

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: 2019/2020

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. RHD 2. RHD 3. RHD 4. ARHD
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. August 23 2. February 1 3. End of each semester 4. August 23
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 Fall training completed. Spring training completed. Evaluations were missed for fall. 2. Spring training completed. Evaluations were missed for spring. 3. Ongoing training/in-service trainings: <ol style="list-style-type: none"> a. Duty response reminders b. Desk operation updates c. Closing Operations d. IR submission and writing e. H&S Inspections training (adjusted for spring and summer terms) f. COVID-19 pandemic preparation and early closing g. Update policies due to COVID-19 pandemic 4. Desk Staff training completed, ongoing 1:1s are monthly for desk reminders (also sent out via email to all desk staff)
Analysis of Results	Evaluations should be completed for trainings to determine which sessions are productive and helpful for their RA roles. Desk staff was able to be trained and prepared for COVID spring moveouts in a timely fashion with little mistakes in process.

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 a student leadership conference in 2019/2020 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. A/RHD 2. A/RHD 3. Hall Council/A/RHD
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. August 1 2. February 2019 3. October 1; March 1
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. Follow advising model + Constitution and reference for progress once a month at Hall Council Meetings 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. Monthly submission of desk worker of the month featured in newsletter
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. HC members were invited to move in early for a HC Training and for them to assist during move-in (and advertise for the HC upcoming events). HC decided their focus was on increasing programming initiatives during the fall term, and did not prioritize on constitution. However, the members were also participating on SAC, Student Senate, and NSO and would provide information regarding building/University policies to other students during meetings. 2. HC participated in Welcome Week with "walkovers" to events (increase program attendance). HC or department has not been contacted regarding the IRHA student conference as of February. 3. This was a previous initiative run by a previous ARHD, new ARHD has not completed yet due to training and getting settled in current position.
Analysis of Results	Disbanded for spring due to COVID, accomplished fall events/goals.

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 3rd annual Para-Professional Student Leader Training Day in August 2019 as part of RA Training 2. RA participation in Blood Borne Pathogen Workshop through online services provided by Environmental Specialist (FDM)

Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. Attendance at Para-professional training 2. Attendance at Blood Borne Pathogen Workshop
Responsible Person and/or Unit (Data collection, analysis reporting)	1. RHD 2. RHD
Milestones (Identify Timelines)	1. August 21 st 2. Fall RA Training
Desired Outcomes and Achievements (Identify results expected)	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	1. RAs participated in the Para-Professional Student Leader Training Day 2. RAs completed Blood Borne Pathogen Workshop prior to start of Fall 2019
Analysis of Results	1. Attendance confirmed by Lisa Carra 2. Completion of staff confirmed by Carolyn Johnson