CENTER FOR STUDENT INVOLVEMENT

Connect. Discover. Engage.

Question #1
Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

Mission
The Center for Student Involvement (CSI) creates an inclusive and accessible environment that provides meaningful and diverse learning and involvement opportunities to impact student success. Students will gain a sense of self and strong leadership skills, while becoming responsible and engaged citizens in their community.
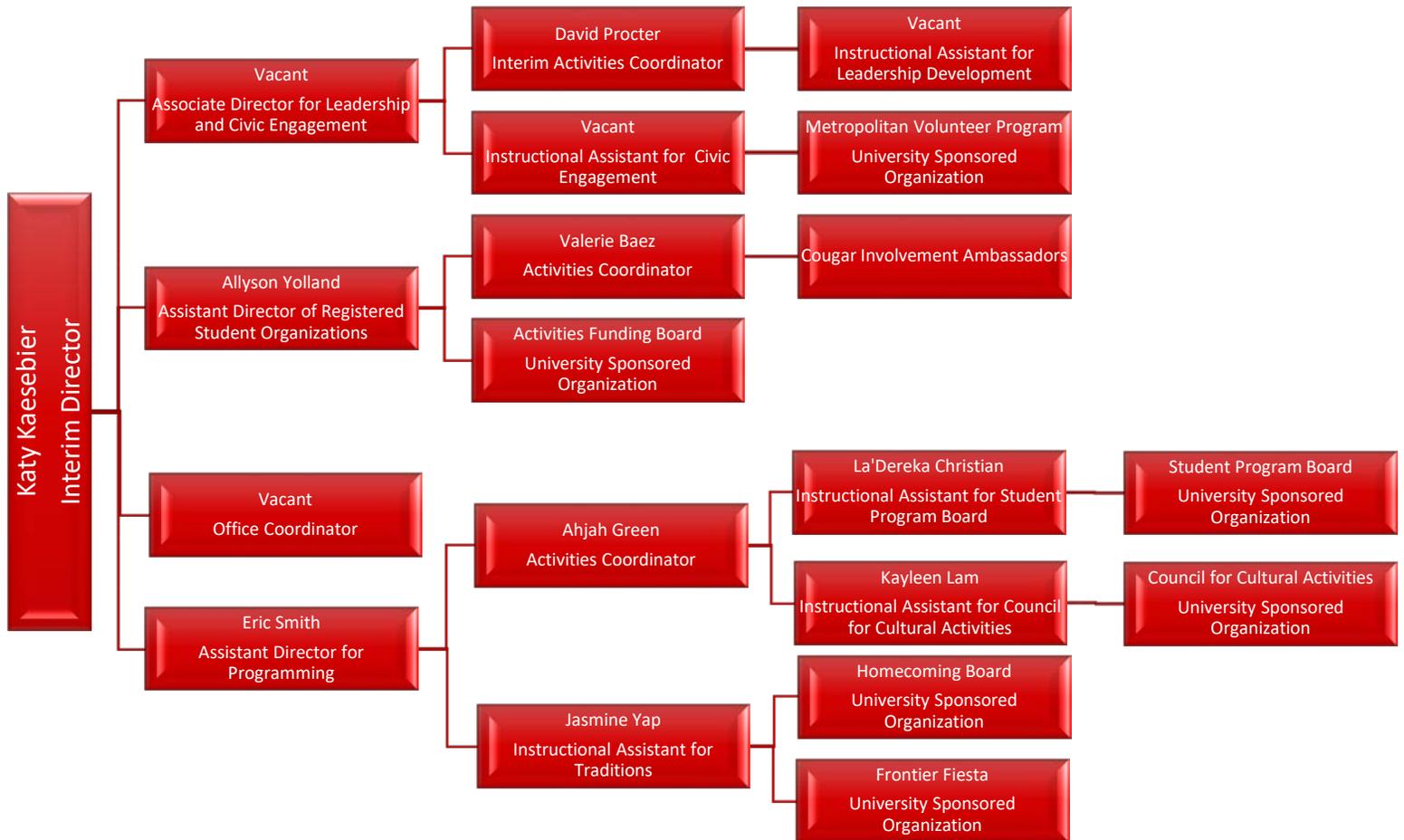
The Center for Student Involvement achieves its mission by: coordinating and advising six University Sponsored Organizations that provide campus events and student-led programming initiatives (Student Program Board, Homecoming Board, Frontier Fiesta, Activities Funding Board, Metropolitan Volunteer Program, and Council for Cultural Activities); providing support, guidance and management for the University of Houston's 500+ registered student organizations and their advisors; campus-wide leadership and civic engagement centered on synergistic partnerships within campus, local and global community.

The Center for Student Involvement is positioned to have a significant positive influence on the university culture through programs and services. CSI creates a path for involvement that connects students to campus by serving as a campus resource and "first stop" for a student's involvement journey. The Center also designs self-discovery and competency development opportunities for students. The department works collaboratively with campus and community partners to provide a variety of programs. In addition, CSI provides a platform to engage students in experiential learning, while supporting them to craft their own experience as they pursue their passions and interests.

To keep pace with the growth of our student population, we are requesting FY24 One-Time funding to continue to improve and create programs and services that will assist in creating a greater variety of student involvement initiatives that focus on the development of a vibrant campus life.

Question #2

Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

Katy Kaesebier — Interim Director

- **Vacant** — Associate Director for Leadership and Civic Engagement
  - **David Procter** — Interim Activities Coordinator
    - **Vacant** — Instructional Assistant for Leadership Development
  - **Vacant** — Instructional Assistant for Civic Engagement
    - **Metropolitan Volunteer Program** — University Sponsored Organization
- **Allyson Yolland** — Assistant Director of Registered Student Organizations
  - **Valerie Baez** — Activities Coordinator
    - **Cougar Involvement Ambassadors**
  - **Activities Funding Board** — University Sponsored Organization
- **Vacant** — Office Coordinator
- **Eric Smith** — Assistant Director for Programming
  - **Ahjah Green** — Activities Coordinator
    - **La'Dereka Christian** — Instructional Assistant for Student Program Board
      - **Student Program Board** — University Sponsored Organization
    - **Kayleen Lam** — Instructional Assistant for Council for Cultural Activities
      - **Council for Cultural Activities** — University Sponsored Organization
  - **Jasmine Yap** — Instructional Assistant for Traditions
    - **Homecoming Board** — University Sponsored Organization
    - **Frontier Fiesta** — University Sponsored Organization

Question #3
List your unit's strategic initiatives and action steps identified for the 2021-2022 academic year and cite the specific Division of Student Affairs (DSA) Strategic Initiatives and University of Houston Strategic Goals to which they relate. Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

CSI Strategic Initiative #1: Student Success: Champion exceptional opportunities and services to support all UH students.
Action Steps 2021-2022:
- Executive leaders of university sponsored organizations will attend the Executive Leadership Retreat (XLR) to prepare them to serve effectively in their roles, within the university system, and become strong leaders within their teams.
  Accomplished. The student leaders for University Sponsored and Affiliated Organizations attended XLR during summer 2022. Students were trained on relevant topics both as a general student leader and based on position-specific roles (Chief Officer, Marketing Role, etc.). 97% of students that attended agreed or strongly agreed that they felt prepared to begin their role.
- Students will participate in a LeadUH program, Lead360, designed to increase their knowledge and develop their skill set focused on community-based leadership.
  Accomplished. Throughout the pilot year, 10 students successfully completed the program. The series of workshops provided an in-depth exploration of issues impacting the local and global community, along with actions they can take as leaders to expand their knowledge and skill set. The pilot group provided feedback on content to help us improve the program. As we prepare for the fall semester, we will take this feedback and adjust the curriculum and resources to provide a more well-rounded experience for the students.
- Provide students with interactive opportunities to learn about social issues impacting the local and global community.
  Accomplished. We hosted the first Bingo to Beat Hunger, adjusting from the former Hunger Banquet. This event engaged students in a fun bingo night infused with education about hunger at the local, state, national, and global level. 100% of attendees agreed (57.14% strongly agreed, 42.86% agree) that attending Bingo to Beat Hunger provided them with the opportunity to understand their own role and contribution to their community, and how they can make a difference regarding poverty and hunger issues. In the spring, we hosted End It to help students learn more about human trafficking and the impact it has on the local and global community. A total of 88 students attended the event to take their photo and help spread awareness.
- Develop and implement an involvement campaign to continue to strengthen the culture of involvement at the University which will promote involvement benefits, facts, and showcases.
  Accomplished. Through our social media, we were able to showcase the vibrancy of campus life, even while some students were still at home through reel videos (TikTok style). In addition, we are developing a process for students to submit involvement videos as part of our SOLD program to demonstrate student life on campus. The Cougar Involvement Ambassadors are developing new ideas about promoting involvement benefits/opportunities through adjusting our involvement consultation process and creating infographics, to be launched in FY23. We also added RSO highlights to our student organization registration process, to showcase them in our newsletter and social media.

CSI Strategic Initiative #2: Resources: Evaluate, actively pursue, and leverage resources to enhance the UH experience.
Action Steps 2021-2022:

- Explore different sources of funding and sponsorships to support different aspects of the department through sponsorships, grants, and other development opportunities.
  Partially Accomplished. Due to the ongoing COVID-19 pandemic, it has been challenging to acquire sponsors. Our staff is working to get creative, including exploring the idea of selling sweatshirts or other promotional items at a low price. This approach would allow for cost recovery for the original purchase, plus give us the opportunity to have additional income to support our department. Staff compiled a list of potential grants or other types of funding for which CSI would be eligible, but the opportunities were quite limited due to the specific nature of many grants.

- Engage in a process of rethinking programs, services, and resources offered to students to determine the best delivery method in a more virtual environment.
  Accomplished. While we saw an increase of 101% in student attendance from fall 2018 (pre-COVID) to fall 2021, we saw a significant decrease of 64% from spring 2019 to spring 2022. Staff completed a program evaluation over the summer to determine which programs are effective, where we need to make adjustments, and where we need to discontinue programs or events in order to provide the best student experience possible. These decisions were made based on a combination of feedback from the External Review and data (attendance, satisfaction, etc.) from multiple years. Staff will continue to work through this process, making appropriate adjustments, during FY23.

CSI Strategic Initiative #3: Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater community.
Action Steps 2021-2022:

- In partnership with Student Housing and Residential Life, students that are residents of the Impact Living Learning Community will learn about community-based leadership and how to have a positive impact on the community including both UH and the greater Houston community.
  Accomplished. We were excited to have a 100% increase (16 to 32) in residents for the Impact Living Learning Community this year. Throughout the year, we engaged students in a series of workshops focused on the Social Change Model, small-scale service projects, and a series of socials. We also engaged the returning students as site leaders for our Days of Service to help them enact the things they have learned in previous years.

- In partnership with the Center for Diversity and Inclusion, refine the content and delivery of the Blueprint Institute which is focused on diversity and inclusion within registered student organizations.
  Changed. The CSI, CFSL, and CDI staff have collaborated to develop the curriculum and a marketing plan for the Blueprint Institute. The curriculum covers many topics including individual leadership style, organizational culture, how to create an inclusive marketing plan, and more. The first Institute has been deferred due to significant staffing changes in both CDI and CSI. We will revisit this program during Spring 2023 to determine best steps to move forward.

- Explore the implementation of a diverse group of individuals which could include faculty, staff, and students, to provide the department feedback, advice, and serve as a sound board for new initiatives, services, and support opportunities.
  Changed. We are adjusting this assessment and feedback from a sounding board to be a roundtable/Town hall style meetings. We would have different meetings for the various stakeholders

including students, University Sponsored Organization leaders, top 3 student officers of registered student organizations, advisors, staff, campus partners, etc. These would be approximately two times per semester and concerning various topics, including Diversity and Inclusion, Customer Service, Marketing, etc.

Question #4
Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

Registered Student Organizations
This data allows us to track the overall engagement with our Registered Student Organizations, highlighting successes and areas for growth.

Activities	FY18	FY19	FY20*	FY21*	FY22
Registered Student Organizations	499	482	505	477	478
Event Registrations	3,608	3,847	3,505	1,169	3,150
Organization Orientations	29 sessions 1,128 students	22 sessions 1,121 students	27 sessions 1,199 students	1,100 students	1,221 students
Organization Fairs	2017 Fall Cat's Back: 168 2018 Spring Cat's Back: 128	2018 Fall Cat's Back: 199 2019 Spring Cat's Back: 149	2019 Fall Cat's Back: 232 2020 Spring Cat's Back: 147	2020 Fall Cat's Back: 169 2021 Spring Cat's Back: 130	2021 Fall Cat's Back: Day 1: 170 Day 2: 164 2022 Spring Cat's Back: 136
Fall Cat's Back	N/A	3,426 Stamped Cards 3,573 swipes	3,041 stamped 3,156 swipes	1,356 (virtual)	2,453 stamped 4,048 swipes
Risk Management Training	31 sessions 1,053 students	1,150 students	1,266 students	1,100 students	1,221 students
Student Org Leadership Advancement Retreat (SOLAR)	Fall: 39 Spring: 43	Fall: 17 Spring: 24	Fall: 37 Spring: 54	Fall: 21 Spring: 30	Fall: 24 Spring: 18
Website: Unique Page views	94,573	71,836	71,173	55,843	24,841
Page views	135,908	96,453	94,436	75,514	32,084

* COVID-19 impacted events causing cancellations and shifts to hosting them virtually
**SOLD workshops transitioned to be available virtually on-demand

University Sponsored Organization Programs & Events
This area allows us to track the effectiveness of our University Sponsored Organizations from one year to the next. The number of events and overall attendance each year are indicators of success and/or areas of growth each year. During the end of FY20 and FY21 we saw large impacts on our data due to COVID-19.

Organization	Events FY19	Attendance	Events FY20**	Attendance **	Events FY21	Attendance **	Events FY22	Attendance
Council for Cultural Activities	7	3,887	5	2,970	5	596	7	4,586
Student Program Board	66	21,813	39	7,714	42	1,789	47	15,990
Frontier Fiesta	1	Thurs: 3,253 Fri: 4,564 Sat: 10,463 Total: 18,280	N/A*	N/A*	7	898	1	Thurs: 3,391 Fri: 3,536 Sat: 7,884 Total: 14,811
Metropolitan Volunteer Program	94	2,856	86	1,778	38	1,227	87	1,910
infraRED nights	4	3,351	3	2,075	4	575	6	2,868
Homecoming	8	3,852	10	4,418	10	1,071	10	5,675

Events and programs were impacted (held virtually or cancelled) due to COVID-19

Leadership and Civic Engagement Events

This attendance data allows us to track overall engagement with Leadership and Civic Engagement programs from one year to the next. During the end of FY20 and FY21 we saw large impacts on our data due to COVID-19.

Event	FY17	FY18	FY19	FY20**	FY21**	FY22
MLK Day of Service	260	165	205	166	38	75
WOW Day of Service	160	71*	147	162	34	73
Ignite Leadership Program – Fall	76	78	79	76	38	33
Ignite Leadership Program – Spring	49	48	63	55	41	43
Number Completed LeadUH Programs	LeadWell: 1 CoogCareers: 13 RISE: 3 SOLD: 6	LeadWell: 3 CoogCareers: 18 RISE: 12 SOLD: 6 Affirm: 1 SOS: 6	LeadWell: 13 CoogCareers: 6 SOLD: 7 RISE: 16 Affirm: 5 SOS: 6	LeadWell: 2 CoogCareers: 1 SOLD: 10 RISE: 16 Affirm: 7 SOS: 9	LeadWell: 1 CoogCareers: 11 SOLD: 9 RISE: 6 Affirm: 5 SOS: 5	CoogCareers: 3 RISE: 5 SOLD: 13 Affirm: 6 SOS: 6
Number of Volunteer Service Hours (Get Involved)	10,560	15,605	21,172	16,712	4,672	7,314
Empower Annual Attendance	84	157	165	45**	100**	106
Hunger Banquet/ Bingo to Beat Hunger Annual Attendance	N/A	73	79	75	40**	61

End It Attendance	N/A	155	132	164	31**	88

Event was rescheduled and held immediately following Tropical Storm Harvey.
**Events and programs were impacted (held virtually or cancelled) due to COVID-19*

1. Assessment Activity
   1. **ServeHTX Program Evaluation**
      This year we worked to deepen the student experience with ServeHTX Days of Service in terms of their understanding of social issues and the Third Ward. Of the 78 students that responded to the survey, 100% were satisfied (94% very satisfied and 6% satisfied) with the overall event experience. 100% of students agreed (76% strongly agreed, 24% agreed) that they developed a deeper understanding of social issues. 98% of students agreed (57% strongly agree, 42% agree) that they are more knowledgeable about the Third Ward. Based on the feedback from the two Days of Service, we will continue to expand on the new components focused on the Third Ward. For example, we incorporated social issue based trivia during the introduction to the day, "tour" information for students en route to their service site, and a brief video with information about the Third Ward. We also worked with our community partners with a clearer list of expectations about what we would like them to share with the students about their organization, the social issue, and how their service impacts the local community
   2. **University Sponsored Organization (USO) Student Leader Evaluations**
      The Center for Student Involvement directly advises 6 University Sponsored Organizations (Activities Funding Board, Council for Cultural Activities, Frontier Fiesta, Homecoming Board, Metropolitan Volunteer Program, and Student Program Board). For FY22, the Center for Student Involvement staff piloted a new program, Pathways, to help guide the USO student leader experience. This program was intended to help students identify and develop the soft skills gained, connect with alumni to learn about their experience as a student leader, understand the process of submitting their Scarlet Seals of Excellence, and submit one or more seals. Due to our external review, this goal has been deferred. We are revisiting the approach to this goal to see if we need to adjust it in order to get more relevant information/feedback from our students.
   3. **RSO Data Review**
      The Center for Student Involvement oversees the management and registration process for ~500 Registered Student Organizations (RSO). As part of that process, RSOs must submit an annual report similar to the one used for departments in DSAES. Some information collected through the annual report includes: service hours, number of events, challenges the organization faced, and what type of support the organization needs. A review was conducted on the annual reports from the past few years to determine trends and gaps in our services provided to student organizations. This data helped us establish a baseline for future years and identify opportunities to adjust our current programming and offerings, such as our event registration process and organization registration process. The top three challenges demonstrated by the data are: student organizations struggling with COVID-19 and transitioning their organizations from fully virtual to hybrid, then back in person; recruiting new members; and lack of funding resources. The top three ways students would like to be supported by CSI are: financial/monetary support, promotion of their organization, and Get Involved/Room Reservation online assistance.

Question #5
Please discuss any budget or organizational changes experienced since your last (FY2023) 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.

Due to the Texas legislation supporting changes to S.B. No. 480, CSI experienced a budget change beginning in FY23. This legislation approved the use of student fees from the University Center (Student Centers) Fee to support student programming at the University of Houston. This change allowed us to mirror successful operations at peer institutions across the state. With this adjustment, $441,465 of the department's base budget is now funded via the Student Centers. This amount reflects the portion of the budget that includes all M&O, Salaries, and wages connected to programming to ensure that we are in line with S.B. No. 480.

Throughout the year, CSI experienced two staff vacancies for a significant amount of time. The Activities Coordinator for Programming position was vacant for 10 months after the previous staff member relocated. The Office Coordinator role has also been vacant for 10 months. At the end of FY22, Dr. Tina Powellson was selected to serve as the Interim Vice President for Student Affairs at the University of Houston Clear Lake. With this change, Katy Kaesebier is currently serving as the Interim Director for the department, leaving the Associate Director role vacant.

Question #6
If you unit concluded FY2022 with a Fund 3 addition to Fund Equity in excess of $5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

Center for Student Involvement is returning $111,571 to the Student Fees Advisory Committee.

- o $102,132 in salary/wages/fringe
- o $18,519 in M&O/Travel
- o $7,320 in administrative charges

As stated before, over the past year, the department has experienced some transition of staff due to personal and professional opportunities. Due to these extended vacancies, the department returned a significant amount of funds in the salary/wages/fringe line.

Conference travel for staff did not occur this year due to the pandemic. In addition, as events were planned for Weeks of Welcome, purchases were made past designated deadlines from Business Services. This resulted in these expenses hitting FY23, rather than FY22 as expected. This resulted in a fund equity in excess of $5,000.

Question #7
Please list your 2023-2024 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs Values and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Student Success: Champion exceptional opportunities and services to support all UH students.

    Action Steps 2023-2024

- Implement an involvement incentive program to increase student motivations for engagement.
- Evaluate the effectiveness of ServeUH signature programs (i.e. Bingo to Beat Hunger, End It, etc.), and make improvements where necessary.
- Complete a marketing analysis of the Center for Student Involvement and refresh the brand of the department/programs based on the results.
- Develop and implement a comprehensive training and on-boarding experience for mid-year hires within the six University Sponsored Organizations advised by the department.
- Evaluate event registration process (including integration with EMS, frequently asked questions, time to complete, etc.) and make improvements as needed.
- Provide additional resources to advisors including updated trainings, on demand resources, and networking opportunities.

Partnerships: Forge and strengthen partnerships to expand our reach into the university and greater Houston community.

    Action Steps 2023-2024

- Collaborate with on and off-campus partners in order to provide meaningful experiences for both individual students and registered student organizations.
- Evaluate the existing LeadUH collaborations and identify opportunities to increase student engagement.
- Use a variety of methods to educate students about the Houston, Sugarland, and Katy communities through intentionally supporting and highlighting local vendors, community partners, businesses, etc.
- Engage with campus partners to maximize resources, build support for programs, and implement innovative programs for students.
- Collaborate with a diverse group of on and off campus partners to strategically support and enhance the impact of major campus events on the student experience (i.e. Homecoming, Frontier Fiesta, Student Program Board).

Question #8
Recognizing that the potential to generate additional Student Service Fee income for FY2023 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 3.5, 5.0 or 7.5% in your total FY2024 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made. A spreadsheet has been created to assist in this process. Please include a copy of the spreadsheet with your questionnaire submission.

Our total allocation of base-funded student fees is $366,486. Below is an outline of the amounts that correlate to each of the three reductions:

 3.5% - $12,827
 5.0% - $18,324
 7.5% - $27,486

At the 3.5% reduction, we would be forced to eliminate three of our eight student employee positions within the Cougar Involvement Ambassadors. This would result in less coverage for the Commons Desk in the Student Center North, and ultimately impact the hours we would be able to have the carrel spaces open for our 106 registered student organizations housed there.

At the 5.0% reduction, we would need to eliminate four of our eight student employee positions. This would increase the negative impact of the hours the carrel spaces would be available for our student organizations and cut our student employee positions in half.

At the 7.5% reduction, we would need to reduce our number of student employees by six positions. At this reduction, we would be able to have the carrel spaces open for only 1-2 days each week with limited hours.

Question #9
What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

Currently the Center for Student Involvement receives a portion of its funding from the Student Fee Advisory Committee from student activity fee dollars, and beginning in FY23, the majority comes from University (Student) Center fees. The Center is working with the Division of Student Affairs to identify development funding sources for Leadership and Civic Engagement, RSO educational opportunities, and to support campus traditions including Homecoming and Frontier Fiesta.

For the Campus Leaders Reception, the Center for Student Involvement received and manages an endowed leadership scholarship for $1,000 annually. The Michael and Lisa Sachs Scholarship is awarded to an undergraduate student enrolled at the University of Houston who is actively participating in a role within a co-curricular activity or student organization. This scholarship recognizes highly motivated UH students, exhibiting leadership qualities and campus involvement, to assist them in attaining their educational goals.

Question #10
Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

There is some overlap between the services that the Center for Student Involvement offers to registered student organizations and the work of several of our academic colleges. However, the support provided to these organizations by the academic colleges is available only to students of a specific major or classification. There is overlap in coordinating University Sponsored Organizations as the Center for Student Media coordinates efforts of the Affiliated Organizations, including The Cougar, CoogTV, and Coog Radio; and the advising of Student Government Association by the Assistant Vice President for Student Affairs. Each year our department partners with the Center for Student Media staff and the Assistant Vice President for Student Affairs to coordinate training and on-boarding for the student leaders in all 10 University Sponsored and Affiliated Organizations. Despite these slight overlaps, no other department on campus provides leadership and civic engagement opportunities that are available for all students, programming, coordinating University Sponsored Organizations, and a suite of services for registered student organizations.

STUDENT SERVICE FEE Questionnaire

Name of Unit: Center for Student Involvement
Dept#:

Funding Sources	FY 2024 Base Budget	FY 2024 Amount of 3.5% Reduction	FY 2024 Amount of 5.0% Reduction	FY 2024 Amount of 7.5% Reduction
Student Service Fees- Base Budget	366,486	12,827	18,324	27,486

Expenses		Amount of 3.5% Reduction	Amount of 5.0% Reduction	Amount of 7.5% Reduction
Salaries and Wages				
Full-time Employee Salaries				
Student Workers Wages		11,981	17,116	8,338
Graduate (GA/IA) Students Wages				17,336
Fringes		120	171	257
Salaries/Fringes Total		12,101	17,287	25,931
Other Expenses				
Admin Charge Enter %	6%	726	1,037	1,556
Other Expenses Total		**726**	**1,037**	**1,556**
TOTAL EXPENSE		12,827	18,324	27,487
Amuount left to allocate		0	(0)	(0)