Year Retention Rate	Fall 2016	Fall 2017	Fall 2018
for non-registered members	83%	88.56%	TBD
for registered members	97%	95.77%	TBD
Total Members	225	287	449

UEP by The Numbers (Utilizations) – Moving Forward UEP has kept daily and ongoing tracking of visitors served in and through the office. An event analysis and debriefing is conducted after each social function, program and tabling event.

	FY 13-14*	FY 15	FY 16	FY 17	FY 18
<i>Registered Students (Enrollment)</i>	113	309	388	322 <i>(decrease due to large # of cohort graduates)</i>	449
UEP Pillar Programs					
(Frontier Fiesta , Financial Seminar, Academic Workshops, Civic/Leadership, Freshman Programming, Fall Open House, Gobble Goodies)	102	576	798	929	1001
Outreach and Events					
Workshops/Trainings	102	492	254	363	437

Tabling/Informational & Events	Not available	634	559	1123	1033
<i>Walk-In/Advising/Contacts</i>					
Walk Ins/Appointments	Not available	581	675	832	3101
Contacts	2307	2100	2454	3189	2941
Total Touch Points	2624	4692	4740	6441	8527

*This information was retrieved from previous FY annual report.

Assessment Projects (listed by project)

1. Area assessed: Summer Bridge

Major results/findings: A Fall 2017 satisfactory survey was distributed via email to Summer Bridge 2017 participants that are currently enrolled in the University of Houston at the end of the semester. Forty-six students completed the survey. The results revealed the following in regards to which percentage of students felt that attending Summer Bridge increased their confidence in the following categories: accessing UH resources 80.43%, navigating their way around campus 84.78%, more comfortable with their diversity 84.77%, and overall success as a student 84.78%.

The following are areas of improvement for Summer Bridge, with more than 50% of participants expressing that attending Summer Bridge increased their confidence in the categories of: handling the financial responsibilities of college 69.75%, getting involved with organizations at UH 56.52%, and engaging in the academic rigor 63.04%.

Actions based on assessment results/findings:

UEP made adjustments to the Summer Bridge 2018 curriculum as a result of the data collected. We collaborated with the Center for Student Involvement and the Metropolitan Volunteer Program to address getting involved on campus, students completed individual budget breakdowns, and students worked in groups to review syllabi and note-taking strategies.

2. Area assessed: Teach Forward Houston

Major results/findings: A Fall 2017 survey was distributed via email to all 84 Teach Forward Houston Fellows, 62 Fellows completed the survey. The results revealed Fellows percentage of satisfaction (good to excellent) as it relates to the supports offered by UEP - 87.09% of Fellows are satisfied to very satisfied with program, academic support 79.03% , financial support 83.88%, personal support 79.04%, career support 87.1%, and 75.81% leadership support. Of Cohort 2 Fellows that are currently sophomore, 72.41% of Fellows feel very to extremely

comfortable navigating the responsibilities and schedule of college. Of Cohort 2 Fellows 96.55% attended Summer Bridge.

Actions based on assessment results/findings: As a result of the data collected, UEP collaborated with the College of Education to set up individualized advising appointments and send a Spring academic survey. UEP collaborated with the Houston ISD to provide more professional development and career support opportunities for Fellows.

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.

Organizational Changes

Partnership Completed: The partnership with the College of Education, provided a full-time program coordinator position. The grant funded position and partnership has ended coupled with the estimated \$20,000 program support is keenly felt in our office and service delivery.

Student Population

Growing DACA/Undocumented Population: UEP was designated in the Fall of 2016 as the best department to administer the scholarship fund Dream.US, this scholarship has grown to serve more than 200 students on campus. The outreach and programming needed for the scholarship was not funded.

Unfunded State Mandate Foster Care Program: FY 16 UEP created a new student success initiative for students who formerly were foster care and/or adopted. In FY 17 UEP enhanced those efforts, and expanded support and programming for foster care, and now homeless students at UH. There is a TX House Bill 3748 and SB 294 states UH needs to identify a department that serves as a campus liaison and Dr. Walker named UEP. *This program provides a campus-wide network of support to assist students who grew up in the foster care system achieve educational success by focusing on recruitment, retention, and graduation.* The outreach and programming needed for the scholarship was not funded.

UH Student Success: Summer Bridge-HISD College Readiness: With the University of Houston serving roughly 50% first generation; DSAES Vice President designated UEP as a primary office for serving this student group. To this end, a new partnership with the Urban Experience Program at the University of Houston also serves 125 first generation UH freshman entering,

who attended a four-day, overnight, summer-bridge program on the UH campus. *During this program, students formed relationships with peer mentors, attended classes, and met professors, as well as connected with student-support offices to ensure they are equipped to navigate the UH system.*

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.).

Urban Experience Program did not have any fund equity.

Question #7

Please list your 2019-2020 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.

UEP Strategic Initiative #1: Facilitate student development and learning through student success workshops, and new outreach efforts to targeted student populations (first generation, DACA/undocumented, foster care, low income).

- **Action Step 1:** Continue to deliver intentional programming to targeted populations using theory driven asset based modeling.
- **Action Step 2:** Evaluate and refine the liaison program to create partnerships and advocates among Academic Affairs
- **Action Step 3:** Continue to expand Student Assistance Network, to provide resources and build relationships for emergency aid and other student aid programs.
- **Action Step 4:** Continue to track and utilize data from programming to enhance student retention.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: *Champion exceptional opportunities and services to support all UH students.*

UEP Strategic Initiative #2: Create a greater variety of student involvement opportunities through enhanced services first generation, DACA/undocumented, foster care, low income).

- **Action Step 1:** Continue to develop UEP student leaders as peer mentors, peer facilitators, and ambassadors.
- **Action Step 2:** Continue customize educational experiences for students.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

DSAES Strategic Initiative Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

UEP Strategic Initiative #3: Create a living learning community for former foster care and transitional students

- **Action Step 1:** Develop stakeholder involvement in former foster care (alumni, campus departments, etc.) through regular meetings, mentor program, or other social activities.
- **Action Step 2:** Create a partnerships to facilitate the creation and support of a living learning community that supports former foster care students attending UH.

UH Goal: Student Success

DSAES Strategic Initiative Student Success: Champion exceptional opportunities and services to support all UH students.

DSAES Strategic Initiative Resources: Evaluate, actively pursue, and leverage resources to enhance the UH experience.

DSAES Strategic Initiative Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

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 new base budget 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.

At UEP, we are committed to outreach and service that extend our human talent and technological capacity to serve the people in our diverse communities-first generation, minorities, DACA/undocumented, and foster care/homeless students. Providing for these underserved populations will be central to the decisions on how UEP will respond and adapt to reduced funding support. Below are the strategies that UEP will use to guide the development of budget reduction plans of 5%.

5% Reduction of UEP SFAC budget \$174,566 = \$8728.30

- Reduce Room Rental
Reduction: \$2,000

- Reduce Office Supplies
Reduction: \$6,000

- Limit out-of-state travel; limit conference attendance; limit professional development spending.
Reduction: \$700

Total: \$8,700 (5% reduction)

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.

Currently the Urban Experience Program receives its funding from the Student Fee Advisory Committee from student service fee dollars. Urban Experience Program is working with the Division of Student Affairs and Enrollment Services to identify development funding sources to support foster care and transitional students.

Coca Cola gifted Urban Experience Program \$200,000 to support first generation scholarships and programming.

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.

UEP is currently one of six student success departments on campus, but the only one in the Division of Student Affairs and Enrollment Services. Academic Achievers (Center for Mexican American Studies), Challenger Program (Exploratory Studies), Scholars Enrichment Program (College of Mathematics and Natural Sciences), PROMES (College of Engineering), ELASP (Bauer) are all housed in Academic Affairs for students of those specific majors. While there is some overlap between the services that the UEP offers to first generation students; there are no other departments on campus that offer programs and services for all students regardless of major, foster care/ homeless students programming, scholarships for DACA/undocumented students.

UEP has and will actively continue to collaborate with such units as Student Housing and Residential Life, Dean of Students Office, Center for Diversity & Inclusion, LAUNCH, and many academic departments and student organizations. This past year, UEP has expanded partnerships with several new offices, including: several academic departments (HONORS, Graduate Studies, and African American Studies). Outside of our work with other student success programs, UEP does collaborate with multiple units within the Division of Student Affairs & Enrollment Services and across the entire university. The message of holistic students' success should be pervasive throughout campus, and we realize that our campus partners are critical to that our endeavors.