



BRONDING ON UNIVERSITY

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

MMORITY SERVING INSTITUTION

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

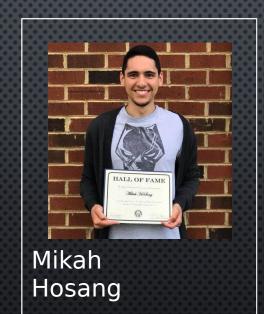
OFFICE OF RESIDENCE LIFE STAFF

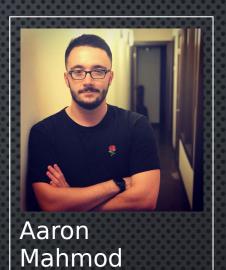


Meghan Hare



Deja Lankford





Geoffrey
Whitley

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

THE DIVERSITY AND INCLUSION





- SEXUAL HEALTH
- ☐ NAVIGATING SOCIAL MEDIA
- ETIQUETTE AND PROFESSIONALISM
- (NAVIGATING AWKWARD SITUATIONS
- **CONFLICT RESOLUTIONS AND BOUNDARIES**
- HANDLING INDEPENDENCE AND HOMESICKNESS
- FAMILIES AS PARTNERS

MM DIVERSITY & INCLUSION

- EDUCATION
- EXPOSURE
- WINTER & SPRING TRAININGS
- PEER MENTORS & RESIDENT ADVISORS

 WHY IS DIVERSITY & INCLUSION IMPORTANT IN THE ROLES OF HIGHER EDUCATION



AEXPENTATIONS

- 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-



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

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 ACTIVITES

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 D
 RINKING BEHAVIORS
- SCREEN
 FOR PROBLEMATIC ALCOH
 OL 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



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.

QUOTES COVERS FBCOVERSTREET.COM



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/#50AA5F283CF D



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 UNDERSTANING 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'S 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 COMESTATES 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 INDEPEND
- 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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