



UNIVERSITY OF CENTRAL ARKANSAS

Virtual Case Study 2019

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LEARNING OUTCOMES

- ✘ Board members will be able to clearly identify the needed areas of interest for student staff training.
- ✘ Board members will receive a variety of topics to choose from in order to build a comprehensive student staff training schedule.
- ✘ Board members will be able to identify the effectiveness of the use of online learning modules.
- ✘ Board members will be able to assess the knowledge of the student staff following their training experience.

TOPICS:

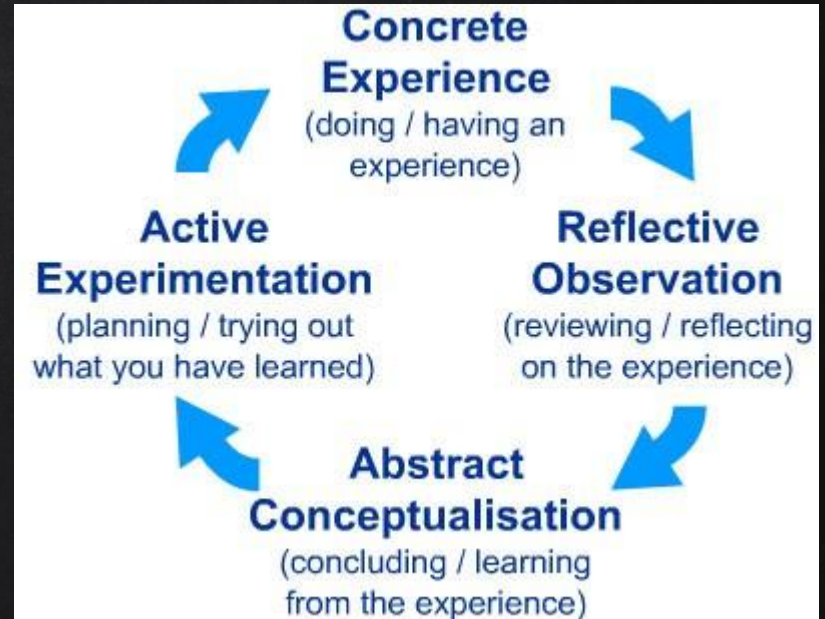
New Online Learning
Training Initiatives

- ✘ Customer Service
- ✘ Awkward Conversations
- ✘ Accountability
- ✘ Building Relationships/Setting Boundaries
- ✘ Mental Health
- ✘ Campus Partners
- ✘ Teamwork & Conflict
- ✘ Promoting Neurodiversity within the
Campus Housing Community



KOLB'S EXPERIENTIAL LEARNING THEORY

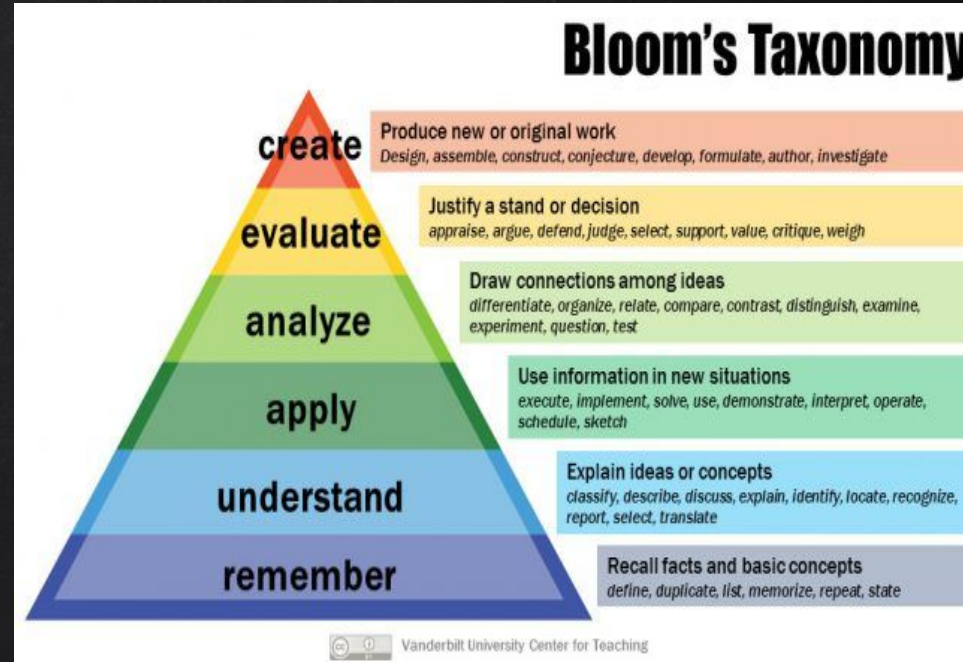
- x Students will be able to learn the content proposed through modules as a result of Kolb's Experiential Learning Cycle.
- x In addition to receiving information from online, student staff must be able to reflect, conceptualize, and apply what was learned in their residence halls in order to be successful as a staff member.





BLOOM'S TAXONOMY

- x Utilizing Bloom's Taxonomy will be beneficial in educating student staff, because it sets up the premises on how the foundation of learning is or should be established.
- x Utilizing the online training modules will establish a format that will allow the student staff to engage in each level of Bloom's Taxonomy Guide, with the ability to reflect, understand, and evaluate their ability to create functional and beneficial programs with their residents.





CUSTOMER SERVICE

- X Student Staff will be able to interpret the Housing and Residence Life mission and apply it to their role.
- X Student Staff will be able to develop strategies to compose a welcoming environment for our guests and students.
- X Student Staff will be able to demonstrate the ability to articulate institutional/ departmental values and an authentic experience to guests and students.
- X Student Staff will be able to identify and utilize strategies to use when dealing with difficult students or guests.
- X Student Staff will be able to identify when it is appropriate to refer to a supervisor.



CUSTOMER SERVICE

Customer Service is a vital component to the housing department. Establishing the guidelines and specific aspects of customer service utilizing an online module will be beneficial to students, because it will allow them to obtain key concepts that they can use throughout their time as a student staff member. They will also be able to assess their knowledge on the topic and return to the source, should they need a refresher on the content.



AWKWARD CONVERSATIONS

- X Student Staff will be able to create comfortable spaces to initiate conversations.
- X Student Staff will be to evaluate personal ability to meditate conversations.
- X Student Staff will be to identify purpose and directly address topic of conversation with sincerity.
- X Student Staff will be to know when to stop and refer, and properly document details of conversation for review.
- X Student Staff will be to initiate conversations with backgrounds that are different than their own.
- X Student Staff will be to identify the appropriate location to have a conversations with residents that are neutral to all parties.
- X Student Staff will be to list common awkward conversations (sex, hygiene, body odor, sleep schedule, noise, cultural practices such as cooking, religious practices, awkward situations that arise during safety and cleaning checks).
- X Student Staff will be to understand the importance of body language when having awkward conversation.
- X Student Staff will be to address their resident neighbors when they are being loud and disruptive to the RA and vice versa.



AWKWARD CONVERSATIONS

Utilizing an online module to introduce Awkward Conversations to student staff members will assist our department in creating a space to initiate dialogue among themselves. The topics covered are uncomfortable in nature, and will provide an option for the staff members who may be hesitant to openly discuss them.



ACCOUNTABILITY

- X Student Staff will be able to define accountability and the importance of accountability as a Student Staff Member.
- X Student Staff will be able to compare/contrast accountability and responsibility
- X Student Staff will be able to list the benefits of a culture of accountability within an organization.
- X Student Staff will be able to articulate and identify actions that help establish a culture of accountability.
- X Student Staff will be able to interpret the change that must occur in order to instill a culture of accountability within housing and residence life.
- X Student Staff will be able to evaluate some of the strategies that exist to assist in the establishment of a culture of accountability.
- X Student Staff will be able to argue why transformational leadership is needed in an accountable organization.



ACCOUNTABILITY

Including an accountability module is vital because it encourages student staff members to display a certain level of leadership by adhering to guidelines set from their respective supervisors. The module will also help them realize that in order to succeed in any position, they should be willing to hold themselves and others accountable for actions that could result in extreme consequences.



BUILDING RELATIONSHIPS & SETTING BOUNDARIES

- X Student Staff will be able to create and implement boundaries with residents, co-workers, and supervisors.
- X Student Staff will be able to develop relationships with residents, co-workers, and supervisors.
- X Student Staff will be able to recognize the importance of building relationships and setting boundaries.
- X Student Staff will be able to develop strategies to hold themselves accountable to expectations with boundaries and relationships.
- X Student Staff will be able to understand the role of their supervisor and how to communicate with them.



BUILDING RELATIONSHIPS & SETTING BOUNDARIES

In our field, it is vital that our student staff learn how to navigate relationships and establish boundaries with their peers and residents. This will be beneficial as an online training module because it will allow student staff to apply their own perspective on how to interpret these relationships. It will also give them the opportunity to assess these encounters without peer speculation and or scrutiny in the autonomy of their own company.



MENTAL HEALTH

- X Student Staff will be able to learn what resources are available on campus.
- X Student Staff will be able to learn to assist students in need.
- X Student Staff will be able to determine how to appropriately help their mental health.
- X Student Staff will be able to identify the top five mental health concerns on a college campus and how to respond to them.



MENTAL HEALTH

Mental Health would be an invaluable online module for staff training because of its ever increasing relevance in the student affairs field. The module being online would be especially beneficial because the staff members would be able to look back on the module if they need a refresher. With the number of students reporting that they suffer from mental health problems rising we need to make sure that our student staff are trained to handle that, and also they will be able to notice if any residents are showing signs of mental health issues.



CAMPUS PARTNERS

- ✘ Student Staff will be able to gain knowledge about various campus partners.
- ✘ Student Staff will gain a strong understanding of who the institution's campus partners are to build authentic relationships for educational programming purposes.
- ✘ Student Staff will be able to create a list of campus partners for educational purposes.
- ✘ Student Staff will gain knowledge of partnerships within Housing and Residence Life.
- ✘ Student Staff will be able to create, organize, and host valuable memorial programs with campus partners.



CAMPUS PARTNERS

- x Utilizing partners on campus is a great way to establish relationships with others outside of the Housing Department. The online training module will be a great resource to our student staff as they will be able to learn who they can partner with for programming as well as gain more familiarity with those departments. Students will be able to return to these modules as a resource if needed. .



TEAMWORK & CONFLICT

- X Student Staff will be able to describe the main features of teamwork including working together, understanding each other, being understanding, how to leave bias out when making a decision for the team.
- X Student Staff will be able to identify strategies for effective teams.
- X Student Staff will be able to demonstrate the ability to lead and participate in group situations.
- X Student staff will be able to identify ways to communicate under pressure.
- X Student staff will be able to work to overcome challenges that arise in teamwork conflict.
- X Student staff will be able to enhance the ability of individuals within a team to relax and let go of stress through active team learning and healthy team competition.
- X Student staff will be able to role model team behavior.
- X Student staff will be able to identify issues roommates have encountered with each other in an unbiased manner.



TEAMWORK & CONFLICT

Teamwork and conflict is an example of a module that would work very well if done online, because it is something that should be readily available to a staff member at any time of the day. This is necessary, because when working in the student affairs field you will always be part of a team, and it is only natural for conflict to arise. Conflict is something that appears very quickly and you must always have the skills to handle that, so having an online module to look back on would be very beneficial.



PROMOTING NEURO-DIVERSITY WITHIN THE CAMPUS HOUSING COMMUNITY

More students who are on the autism spectrum are on college campuses; as a result, these students need a safe space. Therefore, promoting neuro-diversity in residence halls will result in the following:

- x Students on the autism spectrum will feel a sense of belonging.
- x Interested students who are not on the spectrum will gain education, live in the community, and serve as allies.
- x The stigma in regard to students who are on the spectrum will most likely decrease due to widespread awareness.



REFERENCES

McLeod, S.A. (2017). "Kolb's Learning Styles and Experiential Learning Cycle." *Simply Psychology*. Oct 24. Retrieved from <https://www.simplypsychology.org/learning-kolb.html>

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