



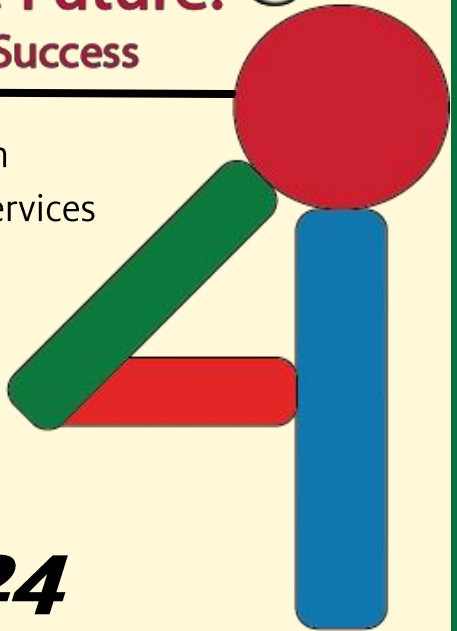
**Casting the Future:**  
Strategies for Success



The University of Houston System  
Student Affairs and Enrollment Services  
Leadership Conference

Hosted at the Student Center South,  
Houston Room 220  
on the University of Houston Campus

***May 22, 2024***





# Welcome to the 2024 University of Houston System Leadership Conference

Dear Colleagues,

It is with great enthusiasm that I welcome you to the 2024 University of Houston System Leadership Conference. As we gather for this significant event, under the banner of "4Casting the Future: Strategies for Success," we stand on the threshold of envisioning and shaping the future of higher education leadership across our esteemed institutions.

This year marks a pivotal moment as we delve into the theme of "4Casting the Future: Strategies for Success." It is a theme that not only acknowledges the complexities and challenges we face in higher education but also celebrates our collective resolve to forge ahead with innovative strategies that promise success for our institutions, our students, and the broader communities we serve. Our commitment to professional development, collaboration, and building bridges remains steadfast as we navigate these times together.

I am particularly honored to host this year's conference on our beautiful campus here at the University of Houston. Bringing our colleagues from each of our universities underscores the spirit of unity and collaboration that characterizes our system.

A heartfelt thank you to the dedicated Student Affairs and Enrollment Services planning committee, spearheaded by Dr. Daniel Maxwell, Dr. Monica Thompson and Dr. Patrick Lukingbeal, whose tireless efforts have culminated in what promises to be an enriching and inspiring conference. Their leadership and vision have been instrumental in bringing this event to fruition.

Our conference is enriched by the insights and expertise of our workshop presenters, whose contributions are pivotal to our professional growth. I extend my sincere appreciation to each of you for your willingness to share your knowledge and experiences with us.

I am also thrilled to welcome Dr. Tomikia P. LeGrande, the ninth president of Prairie View A&M University, as our keynote speaker. Dr. LeGrande's distinguished career and visionary leadership in higher education promise to invigorate our discussions and inspire our collective efforts as we "4Cast the Future."

As we embark on this journey together, I look forward to the workshops, presentations, and networking opportunities that lie ahead. Today is not just a conference; it is a confluence of ideas, a meeting of minds, and a celebration of our shared dedication to the success of our students and the advancement of our professions.

Let us embrace the opportunities that this conference presents, with a spirit of curiosity and collaboration, as we "4Cast the Future: Strategies for Success" together.

Warm regards,



**Dr. Paul Kittle**

Vice Chancellor for Student Affairs, University of Houston System  
Vice President for Student Affairs, University of Houston



#UHSLC24



# Conference Schedule



- 8:00 AM–9:00 AM Registration  
*Houston Room*
- 9:10 AM–10:00 AM Welcome and Keynote  
*Houston Room*
- 10:10 AM–11:00 AM Educational Session I
- 11:10 AM–12:00 PM Educational Session II
- 12:00 PM–1:00 PM Lunch:  
*Houston Room*
- 1:10 PM–2:00 PM Educational Session III
- 2:15 PM–3:15 PM UHS Talks: Student Voices  
*Houston Room*
- 3:15 PM–3:30 PM Closing

## Session Themes

**Best Practices** Best Practices provides attendees an opportunity to learn about programs, services, policies, and ideas that are successful on our University of Houston System campuses.

**BP**

**Collaboration & Building Bridges** Identify and promote initiatives that create partnerships and collaborations between departments and divisions to provide student support systems consistent with university goals.

**CB**

**New Horizons** New Horizons will explore new ideas and innovations that drive administrators to think strategically and support student success. It will discuss new trends and topics on the horizon.

**NH**

**Professional Development** Going the distance as administrators to create change in our everyday professional lives requires the commitment to be a lifelong learner. This educational session track will provide resources, expertise, and best practices.

**PD**



# Conference Floorplan

## STUDENT CENTER SOUTH, FIRST FLOOR

### OFFICES

CRM OFFICE	143
COUGAR CORNER	141
INFORMATION CENTER	141

### RETAIL STORES

UH CAMPUS STORE	130
TDECU	144

### DINING OPTIONS

CHICK-FIL-A EXPRESS	124
ASADO	151
MARKET	132
MCDONALD'S	122
MONDO	158
PANDA EXPRESS	121
SHASTA'S CONES & MORE	162

### FOOD COURT

125

### THEATER

103

### ATM'S



### ELEVATORS



### EVENT SPACES



### LOUNGING AREAS



### MOTHER'S ROOM



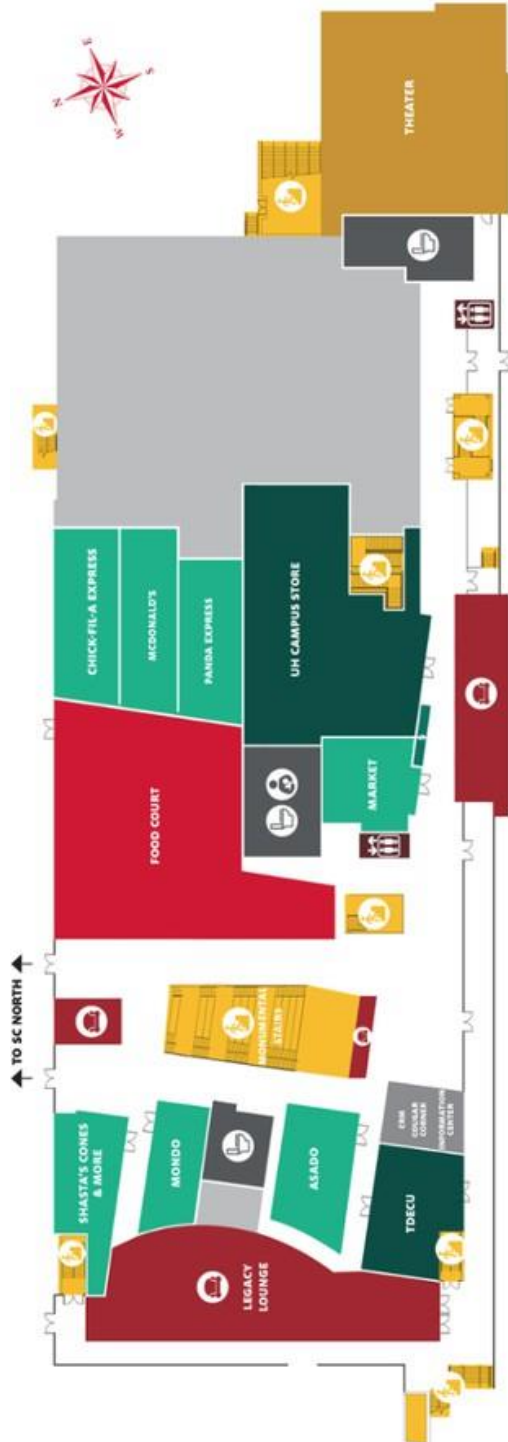
### OFFICES



### RESTROOMS



### STAIR ACCESS



# Conference Floorplan

## STUDENT CENTER SOUTH, SECOND FLOOR

### EVENT SPACES

ASTRODOME	257
AUSTIN	220J
BALLROOM	210
BAYOU CITY	219
CORPUS CHRISTI	220M
DALLAS	220B
DOWNTOWN	261
MULTIPURPOSE	237
MUSEUM DISTRICT	211
RIVER OAKS	231
SAN ANTONIO	220F
SKYLINE	223
SPACE CITY	214
THEATER	203
EL PASO	220D
FORT WORTH	220P
HEIGHTS	224
HOUSTON ROOM	220
MEDICAL CENTER	255
MIDTOWN	262
MONTROSE DISTRICT	232
THIRD WARD	212
UPTOWN	270
WASHINGTON AVENUE	230

### OFFICES

ASSISTANT VICE PRESIDENT FOR STUDENT AFFAIRS	271
COMMUTER STUDENT SERVICES	256
CONFERENCE & RESERVATION SERVICES	271
DEAN OF STUDENTS	256
DSA IT SERVICES	271
PARENT & SPECIAL PROGRAMS	256
STUDENT CENTERS	271

### ELEVATORS

### EVENT SPACES

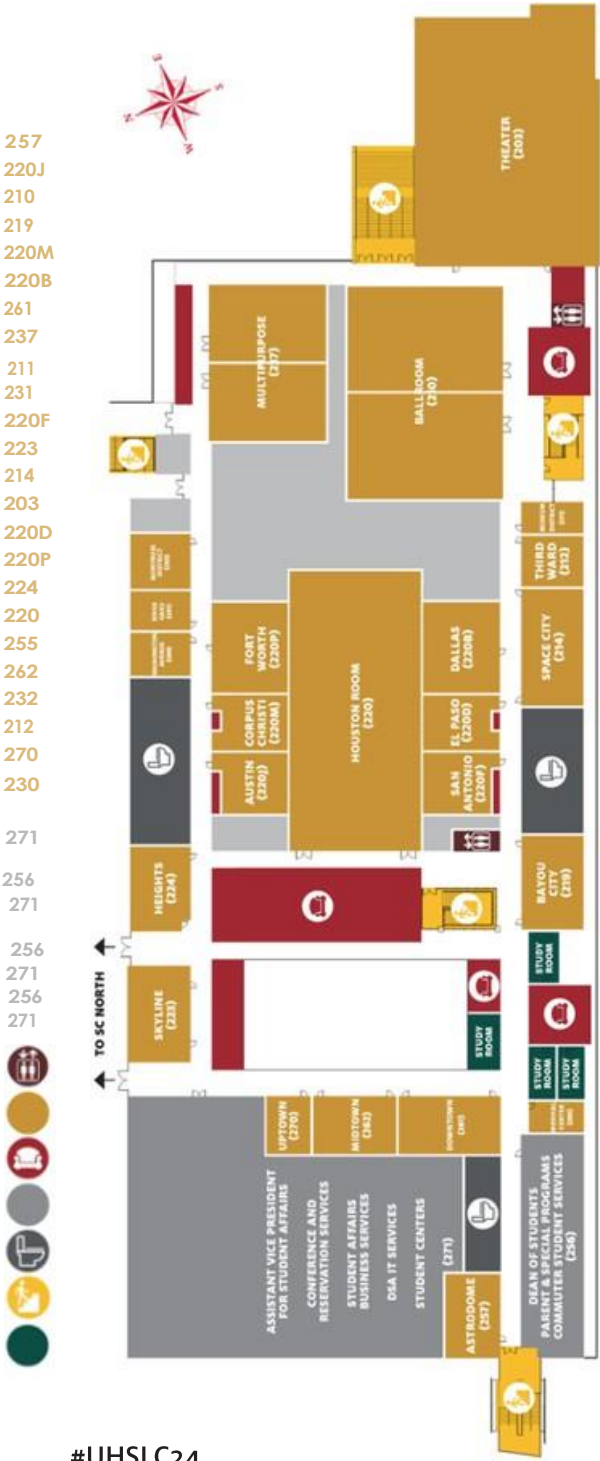
### LOUNGING AREAS

### OFFICES

### RESTROOMS

### STAIR ACCESS

### STUDY ROOMS



# Conference Floorplan

## STUDENT CENTER SOUTH, BASEMENT FLOOR



### RETAIL AREAS

- UH CAMPUS STORE B01
- CREATIONSTATION B17
- GAMES ROOM B30

### DINING OPTIONS

- STARBUCKS B24
- SIDE POCKET B30

### OFFICES

- WOMEN AND GENDER RESOURCE CENTER B12
- GAMES ROOM RESERVATIONS B40

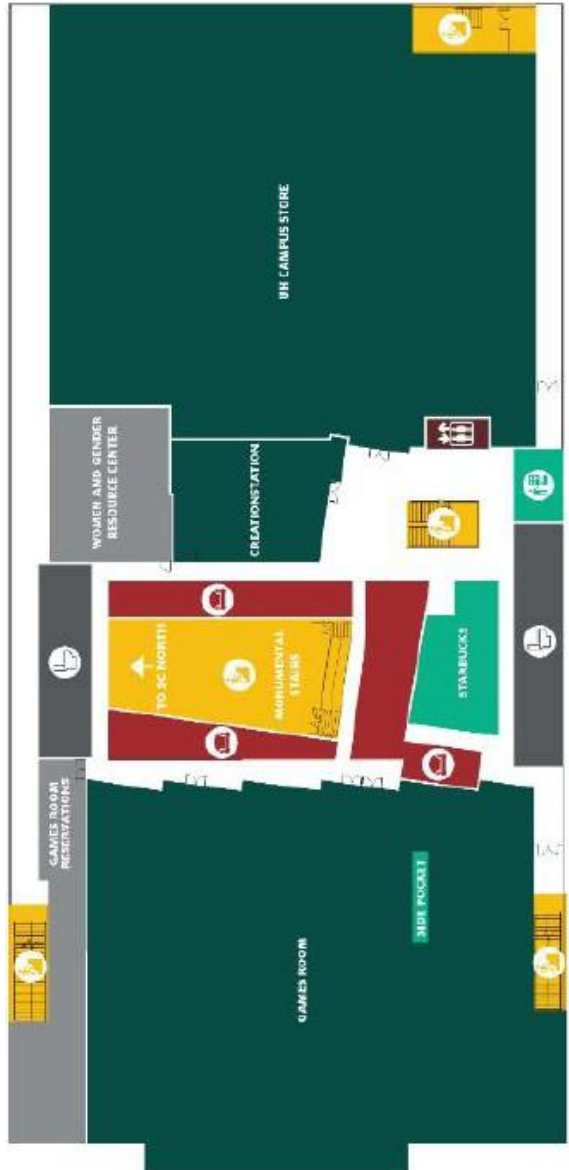
### ELEVATORS

### LOUNGING AREAS

### RESTROOMS

### STAIR ACCESS

### VENDING



#UHSLC24



# Conference Keynote

## **Dr. Tomikia P. LeGrande**

*President, Prairie View A&M University*

Tomikia P. LeGrande, Ed.D., became the ninth president of Prairie View A&M University (PVAMU) on June 1, 2023. Her career in higher education is marked by successive leadership roles and professional achievements.

Before joining PVAMU, Dr. LeGrande served as vice president for strategy, enrollment management and student success at Virginia Commonwealth University, where she led the development and implementation of the university's strategic plan, priorities, and goals to influence national prominence, strategic partnerships, and student access and success. Other senior level leadership roles prior to VCU include vice president for student affairs and enrollment management at the University of Houston-Downtown, and associate vice chancellor for enrollment management at Winston Salem State University.



Throughout her career, Dr. LeGrande's focus has been on advancing equity, accessibility, and affordability in higher education. She works to create and sustain engaging and supportive cultures for faculty, staff and students resulting in positive institutional outcomes. She has been prolific in securing resources to support innovation and accelerate progress. In all of her career endeavors, Dr. LeGrande has created "cultures of care" utilizing her expertise in strategic planning, new technology implementation, change management, and policy and business process redesign. With a personalized approach, she engages at all levels of an organization-- forming, deploying and managing cross-organizational teams that find solutions to impediments that may impact university progress.

Dr. LeGrande is a sought-after thought leader, and a regular presenter and facilitator on the topics of enrollment management, educational equity and student success. A native of Savannah, GA, Dr. LeGrande earned a B.S. in chemistry from Savannah State University, M.S. in chemistry from North Carolina A&T State University, and an Ed.D. from Texas Tech University.



# Educational Session I

10:10 AM–11 AM



## Student Conduct in 2024 - Not Your Principal's Office **PD**

- Dr. Sara Jahansouz Wray  
Associate Dean of Students, Dean of Students Office (UH)
- Dr. Lanita Holsey  
Assistant Dean of Students, Dean of Students Office (UH);
- Alyssa Veteto  
Assistant Dean of Students, Dean of Students Office (UH)
- Jennifer Bloom, J.D.  
Associate General Counsel, Office of General Counsel (UHS)

Based on the daily interactions that UH DOS fields regarding understanding of student conduct and policy, we feel that there is ample opportunity to provide foundational education to any administrator in the system in relation to student conduct. As a professional development opportunity, this session will engage participants in the foundational practices of student conduct rather than discipline and review current trends as supported by assessment data of case load and type that are most commonly handled in daily work by DOS. This session will include a robust Q&A to support participants in their personal and professional educational journey.

**Midtown (262)**

## Empowering Unity: University of Houston's Sexual Misconduct Support Services in Action **BP**

- Gabrielle Malone-Miller,  
Assistant Dean, Dean of Students Office (UH)
- Toria Jones, Sexual Misconduct Support Services Manager, Women and Gender Resource Center (UH)

During this presentation, we will discuss how Sexual Misconduct Support Services (SMSS) offers a safe space to reveal experiences, explore options, and access resources. In addition, the presentation will cover reporting procedures, documentation, and how staff and faculty can respond responsibly. Our emphasis on collaboration with SMSS and other institutional departments will aid in enhancing employees' ability to respond effectively, provide support, and contribute to prevention efforts. By providing support services, raising awareness, and fostering a culture of respect, SMSS and responsible employees will be able to contribute to creating a safer, more inclusive campus environment.

**Multipurpose West (237)**

## JED Campus Initiative- Promoting Mental Health and Preventing Suicide **CB**

- Dr. Marti Trummer-Cabrera, Assistant Director for Outreach, Counseling and Psychological Services (UH)
- Dr. Lisa Joyner, Assistant Vice President for Student Success and Student Life (UHD);
- Pavan Kureti, JED Project Manager (UH)

In this session you will learn about the JED foundation, a nationally known suicide prevention foundation and how they are providing support to universities and colleges to improve mental health and suicide prevention efforts. The JED Campus Initiative provides universities a clear pathway to engage campus partners in a shared responsibility for student mental health. We will look at how partnerships across UH have been developed to support this initiative. Specifically, we highlight and discuss the need for partners in specific areas on campus. By attending this session, you will also become familiar with JED recommended action items that require collaboration. We will also discuss how to continue collaborations as we execute the JED four-year Strategic Plan.

**Ballroom East (210)**

#UHSLC24





## Invest in Us **PD**

- Tabbi Martinez, Instructional Assistant, Dean of Students Office (UH)

The session will include the personal experience an instructional assistant in the Dean of Students office had when attending a national conference and the positive impact it had on their student parent identity. The session will also focus on the importance of introducing professional development opportunities and advocating to include "must attend a professional development" within the job description for all GA and IA positions at UH. Offering a professional development opportunity builds on each student's academic journey.

### ***Third Ward (212)***

## Knowing Your Worth When You Feel Overlooked... **PD**

- Dr. Hope Pamplin, LPC-S; Director of Disability Services, (UHD)

In the realm of education, Student Affairs and Enrollment Management (SAEM) professionals play a pivotal role, although the magnitude of their contributions is frequently understated. Yet, the full extent of their value often goes unrecognized, not only by others but sometimes by the professionals themselves. This presentation aims to shed light on the indispensable role these professionals play, highlighting the breadth and depth of their impact on both individuals and the institution as a whole.

By embracing authentic leadership (Authentic leadership in this context means navigating challenges with integrity, fostering inclusive environments, and being genuinely invested in the success of every student.), SAEM professionals can inspire trust and confidence, not only among students but also within their teams and across the institution. Acknowledging the contributions of SAEM professionals is essential for their motivation and morale.

It's important for these individuals to understand their worth, not just in terms of the operational success of their departments, but in the transformative impact they have on students' lives. This presentation seeks to motivate SAEM professionals by not only recognizing their hard work and dedication but also by encouraging them to see themselves as vital contributors to the educational mission.

### ***Heights (224)***

## Winning with Wellness: A Guide to A Better You NH

- Michelle Mirpuri, Director, Campus Recreation (UHCL)
- Mary Shelley, Assistant Director, Campus Recreation (UHCL)
- Karinn Jones, Department Assistant Campus Recreation (UHCL)
- Jacob Bayless, Coordinator Marketing & Memberships, Campus Recreation (UHCL)
- Daniel Lopez, Coordinator Fitness & Wellness, Campus Recreation (UHCL)

In the ever-changing world of higher education, our session, "Winning with Wellness: A Guide to A Better You," embodies the spirit of innovation and strategic thinking advocated by the theme "New Horizons." Led by UHCL Campus Recreation experts, we delve into practical strategies for holistic wellness, addressing emerging trends like time management, screen time balance, physical activity, and mental well-being. With a focus on driving student success, our presentation offers administrators actionable insights to foster a culture of wellness on campus. By embracing these new approaches, we pave the way for a brighter future where well-being serves as a catalyst for academic excellence and institutional growth.

***Ballroom West (210)***



## Silo-Busting that Makes Sense: The Collaboration Spectrum CB

- Chris Dawe, Assistant Vice President for Student Affairs, Health and Wellbeing (UH)

In this session, we'll explore Tamarack's Collaboration Spectrum model. Too often people think it's a full collaboration or nothing, but there's a range that can be explored for a variety of circumstances and desired outcomes. We'll spend a little time introducing the broader Collective Impact model and then we'll dive into the related Collaboration Spectrum, and talk about ways to determine the most appropriate level of collaboration based on a number of variables. Spending time learning about the model will help people view collaboration more favourably when it's not all or nothing. We'll talk about the concepts and skills to assess what level is needed and how to take the steps to bring it to life.


***Multipurpose East (237)***

## Return 2 Complete: A Path Toward Collaborative Student Reclamation **BP**

- Sydney Zenon, Student Reclamation Coordinator (UHD)
- Destiny Anderson, Student Reclamation Coach (UHD)

When picturing a prospective college student, the adolescent who recently graduated from high school is often the first image. However, UHD has a unique position, often serving the non-traditional student whose average age is twenty-eight years old. Supporting students in the transitional phase from young to middle adulthood presents a set of challenges that an eighteen-year-old does not typically face. These students often find themselves pursuing a career outcome that requires a college degree, yet lifestyle needs have impacted their ability to complete their education when they initially set out to do so after high school. UHD has embarked on a mission to lead a collaborative effort to re-engage former UHD students who have some college credit but no credential. The aim is to uncover barriers and facilitate support for students toward graduation, particularly focusing on our unique adult learner population. Executing this initiative requires the development of a cross-campus team that facilitates each enrollment function. Additionally, it involves implementing survey systems to understand students' needs and serving as a liaison to connect them with readily available resources. This includes uncovering the ways in which current practices or policies may impact student degree completion.

***Dallas (220B)***



## Addressing College Food Insecurity: A Discussion Between Campus Pantry Leaders **NH**

- Jessica Haney, Program Manager, Cougar Cupboard (UH)
- Dr. LaToya Mills-Thomas, Director, Center for Student Advocacy and Community (UHCL);
- Freddie Cantu, Interim Director, Student Life and Services (UHV),
- Hope Pacheco, Assistant Dean, Student Advocacy and Assistance (UHD).

College food insecurity is a rapidly growing concern that affects every aspect of a student's life, and now more than 1/3 of students experience it. Most college food pantries were started in the last 5 years and continue to grow rapidly. This is a popular trend in universities across the nation, including each UH system college. The pantry leaders at each UH system pantry will come together in this panel to discuss college food insecurity as a whole, the operations behind running a successful campus pantry, and how others in the campus community can contribute to this effort. Audience questions and discussion will also be prioritized to encourage engagement in this topic that widely affects all our campuses.

***Skyline (223)***

#UHSLC24

## Ask Us Anything: Get to Know PeopleSoft Campus Solutions, Slate CRM, and the CSS Team **BP**

- Hande Makam, Manager, Enterprise PMO & Reporting (UH)
- Jackie Chaney, Application Lead (UH);
- Chinyere Ihesiulo, Administrator, ERP Application (UH);
- Alina Longoria, Application Lead (UH);
- Shane Mills, Application Lead (UH);
- Nhi Nguyen, Application Lead (UH)

At times, our CSS Campus Solutions Services (CSS) stakeholders feel lost when attempting to troubleshoot and navigate the PeopleSoft Campus Solutions Student System and Slate CRM. Additionally, after submitting an issue or being informed of a resolution, they may still be wondering, "what happens next?" This is completely understandable because the systems are quite complex, supporting over 70,000 users at the University of Houston, University of Houston – Clear Lake, University of Houston – Downtown, and University of Houston – Victoria. This session will provide best practices for getting the help users need to successfully support our faculty, staff, and ultimately our students through their Campus Solutions and Slate journeys. Upon completion of this session, participants will understand:

- (1) The PeopleSoft Campus Solutions and Slate support models.
- (2) How to conduct basic troubleshooting in PeopleSoft Campus Solutions and Slate.
- (3) Where to find helpful resources.
- (4) How to report issues to their your campus liaison and the Campus Solutions Services team.
- (5) And more.

### ***Bayou City (219)***

## Orbiting into a Summer Bridge Experience **CB**

- Dr. Janina Arrington, Assistant Vice President, Student Success (UHD)

Are students prepared for the academic rigor of college when they step on your campuses? Summer Bridge programs are designed to assist students with transitioning to the collegiate environment with ease. According to the National Center for Education Statistics, 64% of students enrolled in college for the first time as an undergraduate student complete a bachelor's degree in six years (NCEES, 2020). Hence, summer bridge programs are instituted to provide support and opportunities to undergird students transition from high school to their first-year in college. The main points of the session include the purpose of summer bridge programs, creating collaborative connections early, the importance of establishing meaningful connections with peers, staff, and faculty, and providing opportunities for social, cultural, and academic enrichment outside of the class.

### ***Space City (214)***

## Enhancing Customer Service Experiences **BP**

- Bridget Portier, Associate Director, Student Centers (UH)
- Iqra Zahid, Instructional Assistant, Student Centers (UH)

The secret shopper program is a great tool for evaluating the customer service experience in various areas, with the assistance of objective evaluators who are provided detailed guidelines and scenarios. The purpose of the secret shop is not to test for employee knowledge but rather to evaluate the customer service experience 1) Creating a secret shopper program focused on the customer experience 2) Identifying potential shoppers who can provide an objective evaluation 3) Evaluating each customer service area based on predetermined service expectations. 4) Collecting feedback from evaluators using a standard survey method and 5) Evaluating that feedback to identify training opportunities that will enhance the customer experience

### ***San Antonio (22oF)***



## How Student Affairs Can Support FTIC Students: A Post COVID-19 Strategy **NH**

- Nakenbe Fleming, Residential Life Coordinator, Student Housing and Residential Life (UH)

In this session, we will delve into the pivotal role of Student Affairs in aiding students transitioning into higher education amidst the challenges brought forth by the COVID-19 pandemic.

Our discussion will emphasize a multifaceted approach to address the diverse needs of incoming students, aligning with the overarching theme of ensuring holistic student success.

Through a comprehensive strategy, we will explore initiatives encompassing mental health and well-being support, academic assistance, social integration, career readiness, and leveraging technology to enhance service delivery.

By engaging with research, data analysis, and stakeholder consultations, our session will equip participants with practical insights and actionable strategies to effectively support incoming students in navigating the complexities of higher education in the post-COVID-19 landscape.

Attendees will leave with a deeper understanding of the challenges faced by incoming students and a toolkit of innovative approaches to enhance their academic, social, and emotional well-being, thereby contributing to their overall success in higher education.

### ***El Paso (22oD)***



#UHSLC24

# Educational Session II

11:10 AM–12:00 PM

## Student Support & Wellbeing: A Holistic Approach to Student Success **BP**

- Kelsey Reynolds,  
Assistant Director for  
Student Support &  
Wellbeing, Student  
Housing & Residential  
Life (UH)
- Gineka Ferguson,  
Residential Life  
Coordinator for Student  
Support & Wellbeing,  
Student Housing &  
Residential Life (UH)

The Student Support & Wellbeing team strives to cultivate a culture of care by meeting UH residents where they are in their college journey. Coming from different walks of life, we understand the adversities that one may encounter on a college campus. Through interactive programming, one-on-one interactions with SHRL students, and various collaborations with campus partners, we hope to be a resource for students. In this session, we will provide an overview of the new SSW team within SHRL, our function and role within the division, and our service delivery model. This workshop provides an insightful exploration of holistic strategies to support student wellbeing, covering mental health, emotional resilience, social connectedness, and physical wellness. Participants will gain valuable insights into identifying signs of student distress, implementing effective support systems, and cultivating a culture of inclusivity and empathy within educational institutions. Through interactive discussions, case studies, and practical exercises, attendees will learn about support frameworks that address the diverse needs of students, promote self-care practices, and foster a nurturing environment conducive to learning and growth.

***Dallas (220B)***

## Collaboration and Building Bridges-Supporting Students Across the System through Social Work Practicum and Assistantship Experiences **CB**

- Hope Pacheco,  
Assistant Dean,  
Student Advocacy and  
Assistance (UHD)
- Dr. Roberta Leal,  
Assistant Professor of  
Social Work (UHCL)
- Dr. Maria Wilson,  
Assistant Professor of  
Social Work (UHCL)
- Melissa Melendez,  
Care Manager, Dean  
of Students Office  
(UH)
- Tabbi Martinez,  
Instructional  
Assistant, Dean of  
Students Office (UH)

Presenters will share their 10-year partnership between system campuses that have provided meaningful connections, relationships and experiences for the faculty, staff and students. Participants will learn about the process of becoming a practicum site for social work students, the benefits and responsibilities of supporting students. Participants will learn about the benefits and opportunities of working with social work practicum students, both undergraduate and graduate to help support their departments goals.

Participants will learn the experiences of a current graduate social work student who is a graduate of UHCL BSW program, a current graduate student at UH GCSW and is being supervised by a preceptor at UHD.

***Skyline (223)***

#UHSLC24



# Unlocking Seamless Communication and Transactions: Exploring Slate's SMS and Payment Features **NH**

- Jackie Chaney, Application Lead, Campus Solution Services (UHS)
- Crystal Irving, Functional Analyst 3 (UHS)
- Riod Triantoro, Application Lead (UHS)

In our session, we will embark on an exploration of the innovative features within Slate that are reshaping the landscape of communication and transactions in the realm of education administration. By showcasing Slate's SMS functionality, we'll reveal how institutions can strategically enhance their communication channels to better support student success. Through personalized messaging, automated notifications, and multimedia support, administrators will grasp how Slate's SMS feature fosters deeper engagement and connection with students, ultimately propelling them towards their academic goals. Furthermore, we'll delve into Slate's Payment feature, illuminating how it streamlines financial transactions within educational institutions. As administrators adapt to new trends and technological advancements, Slate's Payment feature offers a seamless solution for managing transactions, enhancing administrative efficiency, and supporting student financial needs. By embracing these innovative tools, attendees will gain valuable insights into how they can strategically leverage technology to drive administrative processes forward, ultimately contributing to a more supportive and student-centric educational environment. This session will not only explore new horizons in educational administration but also equip attendees with practical strategies for leveraging innovative solutions to support student success in the digital age.

### ***Space City (214)***

# Assessment 101: Writing Effective Learning Outcomes **PD**


- Dr. Scott Radimer, Director of Assessment and Planning, Vice President of Student Affairs Office (UH)
- Celeste Rodriguez, Assessment Coordinator, Vice President of Student Affairs Office (UH)

This session will first cover what learning outcomes are and why they're important. It will then discuss how to go about creating effective learning outcomes (making sure they are mission driven, focused, and observable), and then provide some examples of learning outcomes for hypothetical programs and have the audience practice identifying problems and revising the learning outcomes at that moment so they can practice applying what they have learned.

### ***Heights (224)***







## Assistive Technology Resources and How Assistive Technology is Utilized During Testing **BP**

- Suva Gomes, Assistive Technology Coordinator, Justin Dart Jr. Student Accessibility Center (UH)
- Gracie Villarreal, Coordinator, SAC Testing Services, Justin Dart Jr. Student Accessibility Center (UH)

First, we will go through the various resources that are available to faculty staff and students at the University Of Houston campus. Second will cover in more depth regarding alternative format, and what platform we use for our students who meets the alternative format accommodation. Third will visit Text To Speech in the various types of Text To Speech based on operating system, such as voiceover for macOS and fusion for windows OS. Finally will cover the other types of assistive technology, and how all the assistive technology comes to play when it comes to administering tests for all courses and the various formats.

**Midtown (262)**

## Thriving Together: 8 Easy Steps to Leading Change! **PD**

- Jose Manuel Vazquez, Associate Director, Student Leadership & Involvement (UHD)


Many teams and team members are resistant to change. This can be due to a myriad of reasons, from personal aversion to uncertainty, to lack of vision or intrinsic motivation. To meet the learning goals, we will learn and discuss Kotters Change Model in 8 steps: Creating Sense of Urgency, Building a Coalition, Forming Strategic Vision, Enlisting a Volunteer Army, Enabling Action, Generating Wins, Sustaining Acceleration, & Instituting Change.

Thank you for your proposal! We look forward to the audience gaining valuable insights from your presentation!

**El Paso (220D)**

## An Ethic of Care: A DOS Relay for Student Support

- Dr. Kira Gatewood, Assistant Vice President, Dean of Students (UHD)
- Hope Pacheco, Assistant Dean of Students, Advocacy and Assistance (UHD)
- Branston Harris, Assistant Dean of Students, Rights and Responsibilities (UHD)



This presentation will delve into the innovative, compassionate strategies employed by the Dean of Students (DOS) office at the University of Houston - Downtown to support students through behavioral, academic, and personal challenges. Anchored in an ethic of care, our approach prioritizes understanding and addressing the unique needs of each student, facilitating not just academic success but fostering overall personal development. By integrating a detailed and empathetic method into the student conduct and advocacy process and resource provision, we aim to transform how students navigate their challenges, guiding them toward becoming the best versions of themselves.

**Skyline Room (223)**

## Partnerships That Work: Collaborative Strategies for Effective Employer Engagement with Employers and on Campus Partners CB

- Torrence Douglas, Associate Director of Employer Development Relations, University Career Services (UH)
- Madison Brown, Senior Recruiting Manager, University Career Services (UH)

In our workshop session, we focus on key strategies to meet the learning goals of collaboration and building bridges. We emphasized the importance of constant and intentional Employer Consultations and check-ins with employers, colleagues, and off-campus partners to maintain communication, address challenges, and ensure partnership remains strong and effective. We also discuss the need to be open and adaptable to change, recognizing that partnerships evolve over time, and being flexible in our approach allows us to navigate challenges and seize new opportunities to partner. Additionally, we highlight the significance of follow-up actions and accountability, emphasizing the value of consistent communication and timely responses. Finally, we emphasize the role of a Memorandum of Understanding (MOU) as a tool to formalize and clarify the expectations, roles, and responsibilities of each partner, providing a solid foundation for a successful and enduring collaboration. By incorporating these strategies, participants will be equipped with practical approaches to maintain and nurture partnerships, ultimately achieving collaborative goals.

***Ballroom East (210)***



## Campus Solutions 4 You: Tips and Tricks BP

- Johanna Smart, Functional Analyst 4 (UH)
- Sandy Ng, Functional Lead (UHCL)

In this session we will cover Campus Solutions (CS) features and terminology to help users better understand and navigate our student information system (SIS): Elastic Search, NavBar, Run Controls and more. Users will learn how to setup their User Defaults to customize their CS experience. We will also cover how the CS modules (Student Records, Admissions, Student Financials, etc.) overlap and impact each other. There will also be a high-level demo of the Self-Service Student and Faculty Centers.

***San Antonio (220F)***

## Student Ambassadors: What They Do & Why You Need Them BP

- Princess Ephriam, Manager of Division Operations, Enrollment Management (UHD)
- Courtney Lundgren, Executive Director, Student Communications and Transition Programs, Enrollment Management (UHD)

Student ambassadors can be a powerful asset to your institution and crucial in helping institutions increase student enrollment. Learn the importance and benefits of a student ambassador program, valuable tips and ideas on how to market and run your ambassador program, and how to connect current and prospective students with student ambassadors!

***Multipurpose East (237)***



## Getting up to Speed: Tips for the young professional or individual new to recruiting **PD**

- Robert M. Hernandez, Admissions Counselor (UHV)
- Jose Jimenez, Admissions Counselor (UHV)
- Daniela Martinez, Senior Admissions Counselor (UHV)
- Angela Simmons, Associate Director, Enrollment Management (UHV)

Are you a young professional or new to Recruiting? Then this presentation is for you! Join us as we navigate topics that will get you prepared for your recruiting journey.

***Multipurpose West (237)***

## Real Help for Real Problems **BP**

- Gabriel Grady, Assistant Director, Center for Student Empowerment (UH)
- Dr. Raven Jones, Director, Center for Student Empowerment (UH)
- Juliet Ogbonna, Care Manager, Center for Student Empowerment (UH)
- Kathleen Guzman, Program Manager, Center for Student Empowerment (UH)
- Derick Miller, Graduate Assistant, Center for Student Empowerment (UH)
- Eric Callis, Program Coordinator, Center for Student Empowerment (UH)

This session will focus on understanding how to use holistic advising to support students in crisis.

We will explore student needs in areas such as: academic support, personal development, financial empowerment, and civic leadership.

The presentation will provide best practice tools that can be implemented in your office to better assist students facing challenges.

***Ballroom West (210)***



## The Impact of Collegiate Esports on Student Success at UHD

- Richard T. Rodriguez, Esports Coordinator, Student Leadership & Involvement (UHD)

During this presentation, we will discuss the following themes surrounding Student Success within a University Esports Program. Our discussion will kick off the concept of launching a program driven by students, for students. We will also explore ways to foster student engagement in gaming both within and beyond the classroom complemented by the development of a support system tailored to address the needs of the silent student demographics. We will discuss opportunities for leadership and participation within the program and finally conclude with how Esports initiatives contribute to shaping Student Life from new students to graduating seniors.

### ***Third Ward (212)***

## It's All About Relationships

- Jennifer Ortiz Garza, Director of Development (UHV)
- Amber Countis, Vice President of Advancement and External Relations (UHV)
- Kelsey Norgard, Director of Alumni Services (UHV)
- Joann Olson, Associate Provost for Research and Dean of Graduate Studies (UHV)

We will discuss best practices on relationship building across departments and divisions, with the goal of enriching the college experience for all members of the campus community.

### ***Bayou City (219)***





# Educational Session III

1:10 PM–2 PM

## Vulnerability is Not a Weakness: Developing Trust and Character as a Leader PD

- Joann Olson, Associate Provost for Research and Dean of Graduate Studies (UHV)
- Amber Countis, Vice President of Advancement and External Relations (UHV);
- Kelsey Norgard, Director of Alumni Services (UHV);
- Jennifer Ortiz Garza, Director of Development (UHV)

The presenters, who are from the Provost Office and the Advancement Office, will discuss the benefit of cultivating trust by different leadership styles and across academic divisions.

***Bayou City (219)***

## Enhancing Professional Development While Ensuring Your Mental Wellbeing! PD

- Sneha Nayar-Bhalerao, PH.D., LPC, Assistant Professor of Professional Counseling, UHV Counseling Training Clinic Director (UHV at Katy)
- Angela Simmons, M.Ed., Associate Director, Enrollment Management (UHV at Katy)

Engaging in ongoing professional development is monumental for a growing institution. Gaining new skills and expanding knowledge, not only helps with new opportunities and career advancement, but also helps with employee retention, higher productivity and job satisfaction. However, with growing work stress, faculty and staff struggle with maintaining their mental wellness. Poor mental wellbeing may affect productivity, increase absenteeism, motivation, decision making abilities, multitasking and much more. In this conversational presentation, presenters highlight the need for ongoing mental health care in university systems along with ways to incorporate professional development programs that enhances mental wellbeing for employees. Ideas to include mental health care at work will be suggested. Resources and other self-care practices that may be implemented regularly for a healthier work surrounding will be provided.

***Heights (224)***

# Shake It Off and Step Up: Leadership Lessons from

## Taylor Swift's Playbook

PD

- Dr. Daniel Villanueva, Jr., Vice President of Enrollment Management (UHD) Dive into an unconventional yet striking exploration of leadership through the illustrious career of Taylor Swift, a global music phenomenon whose strategies and philosophies mirror the dynamism and resilience required in higher education leadership today. "Shake It Off and Step Up" presents a compelling session that documents Taylor Swift's remarkable journey from a country singer-songwriter to an international pop icon, drawing parallels to the evolution and challenges faced in the higher education landscape. Through a lively and engaging narrative, this presentation unveils ten transformative lessons for higher education leaders, inspired by Swift's ability to navigate controversy, embrace change, and lead with authenticity. Attendees will embark on a thought-provoking adventure, dissecting Swift's career milestones and extracting practical, innovative strategies applicable to fostering leadership within the University of Houston System.

### ***Downtown (261)***

## The Intersectionality of Career Services and Disability Services .... Will They Hire Me? NH

- Dr. Hope Pamplin, LPC-S; Director of Disability Services, (UHD) Meeting the diverse needs of students with disabilities as they transition from college to career is an imperative step towards creating an inclusive society where every individual has the opportunity to contribute and thrive.

This process requires a multifaceted approach that recognizes the unique challenges these students may face while also highlighting their strengths and potential.

By providing specialized assistance and support, professionals can play a pivotal role in bridging the gap between academic achievements and successful employment.

One of the key strategies in supporting students with disabilities is the adoption of a personalized approach. It involves creating a supportive environment that encourages self-advocacy and independence, while also offering the necessary tools, resources, and accommodations to ensure they can excel. This could range from assistive technologies and flexible working arrangements to mentorship programs and tailored career advising. It's about recognizing the value of diversity and the unique perspectives these students bring to the workplace.

This session aims to empower professionals with the knowledge and skills needed to effectively assist students with disabilities in their transition from college to career, ensuring that no student is overlooked because of their disability.

Heights (224)

#UHSLC24



## What's a Health Promoting University and How Do We Build One?

NH

- Chris Dawe, Assistant Vice President for Student Affairs, Health and Wellbeing (UH)
- Reuben Parrish, Director, UH Wellness (UH)

In this session we'll explore the foundational concept of a Health Promoting University. We'll ground ourselves with a little history of health promotion worldwide, and then quickly move into how it's evolving in today's U.S. institutions. We'll discuss the Okanagan Charter and how to use that framework in the context of your institution by utilizing national and international resources and networks.

**Ballroom East (210)**

## Designing a Future for All: AI and Universal Accessibility


BP

- Toria Jones, Sexual Misconduct Support Services Manager, Women and Gender Resource Center (UH)
- Kyle Mutz, Director, Justin Dart Jr. Student Accessibility Center (UH)

'Designing a Future for All: AI and Universal Accessibility,' a session dedicated to exploring innovative approaches to accessibility within the University of Houston (UH) community. Through a lens of best practices, attendees will uncover the transformative potential of AI in promoting universal accessibility across UH System campuses. This engaging session will delve into crucial topics such as disability awareness, social identities, and practical strategies, while showcasing successful programs, services, and policies from diverse UH contexts. By embracing the power of AI and fostering purposeful approaches, participants will be equipped to create an inclusive environment that enriches the experiences of all community members. This session not only aligns with the overarching theme of 'Best Practices' but also provides a forward-thinking roadmap for cultivating accessibility and equity within the UH community.

**Multipurpose West (237)**





## Bridging Student Success **BP**

- Dr. Lisa Joyner, Vice President for Student Success and Student Life (UHD)
- Mike Connelly, Associate Vice President for Advising and Student Progression (UHD)
- Mik Yegiyani, Director of Institutional Data Analytics (UHD)

Join the University of Houston-Downtown (UHD) as we discuss Bridging Student Success. Supporting students in a post pandemic environment has been a challenge for many higher education professionals. Students need to have wrap around services to support their academic success. UHD Student Affairs and Academic Affairs have responded to the needs of students in an innovative way through predictive analytics and a student support model that is highly personalized that is tailored to not only support students in navigating resources on campus, but helping them to degree attainment and career opportunities.

***Ballroom West (210)***

## Establishing Advocacy and Accountability Practices to Produce Self-Efficacy **BP**

- Gabrielle Malone-Miller, Assistant Dean, Dean of Students Office (UH)
- Melissa Melendez, Care Manager, Dean of Students Office (UH)

From establishing resilient mindsets to fostering accountability in advocacy efforts, this presentation offers practical guidance for Student Affairs professionals seeking to create a supportive and empowering environment for all students. Specifically, we will discuss the pivotal role of how to holistically collaborate with students amid adversity and necessary tools to enhance their self-efficacy along with academic and personal development.

***San Antonio (220F)***





## Crafting Your Path: Strategies for Personal and Professional Development in Student Affairs **PD**

- Chelsea Titus, Assistant Director, SHRL (UH)
- Jarayon King, Associate Director, SHRL (UH)

Building on this foundation, attendees will explore the concept of strengths-based development and discover how to leverage their unique strengths to enhance job performance and career satisfaction. The session will also delve into key professional competencies identified by organizations such as ACUHO-I and NASPA, providing insights into the skills and attributes needed for success in Student Affairs roles. Furthermore, participants will gain practical tips for articulating the value of professional development opportunities to stakeholders, including supervisors, colleagues, and prospective employers. Through real-world examples and case studies, attendees will learn how to effectively communicate the importance of investing in their growth and development. The session will conclude with a showcase of resources and tools, including a Professional Development document used in SHRL, and examples of well-written proposals that highlight insights gained from professional development opportunities. Additionally, attendees will learn how housing departments are implementing these strategies to support the growth and advancement of staff members. Join us for an engaging and informative session designed to empower Student Affairs professionals to chart their course, maximize their potential, and achieve their career aspirations in the ever-evolving field of higher education.

### ***Third Ward (212)***







# Parenting and Persistence: Strategies for Supporting College Student Parents **CB**

- Laura Zavala-Membreno, Director, Women and Gender Resource Center (UH)
- Tabbi Martinez, Instructional Assistant, Dean of Students Office (UH)
- Stephanie Perez-Gill, Program Director, ACES Institute (UH)

One in four college students in Texas are raising children while they pursue their degree. Across the UH System alone, this means that over 18,000 students could be parenting, juggling their academic responsibilities with family and work commitments. Parenting while in college creates added demands on students' time, energy, and available resources. At the same time, these students are investing in not only their success, but the success of future generations. It's critical that we take time to understand the policies, resources, and infrastructure needed to help these students achieve their goals. In 2023, the University of Houston established the Pregnant and Parenting Student Taskforce, a multidisciplinary team of committed individuals from academic and student affairs, to explore the existing supports for student parents and identify ways to mend the gaps that exist for these students in their pursuit of higher education. This session will explore the charge and work of this Taskforce so far and provide recommendations for other campuses that are looking to implement similar structures in support of this student population.

***Multipurpose East (237)***



# Professional, Parenting and Far From Perfect: Our Journey of Attempting Balance While Parenting Young Children **NH**

- Dr. Sara Jahansouz Wray, Associate Dean of Students, Dean of Students Office (UH)
- Dr. Jerrell Sherman, Associate Dean, Dean of Students Office (UH)
- Donell Young, J.D., Associate Vice President for Student Affairs/Dean of Students (UH)

Six kids - six and under are taking over the Dean of Students department at UH! This is how we feel most days as we are attempting to balance life as a senior administrator while parenting small children. We will share a few of our tips for prioritizing how our time is spent each day while also trying not to be too hard on ourselves when we aren't able to do it perfectly! This session is a great way to be in community with folks that are trying to be everything to everyone - including our families. Also a great session for professionals that are family planning.

***Midtown (262)***





## Cultivating Compassion Practices After Encountering Distressed Students **PD**

- Karen Jubert, M.Ed.,  
LPC-S, NCC (UH)

A quote that I often use is, "We cannot walk through water without getting wet...we cannot do this work without being affected by it" by Rachel Naomi Remen. As Student Affairs and Enrollment Services professionals, we encounter a variety of distressing student and work situations, yet we do not often attend to how our minds and bodies are impacted through those empathic interactions. In this session, participants will be introduced to the concept of compassion fatigue and will learn strategies to intentionally cultivate compassion practices to bring a balanced connection to mind and body as a way to counter the impact of empathizing with the distress of others.

***Dallas (220B)***

## Fostering into a Brighter Future: Transformative Engagement for Student Success **BP**

- Gabriel Grady, Assistant  
Director, Center for  
Student Empowerment  
(UH)
- Kriston Burroughs,  
Director of Student  
Recruitment and Campus  
Visit Experiences (UH)

Students impacted by the foster care system often experience trauma which negatively impacts their success in college. This presentation will provide a framework of best practices to heighten student success when interacting with students that have been impacted by foster care. This presentation will introduce a transformative engagement model to help support students impacted by the foster care system.

***El Paso (220D)***



# Facilitator

For Antréchéle, adversity is the jet fuel she uses to rise above any challenge that stands in her way. A passionate professional with an electric personality, Antréchéle is a social media maven ready to accomplish any goal placed in her path. A proud HBCU Cum Laude graduate of Texas Southern University, Antréchéle holds a Bachelor of Arts in Broadcast Journalism. While at TSU, she excelled academically and was a 5-time international winner, orator, and Madame President of the world-renowned, award-winning Texas Southern University Debate Team. She is a Fall 2024 Master of Science in Digital Marketing candidate at the University of Houston.

Her professional titles include Inaugural Digital and Social Media Manager at the University of Houston Downtown, Social Media Manager at Amazon, Contributing Social Media Expert of The Isiah Factor, On-Air contributor of FOX26 late-night show "The Nightcap" and Arts and Culture Contributor to City Cast Houston Podcast.

Antréchéle is an active member of Alpha Kappa Alpha Sorority Incorporated. Inducted into the Gamma Psi Chapter, she currently serves the XI Alpha Omega Chapter.



**Antréchéle Nova**  
*University of Houston - Downtown*

## UHS Talks: Student Voices



**Sarah Khan**  
*University of Houston*

A junior Majoring in Journalism and Minorng in Marketing. Currently serving as the Student Centers Policy Board Chairperson (2nd term), Director of the Council for Cultural Activities (2nd term) & a member of the Valenti Student Advisory Council. Served on several search committee's including in 2023 for the Vice Chancellor/ Vice President of Student Affairs and university committee's like the Transportation and Parking Advisory Committee. A peer mentor at the Ignite Leadership Program, and an advocate for all students and the university alike. A Communications Coordinator Intern for the Residence Halls Association. Her leadership roles have given her the honor of being part of multiple executive committees and continue to bolster the passion she has for advocacy and diversity.



**Vilmar Cerda**

*University of Houston - Clear Lake*

Vilmar is a senior studying History 7-12 Secondary Certification at the University of Houston - Clear Lake. She is a first-generation student and the eldest of 3 sisters. She comes from a family of educators and her enthusiasm for teaching comes from her desire to help others learn. She graduated from Pasadena Memorial HS in 2020 and attended Houston Community College prior to transferring to UHCL in Fall 2022. She is a vibrant leader and currently serves as a lead Hawk Guide at the University of Houston Clear Lake Welcome Center. In her leisure, she enjoys spending time with her dog and 5 cats.

Born and raised in the vibrant border town of Eagle Pass, Texas, Jacquelyn Velazquez is no stranger to diversity and community spirit. As the middle child among four siblings, she learned the value of compromise, communication, and collaboration from an early age. Currently pursuing a Bachelor's degree in English, Jacquelyn is a dedicated college senior poised to graduate in the Fall of 2024. Alongside her academic pursuits, she channels her passion for communication and creativity as a Marketing Team Member at Chick-fil-A Victoria, where she contributes to crafting compelling narratives and community engagement.

Jacquelyn's commitment to fostering connections extends beyond her professional endeavors.



**Jacquelyn Velazquez**  
*University of Houston - Victoria*

She serves as the Director of Public Relations for the Student Government Association, leveraging her skills to amplify student voices, strengthen campus bonds, and advocate for positive change within the university community. With a blend of academic excellence, professional sharpness, and a heart for service, Jacquelyn is poised to make a lasting impact in both her academic and professional endeavors, embodying the spirit of leadership and community engagement in all she does.

Richard Solomon is a dynamic graduate from the University of Houston Downtown with a major in Sociology and a minor in Psychology. Embarking on his career journey, Richard started in Human Resources but soon found his true calling in Educational Administration within Higher Education. Driven by an unwavering passion, Richard strives to create environments where everyone, regardless of gender, ethnicity, or age, can thrive and achieve educational success. His story is a testament to the power of perseverance and dedication in pursuing one's dreams.



**Richard Solomon**  
*University of Houston - Downtown*

A shining star on campus, Richard's leadership prowess shines through his roles as President of The Black Student Organization and the Xi Kappa chapter of Phi Beta Sigma. Recognized as the Greek Man of the Year, Richard's commitment to inclusivity and empowerment echoes in every endeavor. In the realm of Student Leadership and Involvement, Richard's impact is palpable, reflecting his vibrant spirit and dedication to shaping a supportive, diverse, and inspiring educational community. Get ready to be inspired by the eclectic journey of Richard Solomon – a true advocate for educational success and positive change.









# A Special Thank You

## University of Houston

**Dr. Paul Kittle**

Vice Chancellor for Student Affairs  
Vice President for Student Affairs

**Timothy Council**

Associate Vice Provost, Enrollment Services

## University of Houston - Clear Lake

**Dr. Tina Powellson**

Vice President for Student Affairs

**Dr. Matthew Aschenbrener**

Vice President for Strategic Enrollment Management

## University of Houston - Downtown

**Dr. Lisa Joyner**

Vice President of Student Success and Student Life

**Dr. Daniel Villanueva**

Vice President of Enrollment Management

## University of Houston - Victoria

**Dr. Jay Lambert**

Vice President of Student Affairs

**Dr. Karla DeCuir**

Interim Vice President of Enrollment Management/Provost  
for Distance Learning

# 2024 Committee Members

## TRI-CHAIRS

### **Dr. Daniel Maxwell**

Associate Vice Chancellor for Student Affairs  
Associate Vice President for Student Affairs  
*University of Houston*

### **Dr. Monica Thompson**

Executive Director, University Career Services  
*University of Houston*

### **Dr. Patrick Lukingbeal**

Executive Director, Intergrated Enrollment Services  
*University of Houston*

## MEMBERS

### **Molly Duke**

Coordinator, Student Life  
*UH Victoria*

### **Dominic Flores**

Coordinator, Student Life  
*UH Victoria*

### **Dr. Kira Gatewood**

AVP for Student Life & Dean of Students  
*UH Downtown*

### **Robert M. Hernandez**

Manager, Community Outreach  
& Student Recruitment  
*UH Victoria*

### **Gabe Jackson**

Assistant to the Vice Chancellor/Vice President  
of Student Affairs  
*University of Houston*

### **Gayle King**

Director, CSS ERP Application  
*University of Houston*

### **Kevin Nguyen**

Associate Director,  
Center for Student Advocacy and Community  
*University of Houston*

### **Reuben Parrish**

Director, UH Wellness  
*University of Houston*

### **Dr. Scott Radimer**

Director, Assessment & Planning  
*University of Houston*

### **Jaime Richeson**

Coordinator for Student Conduct  
*UH Clear Lake*

### **Chandra Slaughter**

Manager Contact Center  
*UH Downtown*

### **Germaine Washington**

Director, Marketing and Communications  
Division of Student Affairs  
*University of Houston*

### **Monique Williams**

Director Welcome Center  
*UH Clear Lake*

### **Laura Zavala-Membrano**

Director,  
Women and Gender Resource Center  
*University of Houston*

### **Beverly Thom**

Manager,  
Facilities and Operations  
*University of Houston*