

# OLD DOMINION UNIVERSITY

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# BRONSON UNIVERSITY

- BRONSON UNIVERSITY IS A LARGE, PUBLIC, METROPOLITAN UNIVERSITY LOCATED IN NORFOLK, VIRGINIA AND SERVES ROUGHLY 23,777 STUDENTS.
- THE MISSION OF BRONSON UNIVERSITY IS TO EDUCATE AND ENRICH EVERY STUDENT THAT WE SERVE. WE ENCOURAGE GLOBAL LEARNING, INCLUSIVITY, AND ACADEMIC EXPLORATION.





# STUDENT POPULATION

MINORITY SERVING INSTITUTION

- 35% AFRICAN AMERICAN
  - 20% HISPANIC
- 15% NATIVE AMERICAN
  - 10% WHITE
- 10% PACIFIC ISLANDER
- 5% ASIAN AMERICAN



# OFFICE OF RESIDENCE LIFE STAFF



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# BRONSON UNIVERSITY OFFICE OF RESIDENCE LIFE

- AS THE OFFICE OF RESIDENCE LIFE, WE STRIVE TO ENSURE OUR STUDENTS ARE HAVING THE BEST EXPERIENCE THEY CAN, BOTH INSIDE AND OUTSIDE OF THEIR LIVING COMMUNITIES.
- OUR RAS AND STUDENT STAFF ASSIST US IN THIS MISSION BY PROVIDING SUPPORT AND RESOURCES TO THE STUDENTS THEY OVERSEE.
- AS UNIVERSITY SETTINGS ARE EVOLVING AND STUDENTS ARE BECOMING INCREASINGLY MORE INVOLVED ON CAMPUS, THE NEED FOR DYNAMIC TRAINING IS GROWING.





# OFFICE GOALS FOR 2019

- GOALS FOR 2019:
  - INSTITUTE ONLINE TRAINING MODULES FOR RAS THAT COMPLEMENT CURRENT IN-PERSON TRAININGS.
  - MAKE THE NEW TRAINING MODULES CREATIVE AND DIFFERENT THAN THE NORMAL SUBJECTS COVERED.
  - CAPTIVATE THE STUDENTS PARTICIPATING IN THE TRAININGS BY FOCUSING ON REAL-LIFE SCENARIOS AND FRESH IDEAS, WHILE MAXIMIZING ONLINE ENGAGEMENT.





# PROPOSED SUPPLEMENTAL TRAINING MODULES



DIVERSITY AND INCLUSION



INTER-BUILDING PROGRAMMING



ORIENTATION AND RESIDENCE LIFE COLLABORATION



SEXUAL HEALTH



NAVIGATING SOCIAL MEDIA



ETIQUETTE AND PROFESSIONALISM



NAVIGATING AWKWARD SITUATIONS



CONFLICT RESOLUTIONS AND BOUNDARIES



HANDLING INDEPENDENCE AND HOMESICKNESS



FAMILIES AS PARTNERS





# DIVERSITY & INCLUSION

- EDUCATION
- EXPOSURE
- WINTER & SPRING TRAININGS
- PEER MENTORS & RESIDENT ADVISORS
- WHY IS DIVERSITY & INCLUSION IMPORTANT IN THE ROLES OF HIGHER EDUCATION





# INTER-BUILDING PROGRAMMING

- EXPECTATIONS  
Action Plan

- 6 PROGRAMS
- 3 PLANNED EVETS, 1 IN SERVICE, 1 RANDOM EVENT
- LIVING LEARNING COMMUNITIES
- EDUCATIONAL BULLETIN BOARDS



# ORIENTATION AND RESIDENCE LIFE COLLABORATION

OBJECTIVE: BUILD A  
STRONGER RELATIONSHIP BETWEEN  
ORIENTATION LEADERS AND  
RESIDENT ASSISTANTS TO ENSURE A  
SMOOTHER TRANSITION FOR FIRST-  
YEAR AND TRANSFER STUDENTS



## Schlossberg's Transition Theory

- VIDEO MODULE  
REVIEWING ORIENTATION TRAINING  
CURRICULUM
- ORIENTATION LEADER WILL BE  
ASSIGNED TO A RESIDENCE HALL FOR  
THE ENTIRETY OF THE YEAR
- ORIENTATION LEADER AND RESIDENT  
ASSISTANT WILL COLLABORATE AND  
PLAN MONTHLY WORKSHOPS FOR  
RESIDENTS THAT COVER TOPICS SUCH  
AS TIME-MANAGEMENT,  
HOMESICKNESS, INVOLVEMENT  
OPPORTUNITIES, AND MORE
- ORIENTATION LEADER AND RESIDENT  
ASSISTANT WILL FACILITATE GROUP  
ACTIVITIES AND EXERCISES THAT  
STIMULATE HALL BONDING AND FOSTER



# ASSESSMENT THROUGH SURVEY

- SURVEY DISTRIBUTED FOLLOWING EVERY WORKSHOP
- POTENTIAL QUESTIONS:
  - WHAT DO YOU FEEL WAS MOST HELPFUL?
  - WHAT DO YOU FEEL WAS LEAST HELPFUL?
  - WHAT CAN WE AS UNIVERSITY OFFICIALS DO BETTER TO HELP WITH YOUR TRANSITION INTO COLLEGE?
  - WHAT WOULD YOU LIKE TO SEE IN FUTURE WORKSHOPS?





# ADDRESSING SEXUAL HEALTH AND SAFETY

- ONE MAJOR AREA WHERE RESIDENCE LIFE STAFF (AND STUDENTS) COULD USE PROGRAMMING AND EDUCATION IS SEXUAL HEALTH AND SAFETY.
- IT IS WELL KNOWN THAT MANY STATES AND SCHOOL SYSTEMS FAIL TO OR PROVIDE LITTLE EDUCATION AROUND SEXUAL HEALTH. SINCE COLLEGE IS A TIME OF INCREASED FREEDOM FOR MOST STUDENTS IT IS CRUCIAL THAT THE EDUCATION IS INSTILLED EARLY.
- THE BEST WAY TO EDUCATE THE STUDENTS IS BY EDUCATING THE RA'S AND RES-LIFE STAFF IN ORDER TO ENABLE THEM TO ANSWER QUESTIONS CONFIDENTLY AND PROGRAM EFFECTIVELY ABOUT SEXUAL HEALTH AND SAFETY.
- THE FOLLOWING LINK PROVIDES RESOURCES FROM RESLIFE.NET WITH ACTIVITIES AND INITIATIVES ON HOW STAFF CAN TEACH THEIR RA'S.
- [SEXUAL HEALTH TIPS AND ACTIVITIES](#)



# YOUR SOCIAL MEDIA FOOTPRINT

Over 90% of college students use social media daily.

Many post images or messages regarding in risky behaviors such as binge drinking, drug use, language, etc.

**three-quarters** of social media profiles contain **alcohol-related content**.

## **Social Norms**

**theory:** individual behavior is influenced by the perceived behavior of others regardless of the accuracy of such perceptions.





# SOCIAL MEDIA CONT.

SOCIAL MEDIA CAN BE USED AS A PLATFORM FOR **PREVENTION OR INTERVENTION** EFFORTS:

- DISTRIBUTE **HEALTH INFORMATION**
- DEBUNK **MYTHS**
- PROMOTE **RESPONSIBLE DRINKING BEHAVIORS**
- SCREEN FOR **PROBLEMATIC ALCOHOL USE**



## Assessment

RAs will be tasked with implementing and drafting 2 different social media awareness and professionalism programs to bring awareness and understanding to one's social-media identity





# PROFESSIONALISM AND ETIQUETTE

WHERE ARE SOME PLACES YOU RECEIVED SOME OF THE **BEST** CUSTOMER SERVICE?

- Whitley University strives to ensure all Resident Assistants understand professionalism and etiquette so they may best serve their students
- Starting this training with examples students relate to will help to grasp the ideas we strive to succeed
  - Whitley University has a Chick Fil A on Campus!
- Chick Fil A and Disney have some of the BEST customer service rating in the country!





# PROFESSIONALISM AND ETIQUETTE

- NEXT IS TO FOCUS ON DEFINING PROFESSIONALISM AS IT RELATES TO THE RESIDENT ASSISTANTS
  - THE ABILITY TO COMMUNICATE EFFECTIVELY WITH ALL PEERS, INCLUDING STUDENTS AND SUPERIORS
    - EMAIL, TEXT, PHONE CALLS, ETC.
- IN THIS ROLE, THE LINE OF PROFESSIONALISM CAN BECOME BLURRED AS A LIVE-IN POSITIONS, SO IT IS ALWAYS IMPORTANT TO UPHOLD THE VALUES OF THE UNIVERSITY REGARDLESS ESPECIALLY IN RESIDENTIAL BUILDINGS.





# PROFESSIONALISM AND ETIQUETTE

To assist with the understanding, the end of the training will include an activity to drag the phrase to the appropriate side of do or don't

## DOS

- TREAT EVERY RESIDENT WITH RESPECT
  - REMEMBER THE PHRASE, "TREAT STUDENTS THE WAY YOU WANTED TO BE TREATED WHILE YOU WERE A RESIDENT"
- SET BOUNDARIES FOR WHEN YOU ARE AVAILABLE (UNLESS YOU ARE ON CALL)
  - SELF CARE IS IMPORTANT!
- DIRECT STUDENTS TO THE APPROPRIATE OFFICE, IT IS OKAY NOT TO HAVE THE ANSWERS
  - IF YOU HAVE TO GUESS THE ANSWER, POINT THE STUDENT TOWARDS THE CORRECT ANSWER INSTEAD!
- SEND EMAILS AS IF IT WOULD BE SEEN BY EVERYONE
  - ASSUME EVERYONE IS GOING TO BE READING YOUR EMAIL!

## DON'TS

- MAKE A STUDENT FEEL BAD ABOUT THEIR TOPIC OF DISCUSSION
  - THE STUDENT CAME TO YOU FOR A REASON
- TREAT YOUR SUPERIORS AS LESS THAN THE UNDERSTOOD LEVEL OF RESPECT
- DIAGNOSE STUDENTS OF ANY ILLNESSES OR ISSUES
- SEND EMAILS USING SLANG, INAPPROPRIATE LANGUAGE, OR OFFENSIVE SLURS





# HANDLING AWKWARD SITUATIONS AND CONVERSATIONS

- HANDLING AWKWARD SITUATIONS AND CONVERSATIONS IS DIFFICULT FOR YOUNGER PEOPLE, ESPECIALLY AT WORK.
  - WORK FOR AN RA CONSISTS OF ANY TIME THEY'RE ON CAMPUS OR IN THEIR RESIDENCE HALLS ESPECIALLY.
- IT IS CRUCIAL FOR US AS STAFF TO TEACH THE RAS SKILLS FOCUSING ON AWKWARD SITUATIONS IN ORDER TO EMPOWER THEM TO HANDLE ISSUES THAT ARISE, AND MAKE THEM FEEL MORE COMFORTABLE DAY-TO-DAY.
- THE LINK BELOW OUTLINES SOME SOLUTIONS ON HOW TO HANDLE THOSE DIFFICULT SITUATIONS FOR PROFESSIONALS IN GENERAL BUT FOR OUR PURPOSES WE'LL CATER THEM TO THE NEEDS OF THE RA'S AND STAFF.
- [HTTPS://WWW.FORBES.COM/SITES/FORBESCOACHESCOUNCIL/2017/07/17/14-WAYS-TO-APPROACH-CONFLICT-AND-DIFFICULT-CONVERSATIONS-AT-WORK/#50AA5F283CFD](https://www.forbes.com/sites/forbescoachescouncil/2017/07/17/14-ways-to-approach-conflict-and-difficult-conversations-at-work/#50AA5F283CFD)



# ! DEALING WITH CONFLICT



## **For the RAs**

As a resident advisor there are many situations, complications, and surprises that will occur throughout the year.

"scenarios of do's and don'ts of handling conflict (ex. Ignoring conflict, trying to have all the answers, not listening to both sides of a conflict.)

## **Assessment**

RAs will be given different fictional "case studies" at the end of the module to write a reflection on how to best address the different components of the conflict.

# The LARA SYSTEM

## Listen, Affirm, Respond, Add





# HANDLING HOMESICKNESS AND INDEPENDENCE

- THIS WILL FOCUS ON TIPS TO ASSIST STUDENTS STRUGGLING WITH HOMESICKNESS AND UNDERSTANDING THE TRUE MEANING
  - THE FEELING OF MISSING HOME AND WANTING TO VISIT WHENEVER THE STUDENT GETS THE CHANCE
- THIS TRAIT IS MORE COMMON IN OUR FIRST-YEAR STUDENTS, HOWEVER THIS CAN OCCUR WITH ANY STUDENT
  - STUDIES HAVE SHOWN THAT OF 101 FIRST YEAR STUDENTS, 60% REPORTED MISSING HOME. THAT IS ALSO 60 STUDENTS!
- FOR MANY STUDENTS THIS IS THEIR FIRST TIME BEING AWAY FROM HOME
- THERE ARE WAYS TO OVERCOME THIS FEELING (HINT: IT STARTS WITH YOU!)



# HANDLING HOMESICKNESS AND INDEPENDENCE: WAYS TO ASSIST STUDENTS

## THE INITIAL MEETING

- AFTER THE "BUSINESS" IS TAKEN CARE OF, TAKE A MOMENT TO HELP THE STUDENT GET TO KNOW THEIR ROOM AND HALL MATES

- ICEBREAKERS!

EX: HAVE THE STUDENTS GET INTO PAIRS (THAT IS NOT THEIR ROOM OR SUITE MATE) AND INTRODUCE THEIR PARTNER AND SOMETHING THEY HAVE IN COMMON.

## THE AFTERMATH:

- BE HONEST WITH THE STUDENTS, ESPECIALLY THOSE HAVING A HARDER TIME

## TIPS:

STAY OUT OF YOUR ROOM! GO TO THE EVENT YOU WERE EYEING OR THE PROGRAM THAT SOUNDED FUN.

EXPLORE THE CAMPUS! YOU NEVER KNOW WHAT YOU'LL FIND

STAY POSITIVE; WHEN YOU FEEL BETTER YOU TEND TO DO BETTER





**FAMILIES AS**  
“ONE CHALLENGE FOR  
**PARENTS**  
ADMINISTRATORS,  
ESPECIALLY THOSE IN  
HOUSING, IS TO  
CREATE AN  
ENVIRONMENT ON  
CAMPUS THAT IS SAFE,  
SECURE, AND  
SUPPORTIVE OF THE  
INDIVIDUAL, AS WELL  
AS INCLUSIVE OF  
PARENTS. THE  
ATMOSPHERE MUST  
ALLOW STUDENTS AND  
PARENTS TO DEVELOP  
INDEPENDENT LIVES  
WHILE PROVIDING THE  
STRUCTURE  
NECESSARY FOR  
ACHIEVEMENT.”





# FAMILY CONCERNS

- DESIRE FOR CONTINUED INVOLVEMENT IN CHILD
- SEPARATION ANXIETY
- UNWILLINGNESS TO ACCEPT CHILD'S INDEPENDENCE
- EMPTY-NEST SYNDROME

How do we as housing professionals best address these concerns?





- ANTICIPATE HARD QUESTIONS AND CONVERSATIONS
  - SEXUAL ORIENTATION
  - CULTURAL DIFFERENCES
  - STUDENTS WITH DISABILITIES
- FOSTER A COMMUNITY OF OPEN COMMUNICATION BETWEEN THE UNIVERSITY AND FAMILIES
  - EMAIL ETIQUETTE
  - NEWSLETTERS
  - SOCIAL MEDIA
- BUILD TRUST AND RAPPORT WITH FAMILIES BY ENGAGING WITH THEM BEFORE, DURING, AND AFTER THEY STEP FOOT ON CAMPUS
  - SENDING INFORMATION IN TIMELY MANNER
  - ENGAGEMENT DURING MOVE-IN DAY
  - NEWSLETTERS
- KNOW YOUR STUFF!



Assessment: Parent surveying throughout the year



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