

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Corinne Martin

Implementation Year: 2017/2018

Goal 2: Develop student leaders who will positively impact the residential community.

Objective 1:	Provide comprehensive and ongoing training for RAs to assist in skill development and better job performance
Action Items	<ol style="list-style-type: none"> 1. Implement comprehensive RA fall training program. 2. Implement comprehensive RA spring training program. 3. Implement on-going training and in-service training program for RA staff. 4. Implement training program for all desk staff.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Assess effectiveness of Fall training via evaluation (summative) 2. Assess effectiveness of Spring training via evaluation (summative) 3. Assess effectiveness of In-Services and On-going training via formal evaluation 4. Assess effectiveness of customer service of desk staff from Quality of Life survey
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1. Corinne 2. Corinne 3. Corinne 4. Corinne
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. August 24 2. February 1 3. End of each semester 4. April
Desired Outcomes and Achievements (Identify results expected)	<p>RAs will be better prepared for their duties and responsibilities with a robust amount of training and experiential hands-on learning.</p> <p>RAs will have time to delve into critical thinking activities that promotes community and strengthens academic mentorship skills.</p> <p>Desk staff will be better prepared for their duties and responsibilities with proper training and hands-on learning.</p>
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. RA Training was completed, evaluation completed (found here: U:\Auxiliary Services\Goals & Planning\Strategic Planning\ASUH Reaching Vision 2020 Student Affairs Format\2017-2018) 2. [ongoing] 3. Roommate Agreement & Mediation training, Policies & Procedures review, Deepening Your Resident Relationships training, evaluations pending 4. Fall training completed and ongoing training completed for newly hired employees. Ongoing training occurred for any updates to desk procedures and operations. QOL Survey results indicated that 78.84% resident students agree/strongly agree that the Reception Desk workers are helpful. This is an increase of 9.2% from the 2016-2017 academic year QOL survey.
Analysis of Results	<ol style="list-style-type: none"> 1. RA Training successful, ideas gathered for future RA training dates 2. RA Training successful, ideas gathered for future RA training dates 3. Ongoing Training implemented during weekly RA Staff meetings, Staff Development Series initiated in Spring semester to allow RAs to teach each other on a number of topics 4. Due to the fall training program and ongoing training, our reception desk has produced an effective atmosphere as they are more prepared for their duties and responsibilities. Training should continue to happen on a semester basis to ensure all desk staff are properly trained and

prepared for the incoming term. Any updates to procedures or operations for the desk should continue to be addressed on a timely basis with the staff. The ARHD should also continue sending out monthly reminders to the desk staff to ensure all staff are aware of updates.

Objective 2:	Continue to develop the Hall Council by expanding students' knowledge of hall council and providing leadership training to its leaders and opportunities for engagement both at GSU and the regional and national residence hall associations.
Action Items	<ol style="list-style-type: none"> 1. Create leadership development and training program for Hall Council members. 2. Participate in IRHA conference in 2017/2018. 3. Implement OTM program in Prairie Place.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Create semester plan to assist in transition of new hall council members and help align their goals with the hall council advising model and constitution 2. Attendance at IRHA conference and delegate participation 3. Include RAs in OTM program to increase resident/staff recognition
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1. Corinne/Ashley 2. Corinne/Ashley 3. Hall Council/Corinne/Ashley
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. August 1 2. February 2018 3. October 1; March 1
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. Follow semester plan and reference for progress at each Hall Council meeting 2. Bring back at least 1 new/diverse program to the building, encourage members continued involvement/investment in Hall Council, give E Board members an opportunity to work on networking skills with students from other institutions, have each E Board member attend at least 1 leadership program session, and increase overall community and retention of the building through what was learned by attendees 3. Submission of at least 2 OTMs per semester; more information to gather end of year recognition items from
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. Utilized Hall Council Advising model created for 2016-2017 will keep same programming guidelines for the executive board for the 2017-2018 academic year 2. Hall Council was set to attend CASCHA Chicago's Exposition: Leadership in January but the event was cancelled due to low registration. At the time of the cancellation, we were unable to register for IRHA as the deadline had passed. 3. Held 1:1 meeting with Communications Coordinator to discuss managing OTM submissions for the newsletter; CC will have OTMs prepared for each month and will get feedback from the other executive board members on winners for each defined category (TBD); Focused on desk worker of the month for OTMs for the fall 2017 and spring 2018 semesters (all were included in monthly newsletters).
Analysis of Results	<ol style="list-style-type: none"> 1. After the conclusion of the fall 2017 semester, we lost everyone on our executive board except two members. For the start of the spring we abandoned the previous advising model and had the remaining members focus on passive programming to help balance their busy schedules. Based on the quality of life survey results the switch in style of programming did not overtly negatively impact residents agreement about the number of activities Hall Council planned; for example, 44.23% respondents agreed that adequate Hall Council activities were planned which is a 1% increase from the prior year. However, 30.77% of respondents disagreed that there enough activities which is a 9% increase in disappointment from the previous year. 2. More advanced planning needs to be done to ensure the executive board and other hall council members have the opportunity to participate in at least one conference/professional

	<p>development series to focus on their leadership and building as a hall council team. Could possibly plan a session with other departments on campus to help Hall Council leverage their roles and contributions to the PP community.</p> <p>3. Due to lack of staffing for the Hall Council Executive board during the 2017-18 academic year, the Assistant Residence Hall Director (ARHD) used this platform to display OTMs for Prairie Place Desk Worker Recognition (added to each newsletter – at least 3 per semester). This recognition should be broadened for the next academic year to showcase all of the contributors to the PP community; additionally, it might be best for the recognition role of Hall Council to collaborate with the ARHD in completing OTMs so that they have a staff perspective.</p>
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Objective 3:	Work with key University partners to provide collaborative and meaningful learning opportunities for Resident Assistants, Hall Council Officers, Peer Mentors (PM) and GSU Ambassadors
Action Items	<ol style="list-style-type: none"> 1. Participate in 2nd annual Para-Professional Student Leader Training Day in August 2017. 2. RA participation in Opioid Workshop provided by Vantage Clinical Consulting LLC
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Attendance at Para-professional training 2. Attendance at Opioid Workshop
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1. Corinne 2. Corinne
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. August 18 2. Fall RA Training
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. RAs will engage and network with other peer leaders and collaborate on common trainings 2. RAs will learn a new skill and be trained on any possible incidents
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. RAs participated in Para-Professional Student Leader Training Day 2. RAs participated in Opioid Workshop provided by Vantage Clinical Consulting LLC
Analysis of Results	<ol style="list-style-type: none"> 1. RAs participated in Para-Professional Student Leader Training Day. The RAs appreciated the connections with other student staff members and enjoyed conversations on the Diversity Session led by Robert Clay. Suggestions to lengthen the Title IX/Mandated Reporter Session was given by the RAs as that pertained to a part of their position. The overall length of the PPSL Training Day was appropriate. 2. RAs participated in Opioid Workshop provided by Vantage Clinical Consulting LLC. RAs stated they learned about a new topic that was relative to their experience as a student leader in the community. RAs were able to relate to the presenter as they have heard about current event issues related to Opioids more recently. RAs understood their role as an RA in the event of an Opioid related crisis.