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

Goals: 2017 - 2018

A. **DOS staff will be able to articulate, support, and assist all programs and services within the office.** *(DSAES Value: Transparency & Accountability)*

   a. Create plan over the summer to cross-train all staff on all programs, services and policies facilitated within DOS.
      i. Staff meeting presentations of programs & services
      ii. Develop intentional opportunities to include DOS staff to participate in DOS services and initiatives

   b. Develop 'ONE PAGE' fact sheet for each functional area within DOS to highlight: learning outcomes, measures, student success initiatives, Primary Contact, and how to locate more information.

   c. Review, amend and update DOS mission.

   d. Create standard "DOS overview" presentation that can be facilitated by all staff to any audience.

   e. Review and update on-boarding process.

B. **Increase awareness and engagement of DOS programs and services.** *(DSAES Value: Transparency & Collaboration)*

   a. Expand parent and family program committees beyond DSAES partners.

   b. Each staff member will be responsible for presenting a "DOS Overview" at the staff meeting of at least 3 other department/entities on campus.

   c. Host 'Open House' for faculty/staff before FY19 school year starts.

   d. Host an end-of-year appreciation event for valuable stakeholders and strategic partners.

   e. Create and implement a social media plan that effectively and regularly utilizes all existing DOS accounts for targeted stakeholder engagements.

   f. Modify DOS website to include more information. Make reports more transparent and link to social media platforms. Explore the possibility of adding functionality (i.e. scheduling, live-chat, etc.)

g. Setup an "Ask the DOS staff/Student Advocacy" table in the Student Center & Satellite lobby once a week for a few hours to assist students with drop-in questions.

h. Explore presence at UH Sugarland campus.

C. Create and use benchmarks to improve essential DOS programs and services. *(DSAES Value: Accountability)*

a. Utilize software that allows DOS to track open and click through rates of mandated communications.

b. Develop and implement learning/programming outcomes for services and programs.

c. Track attendance at all events.

d. Survey student satisfaction with CSS events at all events to be able to better tailor the program offerings.

e. Develop a customer service assessment for all customers to take (bottom of an email, like SHRL).

f. Develop an assessment for targeted SOS services.

g. Staff will review practices to determine effective sanctions. Explore and share any new practical innovations/initiatives that would be beneficial to implement in the future.

h. Staff will share any new information and successful remedies that benefit students in the advocacy experience.

D. Use student perceptions and interactions to improve programs, services, and communication strategies. *(DSAES Value: Accountability & Diversity)*

a. Include students on parent and family program planning committees.

b. Develop intake survey that captures student data and perceptions of office before service.

c. Conduct focus groups with targeted student groups to gain perceptions and understanding of DOS programs and services.

d. Utilize staff meetings to bring in education/awareness on targeted student populations

e. Expand the Commuter Student Services - Commuter Assistant program to better serve a diverse population of students including transfer students, non-traditional students, and graduate students.

f. Staff will review annually the overall scheduling and confirming of appointment processes for students in the conduct process.