



CENTER FOR STUDENT INVOLVEMENT

PROGRAM QUESTIONNAIRE FOR FY 2023

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.

Mission

The Center for Student Involvement (CSI) creates an inclusive and accessible environment that provides meaningful and diverse learning and involvement opportunities to impact student success. Students will gain a sense of self and strong leadership skills, while becoming responsible and engaged citizens in their community.

The Center for Student Involvement achieves its mission by: coordinating and advising six University Sponsored Organizations that provide campus events and student-led programming initiatives (Student Program Board, Homecoming Board, Frontier Fiesta, Activities Funding Board, Metropolitan Volunteer Program, and Council for Cultural Activities); providing support, guidance and management for the University of Houston's 500+ registered student organizations and their advisors; campus-wide leadership and civic engagement centered on synergistic partnerships within campus, local and global community.

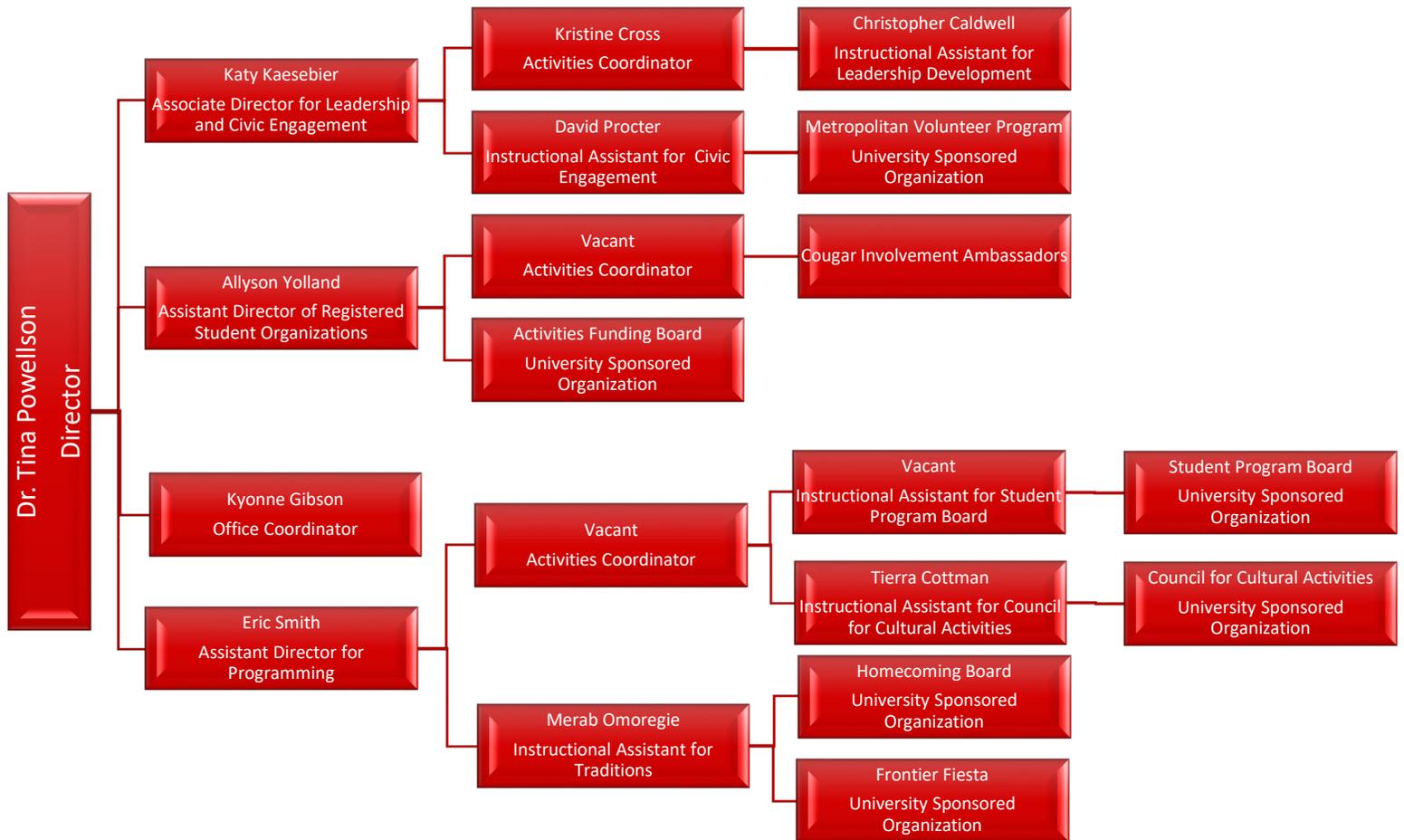
The Center for Student Involvement is positioned to have a significant positive influence on the university culture through programs and services. CSI creates a path for involvement that connects students to campus by serving as a campus resource and "first stop" for a student's involvement journey. The Center also designs self-discovery and competency development opportunities for students. The department works collaboratively with campus and community partners to provide a variety of programs. In addition, CSI provides a platform to engage students in experiential learning, while supporting them to craft their own experience as they pursue their passions and interests.

COVID-19 has had an immeasurable impact on student activities work. We have worked diligently to adjust our approach to include virtual resources and events to remain accessible and relevant to students. We were able to provide virtual events such as game nights, comedians, concerts, and more. The On Demand section provides students information on a variety of topics such as conflict management, leadership, marketing, etc. The department is committed to keep our students as engaged as possible whether or not they are physically on campus.

To keep pace with the growth of our student population, we are requesting FY23 One-Time to continue to improve and create programs and services that will assist in creating a greater variety of student involvement initiatives that focus on the development of a vibrant campus life.

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 2020-2021 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.

CSI Strategic Initiative #1: Student Success: Champion exceptional opportunities and services to support all UH students.

Action Steps 2020-2021:

- Executive leaders of university sponsored organizations (USO) will attend a series of workshops to further develop their leadership skills and understanding of their roles.
Achieved. USO student leaders were offered multiple training opportunities throughout the year covering topics such as marketing/branding, SFAC, and university contracts. These training sessions provided in-depth support for helping the students learn and navigate procedures impacting their roles.
- Expand opportunities for students to deepen their understanding of their personal strengths beyond the initial Student Organization Leadership Advancement (SOLAR) retreat.
Achieved In addition to the initial SOLAR retreat, CliftonStrengths certified CSI staff were able to offer one-hour individual coaching sessions for students. These coaching sessions allow for one-on-one attention to the students working directly with their individual strengths, helping them understand how to apply them effectively in their own lives. Also this year we were able to develop the framework for a new opportunity for student leaders that goes beyond the initial SOLAR program, SOLAR 2.0. Once fully launched, the program will help students go beyond their preliminary learning of their strengths, and find ways to apply the information in a more personal way. This program will be available to students who have participated in a previous SOLAR experience and are interested in taking the application of their strengths to the next level. We plan on launching the first SOLAR 2.0 during FY22.
- Students that are residents of the Impact Living Learning Community will learn about community-based leadership and how to have a positive impact on the community including both UH and the greater Houston community.
Achieved Throughout the year, residents of the Impact Living Learning Community attended service events, socials, and a series of meetings focused on the Social Change Model and how to build community. Residents also completed a series of service projects that were able to be completed in the Townhomes, such as decorating over 100 lunch bags that were used for food distribution with Kids Meals Houston. Through volunteer projects, such as working with the Campus Community Garden, residents learned about the impact of food deserts and hunger on the city of Houston and the Third Ward. They also learned about concrete actions they can take to spread awareness about, and alleviate, hunger within the local community.
- Through attending the Empower Women's Leadership Conference, students will gain an understanding of the impact of gender on leadership.
Achieved The Empower Women's Leadership Conference took place virtually on March 5, 2021, and had 100 attendees. Through a pre-conference with President Renu Khator, a keynote with Dr. Patrice Buckner Jackson (Associate Vice President for Student Affairs at August University), and a series of breakout workshops, attendees had the opportunity to learn about the impact of gender on leadership. Breakout sessions highlighted topics including imposter syndrome, understanding your identities, women in the workforce, and empowering LGBT+ leadership.

CSI Strategic Initiative #2: Resources: Evaluate, actively pursue, and leverage resources to enhance the UH experience.

Action Steps 2020-2021:

- The registration process for Registered Student Organizations will be reviewed and revised based on the results of feedback received from current/previous student leaders.

Completed. We were able to review the registration experience as we moved to an online process due to COVID-19. We asked students to give us their thoughts about their satisfaction with either an in person or online registration process. Students did have a significant preference for the online training, citing reasons such as accessibility and flexibility of time. They voiced that they preferred it all to be together (61%) rather than having Risk Management and Orientation as separate videos. Some of the feedback received mentioned the creation of a process to allow students to select either in person or online, as some students enjoyed interacting with other students and asking questions in person. Students also voiced ideas such as still requiring new officers to participate in training with CSI instead of just updating the memorandum to learn about available resources. Based on this information and the continuation of the COVID-19 pandemic, we will continue with a primarily online process.

CSI Strategic Initiative #3: Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.

Action Steps 2020-2021:

- A community partner alliance will be implemented to support the needs of the community and enhance the student civic engagement experience.

Partially Accomplished We have completed benchmarking in an attempt to find existing examples of community partner alliances, but have been unable to find a program to model ours after. Based on feedback from community partner needs in previous years, we hope to help build a network and strengthen communication between organizations and CSI in order to enhance the student experience. A list of community partners and contact information has been compiled in order to get various constituents involved, but many of the volunteer coordinators we previously worked with lost their positions or had staff transitions. Based on recent conversations with community partners, the needs of many community partners have adjusted, or are being adjusted, due to impacts of COVID-19. We plan to continue/resume conversations with our partners in order to identify the best way for this initiative to move forward so we can positively support both our students' experience and the impact in the community.

- Alumni affinity groups will be developed and engaged for each of the university sponsored organizations within the department to create mentorship, increase development/sponsorship, and/or strengthen their organizations.

Completed After evaluating survey data from all CSI USO alumni in our database, it was determined that most people were more interested in a USO alumni affinity group representing all of the CSI organizations, rather than a separate group for each USO. A committee of four alumni was identified from survey respondents with the goal of creating an alumni event. Due to COVID-19, the committee hosted a virtual reunion with 10 attendees during the month of March. Attendees expressed interest in doing an in-person reunion post-pandemic. CSI staff hopes to incorporate this into a future Homecoming event so we can re-establish relationships with our alumni and engage them with current students in a more meaningful way. As part of the newly created Pathways program for University Sponsored and Affiliated Organization leaders, four alumni will be hosting a "Fireside Chat" During 2021-2022. These Fireside Chats are designed for the alumni to share their experience as a student leader, share how their skills gained contribute to their current career, and to connect current students and alumni.

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.

Registered Student Organizations

This data allows us to track the overall engagement with our Registered Student Organizations, highlighting successes and areas for growth. During the end of FY20 and FY21 we have seen large impacts on our data due to COVID-19.

Activities	FY16	FY17	FY18	FY19	FY20*	FY21*
Registered Student Organizations	507	515	499	482	505	477
Event Registrations	2,356	3,829	3,608	3,847	3,505	1,169
Organization Orientations	25 Sessions 1,158 students	32 Sessions 1,240 students	29 sessions 1,128 students	22 sessions 1,121 students	27 sessions 1,199 students	1,100 students
Organization Fairs	<u>2015 Fall Cat's Back:</u> 135 <u>2016 Spring Cat's Back:</u> 151	<u>2016 Fall Cat's Back:</u> 163 <u>2017 Spring Cat's Back:</u> 135	<u>2017 Fall Cat's Back:</u> 168 <u>2018 Spring Cat's Back:</u> 128	<u>2018 Fall Cat's Back:</u> 199 <u>2019 Spring Cat's Back:</u> 149	<u>2019 Fall Cat's Back:</u> 232 <u>2020 Spring Cat's Back:</u> 147	<u>2020 Fall Cat's Back:</u> 169 <u>2021 Spring Cat's Back:</u> 130
Fall Cat's Back	N/A	N/A	N/A	3,426 Stamped Cards 3,573 swipes	3,041 stamped 3,156 swipes	1,356 (virtual)
Risk Management Training	22 Sessions 1,277 Students	32 Sessions 1,169 Students	31 sessions 1,053 students	1,150 students	1,266 students	1,100 students
Student Org Leadership Advancement Retreat (SOLAR)	Fall: 30* Spring: 14	Fall: 58 Spring: 63	Fall: 39 Spring: 43	Fall: 17 Spring: 24	Fall: 37 Spring: 54	Fall: 21 Spring: 30
Cougar Connection Series	Fall: 21 Spring: 48	Fall: 63 Spring: 120	Fall: 50 Spring: 65	Fall: 12 Spring: 13	Fall: 19 Spring: 14	Fall: 27 Spring: 9
Student Organization Leadership Development (SOLD) Workshops	19	24	25	18	15	12**

Website: Unique Page views	78,828	105,454	94,573	71,836	71,173	55,843
Page views	108,994	148,508	135,908	96,453	94,436	75,514

* COVID-19 impacted events causing cancellations and shifts to hosting them virtually

**SOLD workshops transitioned to be available virtually on-demand

University Sponsored Organization Programs & Events

This area allows us to track the effectiveness of our University Sponsored Organizations from one year to the next. The number of events and overall attendance each year are indicators of success and/or areas of growth each year. During the end of FY20 and FY21 we saw large impacts on our data due to COVID-19.

Organization	Events FY17	Attendance	Events FY18	Attendance	Events FY19	Attendance	Events FY20**	Attendance **	Events FY21	Attendance **
Council for Cultural Activities	3*	1,945	5	3,298	7	3,887	5	2,970	5	596
Student Program Board	104	23,183**	77	18,900	66	21,813	39	7,714	42	1,789
Frontier Fiesta	1	Thurs: 3,389 Fri: 5,857 Sat: 13,595 Total: 22,841	1	Thurs: 4,024 Fri: 4,698 Sat: 9,556 Total: 18,278	1	Thurs: 3,253 Fri: 4,564 Sat: 10,463 Total: 18,280	N/A*	N/A*	7	898
Metropolitan Volunteer Program	118	4,118	104	2,387	94	2,856	86	1,778	38	1,227
infraRED nights	5	1,735	5	1,690	4	3,351	3	2,075	4	575
Homecoming	10	5,088	9	5,070	8	3,852	10	4,418	10	1,071

*The first infraRED night of the year was rescheduled due to Tropical Storm Harvey.

** Events and programs were impacted (held virtually or cancelled) due to COVID-19

Leadership and Civic Engagement Events

This attendance data allows us to track overall engagement with Leadership and Civic Engagement programs from one year to the next. During the end of FY20 and FY21 we saw large impacts on our data due to COVID-19.

Event	FY15	FY16	FY17	FY18	FY19	FY20**	FY21**
Catalyst Leadership Institution	N/A	N/A	45	42	27	N/A	N/A
MLK Day of Service	455	260	260	165	205	166	38
WOW Day of Service	82	92	160	71*	147	162	34
Ignite Leadership Program – Fall	41	63	76	78	79	76	38

Ignite Leadership Program – Spring	43	41	49	48	63	55	41
Number Completed LeadUH Programs	N/A	LeadWell: 1 CoogCareers: 1 SOLD: 1	LeadWell: 1 CoogCareers: 13 RISE: 3 SOLD: 6	LeadWell: 3 CoogCareers: 18 RISE: 12 SOLD: 6 Affirm: 1 SOS: 6	LeadWell: 13 CoogCareers: 6 SOLD: 7 RISE: 16 Affirm: 5 SOS: 6	LeadWell: 2 CoogCareers: 1 SOLD: 10 RISE: 16 Affirm: 7 SOS: 9	LeadWell: 1 CoogCareers: 11 SOLD: 9 RISE: 6 Affirm: 5 SOS: 5
Number of Volunteer Service Hours (Get Involved)	374	522	10,560	15,605	21,172	16,712	4,672
Empower Annual Attendance	N/A	N/A	84	157	165	45**	100**
Hunger Banquet Annual Attendance	N/A	N/A	N/A	73	79	75	40**
End It Attendance	N/A	N/A	N/A	155	132	164	31**
Dance Marathon Fundraising Total	N/A	N/A	N/A	N/A	N/A	\$6,073.32**	\$3,478.19**

**Event was rescheduled and held immediately following Tropical Storm Harvey.*

***Events and programs were impacted (held virtually or cancelled) due to COVID-19*

1. Assessment Activity (to be included once assessment activities are completed)

1. **Registered Student Organization Registration**

We were unable to get students together for a focus group, but were able to create a survey to gather the assessment. 74% of students who responded preferred the online organization registration process. In terms of what students were able to gain, many areas were comparable (82-87% range), but in terms of understanding CSI, and the registration process, over 90% of students agreed that they were able to grasp these concepts online versus 70-88% in person. This shows there was a slight change in the effectiveness of the material from in person to online. We believe this is due to students being able to watch when it's convenient for them, as well as having the ability to rewind or pause if necessary. Students did have a significant preference for the online training for reasons like accessibility and flexibility of time. They voiced that they preferred it all to be together (61%) rather than having Risk Management and Orientation as separate videos. Some of the feedback received mentioned the creation of a process to allow for students to select either in person or online, as some students enjoyed interacting with other students and asking questions in person. Students also voiced ideas such as still requiring new officers to come in for training with CSI instead of just updating the memorandum to learn about the resources available when there is a change in officers after registration. Based on this feedback from students, and the continued impact of the COVID-19 pandemic, we will continue with a primarily online student organization registration process.

2. **University Sponsored Organization (USO) Student Leadership Experience**

Students serving as leaders in the 6 University Sponsored Organizations advised by CSI staff (Activities Funding Board, Council for Cultural Activities, Frontier Fiesta, Homecoming Board, Metropolitan Volunteer Program, and Student Program Board) received a survey during the Fall semester to gauge their intention of completing the Scarlet Seals of Excellence. Of the 60 student leaders, 15 students responded and 93% indicated the intention to complete at least one seal. At the end of FY21, USO student leaders have earned nine seals. CSI staff hopes to increase this number in FY22, and launched a program called Pathways designed to better support USO student leaders through the process of earning their Scarlet Seals of Excellence.

3. **LeadUH Longitudinal Data**

CSI used the existing database of students who have successfully completed one or more of the following program(s) to determine if/how students are using the knowledge and experiences gained through LeadUH programs. Programs included in this assessment are: Source of Strength (co-sponsored by Cougars in Recovery), SOLD (hosted by CSI), LeadWell (co-sponsored by UH Wellness), CoogCareers (co-sponsored by University Career Services), RISE (co-hosted by the Center for Diversity & Inclusion), SOLAR (hosted by CSI), and the Ignite Leadership Program (hosted by CSI). Survey responses highlighted Respondents were asked to share the top 3 skills gained from their experiences with a LeadUH program(s). The top 4 skills reported included the ability to lead a group of peers (42.86%), relationship building (42.86%), communication (35.71%), and how to be an inclusive leader (35.71%). Respondents shared qualitative examples of successfully being able to navigate working within an international field, working effectively within a team of engineers, incorporating inclusive practices within their organization, and gaining the confidence to step into the “working world” as a new professional. One respondent shared, “LeadUH programs taught me skills and competencies that I would not have learned or developed in the classroom alone. I was able to grow professionally and personally through learning, understanding, applying and practicing leadership skills on a regular basis. LeadUH offers a unique range of programs that will equip you with strong skills and how to convey these skills to set you apart in a pool of candidates.”

Benchmarking

Student Activities offices are structured in a variety of ways within the state of Texas. Below is benchmarking data that was shared by colleagues. Aside from Texas A&M University, no other university houses all four areas in Student Activities. Many areas are supported in different departments such Housing, Dean of Students, Student Union, or are standalone departments. This makes it challenging to make direct comparisons between University of Houston and benchmarked universities.

University	Areas	Budget (excluding salaries)	Staff
University of Houston	Leadership, Civic Engagement, RSO, Programming	\$142,916	8 full time staff 5 graduate assistants
Texas A&M University, College Station	Leadership, Service, RSO, Campus Engagement/Traditions	\$106,365 (unable to obtain full budget)	14 full time staff 6 graduate assistants
Texas Tech University	Only Programming (all other areas are within other departments)	\$323,433	5 full time staff 7 part-time staff
Texas State University	Civic Engagement, RSO, Campus Programming/Traditions, Leadership	\$256,872	11 full time staff 7 graduate assistants
University of Texas, Austin	Only RSO (all other areas are within other departments)	\$105,618	5 full time staff 4 graduate assistants

Question #5

Please discuss any budget or organizational changes experienced since your last (FY2022) 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.

Over the past year, the department has experienced some transition of staff for positive reasons. Ja’Nelle King, previously the Assistant Director for Registered Student Organizations (RSOs), was selected as the Director for Fraternity and Sorority Life. Michael Crook, previously the Assistant Director for Programming, was selected as the Assistant Director in the Center for Diversity and Inclusion. Both of those transitions, left unexpended salary dollars. Allyson Yolland, previously Activities Coordinator for RSOs, we promoted into the Assistant Director role leaving the Activities Coordinator position vacant. The Activities Coordinator for Programming was also vacant for a portion of the academic year as that position was filled in January 2020. Also with the pandemic, we had significantly reduced hours for our student employees.

Question #6

If you unit concluded FY2021 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.).

Center for Student Involvement is returning \$165,787 to the Student Fees Advisory Committee.

- \$103,047 is in salary/wages/fringe
- \$62,741 in M&O/Travel

As stated before, over the past year, the department has experienced some transition of staff for positive reasons. Ja’Nelle King, previously the Assistant Director for Registered Student Organizations (RSOs), was selected as the Director for Fraternity and Sorority Life. Michael Crook, previously the Assistant Director for Programming, was selected as the Assistant Director in the Center for Diversity and Inclusion. Both of those transitions, left unexpended salary dollars. Allyson Yolland, previously Activities Coordinator for RSOs, we promoted into the Assistant Director role leaving the Activities Coordinator position vacant. The Activities Coordinator for Programming was also vacant for a portion of the academic year as that position was filled in January 2020. Also with the pandemic, we had significantly reduced hours for our student employees.

As many departments, the remaining dollars in M&O were due to the transition of campus to remote work and virtual programs through the end of the fiscal year. A number of events were cancelled or transitioned to virtual platforms such as Zoom or Teams. Expenses for virtual programs are significantly less. Events that were cancelled include infraRED nights, Campus Leaders Ceremony, Party in the Park, UH Sugar Land Spring Fling, and in-person Empower Leadership Conference. Events that were transitioned to virtual would include the Executive Leadership Retreat and Ignite graduation. Conference travel for staff did not occur this year due to the pandemic.

Question #7

Please list your 2022-2023 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.

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

Action Steps 2022-2023

- Engage in a review process of involvement offerings by the department to determine if programs and initiatives remain relevant to current students.
- Conduct a program review with past Ignite graduates to ascertain satisfaction with content and delivery method.
- Develop an intentional mapping process of all involvement opportunities with the Scarlet Seals of Excellence to create a seamless integration of learning.
- Create an involvement incentive program, complementing Pindamonium, to increase student motivations for engagement.
- Develop an action plan based on the External Review Committee taking place in Spring 2022.

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

Action Steps 2022-2023

- In partnership with Student Housing and Residential Life, launch a new initiative to train and implement Involvement Ambassadors within residence halls to encourage involvement and demonstrate the value of intentional engagement.
- Engage with new campus partners to initiate the development of thematic leadership programs.
- Educate students about the Houston community through supporting, highlighting, and using local vendors, community partners, and intentional marketing and social media efforts.

Question #8

Recognizing that the potential to generate additional Student Service Fee income for FY2023 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 FY2023 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.

As only a portion of departmental budget will remain funded by SFAC in FY2023, a 5% reduction will be \$18,089.82. The remaining budget is only staff, student employees, and instructional assistants, leaving limited options for budgetary cuts. As we would like to avoid cutting full-time positions, this would leave a reduction in student employees (Cougar Involvement Ambassadors) and/or potentially an instructional assistant who supports staff and the university sponsored organizations.

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 Center for Student Involvement receives its funding from the Student Fee Advisory Committee from student activity fee dollars, and beginning in FY23 from Student Center fees. The Center is working with the Division of Student Affairs and Enrollment Services to identify development funding sources for Leadership and Civic Engagement, RSO educational opportunities, and to support campus traditions including Homecoming and Frontier Fiesta.

For the Campus Leaders Reception, the Center for Student Involvement received an endowed leadership scholarship for \$1,000 annually. The Michael and Lisa Sachs Scholarship is awarded to an undergraduate student enrolled at the University of Houston who is actively participating in a role within a co-curricular activity or student organization. This scholarship recognizes highly motivated UH students, exhibiting leadership qualities and campus involvement, to assist them in attaining their educational goals.

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.

There is some overlap between the services that the Center for Student Involvement offers to registered student organizations and the work of several of our academic colleges. There is overlap in coordinating University Sponsored Organizations as the Center for Student Media coordinates efforts of the Affiliated Organizations, The Cougar, Student Video Network, and Coog Radio and the advising of Student Government Association by the Assistant Vice President for Student Affairs. However, no other department on campus provides leadership and civic engagement opportunities for all students, programming, coordinating fee funded organizations, and a suite of services for registered student organizations.