



SUPPORTING STUDENT SUCCESS

Dr. Richard Walker
Vice Chancellor/Vice
President for Student Affairs
and Enrollment Services

UNIVERSITY of
HOUSTON
STUDENT AFFAIRS & ENROLLMENT SERVICES

MISSION

We cultivate an environment that facilitates student success through learning, discovery, and engagement.

VISION

We will provide a nationally acclaimed student experience that results in a valuable impact on persistence and graduation.

VALUES

We are committed to an ethic of care, including a commitment to civility and individual growth and learning, while holding firm and true to our core values.

OUR CORE VALUES



TRANSPARENCY



EMPOWERMENT



ACCOUNTABILITY



DIVERSITY

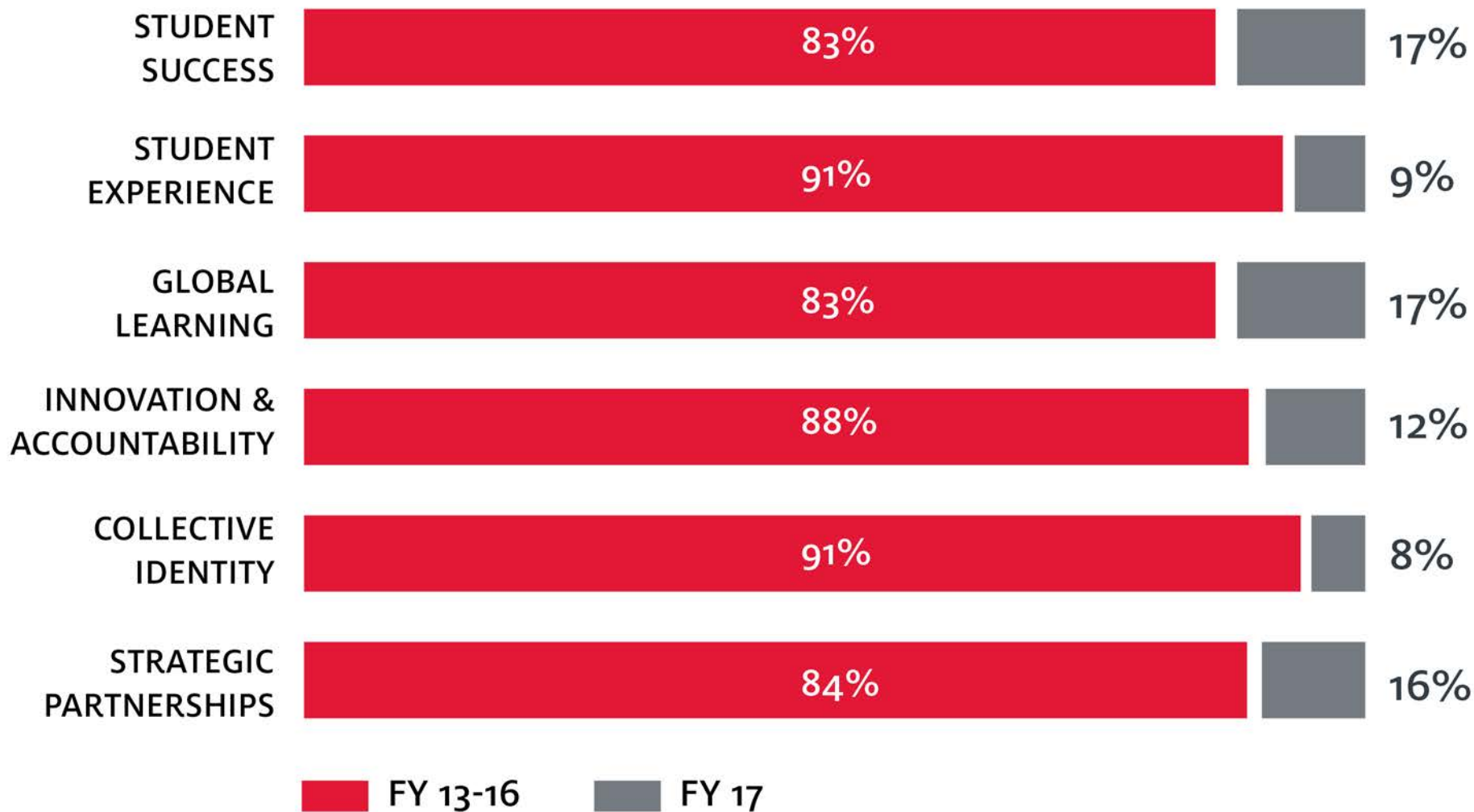


COLLABORATION



INNOVATION

STRATEGIC INITIATIVE PROGRESS



DIVISIONAL FY16 ACCOMPLISHMENTS



Division of Student Affairs
and Enrollment Services
Expanded to UH Sugar Land



Hosted the University of Houston
System Student Affairs & Enrollment
Services Leadership Conference



Tobacco Free Policy revisions approved

DIVISIONAL FY16 ACCOMPLISHMENTS



Division-wide IT ticket system implemented for resolving desktop support issues



Implemented “Salutations” online Sexual Misconduct Training for all new students



Lumina Foundation - Beyond Financial Aid

The Division of Student Affairs and Enrollment Services
is comprised of:

5

FUNCTIONAL AREAS

GET INVOLVED
STAY HEALTHY
LIVE ON CAMPUS
GET SUPPORT
TAKE CHARGE

A photograph of students sitting on bleachers, overlaid with a semi-transparent red filter. The students are engaged in conversation and using laptops. One student in the foreground is wearing a t-shirt with 'RED' printed on it. Another student is holding a laptop with 'ASUS' visible. The overall scene suggests a collaborative student environment.

FRATERNITY & SORORITY LIFE

STUDENT CENTERS

STUDENT INVOLVEMENT

STUDENT MEDIA

GET INVOLVED


GET INVOLVED ACCOMPLISHMENTS



- Over 30,000 recorded visitors on August 30th in **Student Center North & South**



- **Center for Student Involvement** reached 2,356 registered events
 - **91%** increase from 2015
- The **fraternity/sorority community** saw an 11% increase in overall membership



**A.D. BRUCE RELIGION CENTER
CAMPUS RECREATION
CENTER FOR STUDENTS WITH DISABILITIES
COUNSELING AND PSYCHOLOGICAL SERVICES
HEALTH CENTER
UH WELLNESS**

STAY HEALTHY

STAY HEALTHY ACCOMPLISHMENTS



- 22% increase in new students scheduling intake appointments with the **Center for Students with DisABILITIES**



- **A.D. Bruce Religion Center** Hosted the UH Vigil for Orlando and Prayers for the People
- 41% increase in usage of programs and services with **UH Wellness**

STAY HEALTHY ACCOMPLISHMENTS



- New **Campus Recreation** partnerships contributed to 27 multi-day competitive events and 1 new recreation program



- 659% increase in student usage of patient web portal at the **Health Center**
- Crisis counseling and ongoing therapy with **Counseling and Psychological Services** increased by 15%



**STUDENT HOUSING &
RESIDENTIAL LIFE**

LIVE ON CAMPUS

LIVE ON CAMPUS ACCOMPLISHMENTS



- **Student Housing and Residential Life** was awarded the 2017 Teach for America conference



- Undergraduate students who live on campus average **3.7 more semester credit hours** than those who do not live on campus
- **8% increase** in FTICs living on campus since 2010
 - **2%** increase since 2015

LIVE ON CAMPUS ACCOMPLISHMENTS



- Board of Regents approved funding for \$80,000,000 **Quadrangle Replacement Project**



- Student Housing and Residential Life ranks **#1 in Satisfaction** compared to other Tier One, Public Research Universities in Texas

GET SUPPORT

DIVERSITY AND INCLUSION
CHILDREN'S LEARNING CENTER
COUGARS IN RECOVERY
DEAN OF STUDENTS
LGBTQ RESOURCE CENTER
UNIVERSITY CAREER SERVICES
URBAN EXPERIENCE PROGRAM
WOMEN AND GENDER RESOURCE CENTER
VETERAN SERVICES

PROTECT
TRANS
YOUTH



GET SUPPORT ACCOMPLISHMENTS



- **Cougars in Recovery** increased their student population by 57% from FY 15
- Child care assistance for student parents in the **Children's Learning Center** totaled \$217,264.00 in FY16
- **Urban Experience Program** created partnerships with Teach Forward Houston and HISD College Readiness, while developing Foster Care Programming and Food Assistance initiatives

GET SUPPORT ACCOMPLISHMENTS



- **LGBTQ Resource Center** achieved a 59% increase in programs
- **University Career Services** increased the total number of employers by 13% and increased student participation at career fairs by 40%



- Veteran Services recorded a 71% increase in **Military-Connected** student engagement

GET SUPPORT ACCOMPLISHMENTS



- **Center for Diversity and Inclusion** offered 66 diversity workshops
- 265% increase in FTIC commuter students who signed up for the **Commuter Assistant** program
- **Women and Gender Resource Center** increased overall engagement by 12% to over 4,000 touch-points



ADMISSIONS

CAMPUS SOLUTIONS SERVICES

ES COMMUNICATION & MARKETING

INTEGRATED ENROLLMENT SERVICES

SCHOLARSHIPS AND FINANCIAL AID

OFFICE OF THE UNIVERSITY REGISTRAR

TAKE CHARGE

TAKE CHARGE ACCOMPLISHMENTS



- **Communication and Marketing** revamped the admitted student packet which engaged 1,111 accepted freshmen and 1,106 transfer students
- **Office of the Registrar** recorded an 18% increase in students applying to graduate over the past 5 years & reported a decrease in degree processing time from 47 to 16 days

TAKE CHARGE ACCOMPLISHMENTS



- **Scholarships and Financial Aid** changed the process for Title IV fund returns keeping \$1.3 million in our students' pockets
- **Campus Solutions Services** delivered 175 pieces of new functionality and increased routine support by 84% while preparing for the UH Downtown migration
- **Integrated Enrollment Services (IES)** significantly supported the transfer of the School of Nursing offering from UH Victoria to UH
 - IES also contributed to the creation of the **School of the Arts** for Fall 2016

TAKE CHARGE ACCOMPLISHMENTS



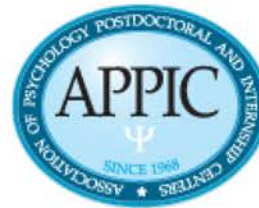
- **Office of Admissions** increased FTIC enrollment by 2.6% and transfer student enrollment by 4.5%

PROFESSIONAL DEVELOPMENT

97 PRESENTATIONS / 59 LEADERSHIP ROLES



Association of College Unions International



AMERICAN COUNSELING ASSOCIATION



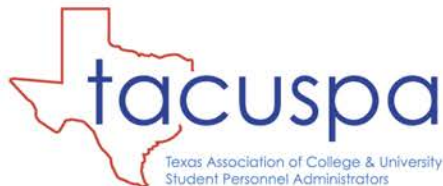
NASPA
Student Affairs Administrators
in Higher Education



NATIONAL INTRAMURAL-RECREATIONAL
SPORTS ASSOCIATION



HIGHER EDUCATION USER GROUP



RECOGNITION AND AWARDS



- Southwest Association of College & University Housing Officers Awards
 - Maria Honey** - Bob Cooke Distinguished Service Award
 - Kenny Mauk** - Presidential Service Award
 - Jackie Stelmaszczyk** - New Professional Staff Member of Distinction

- **Student Housing and Residential Life's Opening Committee** received the UH Team Excellence Award



- **DSAES Assessment Committee** received the NASPA Assessment Evaluation and Research Knowledge Community Innovation Award

RECOGNITION AND AWARDS



- **Student Veterans of America Chapter** at the University of Houston was selected in the Top 6 Business plans and won a \$2,000 dollar grant
- **The Cougar** received the Pacemaker Award and the Silver Award for Graphic Excellence
- ACUI “Steal This Idea Graphics Competition”
 - 1st place for **Logo Design**
 - 1st, 2nd, and 3rd place for **Poster Design**
 - 1st place for **Interior and Wall Art**
 - 3rd place for **T-shirt Design**

FY17 INITIATIVES



Quad Replacement
Project



Diversity and Inclusion



NASPA Lead Initiative



Customer Service
Standard



CUSTOMER SERVICE STANDARD

The Division of Student Affairs and Enrollment Services staff engage customers with an **ethic of care** in a manner that demonstrates **courtesy, attentiveness, active listening, proactive problem-solving, and patience** while executing the functions of their job. It is expected that staff across the division **possess cultural sensitivity and awareness** of our diverse customers.



**WHAT HAVE YOU
DONE TODAY
TO MAKE YOU
FEEL PROUD?**