

DEAN OF STUDENTS

Your Student Success Advocates!

SFAC PROGRAM QUESTIONNAIRE RESPONSES FISCAL YEAR 2022

Submitted by:

Donell Young, J.D
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 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 Services* – An Assistant Dean develops programmatic initiatives designed to enhance commuter student success and engagement through the Commuter Assistant Program 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/studenthandbook/>

- *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* - 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.

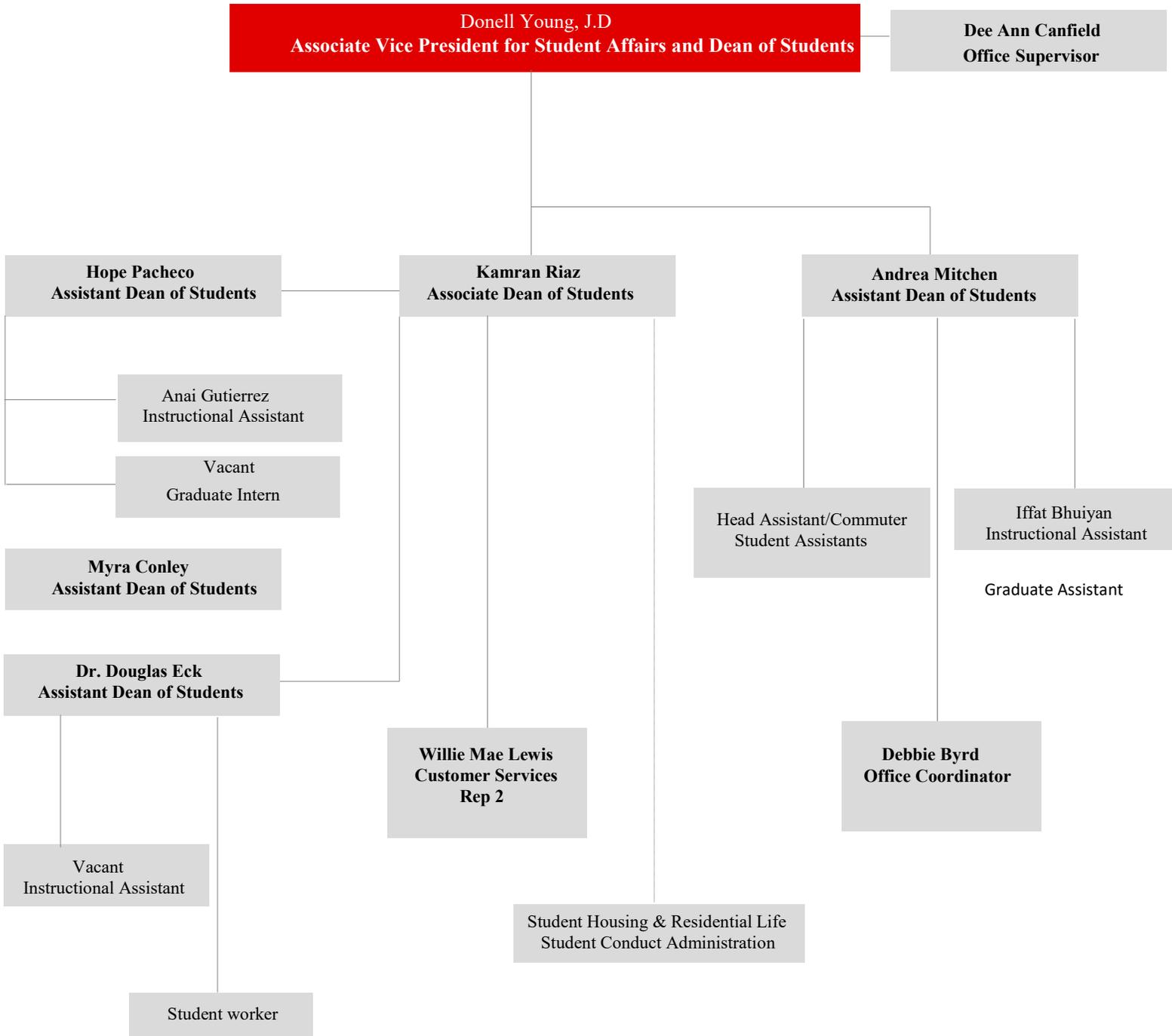
SOS also works in collaboration with our campus, community, and community partners to help identify students who may be experiencing complex personal difficulty such as a crisis or distress that impacts their social, personal, and/or academic stability.

Through a proactive and systematic approach, Student Outreach and Support services offers an opportunity to help 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:



Question #3:

List your unit's strategic initiatives and action steps identified for the 2019-20 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/about/mission/>)

Response:

P3.2.1: Community Engagement

Progress:Ongoing

Description:Cultivate a comprehensive list of neighborhood partners (agencies) that would benefit from student engagement as an 'approved list' of community service opportunities related to student sanctioning.

Results:Planning and execution of this sub-tactic is on-going. Completion scheduled for 2021.

R1.3.1: Paperless Conduct Process

Progress:Ongoing

Description:Make student conduct process paperless.

Results:In light of COVID-19, much of our conduct process has gone completely paperless. Another year of monitoring is needed to ensure full compliance with a paperless process.

R2.1.3: Student Advocacy Case Management

Progress:Ongoing

Description:Leverage the power and functionality of EAB/Navigate to track Student Advocacy cases.

Results:We have been given access to EAB, we are currently in the process of drafting plans for our needs and interface/structure for EAB. Looking for completion in 2020-2021.

SS5.1.4: Community Campaign

Progress:Completed

Description:Develop a "I'M IN!" program/campaign to get students to commit to the ideas of community and care.

Results:Created the "I'm In!" Campaign, launching fall of 2019. Over 2,000 students committed to the campaign, agreeing to uphold the rules of UH and to report incidents of concern. Possible correlation to decreased conduct/disciplinary referrals as well.

SS5.1.5: UH Student Spotlight

Progress:Completed

Description:Create the "UH Student Spotlight" series where we highlight the UH community

contributions of various students on a weekly basis.

Results: Highlighted 15 different students over 15 weeks, sharing their profile and interview information through our social media platforms and office TV monitor.

DC1.2.1: SOS Newsletter

Progress: Completed

Description:

Develop and launch Student Outreach and Support newsletter

Results: SOS newsletter was developed and launched as a pilot for a year. Per review of project it was determined there was overlap with other departments social media, website and newsletter content. Consultation with marketing committee advised better use of getting information out to students would be through already established social media platforms and development of specialized information sheets for website.

SS1.4.1: SOS Case Management Standards

Progress: Completed

Description: Align Student Outreach and Support services with professional case management standards

Results: completed with yearly review

SS1.4.2: SOS Trauma Informed Practices

Progress: Completed

Description: Align all SOS services and publications using Trauma Informed best practices

Results: An initial review of current services and publications were reviewed by internal and external staff, intern and social work community partner with a recommendation to review yearly.

P1.2.1: Parent & Family Advisory/Workgroup

Progress: Ongoing

Description: Create campus partners advisory/work group for Parent & Family Programs

Results: Due to the shut down of the university for COVID-19 and remote learning, this had been moved to spring 2021/fall 2021 implementation

SS2.2.1: Commuter Profile

Progress: Ongoing

Description: Utilize commuter survey data to create commuter profile that will be distributed to

Results: Information in the survey was collected prior to COVID-19 and no longer reflects the current commuter situation. Will plan to implement new survey when students return fully to campus and contrast results.

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 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)	2018-19	2019-20	Change in # of individual cases
Alcohol related violations	249	231	-18
Disruption/obstruction	98	57	-41
Drug use/possession/sale & paraphernalia	104	75	-29
Mental or bodily harm	102	78	-24
SHRL Smoking policy	54	59	+05
Location of incident occurrence			
Cougar Village II	180	157	-23
University Lofts	243	72	-171
Off-Campus	110	39	-71
Cougar Village	203	139	-64
Moody Towers (north & south)	107	68	-39
Bayou Oaks	94	124	+30
Cougar Place	75	10	-65
Parking lots/roads/garages	84	110	+26
Top Referral sources			
Student Housing & Residence Life	790	689	-101
UH Departments/offices	45	26	-19
UHPD	387	248	-139
Student	87	70	-17
College/Faculty	87	90	+03
Parking	12	58	+46

Total individual cases	1502	1186	-316
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Other DOS services, processes and programs:

DOS Services & Programs	2018-19	2019-20	Change
Student Outreach and Support-Case Management	128	109	-19
Event registration requests (Freedom of Expression)	224	321	+97
Alcohol registration requests	90	25	-65
Emergency loans processed	118	67	-51
Campus program for minors programs	114	18	-96
Family weekend attendees	795	1320	+525
Case management cases created	128	109	-19
FY students participating in Commuter Assistant Program	251	353	+102
Student Advocacy	125	500	+375

Question # 5

Please discuss any budget or organizational changes experienced since your last (FY2021) 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:

On July 31, 2020, Dr. William Munson, Associate Vice President for Student Affairs and Dean of Students retired and was replaced by Donell Young. At that time the Office of International Students and Scholar Services moved under the Dean of Students Office and started reporting to Dean Young. This led to some salary adjustments.

Question # 6:

If your unit concluded FY2020 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 \$93,047 was returned to the SSF Reserve. Following is the breakdown:

• Salary/Wages/Fringe -	\$68,259
• Maintenance & Operations/Travel -	\$24,788
Total -	\$93,047

Our Office Coordinator position was vacant for approximately 6 months. The salary from that vacant position and excess fringe benefits lead to the excess amount in Salary/Wages/Fringe.

Due COVID-19, the Dean of Students Office operated remotely for few months and did not spend money. That along with no conference for any staff lead to money in the Maintenance & Operations account.

Question #7:

Please list your 2021-2022 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment 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:

P1.2.2: Student Advocate Award

Progress:Delayed

Description:Create a 'Student Advocate Award' where students nominate a member of the UH community to be recognized for their advocacy and support efforts

P2.2.2: Early Action Team

Progress:Delayed

Description:Develop and implement an Early Alert Action team to address concerns related to student success that do not rise to a conduct/CART, or mental-health concern.

R2.1.1: Translation

Progress:Delayed

Description:Translate pertinent online, public-facing documents to Spanish and possibly other languages.

R2.1.2: One-Stop-Shop

Progress:Delayed

Description:Develop a 'One-Stop-Shop' service to consolidate and coordinate common student service issues and needs.

R3.2.1: Online Dean On-Call

Progress:Delayed

Description:Integrate an online 'Dean On Call' program

SS1.4.3: Student Outreach Services (SOS) Mission, Vision, Values

Develop SOS Mission, Vision, Values,

SS5.1.2: Student Outreach Services (SOS) Student Leadership

Benchmark, Develop, Implement SOS Student Leadership opportunities

SS5.1.3: Student Outreach Services (SOS) ComadresLead

Benchmark, Develop and Implement UHLead program for Las Comadres

P1.2.1: Parent & Family Advisory/Workgroup

Progress: Ongoing

Description: Create campus partners advisory/work group for Parent & Family Programs. Due to the shut down of the university for COVID-19 and remote learning, this had been moved to spring 2021/fall 2021 implementation

SS2.2.1: Commuter Profile

Progress: Ongoing

Description: Utilize commuter survey data to create commuter profile that will be distributed to

Results: Information in the survey was collected prior to COVID-19 and no longer reflects the current commuter situation. Will plan to implement new survey when students return fully to campus and contrast results.

Question # 8

Recognizing that the potential to generate additional Student Service Fee income for FY2022 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2022 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

FY20 Base Budget Reduction (5%): \$58,666 in dollars per category.

1. Student Wages	30,622
2. Marketing	13,500
3. Professional Development/Travel	8,000
4. Office Supplies	6,544
	<u>\$58,666 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. Due to COVID we will not be having a Family Weekend on-campus so the income will not be even close to \$32,000.

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.