

STUDENT FEES ADVISORY COMMITTEE (SFAC)
FY2027 PROGRAM QUESTIONNAIRE

Please answer the questions below. The totality of your responses should give the members of the Committee a comprehensive understanding of the role and function of your unit(s).

Questionnaire completed by (please include name, title, email, and phone number):

1. Please provide in brief terms: your unit's mission, goals that support your mission, and a justification of your unit's student fee allocation in terms of benefits for students.

The Dean of Students Office is deeply committed to supporting the holistic development and success of every student. We recognize that a student's college journey extends far beyond academics—it includes their emotional well-being, personal growth, sense of belonging, and connection to community. We provide proactive support through advocacy services, crisis response, and conduct education, all designed to ensure students can navigate challenges while staying on track academically and personally. Programs like Student Outreach and Support offer individualized case management, helping students connect with resources ranging from mental health support to housing and financial assistance. Through initiatives like Family Weekend, Fam Fest, regular communication via the Cougar Family Connect portal, and informational sessions during orientation and preview days, we actively engage families as partners. Our office works to keep families informed, connected, and empowered to support their students throughout their time at UH.

It is important to note that identifying students at high risk is of the utmost importance for the work of DOS. The Dean of Students Office works with a minimum of 5,000 unique student cases annually in which student behavior/conduct, mental health and wellbeing, and or other advocacy issues have presented that the student may be at risk to not succeed. Custom work, identifying interventions to offer support and/or developmental growth is the keystone for our work within DOS. In collaboration with many partners on campus, our staff completes a tremendous amount of work advocating for student success.

2. Please discuss the means that you are utilizing to evaluate your success in achieving the DSA strategic initiatives as well as action steps in contributing to the retention of students. Where data exists, discuss any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting this data.

The Dean of Students Office utilizes a comprehensive, data-driven approach to evaluate our effectiveness in supporting the DSA's strategic initiatives and contributing to student retention. Our efforts focus on proactive outreach, responsive support, and meaningful engagement, all of which are tracked and assessed using a range of tools and platforms. From evaluating the impact of educational programming, to tracking student progress post-hospitalization and/or separation from campus – assessment is the cornerstone of evaluating our efforts.

We use Maxient, our centralized case management software, to track and manage all student conduct cases and student outreach and support (SOS) interventions. This system allows us to monitor trends in student behavior, identify students in distress, and ensure timely follow-up and resolution. Through Maxient reporting and analytics, we assess the volume, nature, and outcomes of conduct and SOS cases, providing insight into student needs and the effectiveness of our interventions in keeping students on track academically and personally.

Family engagement is tracked through the Cougar Family Connect portal, which allows us to monitor user activity, subscription data, and content engagement. This helps us evaluate how well we are informing and empowering families to support their students. Analytics from this platform allow us to refine our communication and identify opportunities for deeper family involvement an essential factor in student retention and support.

We regularly collect feedback and participation data through Microsoft Forms, Qualtrics, and Get Involved to assess the impact of events like A.D. Bruce Free Lunches, Football Tailgates, Family Weekend, Fam Fest, Lunch & Learns, and Commuter Student Services events. These tools help us capture attendance numbers, participant demographics, and satisfaction ratings, as well as learning outcomes where applicable. For example, post-event surveys often assess changes in awareness of student resources or confidence in navigating campus processes.

We track Instagram metrics (followers, impressions, reach, and engagement rates) to measure the impact of our digital outreach. Social media serves as a primary channel for connecting with students and families, and increasing engagement correlates with improved awareness of support services and events that foster retention.

By leveraging technology platforms such as Maxient, Cougar Family Connect portal, Microsoft Forms, Qualtrics, Get Involved, and Instagram analytics, the Dean of Students Office evaluates its effectiveness in real-time. This multi-modal assessment strategy allows us to continuously adapt our efforts, support at-risk students proactively, engage families meaningfully, and align with the DSA's strategic priorities ultimately contributing to the persistence and success of our students.

3. Please discuss any budget or organizational changes experienced since your last (FY2026) 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.

The most significant addition to the DOS budget was the support of 1 additional Assistant Dean of Students to support the area of Student Conduct. This position has allowed for the better management of student conduct cases, the expansion of the Core Values Decision Making Workshop to include weekly sessions of our most successful educational sanction, and advisory support for the re-establishment of SGA specifically in the area of the Supreme Court Justices. Most importantly, DOS has also been better staffed to assist with general on-call services supporting students in need of advocacy.

4. Please use the following file naming conventions when submitting your pdf files to the Dean of Students:

FY27Q_DepartmentName	Questionnaire
FY27AOT25a_DepartmentName	Add'l One time request - change "a" to "b", "c", etc. for additional one-time requests
FY27WS_DepartmentName	Excel worksheet
FY27OTa_DepartmentName	One time request - change "a" to "b", "c", etc. for multiple one-time requests
FY27PRES_DepartmentName	Presentation