

# DEAN OF STUDENTS

*Your Student Success Advocates!*

## SFAC PROGRAM QUESTIONNAIRE RESPONSES FISCAL YEAR 2023

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 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:  
<https://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* - 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.

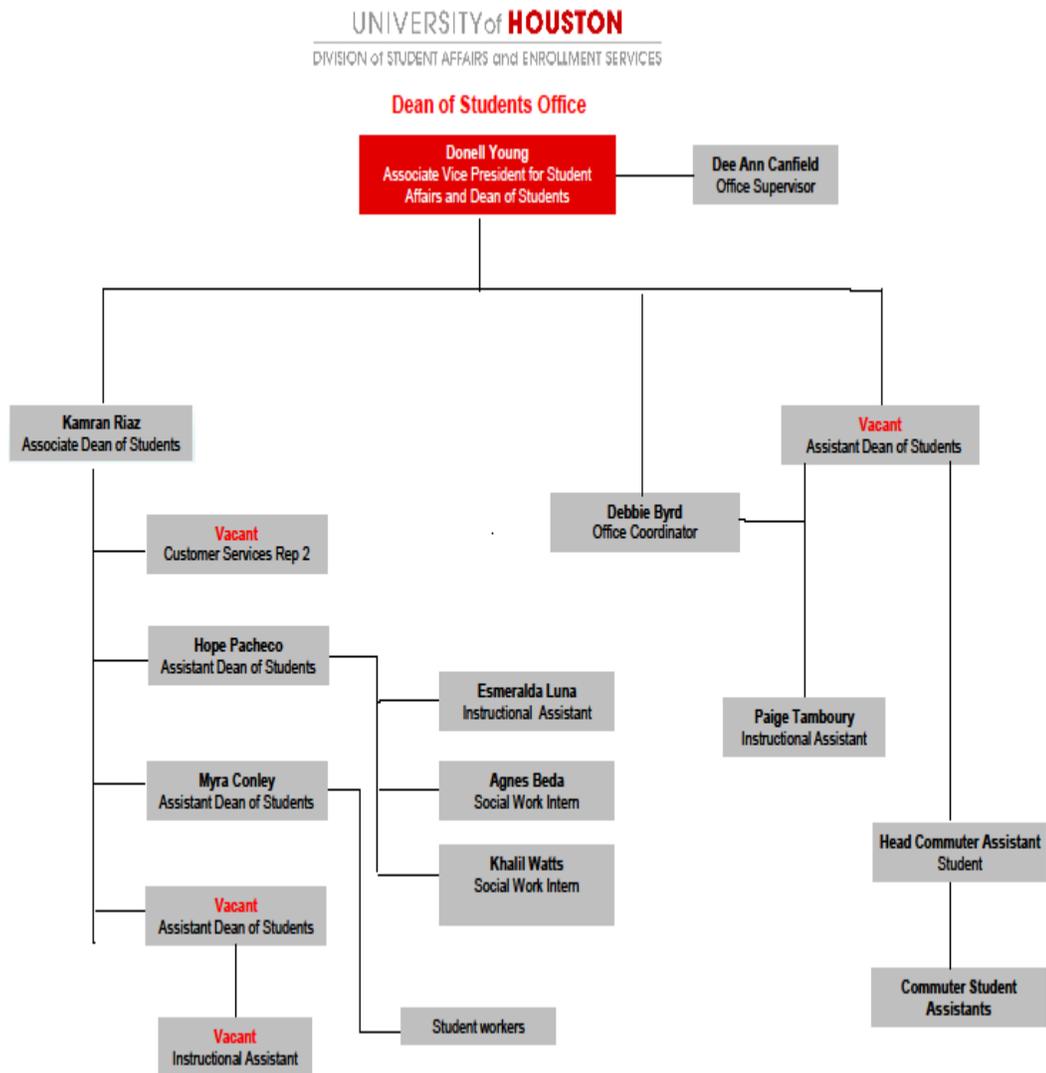
SOS also works in collaboration with our campus, community, and community partners to help identify students who may be experiencing complex personal difficulty such as a crisis or distress that impacts their social, personal, and/or academic stability.

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 2020-21 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: [The 2019 – 2023 Strategic Plan - University of Houston \(uh.edu\)](#)

UH Goals: [Strategic Plan - University of Houston \(uh.edu\)](#)

Response:

Align Student Outreach and Support services with professional case management standards (DSAES Strategic Initiative – Student Success)

#### **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

Develop a "I'M IN!" program/campaign to get students to commit to the ideas of community and care (DSAES Strategic Initiative – Student Success)

#### **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.

Create the "UH Student Spotlight" series where we highlight the UH community contributions of various students on a weekly basis (DSAES Strategic Initiative – Student Success)

#### **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

Benchmark, Develop and Implement UHLead program for Las Comadres (DSAES Strategic Initiative – Student Success)

#### **SS5.1.3 ComadresLead**

**Progress:** Delayed

**Results:** Program set to launch in October 2021

Develop a Sugarland presence/integrate our involvement to support UHSL students (DSAES Strategic Initiative – Student Success)

**SS5.1.1: UHSL Presence**

**Progress:** Ongoing

**Description:** Develop a Sugarland presence/integrate our involvement to support UHSL students

**Results:** Working with UHSL leadership on this. Have visited UHSL as needed. Also have made some services to UHSL students available on-line.

**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 of information sheets for website.

**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.

**Translate pertinent online, public-facing documents to Spanish and possibly other languages (DSAES Strategic Initiative – Resources)**

**Progress:** On hold

**Results:** Due resources, COVID-19 and turnover in the Dean of Students Office this project is on hold

**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 2021-2022.

**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 fall 2021/spring 2022 implementation

**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:

<b>Conduct Referral (by type)</b>	<b>2019-20</b>	<b>2020-21</b>
Alcohol related violations	231	56
Disruption/obstruction	57	49
Drug use/possession/sale & paraphernalia	75	30
Mental or bodily harm	78	52
SHRL Smoking policy	59	39
<b>Location of incident occurrence</b>		
Cougar Village II	157	72
University Lofts	72	69
Off-Campus	39	08
Cougar Village I	139	280
Moody Towers (north & south)	68	55
Bayou Oaks	124	35
Cougar Place	10	05
Parking lots/roads/garages	110	49
<b>Top Referral sources</b>		
Student Housing & Residence Life	689	1202
UH Departments/offices	26	39
UHPD	248	175
Student	70	26
College/Faculty	90	81
Parking	58	57

<b>Total individual cases</b>	1186	1477
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Other DOS services, processes and programs:

<b>DOS Services &amp; Programs</b>	<b>2019-20</b>	<b>2020-21</b>
Student Outreach and Support-Case Management (CART and Case Management)	211	125
Event registration requests (Freedom of Expression)	831	517
Alcohol registration requests	25	11
Campus program for minors programs	18	34
Family weekend attendees	1320	

## **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.

Response:

Since our last SFAC request we had the following full-time people left the university due to retirement or better opportunities.

Willie Mae Lewis, Customer Service Rep II. She retired at the end of October 2020. This position is still vacant.

Dr. Doug Eck, Assistant Dean of Students left the Dean of Students Office in August 2021. This position is still vacant.

Ms. Andrea Mitchen, Assistant Dean of Students left the Dean of Students Office in September 2021. This position is still vacant.

Due to COID-19 we did not fill all of our student positions.

All of the above lead to some salary and benefits money in the budget.

**Question # 6:**

If your unit concluded FY2021 with a Fund 3 addition to Fund Equity 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 \$90,126 was returned to Reserve. Following is the breakdown:

- Salary/Wages/Fringe - \$68,622
- Maintenance & Operations/Travel - \$16,097
- Admin. Charges - \$ 5407

As mentioned in response to question # 5. Our customer service representative position has been vacant since October 2020. Also due to COVID-19 office closure number of our Instructional Assistants and student positions were not filled leaving money 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 was the reason for money in the Maintenance & Operations account.

### **Question #7:**

Please list your 2022-2023 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:

1. Use DOS assessment data to demonstrate/track the contributions of DOS related to student recruitment, retention, graduation rate, engagement and sense of belonging. (DSAES Strategic Initiative – Student Success)
2. Increase parent engagement and communication to assist in student persistence and progress toward degree completion by utilizing a Campus ESP technology platform – Campus ESP. (DSAES Strategic Initiative – Student Success)
3. Ensure DOS’ programs and services complement and contribute to the university’s strategic plan for inclusive excellence by standardizing equitable, inclusive, fair hiring, training practices and attending inclusion, diversity and equity training, webinars etc. (DSAES Strategic Initiative – Division Cohension)
4. Develop collaborative student success/engagement programs and services with CLC, ISSSO, WGRC and Veteran Services (DSAES Strategic Initiative – Partnership)
5. Re-examine the Commuter Services Mentoring Program to enhance student engagement and success (DSAES Strategic Initiative – Student Success)
6. Develop/enhance professional and student staff onboarding system, update new employee and student employee handbook (DSAES Strategic Initiative – Resources)
7. Establish Student Peer Hearing Board to foster student growth and development and contribute to an environment that thoughtfully balances the interests of the individual with the values of the community. (DSAES Strategic Initiative – Student Success)
8. Increase engagement and participation at Family Weekend and encourage students to spend time with their families, friends, and supporters for this fun and exciting event.
  - a. Develop inclusive language and marketing materials to encourage students without close familial relationships, friends, supporter to feel more welcome to attend Family Weekend events and activities. (DSAES Strategic Initiative – Partnerships)

9. Review/revise the DOS Leadership Council to enhance student engagement and success for students in the campus community and provide leadership development for the student involved in the council. (DSAES Strategic Initiative – Student Success)
10. Review/Revise University of Houston’s Student Code of Conduct. (DSAES Strategic Initiative – Resources)
11. Create Comprehensive marketing Plan and disseminate marketing materials to internal and external partners that highlight the impact of DOS programs and services on students. (DSAES Strategic Initiative – Partnerships)
12. Establish CARE/CASE Manager position. The responsibilities of the Case Manager include assuming a primary role in the assessment, referral, and case management of various student issues, including health and mental health emergencies. (DSAES Strategic Initiative – Student Success)

**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 approved FY2023 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Response:

FY2023 Base Budget Reduction 5% of 1,274,069 in dollars per category.

1. Student Wages	23,000
2. Marketing	5,000
3. Professional Development/Travel	10,000
4. Programming	10,703
	<u>\$63,703 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 \$40,000 in registration fees. Due to COVID the number of Family Weekend have been down so the income from Family Weekend will be down at least in FY2022.

**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.