

## Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

**Focus Area: Auxiliary Services & University Housing**

**Leader(s): Corinne Martin & Candice Sewell**

**Implementation Year: 2018/2019**

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

<b>Objective 1:</b>	<b>Provide comprehensive and ongoing training for RAs to assist in skill development and better job performance</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Implement comprehensive RA fall training program.</li> <li>2. Implement comprehensive RA spring training program.</li> <li>3. Implement on-going training and in-service training program for RA staff.</li> <li>4. Implement training program for all desk staff.</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Assess effectiveness of Fall training via evaluation (summative)</li> <li>2. Assess effectiveness of Spring training via evaluation (summative)</li> <li>3. Assess effectiveness of In-Services and On-going training via formal evaluation</li> <li>4. Assess effectiveness of customer service of desk staff from Quality of Life survey</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. RHD</li> <li>2. RHD</li> <li>3. RHD</li> <li>4. Abby</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. August 23</li> <li>2. February 1</li> <li>3. End of each semester</li> <li>4. August 23</li> </ol>
<b>Desired Outcomes and Achievements</b> (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>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. RA Fall training completed</li> <li>2. RA spring training completed</li> <li>3. Ongoing training/in-service trainings:             <ol style="list-style-type: none"> <li>a. Duty response reminders</li> <li>b. Desk operation updates</li> <li>c. Closing Operations</li> <li>d. IR submission and writing</li> </ol> </li> <li>4. Desk Staff training completed, ongoing 1:1s are monthly for desk reminders (also sent out via email to all desk staff)</li> </ol>
<b>Analysis of Results</b>	<p>The RA team was well-equipped to handle incidents that occurred during the course of the academic year. IR writing was improved when small mistakes were made (forgetting to input names, wrong ID numbers, grammar/spelling errors) via additional staff meeting trainings. The AD assisted in the other ongoing trainings regarding closing operations and duty response while the ARHD assisted in desk operation updates training.</p>

	For the front desk staff, less documentation occurred this year compared to previous years for tardiness or incorrectly following procedures. A majority of any guest errors came from the overnight shifts, where student staff do not work. Desk staff training continues to be improved by ARHD via monthly reminder emails, personal trainings when procedures are updated, and shadow trainings for all incoming new staff.
--	--

<b>Objective 2:</b>	<b>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.</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Create leadership development and training program for Hall Council members</li> <li>2. Participate in a student leadership conference in 2018/2019</li> <li>3. Implement OTM program in Prairie Place</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>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</li> <li>2. Attendance at IRHA conference and delegate participation</li> <li>3. Include RAs in OTM program to increase resident/staff recognition</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. RHD/Abby/Ashley</li> <li>2. RHD/Abby/Ashley</li> <li>3. Hall Council/RHD/Abby/Ashley</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. August 1</li> <li>2. February 2019</li> <li>3. October 1; March 1</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Follow advising model + Constitution and reference for progress once a month at Hall Council Meetings</li> <li>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</li> <li>3. Monthly submission of desk work of the month featured in newsletter</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. Hall Council has decided not to make any changes to the advising model + constitution; will move forward with using these documents as references for the academic year.</li> <li>2. Hall Council truly not established until Spring semester; 7 members joined and began organization duties</li> <li>3. Ongoing – features for desk staff OTM have been included in every newsletter thus far. Delay of Hall Council start prevented HC from submitting OTMs for NRHH purposes (did not attend IRHA for spring 2019).</li> </ol>
<b>Analysis of Results</b>	<p>Due to not beginning the school year with an RHD, Hall Council did not get established until Spring 2019 semester. However, once organized, the members planned programs for the 2019-2020 year before the completion of this current academic year. This will ensure a good starting point for the upcoming Hall Council.</p> <p>RAs were not included in the OTM process for the desk staff, hoping to initiate this process during August training for the staff to continue advancement of peer recognition amongst the entire building staff and Hall Council.</p>

<b>Objective 3:</b>	<b>Work with key University partners to provide collaborative and meaningful learning opportunities for Resident Assistants, Hall Council Officers, Peer Mentors (PM) and GSU Ambassadors</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Participate in 3<sup>rd</sup> annual Para-Professional Student Leader Training Day in August 2018 as part of RA Training</li> <li>2. RA participation in Blood Borne Pathogen Workshop through online services provided by Environmental Specialist (FDM)</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Attendance at Para-professional training</li> <li>2. Attendance at Blood Borne Pathogen Workshop</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. RHD</li> <li>2. RHD</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. August 21<sup>st</sup></li> <li>2. Fall RA Training</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. RAs will engage and network with other peer leaders and collaborate on common trainings</li> <li>2. RAs will learn a new skill and be trained on any possible incidents</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. RAs participated in the Para-Professional Student Leader Training Day, ARHD presented with AD on self-care topic</li> <li>2. RAs completed Blood Borne Pathogen Workshop prior to start of Fall 2018</li> </ol>
<b>Analysis of Results</b>	<ol style="list-style-type: none"> <li>1. Attendance confirmed by Nikki Witt Penwell, AD and ARHD presented on importance of self-care</li> <li>2. Completion of staff confirmed by Carolyn Johnson</li> </ol>