



# THE UNIVERSITY OF TEXAS AT EL PASO

**Team Leader:** Erika Gentry

**Team:** Deyna Aragon, Denise Tovar, and  
Heriberto Garcia





### **University Mission**

To provide an engaging environment for faculty, staff and students through innovative educational collaborations that preserve rigor and value that will ensure the improvements for a stronger future. The university strives to prepare students to understand their highest potential and excel as they make a positive impact in their fields and to those around them.

### **Vision**

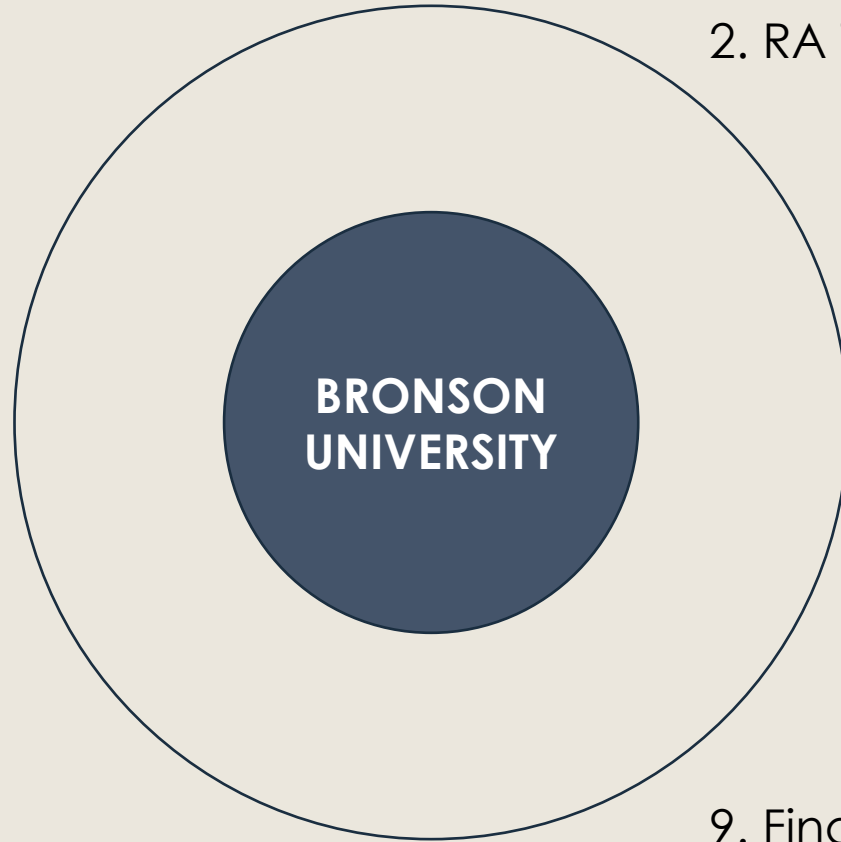
Bronson University fosters a community that prepares the future leaders, innovators, and creators who will meet the needs of our ever changing communities.

# Bronson University

- **On average, Bronson University houses 3000 students per academic year**
- **The Residence Assistant team ranges from 25 to 35 students**
  - *This depends on the number of students living on-campus during the academic year*
  - *Bronson University offers campus dorms and residential apartment units*
- **Our goal is to assist our RAs develop academically and professionally while being students at Bronson**
- We understand our RAs commitment is beyond their employment
  - *We take into consideration other tasks the student employees balance in their personal lives as well as academically, and professionally*

# Overview

1. ORL Mission



2. RA Training Overview

3. Communication and Branding

4. Pillars of Support

5. Campus Safety and Procedures

6. Time Management

7. Social Media Usage

8. Sexual Identity

9. Financial Literacy

10. Mindfulness

# Office of Residence Life Committee

## Residence Committee Mission

To create and develop a strategic plan that will prepare the future leaders of our team.

# Proposed RA Training Topics

- I. Communication and Branding
- II. Pillars of support
- III. Campus Safety and Procedures
- IV. Time management
- V. Social Media Usage
- VI. Sexual Identity
- VII. Financial literacy
- VIII. Mindfulness

# Communication and Branding

## ■ **Develop Networking Skills**

- *Understand how to build networking abilities*
- *Communication tools*
- *Showcase strengths and weakness*

## ■ **Campus Resources**

- *College Advising*
- *Counseling Services*
- *Clubs and Organizations*
- *Career Center*
- *Internships*
- *On-Campus Work Placement*

## ■ **Team Building Activities**

- *Develop and adapt to elevator pitches*
- *Learn the steps to excellent public speaking skills*
- *How to build strong and valuable relationships*

# Pillars of Support

Identify your key personal and social support systems at all points throughout your college experience!

- **Personal support system**

- *Family, friends, community, organizations*

- **University support system**

- *Campus resources: Writing center, tutoring centers, counseling center, food pantry, academic advising offices, professors, TAs, RAs, peers, student organizations*



# Campus Safety and Procedures

Campus Safety and Procedures training will prepare RAs to identify unusual behavior, learn steps and procedures to follow if a student is injured or harmed in university's residential living premises, and report any other incident

- **Identify and Report:**

- Unusual behavior in residency areas:

- *Persons taking notes or photos about campus and residence facilities*
- *Attempting to gain access to restricted for residents areas*
- *Thefts*
- *Attempts at gaining confidential information about students and/or residents by phone, email, or in person*

- **Report to:**

- Supervisors
- Campus Police
- Call 911 in case of an emergency

“If you **see** something, **say** something”

To learn more visit: <https://www.dhs.gov/see-something-say-something>

# Time management

## ■ Goal setting and achievement

## ■ Problem solving

## ■ Implementing strategy

- Decision Making:
  - *Prioritize tasks*
  - *Delegate tasks*
  - *Balance being a student and an RA*
- Keep a task list, be productive! Creating and keeping deadlines will help you achieve your goals:
  - *Schedule tasks*
  - *Manage appointments*
  - *Coordinate events*
- Focus on one task at a time
- Minimize distractions:
  - *Overcome procrastination one task at a time*
- Take breaks!

# Social Media Usage

RAs must understand the appropriate use of social media when serving as a role model to the students in their residential halls

- Be mindful: what to share v. what not to share
- Fine line between peer and friend
- Appropriate relations on social media
- Self image
- University image and representation

# Sexual Identity & Inclusion

Importance of sexual health, sexuality spectrum, and safe sex practices

- **Campus resources**
  - *Health Centers*
  - *Counseling Centers*
  - *Sexual Health Forums*
- **Learn about sexuality and sexuality spectrum**
  - *Sexual identities*
  - *Heterosexuality*
  - *Defining LGBTQ*
  - *Find your Safe Space*

# Financial Literacy

Financial literacy is an area of focus for universities as most college students struggle with student loans and consumers debt

- **Many of these students lack financial education and it is essential we aid our students in concepts such as:**
  - *Using banking and checking accounts*
  - *Using credit cards responsibly*
  - *Understanding your credit report*
  - *Understanding your paycheck*
  - *Budgeting*
  - *Managing Debt*
  - *Applying for FASFA*
  - *Financial Aid (Grants vs Loans)*

# Mindfulness

Practicing mindfulness will aid RA's to balance life and work, and make appropriate decisions when under pressure in any situation that may arise in the student residence halls and apartments

- **Online mindfulness trainings have been shown to improve decision-making under stress, improve attention, and reduce anxiety**
  - *Easy access*
  - *Practice stress and anxiety relieving tactics*
  - *Healthy meal planning resources*
  - *Aid college students to develop coping skills*

# Methods Of Assessment

- **Online - Virtual Training Modules:** [bronson.residence.edu/modules](https://bronson.residence.edu/modules)
  - *Pre-assessments*
  - *Post-tests*
  - *Surveys/questionnaires*
  - *Progress tracking*
- **Completion Timeframe**
  - *RAs will have two months to complete online modules which is equivalent to the length of Summer training*

# Summary of Proposed Additional RA Training

## I. Communication and Branding

- ✓ *Develop networking skills by understanding how to build networking abilities and what tools are best to communicate with others, while showcasing strengths and weakness.*

## II. Pillars of support

- ✓ *Support systems will enhance the RAs and students' experience and ensure that they are academically and professionally successful*

## III. Campus Safety and Procedures

- ✓ *Improve awareness of surroundings, identify suspicious/unusual behavior, report it*

## IV. Time management

- ✓ *Student outcomes, behavior, and overall success are attributed to effective time management*

## V. Social Media Usage

- ✓ *RAs must understand that what they post on social media could become a reflection of the university and distinguish between being a peer and university employee when working with other students*

## VI. Sexual Identity

- ✓ *The RA will learn about culture, race, gender, identity, age, customs, traditions, etc.. to help the students who live in the premises feel welcomed*

## VII. Financial literacy

- ✓ *financial awareness is only one influence in ones' academic and career outcomes*

## VIII. Mindfulness

- ✓ *in addition to practicing stress and anxiety relieving tactics, healthy meals and proper nutrition are imperative to the students' overall academic and professional performance*



# References

- Barrera, M., Sandler, I. N., & Ramsay, T. B. (1981). Preliminary development of a scale of social support: Studies on college students. *American Journal of Community Psychology*, 9(4), 435-447.
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**I. Introduction:****School Identity and Background:**

Bronson University is a traditional public institution located in the Southwest region of the United States. The average yearly student enrollment ranges between 20,000 to 22,000. First year students are required to live on campus to excel and experience on-campus facilities and resources, thus improving first year retention. On average, Bronson University houses roughly 3000 students in its campus dorms and residential apartment units. The RA team ranges from 25 to 35 student employees depending on the housing units filled by academic school year. Bronson University attracts students from major cities throughout the southwest region, since it is located in between several access points. The majority of the students, are first and second generation college students, with roughly fifty percent identifying as hispanic/latino. In connection, sixty percent of students receive federal pell grants, and ninety-five percent receive some sort of financial aid. To assist students, the university invests in housing scholarships in order to facilitate the cost of attendance. The funding is allocated from alumni donations and grants from community partners. Providing students with housing aid and assistance supports the requirement of having first year students live on campus; while allowing also supporting students with finances and decreasing debt.

**Development:**

As a team, we decided to select topics that will not only prepare the resident assistants for successful employment but also help them grow holistically. Our goal is to assist our student employees develop as students at Bronson and employees of the residence life department. We understand our RA commitment beyond their employment, therefore, we take into consideration other tasks the student employees balance in their personal lives. We would like for our RAs to represent the best side of themselves as possible as they represent our residence, institution and student

population. In order to help our RAs develop holistically as employees, students and overall human beings, we selected eight topics that the RAs can take what they learn in their training models and apply the skills during their work shifts, personal lives, and in the future for overall success.

### **Purpose of Modules:**

The purpose of the modules is to help facilitate workshops for employees, the team decided to create an online platform where the selected topics will be available through a system of modules. The modules will consist of educational videos that will be conducted by university employees that specialize in the selected topics. Additional outside sources will include Ted Talks, Vimeo, Khan Academy, EdX, Amazon Education, PBS Video, and the University Library. Resident assistants will be able to navigate the modules on [bronson.residence.edu/modules](http://bronson.residence.edu/modules) and complete course shells and selected assessments to evaluate employee knowledge on the topic. The employees will be evaluated through assessments that can range from drawing, written reflections, quizzes, puzzles, and selection of terminology. We decided to make the content engaging for the RAs so they can feel invited and comfortable to participate. Thus, the RA will be able to interact with peers through discussion on what he/she learned from the selected topics.

## **II. Presentation of topics**

As a group we identified eight subjects that we intend to provide information for our student employees. Ultimately, our employees are students first. In order to provide them support, our topics will teach our student employees skills that can be used beyond their employment. The topics will also help our RAs to help residents as they embark into life as college students. Our RAs will be equipped to not only help maintain a safe and welcoming community but also help students by connecting them with the resources and skills to be successful beyond their college experience.

### **1. Campus Safety Procedures**

This training will prepare the students to be aware of their surroundings and act upon a situation that may seem unusual or suspicious. The RA's will learn about identifying unusual behavior in their areas such as persons taking notes or photos about campus and residence facilities, attempting to gain access to restricted for residents areas, thefts, or attempts at gaining confidential information about students and/or residents by phone, email, or in person, and immediately report such activities to their supervisors, campus police, or 911. RAs will also will be trained to understand the

policies and procedures to follow if a student is injured or harmed in dorms or residential apartment living.

## **2. Communication and Branding**

The student will be able to develop networking skills by understanding how to build networking abilities. The student will know what tools are best to communicate with others, while showcasing their strengths and improving areas of opportunity within themselves. The students will be connected to campus resources like (university advising, clubs and organizations, career center, internships, practicums and on campus student employment). The student will be taught the Residence Life departmental mission and vision, thus the RA will be able to understand how to carry themselves with a professional attitude as they represent the department. Lastly, the student will be invited to a series of team building activities that while help build an online presence, create and adapt elevator pitches, learn the steps to public speaking, and lastly how to build strong and valuable relationships.

## **3. Financial Literacy**

Financial literacy is an area of focus for universities as most college students struggle with student loans and consumers debt. Many of these students lack financial education and it is essential we aid our students in concepts such as using checking and savings accounts, using credit cards responsibly, understanding your credit report, understanding your paycheck, budgeting, managing debt, applying for FASFA and financial aid (grants vs loans) to further student success (El Paso Community College, 2018). Ethically and morally universities have the responsibility to provide knowledge and skills to their students for a career, therefore financial awareness is one influence in ones' academic and career outcomes. This issue is especially important to target for those within regions of limited resources and access. We want our RAs to model responsible finances for the students living in their dorms or university apartment complexes.

## **4. Mindfulness**

Mindfulness trainings have been shown to improve decision-making under stress, improve attention, and reduce anxiety. Furthermore, online-delivery of mindfulness trainings could potentially be less costly, more accessible, anonymous, and self-paced. The study by Messer, et.al. (2016) evaluated internet-delivered mindfulness and relaxation trainings in college students. Messer et.al. (2016) found that online mindfulness trainings reduced stress effectively and aided coping among college students. Practicing mindfulness will aid RA's to behave accordingly and make

appropriate decisions when under pressure in any situation that may arise in the student residence halls and apartments.

Furthermore, in addition to practicing stress and anxiety relieving tactics, healthy meals and proper nutrition are imperative to the students' overall academic and professional performance. A study conducted by Tallant (2017), aimed to create awareness on college students and healthier food choices and higher label -reading behavior. Moreover, the study found that college nutrition training improved rates of healthier diets and label-reading behavior, choosing the better option among food items and products. The benefits of learning label-reading include healthier dietary behaviors and reducing diseases risks such as diabetes, hypertension, and strokes.

## **5. Pillars of Support**

RAs must be well versed in discussing with students in their residents halls their support system. Each students support system will be different and the RA must be able to help the student identify key players on the students support team. Additionally, the RA should have information about support systems that the university has in place for the student. This will help the student identify that they have personal and social (university) support systems at all points of their college experience. Support systems will enhance the students experience and ensure that they are academic successful. These students will understand and reach their highest potential through the support they receive to complete their degree in order to continue to make a positive impact in the community. Given that the RA is also an active student, they will benefit from this training at the student and student employee level.

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## **7. Sexual Identity and Inclusion**

The RAs will be taught the importance of sexual health, sexuality spectrum, and safe sex practices. The student employees will be introduced to campus resources such as (health centers, counseling centers, sexual health forums). The RA will be invited to learn about sexuality and its spectrum, to include students from all sexual identities from heterosexual to the LGBTQ communities while allowing by opening a safe space to

converse about their identities and backgrounds. The purpose of this topic, is to teach the RA of the diverse student population; the employee will be taught how to make residents feel welcomed in an open and safe space. The RA will learn about culture, race, gender, identity, age, customs, traditions, etc., to help the students who live in the premises feel welcomed. Thus, the RA will acknowledge and advocate for a student if they ever feel unwelcomed and will be able to address the situation and report the problem to the next person in command.

## **8. Time Management**

Time management is one of the many influences on student outcomes. College requires more self-discipline, therefore not knowing what, when, why or how to prioritize classes, work, and personal time can lead students to overcommit themselves and increase stress. Time management skills include how to set and meet goals, prioritize tasks, decision making, team management, project management, productivity, multitasking, strategic thinking, keep a task list, schedule tasks, create and keep deadlines, focus on one break at a time, minimize distractions, overcome procrastination, and take breaks (William, D.K., n.d.). Given that we are looking for our RAs to model student success, and since these student employees are primarily students, we want to ensure that they are able to fully understand time management to reach their goals and remain successful overall.

### **III. Conclusion:**

In conclusion, our selected topics of time management, financial literacy, pillars of support, social media usage, communication and branding, sexual identity, campus safety and mindfulness will be the best topics to train our current and incoming RAs. We believe the eight topics will not only prepare the RA for their upcoming employment it will also provided them with skills that can be used in their everyday life. As a team we agree that well rounded employees have a supportive leadership. We feel that by providing them with the selected topics our RAs will be prepared to handle any situation as they make a positive impact with the students who live on campus.

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In conclusion, our selected topics of time management, financial literacy, pillars of support, social media usage, communication and branding, sexual identity, campus safety and mindfulness will be the best topics to train our current and incoming RAs. We believe the eight topics will not only prepare the RA for their upcoming employment it will also provided them with skills that can be used in their everyday life. As a team we agree that well rounded employees have a supportive leadership. We feel that by providing them with the selected topics our RAs will be prepared to handle any situation as they make a positive impact with the students who live on campus.

## References

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# THE UNIVERSITY OF TEXAS AT EL PASO

**Team Leader:** Erika Gentry

**Team:** Deyna Aragon, Denise Tovar, and  
Heriberto Garcia







### **University Mission**

To provide an engaging environment for faculty, staff and students through innovative educational collaborations that preserve rigor and value that will ensure the improvements for a stronger future. The university strives to prepare students to understand their highest potential and excel as they make a positive impact in their fields and to those around them.

### **Vision**

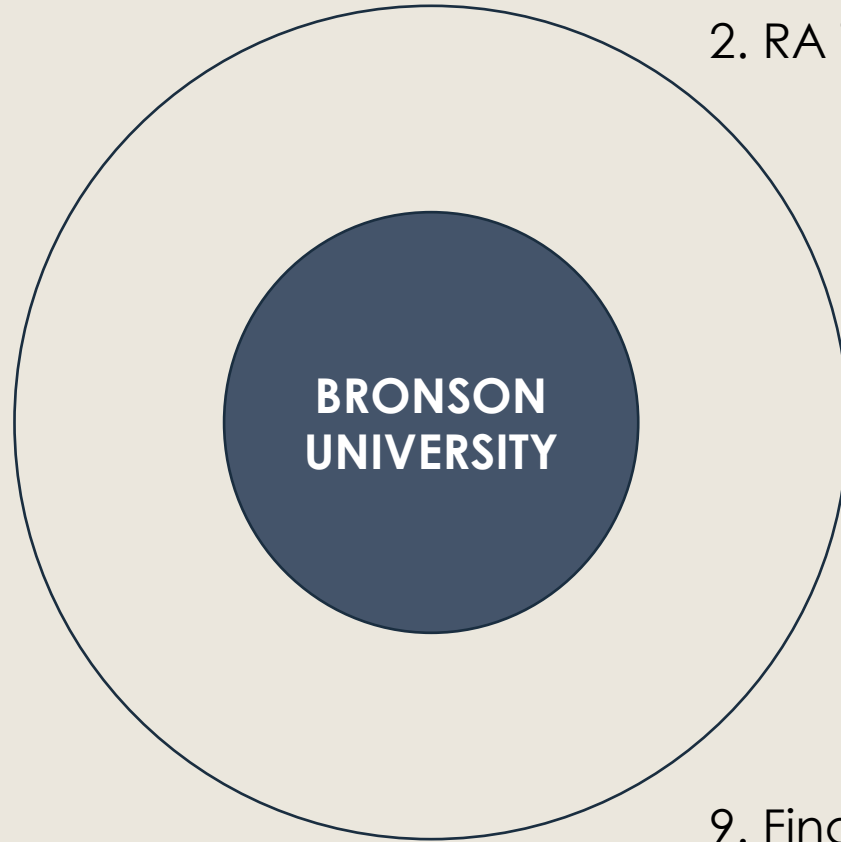
Bronson University fosters a community that prepares the future leaders, innovators, and creators who will meet the needs of our ever changing communities.

# Bronson University

- **On average, Bronson University houses 3000 students per academic year**
- **The Residence Assistant team ranges from 25 to 35 students**
  - *This depends on the number of students living on-campus during the academic year*
  - *Bronson University offers campus dorms and residential apartment units*
- **Our goal is to assist our RAs develop academically and professionally while being students at Bronson**
- **We understand our RAs commitment is beyond their employment**
  - *We take into consideration other tasks the student employees balance in their personal lives as well as academically, and professionally*

# Overview

1. ORL Mission



2. RA Training Overview

3. Communication and Branding

4. Pillars of Support

5. Campus Safety and Procedures

6. Time Management

7. Social Media Usage

8. Sexual Identity

9. Financial Literacy

10. Mindfulness

# Office of Residence Life Committee

## Residence Committee Mission

To create and develop a strategic plan that will prepare the future leaders of our team.

# Proposed RA Training Topics

- I. Communication and Branding
- II. Pillars of support
- III. Campus Safety and Procedures
- IV. Time management
- V. Social Media Usage
- VI. Sexual Identity
- VII. Financial literacy
- VIII. Mindfulness

# Communication and Branding

## ■ **Develop Networking Skills**

- *Understand how to build networking abilities*
- *Communication tools*
- *Showcase strengths and weakness*

## ■ **Campus Resources**

- *College Advising*
- *Counseling Services*
- *Clubs and Organizations*
- *Career Center*
- *Internships*
- *On-Campus Work Placement*

## ■ **Team Building Activities**

- *Develop and adapt to elevator pitches*
- *Learn the steps to excellent public speaking skills*
- *How to build strong and valuable relationships*

# Pillars of Support

Identify your key personal and social support systems at all points throughout your college experience!

- **Personal support system**

- *Family, friends, community, organizations*

- **University support system**

- *Campus resources: Writing center, tutoring centers, counseling center, food pantry, academic advising offices, professors, TAs, RAs, peers, student organizations*

# Campus Safety and Procedures

Campus Safety and Procedures training will prepare RAs to identify unusual behavior, learn steps and procedures to follow if a student is injured or harmed in university's residential living premises, and report any other incident

- **Identify and Report:**

- Unusual behavior in residency areas:

- *Persons taking notes or photos about campus and residence facilities*
- *Attempting to gain access to restricted for residents areas*
- *Thefts*
- *Attempts at gaining confidential information about students and/or residents by phone, email, or in person*

- **Report to:**

- Supervisors
- Campus Police
- Call 911 in case of an emergency

“If you **see** something, **say** something”

To learn more visit: <https://www.dhs.gov/see-something-say-something>



# Time management

## ■ Goal setting and achievement

## ■ Problem solving

## ■ Implementing strategy

- Decision Making:
  - *Prioritize tasks*
  - *Delegate tasks*
  - *Balance being a student and an RA*
- Keep a task list, be productive! Creating and keeping deadlines will help you achieve your goals:
  - *Schedule tasks*
  - *Manage appointments*
  - *Coordinate events*
- Focus on one task at a time
- Minimize distractions:
  - *Overcome procrastination one task at a time*
- Take breaks!

# Social Media Usage

RAs must understand the appropriate use of social media when serving as a role model to the students in their residential halls

- Be mindful: what to share v. what not to share
- Fine line between peer and friend
- Appropriate relations on social media
- Self image
- University image and representation

# Sexual Identity & Inclusion

Importance of sexual health, sexuality spectrum, and safe sex practices

- **Campus resources**
  - *Health Centers*
  - *Counseling Centers*
  - *Sexual Health Forums*
- **Learn about sexuality and sexuality spectrum**
  - *Sexual identities*
  - *Heterosexuality*
  - *Defining LGBTQ*
  - *Find your Safe Space*

# Financial Literacy

Financial literacy is an area of focus for universities as most college students struggle with student loans and consumers debt

- **Many of these students lack financial education and it is essential we aid our students in concepts such as:**
  - *Using banking and checking accounts*
  - *Using credit cards responsibly*
  - *Understanding your credit report*
  - *Understanding your paycheck*
  - *Budgeting*
  - *Managing Debt*
  - *Applying for FASFA*
  - *Financial Aid (Grants vs Loans)*

# Mindfulness

Practicing mindfulness will aid RA's to balance life and work, and make appropriate decisions when under pressure in any situation that may arise in the student residence halls and apartments

- **Online mindfulness trainings have been shown to improve decision-making under stress, improve attention, and reduce anxiety**
  - *Easy access*
  - *Practice stress and anxiety relieving tactics*
  - *Healthy meal planning resources*
  - *Aid college students to develop coping skills*

# Methods Of Assessment

- **Online - Virtual Training Modules:** [bronson.residence.edu/modules](https://bronson.residence.edu/modules)
  - *Pre-assessments*
  - *Post-tests*
  - *Surveys/questionnaires*
  - *Progress tracking*
- **Completion Timeframe**
  - *RAs will have two months to complete online modules which is equivalent to the length of Summer training*

# Summary of Proposed Additional RA Training

## I. Communication and Branding

- ✓ *Develop networking skills by understanding how to build networking abilities and what tools are best to communicate with others, while showcasing strengths and weakness.*

## II. Pillars of support

- ✓ *Support systems will enhance the RAs and students' experience and ensure that they are academically and professionally successful*

## III. Campus Safety and Procedures

- ✓ *Improve awareness of surroundings, identify suspicious/unusual behavior, report it*

## IV. Time management

- ✓ *Student outcomes, behavior, and overall success are attributed to effective time management*

## V. Social Media Usage

- ✓ *RAs must understand that what they post on social media could become a reflection of the university and distinguish between being a peer and university employee when working with other students*

## VI. Sexual Identity

- ✓ *The RA will learn about culture, race, gender, identity, age, customs, traditions, etc.. to help the students who live in the premises feel welcomed*

## VII. Financial literacy

- ✓ *financial awareness is only one influence in ones' academic and career outcomes*

## VIII. Mindfulness

- ✓ *in addition to practicing stress and anxiety relieving tactics, healthy meals and proper nutrition are imperative to the students' overall academic and professional performance*

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