

CASE STUDY COMPETITION

CREATING EXCEPTIONAL STUDENT LEADERS



STEPHEN F. AUSTIN STATE UNIVERSITY

TEAM LEADER: SARAHINA BORGIA

TEAM: JAMYIA BARRETT, JONATHAN BOULANGER AND LASHIRINE HOWARD

TOPIC and GOALS OVERVIEW

Topic Overview

The current issue at hand is to develop online training modules that are engaging and portable.

Through these online trainings the student staff members will be able to broaden their knowledge of Residence Life operations. Furthermore it will be a foundation builder for the face-to-face trainings that will take place before the beginning of the semester.

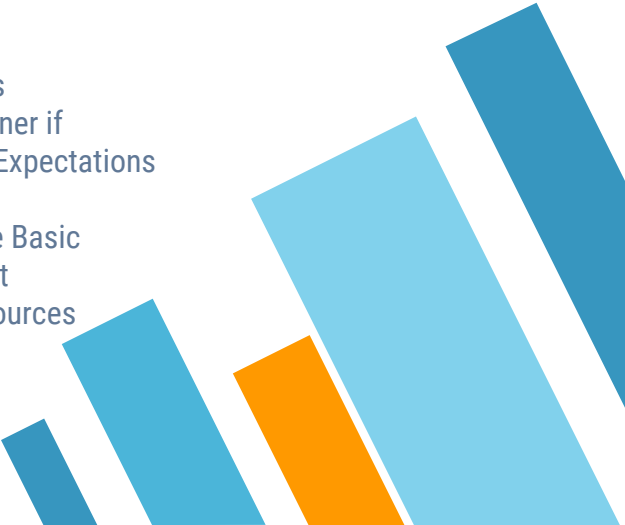
Touching on unique and hard-hitting topics that will equip student staff with proper tools to enter the school year.

Goals Overview

- » To provide students with a structured learning tool
- » A streamlined approach to training that will allow student staff to gain more knowledge for the position
- » Easy and accessible to all students via desktops, laptops and mobile devices
- » Maintaining an engaging digital/portable learning environment



IDEA OUTLINE

- » **Civic Engagement**
 - a. Encouraging Residents to Take Ownership
 - » **Conflict Mediation**
 - a. Proper Approach to Roommate Conflicts
 - » **Effective Boundaries**
 - a. Between Residents and Student Staff
 - » **Social Media Utilization**
 - a. Advertising
 - b. Interactions with Residents
 - » **Accessible Programs**
 - a. Person Centered Care and Equal Opportunities
 - » **How to Gauge Mental Health as a Student Staff Member**
 - a. Self-care
 - b. Prioritizing
 - » **ESA & Service Animals**
 - a. Questions
 - b. Government Regulations
 - c. How to Confront the Owner if They are Not Following Expectations
 - » **Financial Wellness**
 - a. Understand and Manage Basic Components of a Budget
 - b. Effectively Manage Resources for Those Components
- 



1.

CIVIC ENGAGEMENT

Encouraging Residents to Take Ownership



Civic Engagement Overview

“Civic Engagement is defined as acting upon a sense of responsibility to one’s community through active participation and ownership of said community” (Jacoby,2014).

Description

Based on the webinar, “Student Affairs and Service Learning: A Perfect Match”, student staff will be further equipped to engage and challenge students to become involved and take ownership of their actions.

Approach

An online module that will allow students to learn about service learning programs. It will focus on programs that are backed by evidence to promote service learning programs to help residents reach full potential as accountable and responsible individuals in a society.

Learning Outcome

- » Define civic engagement in terms of residence life
- » Identify civic engagement within your hall
- » Learn how to approach residents about engaging the community

Civic Engagement Training Resources

A crucible moment: College learning & democracy's future. (2012). Washington, D.C.: Association of American Colleges and Universities. doi:A Crucible Moment - Association of American Colleges & Universities https://www.aacu.org/sites/default/files/files/crucible/Crucible_508F.pdf

Hughy, A., Dr. (n.d.). Main Site. Retrieved February 19, 2019, from <https://www.studentaffairs.com/Webinars/student-affairs-and-service-learning-a-perfect-match/>

Jacoby, B. (2015). *Service-learning essentials: Questions, answers and lessons learned*. San Francisco, CA: Jossey-Bass. doi:Jacoby 2015_Introduction to Service Learning.pdf - Indiana University ...<https://iu.instructure.com/courses/1540449/files/70573220/download?verifier...1>

Stoecker, R. (2016). *Liberating service learning and the rest of higher education civic engagement*. Philadelphia, PA: Temple University Press. doi:<http://web.a.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=5&sid=d2aaffca-6345-4dc2-8ad8-a595f03e973e@sdv-sessmgr03>

2.

CONFLICT MEDIATION

A Proper Approach to Roommate Conflict Mediation

Conflict Mediation Overview

Description

A module to prepare student staff on how to approach and handle matters of conflict. An emphasis on de-escalating and mediating conflicts between roommates.

Drawing an emphasis on proper mediation and bringing the situation to a conclusion. Dissolving the need to bring situations to higher levels.

Approach

There will be an opportunity to see scenarios played out and tips to address situations. Afterwards there will be a quiz on the scenarios to gauge the information absorption of the student staff member.

Learning Outcome

- » Learn to identify conflict
- » Learn tactics to address conflict
- » Learn to de-escalate conflicts
- » Learn to mediate between parties

Conflict Mediation Training Resources

Overton, A., & Lowry, A. (2013, December). *Conflict Management: Difficult Conversations with ...* Retrieved February 19, 2019, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3835442/>

Runde, C. E., & Flanagan, T. A. (2010). *Developing your conflict competence: A hands-on guide for leaders, managers, facilitators, and teams*. San Francisco: Jossey-Bass.
[doi:https://zodml.org/sites/default/files/Developing_Your_Conflict_Competence_A_Hands-On_Guide_for_Leaders_Managers_Facilitators_and_Teams_\(J-B_CCL_\(Center_for_Creative_Leadership\)\).pdf](https://zodml.org/sites/default/files/Developing_Your_Conflict_Competence_A_Hands-On_Guide_for_Leaders_Managers_Facilitators_and_Teams_(J-B_CCL_(Center_for_Creative_Leadership)).pdf)

Vaiz, M. E., Altinay, Z., & Altinay, F. (2017, September 25). *Analysis of Conflict Management Strategies: Enhancing the Social Value System*. Retrieved February 19, 2019, from <https://www.tandfonline.com/doi/abs/10.1080/09751122.2016.11890523>

3.

EFFECTIVE BOUNDARY SETTING

Between Student Staff and Residents

Effective Boundary Overview

Description

Teach residence life student staff to successfully create boundaries between residents to ensure professionalism and conduct.

Through this it will allow student staff to build stronger community within their halls.

Approach

Giving examples through videos of how boundaries (both bad and good) have effected the hall as a whole. It will also showcase how it can affect an individual.

Learning Outcome

- » Help residence life student staff to be aware of different boundaries
- » identify boundary consequences
- » How you can foster strong communities within setting boundaries

4.

SOCIAL MEDIA UTILIZATION

Successful Advertising Targeting Students
Interacting with Residents



Social Media Utilization Overview

Description

Teach residence life staff to successfully utilize advertising apps and social media apps in an effort to advertise and interact with students.

Teach staff the 5 W's of advertising (Who, What, Where, When, Why).

Social media is a great avenue to receive your students' input.

Approach

Have students design and submit a flyer using design programs such as Canva, PosterMyWall, and Publisher. The flyer will be reviewed by the training committee.

Students will also be asked how they would interact with students via social media (such as creating a poll for residents to answer). Their submissions will also be reviewed by the committee.

Learning Outcome

- » Offering multiple design platforms for staff to create advertisements
- » Offer staff the opportunity to engage and interact with students through social media apps such as Instagram, Twitter, Snapchat, Facebook, etc.
- » Solid understanding of how to interact with students via social media

Social Media Utilization Training Resources

Pankow, D. (2014, August 21). Social Media in Student Affairs For Student Engagement & Retention | Blog | Presence. Retrieved February 10, 2019, from
<http://www.presence.io/blog/social-media-in-student-affairs-for-student-engagement-retention/>

Stoller, E. (2017, January 5). Using Social Media to Listen and Learn from Students | Inside Higher Ed. Retrieved February 10, 2019, from
<https://www.insidehighered.com/blogs/student-affairs-and-technology/using-social-media-listen-and-learn-students>

5.

ACCESSIBLE PROGRAMS

Highlighting Equal Opportunities Within Programming
Creating Inclusive Programs

Accessible Programs Overview

Description

According to the “Universal Design: Making Your Program Accessible to All Students” Webinar, student staff should produce inclusive programs for students with disabilities, students of color, first generation, international and non-traditional students.

Approach

In this interactive, engaging webinar, Dr. Rebecca Cory will share the principles of universal design with a focus on how to apply them to student services program and environments. There is an increase in diversity in the student body at today’s college and universities.

Learning Outcome

- » Participants will know the principles of universal design
- » Participants will understand the importance of using universal design for creating accessible programs
- » Participants will identify ways to apply universal design to their program

Cory, R., Dr. (n.d.). Main Site. Retrieved February 19, 2019, from

<https://www.studentaffairs.com/Webinars/universal-design-making-your-program-accessible-to-all-students/>

6.

MENTAL HEALTH AWARENESS FOR STUDENT STAFF

Touching on Self-Care

Red Flags

How to Say “No”

Successful Prioritizing

Mental Health Awareness Overview

Description

An online module instructing student staff on understanding the “red flags” of mental health and wellness in the residence halls.

Many times student staff will interact with residents and find it hard to pick up on the more subtle signs that residents are struggling mentally and/or emotionally.

Approach

Using video scenarios to describe common interactions that RA’s have with residents; students will be quizzed on the red flags that were demonstrated in the video.

Through these modules students will be able to identify red flags in the day-to-day conversations they have with their residents. As well as determine if further investigation is necessary.

Learning Outcomes

- » Stronger awareness of mental and emotional distress
- » Solid grasp of mental and emotional distress signs
- » Broader understanding of mental and emotional health and the impact on residents
- » Added confidence in approaching sensitive incidents such as possible self harm or suicidal ideation

Mental Health Awareness Training Resources

Barton, A. L., & Hirsch, J. K. (2015). Permissive parenting and mental health in college students: Mediating effects of academic entitlement. *Journal of American College Health*, 64(1), 1-8. Retrieved February 19, 2019, from <https://doi.org/10.1080/07448481.2015.1060597>.

Frauenholtz, S., Mendenhall, A. N., & Moon, J. (2017, February 16). Role of School Employees' Mental Health Knowledge in Interdisciplinary Collaborations to Support the Academic Success of Students Experiencing Mental Health Distress. Retrieved February 19, 2019, from <https://academic.oup.com/cs/article-abstract/39/2/71/2998965?redirectedFrom=fulltext>

Gordon, L. (2015). *Mental Health in College Students, Resident Assistants, and Student Leaders* <https://ir.library.oregonstate.edu/downloads/j9602274b>

7.

ESA & SERVICE ANIMALS

Appropriate Questions

Government Regulations

Addressing Owner in Regards to Violations

ESA & Service Animals Overview

Description

An online module that instructs student staff members on what questions they are allowed to ask regarding ESA and Service Animals as regulated by federal law.

It will also touch on ways student staff can cultivate the skill to notice and confront violations of university ESA/service animal expectation.

Approach

- » An online video in which a pet owner will not be following the ESA/service animal expectations of the university
- » Following the video, the student staff member will be required to write a report stating what expectations the owner was violating. The report will be reviewed by the training committee

Learning Outcome

- » Proper understanding of legal communication
- » Confidence when approaching possible violators of ESA & Service animal owners
- » Understanding of university ESA/service animal policies



ESA & Service Animals Resources

Service Animals and Emotional Support Animals. (2014). Retrieved February 19, 2019, from
<https://adata.org/publication/service-animals-booklet>

Stephen F. Austin State University. (n.d.). Retrieved February 19, 2019, from
<http://www.sfasu.edu/life-at-sfa/housing-dining/housing/special-accommodations>



8.

FINANCIAL WELLNESS

Getting your Students Ready to Manage their Finances

Understanding “Real World” Impacts

Creating Financial Safety and Security

FINANCIAL WELLNESS TRAINING

Description

In the course, students learn real life skills in the areas of eliminating debt, creating a budget, understanding investments and insurance, saving money, planning for retirement, shopping for a house, and other topics dealing with financial issues faced in daily life.

Approach

Join Brad Barnett, Director of Financial Aid & Scholarships at JMU as he shares how you can ensure your own students are equipped to manage their own financial wellness in this wonderful webinar. This will be a great professional development opportunity for your student staff members.

Learning Outcome

- » Proper budget understanding and allocation
- » Understanding of how to create a functioning budget
- » Quick financial decision making skills and problem solving

Student Financial Wellness in a Credit Card World. (2018, April 18). Retrieved February 19, 2019, from https://www.nasfaa.org/student_financial_wellness_in_a_credit_card_world



CONCLUSION

In order to develop exceptional leaders, professional staff must be able to identify the major attributes that make up their student staff team. These attributes are considered huge contributions for training and equipping student staff to be able to serve our residents. By introducing these training modules to the process the student staff will be able to approach any and all situations with a stronger sense of knowledge and confidence.

