UNIVERSITY of
HOUSTON
STUDENT AFFAIRS & ENROLLMENT SERVICES
Dean of Students Office

Goals: 2018 - 2019

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

   a. *Launch targeted and intentional social media plan in August, 2018*

   b. *Leverage DOS Leadership Council in spearheading major campus project (i.e. food pantry, etc.)*

   c. *Explore options for making student conduct process paperless.*

   d. *Integrate a Dean-on-call Online accessibility option*

   e. *Translate pertinent online and public-facing documents to Spanish and other languages*

   f. *Align Student Outreach and Support services with professional Case Management Standards*

   g. *Explore utilizing Mapworks and SharePoint with SOS Collaboratives (Coordinated Care, Self-Care Coaching and Las Comadres College Mentoring Program)*

   h. *Develop and launch the Student Outreach and Support newsletter*

   i. *Coordinate tabling schedule at different venues for DOS outreach, including display and presentation materials*

   j. *Work with campus partners to build "student profile" information ahead of time-of-service appointment with SOS and Student Advocacy (i.e. Maxient, PeopleSoft, MapWorks, Advisor portals, etc.)*

   k. *Assess student learning that occurs as a student employee within the Dean of Students office*

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

   a. *Continue to collect customer service feedback through survey*

   b. *Conduct focus groups and/or secret shopper experience*

   c. *Collect feedback on content and open rate for Student Outreach and Support Newsletter*

d. *Continue to collect assessment data on Student Outreach and Support Collaborative*

e. *Reach out to at least three departments on-campus and do presentations informing them about the services provided by DOS*

f. *Utilize commuter survey data to create commuter profile that will be distributed to campus partners*

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

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

b. *Partner with UHPD to establish an MOU regarding student behavior, development, and discipline to ensure best practices are in place for students*

c. *Develop strategic partnerships with campus and community organizations to participate in SOS CARE Fair*

d. *Develop strategic SOS partnership to support (through sponsorship) an existing or new program focused on student support*

e. *Assist UHSL faculty and staff with the interpretation and implementation of UH Policies and Procedures*

f. *Empower SHRL to place and remove 100% of their own conduct holds*

g. *Create a campus partners advisory/work group for Parent & Family Programs*

h. *Partner with faculty (academic affairs) to create strategic partnership opportunities that enhance faculty member awareness of DOS programs and services*