



ARKANSAS TECH UNIVERSITY TEAM

Virtual Case Study 2019

Hattie Standridge, Erin Durigan, Daniel Rivera, Dylan Tedder



Before we begin

HOW DO WE APPROACH TRAINING?

Online training modules can be presented as communication tools that can replace demonstrations, lectures, speeches, reports, and more. Online module can reach a variety of individuals and it is accessible for most people, making them powerful tools for convincing and teaching.

Personality Inventories (Teamwork)



- Identifying and understanding the different strengths and personalities on a specific staff is extremely important
- This module will educate the RAs on how to capitalize on their strengths while also acknowledging their weaknesses
- These inventories would include the MBTI test, the personality color test and strengths quest



TRANSITION

- Help RAs learn and apply leadership skills as they progress through their time in the position.
- We want to be a resource for them and help them during these times of transition from freshman year through senior year and then after graduation.
- Provide RAs with professional development and networking opportunities both during and after their time at school



Self-Care & Time Management

- Having a session that covers and explains different time management and self-care skills will be very helpful
- Teaching the RAs about helpful self-care skills or routines that they can easily adapt to their needs
- learning to apply better time management skills will help Resident
- Assistants have a better performance in their academics and their jobs

Professional Development

- Professional development is essential for growth and advancement as a student leader
- This session will allow RAs to find different approaches on how to become a better leader and member of the student community
- Professional development not only benefits the current residence life job but it will ensure proper advance to career



Conflict Management and Critical Thinking

- We hope to build the confidence of our staff members by providing them with online scenarios mirroring those they will likely encounter in their halls
- This session will help RAs have a low risk interaction with challenging situations RAs face regularly.
- By prolonging online scenarios, staff members will be able to make decisions about what to do in these challenging situations



CIVIC ENGAGEMENT

- Community awareness is a very important skill to have as an RA
- Having a training session about civic engagement will enable RAs to elaborate on their own identities, backgrounds and develop their understanding of active participation in their local and residential community.

Campus Partners



- Enhancing knowledge about resources like the Health and Wellness Center, Career Services, Diversity and Inclusion, Financial Aid, International Student Services, and Student Accounts.
- A virtual tour of each campus resource including a quick overview of where partner offices are located, the services they offer, and how to contact them for assistance will be included in this session.

Health and Wellness

- RAs are an important source of information for their residents, and they are often more aware of student student needs
- Because students are more likely to go to their RA in a time of need, it is important to train RAs on campus resources like the Health and Wellness Center.
- This session would include a general overview of the services provided by the Health and Wellness Center and how to approach conversations with students regarding physical and mental health

Thank You!



Virtual Case Study 2019

Arkansas Tech University

Hattie Standridge, Erin Durigan, Daniel Rivera, Dylan Tedder

Personality Inventories (Teamwork)

Identifying and understanding the different strengths and personalities on a specific staff is extremely important to allow your staff to succeed to reach their full potential. We will educate the RAs on how to capitalize on their strengths while also acknowledging their weaknesses so that they will become more self-aware of when to ask others for help. This session will also help them understand how they and others best work on a team. These inventories would include the MBTI test, the personality color test and strengths quest.

Transition

Resident assistants hold valuable leadership positions on campus and will gain immense leadership skills throughout their time in this position. It is our goal as the Department of Residence Life, to help them learn and apply these skills as they progress through their time in the position. Furthermore, we want to be a resource for them and help them during these times of transition from freshman year through senior year and then after graduation. We want to be able to provide RAs with professional development and networking opportunities both during and after their time at school so that we can help aid them in making a successful transition into whatever the next step in their journey may be.

Self-Care & Time Management

As is usual, most Resident Assistants have very busy schedules covering classes, study sessions, other campus organizations, and personal care. Having a session that covers and explains different time management and self-care skills will be very helpful for them and the residents that they serve. Teaching the RAs about helpful self-care skills or routines that they can easily adapt to their needs will help them be able to take care of themselves along with their other responsibilities. In addition, learning to apply better time management skills will help Resident

Assistants have a better performance in their academics and their jobs, but also will allow them to cover all the basic needs that programming and residential living should encompass.

Professional Development

Professional development is essential for growth and advancement as a student leader. Having a training session that allows RAs to find different approaches on how to become a better leader and member of the student community, will enable RAs to better serve the student community that they represent to foster a better residence hall environment. Professional development not only benefits the current residence life job but it will ensure proper advance to career. This training session could include areas of personal assessment, academic achievement, and conference opportunities.

Conflict Management and Critical Thinking

Before putting the skills of conflict management and critical thinking into practice, we hope to build the confidence of our staff members by providing them with online scenarios mirroring those they will likely encounter in their halls. This allows them to have a low risk interaction with challenging situations RAs face regularly. The development of conflict management and critical thinking skills is integral to staff performance. By prolonging online scenarios, staff members will be able to make decisions about what to do in these challenging situations while also being able to learn how to perform better. This gives them a safe learning environment and will help them to start thinking about questions to ask as well as better ways to help solve these conflicts.

Civic Engagement

Community awareness is a very important skill to have as an RA. Knowing your campus community and the local community can have a great impact on the way RAs do programming

and engage with their respective residence hall. Having a training session about civic engagement will enable RAs to elaborate on their own identities, backgrounds and develop their understanding of active participation in their local and residential community. This training session will enable RA to develop critical helping skills such as positive regard, empathy, and genuineness that will be helpful in all residential communities.

Campus Partners

Campus Partners are a very big part of your job as a resident assistant. Knowing the different resources that are available to you and the students that you will be working with as well as the different ways that students can get involved in campus life. Some of those resources are the Health and Wellness Center, Career Services, the IX office, Diversity and Inclusion, Financial Aid, the Advising Center, International Student Services, and Student Accounts. Secondly, some involvement opportunities that you will be working with are with the Student Activities Board, our co-curricular experience program, and community service initiatives. A virtual tour of each campus resource including a quick overview of where partner offices are located, the services they offer, and how to contact them for assistance will be included in this session. These resources are all integral parts of a student's ability to succeed and have all the help necessary to achieve their goal of a degree.

Testing and Disability Services

The Testing and Disabilities office is an office that we believe all RAs should be knowledgeable about. Whether it is through working with someone in need of a handicapped accessible room or assisting a student who needs additional help with test taking skills or time management an RA should be able to help direct a student after completing this session. These and many more are very real situations that RAs may have to encounter in their position, so it is important that they

know how and when to direct students to this resource. It is also equally important that they maintain a cooperative and understanding attitude toward making appropriate accommodations for the students in which this office works with. Again, RAs are a vital first line of contact for student success on our campus, so it is important that they know the proper procedures to follow when these situations arise.

Health and Wellness

RAs are an important source of information for their residents, and they are often more aware of student needs. Because students are more likely to go to their RA in a time of need, it is important for us to train RAs on campus resources like the Health and Wellness Center. This session would include a general overview of the services provided by the Health and Wellness Center, how to approach conversations with students regarding physical and mental health, and some basic skills for working with students who are struggling with mental health. RAs will be provided with the information and will also be assessed through virtual scenario responses which will also help them understand the best course of action for these scenarios.