

# Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

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

**Leader(s):** Betsy Joseph

**Implementation Year:** 2015-2016

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

<b>Objective 1:</b>	<p style="color: red;">Provide comprehensive and ongoing training for RAs to assist in skill development and better job performance</p> <p style="color: red;">Strategy # 1: Implement comprehensive RA fall semester training plan</p>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Incorporate OBOU in training</li> <li>2. Fish Philosophy in training</li> <li>3. Student development theory</li> <li>4. Nuts &amp; bolts</li> <li>5. Implement RA Six Week Plan</li> <li>6. Implement training assessment</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. RAs will be able to implement themes from OBOU into their programming, as well as learn how they can use the materials for developmental purposes in conjunction with university-wide events.</li> <li>2. RAs will be able to articulate the four different FISH themes and demonstrate how to utilize them in the RA role.</li> <li>3. Staff will learn about student development theory and how it impacts them personally and professionally. RA's will be able to use the information to cultivate a stronger sense of community and empathy on their floors.</li> <li>4. You will learn Auxiliary Services and University Housing procedures regarding on-call coverage and crisis management. You will become oriented to and knowledgeable about campus resources and Auxiliary Services and University Housing. You will learn how to build community and effectively meet community building outcomes. You will learn how to create more personal/positive resident interactions. You will learn strategies and techniques to effectively support residents in resolving their own conflicts</li> <li>5. Staff will follow to a 6 week plan used to promote community building and success within the position of an RA.</li> <li>6. Staff will create a form to assess training effectiveness and to plan for ongoing training and in-services.</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. RAs read and had a book discussion on Start Something That Matters, as well as utilized it for their 6-week plan to invest housing operations with wider university initiatives</li> <li>2. RAs learned the tenets of the FISH! Philosophy and these themes were brought up multiple times throughout staff meetings and trainings.</li> <li>3. Staff learned Student Development theory in the September In-service, topics included: Peck's Community Building, Kegan's Orders of Consciousness, Baxter-Magolda's Learning Partnership Model and Self-Authorship</li> <li>4. Staff covered these topics in training and weekly in staff meetings with 'Pop-up Protocols,' every emergency and procedure were highlighted in meetings</li> <li>5. The 6 week plan actually took about 10 weeks to implement fully for all RAs, to ensure RAs knew their residents and were taking time to develop a plan for a robust community</li> <li>6. Staff took training evaluations after each semester training with feedback for improvements and suggestions for additions</li> </ol>
<b>Analysis of Results</b>	Overall training for staff has increased in the past year and more time was dedicated to reviewing

	<p>important policies in staff meetings.</p> <ul style="list-style-type: none"> <li>• Training evaluations were used to form midyear and spring trainings, as well as helping to inform the Fall 16 training program.</li> <li>• RAs could use more in-depth training on building community, filling out appropriate work forms and being timely and prompt with responsibilities. These items will be addressed more fully in fall 2016 training programs.</li> </ul>
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<b>Objective 1:</b>	<p>Provide comprehensive and ongoing training for RAs to assist in skill development and better job performance</p> <p>Strategy 2: Implement comprehensive spring training</p>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Midyear training for new RA staff created</li> <li>2. Review policies/procedures</li> <li>3. Behind Close Door Refresher training</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. RAs will be refreshed in different training topics.</li> <li>2. RAs will review Prairie Place policies and procedures</li> <li>3. RAs will engage in hands-on learning experiences as it relates to real duty scenarios</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. RAs were able to dive deeper into previously explored topics to gain further understanding. Returners were valuable in helping midyear hires transition to the RA role</li> <li>2. RAs constantly review policies and procedures for Prairie Place via Pop-Up protocol which prompted a staff member a week to highlight a policy within the University Housing handbook and to creatively introduce it to staff weekly</li> <li>3. Behind Closed Doors (BCD) gave all staff members the opportunity to put what they learned into practice, helping them build the confidence and skills needed to be assertive when necessary in the RA role.</li> </ol>
<b>Analysis of Results</b>	<ol style="list-style-type: none"> <li>1. RA training for spring was 2 days for returners and 3 days for new hires, some successes and obstacles are outlined below: <ul style="list-style-type: none"> <li>• Staff successfully completed all training requirements and attended each session and evaluated appropriately. Staff highlighted BCD as the most valuable experience in spring training</li> <li>• Staff could use more time to go over administrative responsibilities as well as giving more time to complete building assignments (i.e. RCRs, door decs, bulletin boards). Staff identified writing reports as an area that needs more attention in future trainings.</li> </ul> </li> </ol>

<b>Objective 1:</b>	<p>Provide comprehensive and ongoing training for RAs to assist in skill development and better job performance</p> <p>Strategy 3: Implement on-going training and in-services</p>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Identify topics for monthly in-services</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Series of in-service sessions held that strengthen RA skills and develop RA's professionally.</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. Topics covered in the fall for in-services included: <ul style="list-style-type: none"> <li>• Student Development Theory, Time Management, Avoiding Burnout, and Diversity Sessions</li> </ul> </li> </ol>
<b>Analysis of Results</b>	<ol style="list-style-type: none"> <li>1. During the fall semester we had monthly in-services, but this stopped in the spring semester due to Health and Safety inspections being done routinely in response to the November 23, 2015 fire <ul style="list-style-type: none"> <li>• In the upcoming semester, time will be set aside for Health and Safety inspections, as well as in-services to keep ongoing development a priority.</li> </ul> </li> </ol>

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

<b>Objective 2:</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. Strategy #1: Develop and implement leadership development and training plan for Hall Council
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Hold hall council elections</li> <li>2. Create and implement Fall leadership training plan</li> <li>3. Hall Council's participation in Student Life training</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. All officer positions filled</li> <li>2. 9 week development plan created and implemented for Hall Council officers</li> <li>3. Hall Council officers will attend training; Hall council officers will share information/learnings with advisors</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. All officer positions were filled by October 2015</li> <li>2. The 9 week plan became a semester-long plan and guided Hall Council as they developed, planned, and evaluated their performance</li> <li>3. The HC President attended all Student Life meetings and training, as well as the treasurer</li> </ol>
<b>Analysis of Results</b>	<p>In our second year of RHA, the residents are better understanding what Hall Council's do and how they can collaborate to enhance the residential experience</p> <ul style="list-style-type: none"> <li>• Weekly 1:1s with each E-board member ensured continuous professional and personal development, as well as keeping on track of the semester long plan</li> <li>• The E-board started meeting weekly, and by spring General Assembly meetings started happening weekly – in Year 1, we had only 1 General Assembly meeting</li> </ul>

<b>Objective 2:</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. Strategy 2: Establish Hall Council to serve as liaison to student life
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Hall Council President attends monthly meeting</li> <li>2. Obtain budget from student life</li> <li>3. Update constitution</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Attendance at meetings; communication back to other hall council officers and advisors</li> <li>2. Hall Council is allocated budget from Student Life</li> <li>3. Hall Council will examine, edit and approve an updated Constitution</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. The Hall Council President attended all meetings and communicated relevant information to the advisors and other E-board members</li> <li>2. Hall Council never received a budget from Student Life in 2015-2016 due to the budget impasse</li> <li>3. Hall Council reviewed, edited and approved an updated Constitution to include more positions on the executive board, including a Communications Coordinator and a Secretary.</li> </ol>
<b>Analysis of Results</b>	Hall Council has made great strides in normalizing their operations. Residents started becoming more aware of Hall Council, its purpose and ongoing programs. Attendance at programs in year 2 surpassed levels of engagement from residents in year 1. Hall Council will continue to grow and elections happened in the Spring semester to allow for planning for Welcome week and the fall semester for new residents.

<b>Objective 2:</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. Strategy 3: Participate in IRHA
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. IRHA conference</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Delegation of students from GSU attend (10); Executive Board members will present at conference; Delegation will bring back meaningful programs that can be implemented at Prairie Place.</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. 4 students, 1 advisor attended IRHA at St. Francis in Joliet, IL (cost was just \$565). Students presented what they had learned to the General Assembly and used it to help promote Hall Council and upcoming elections.</li> </ol>

<b>Analysis of Results</b>	IRHA proved to be very useful for Hall Council members for many reasons. It increased team morale, provided a broader perspective of what RHAs are doing across the state, and allowed GSU to have a voice in the IRHA boardroom, represented by the Hall Council President. Attending this conference sparked programming ideas, an earlier election process, and the formation of new positions to reflect what other universities in the state are doing with their RHAs.
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<b>Objective 3:</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 Strategy #1: Collaborate on RA/Peer Mentor recruitment and training
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Coordinate Fall training opportunities</li> <li>2. Set up OTM recognition program for residents</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. PM and RA participate in training</li> <li>2. Of the Month Program <ul style="list-style-type: none"> <li>-Submit at least one OTM a month to IRHA/GLACURH</li> <li>-Residents of the Month spot light in hall council newsletter every month</li> </ul> </li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. The PMs were invited to attend coordinated trainings that LaTonya had demonstrated interest in attending. However, the PMs ended up being able to attend only 1 of the trainings out of the 8 that were initially identified for collaboration.</li> <li>2. Hall Council members successfully registered and submitted OTMs to GLACURH for the first time in 2015-2016. Residents were highlighted in the newsletter every month to increase building morale and awareness of other talented residents in the building</li> </ol>
<b>Analysis of Results</b>	Both training and recognition could be more successful in the future. For Fall, a collaborative training day of all student leaders is already planned. Awareness of OTMs to students not on campus or not a part of Hall Council earlier in the semester would increase the amount of submissions we would see monthly, as well as laying the ground work for a campus NRHH, which students have already identified interest in.