### Desk Assistant Fall Training 2014 Outline

**Q1 Are you a...?**
- New hire [Code = 1] (Go To Page 2)
- Returner [Code = 2] (Go To Page 8)

**Required answers: 1  Allowed answers: 1**

**Next Page: Conditional**

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**Page - 2**

**Expectations Training**

**Q2 What are the five values of the Housing and Residential Education Department?**

1. [Code = 1] [Textbox]
2. [Code = 2] [Textbox]
3. [Code = 3] [Textbox]
4. [Code = 4] [Textbox]
5. [Code = 5] [Textbox]

**Required answers: 1  Allowed answers: 5**

**Q3 Were the expectations about putting shifts up on the tradeboard made clear (i.e., process of doing so, how far in advance to do so, how many shifts can be missed per semester)?**

- Yes [Code = 1]
- No [Code = 2]

**Required answers: 1  Allowed answers: 1**

**Next Page: Sequential**

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**Page - 3**

**Q4 What about the expectations about putting shifts up on the tradeboard were not clear? What would have made it clearer?**

[Code = 1] [Textbox]

**Required answers: 0  Allowed answers: 1**

Display if Q3='No'

**Q5 Were the expectations about approving timecards made clear (i.e., how to approve and when to do so)?**

- Yes [Code = 1]
- No [Code = 2]

**Required answers: 1  Allowed answers: 1**

**Next Page: Sequential**

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**Page - 4**

**Q6 What about the expectations about approving timecards were not clear? What would have made it clearer?**

[Code = 1] [Textbox]

**Required answers: 0  Allowed answers: 1**

Display if Q5='No'
Q7 Did you have any unanswered questions in regards to the uniform, homework policy, FERPA, or any other expectation mentioned in the PowerPoint?
Yes (please explain) [Code = 1] [Textbox]
No [Code = 2]

Required answers: 1 Allowed answers: 1

International Center Training

Required answers: 0 Allowed answers: 0

Q8 What information did you find most useful from the International Center training?
[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q9 Do you have any suggestions for cultural competency trainings in the future?
Yes (please explain) [Code = 1] [Textbox]
No [Code = 2]

Required answers: 1 Allowed answers: 1

Customer Service

Required answers: 0 Allowed answers: 0

Q10 As a result of this training section, can you identify characteristics of good customer service versus bad customer service?
Yes [Code = 1]
No [Code = 2]

Required answers: 1 Allowed answers: 1

Q11 As a result of this training section, do you feel comfortable responding to situations involving angry/yelling residents?
Yes [Code = 1]
No [Code = 2]

Required answers: 1 Allowed answers: 1

Front Desk Training

Required answers: 0 Allowed answers: 0

As a result of this training, did you feel prepared to . . .

Q12 Submit a maintenance request
Yes [Code = 1]
No [Code = 2]

Required answers: 1 Allowed answers: 1

Q13 Assist residents who have lost items in the PHC
Yes [Code = 1]
No [Code = 2]
Q14 Radio various staff members
Yes[Code = 1]
No[Code = 2]

Q15 Assist residents in getting loaner keys
Yes[Code = 1]
No[Code = 2]

Q16 What additional training or clarification would have been helpful in regards to the front desk?
[Code = 1] [Textbox]

Mailroom Training

Q17 As a result of this training, for which of the following did you feel prepared?
Give short tours to prospective students[Code = 1]
Enter and print parcel slips[Code = 2]
Send the "Friendly Reminder Email" [Code = 3]
Assist residents who cannot open their mailboxes[Code = 4]
Look for "missing" packages[Code = 5]
None of the above[Code = 0] [N/A]

Q18 What additional training or clarification would have been helpful in regards to the mailroom?
[Code = 1] [Textbox]

StarRez and Blackboard Training

As a result of this training, did you feel prepared to...

Q19 Utilize StarRez to issue resources to residents
Yes[Code = 1]
No[Code = 2]

Q20 Add door access to a resident's UCard
Yes[Code = 1]
No[Code = 2]
Q21 Check availability of event spaces for that day (e.g., dance room)
Yes [Code = 1]
No [Code = 2]

Q22 What additional training or clarification would have been helpful in regards to the mailroom?
[Code = 1] [Textbox]

Q23 Was the format of this training (rotating through topics for three hours each) helpful?
Yes [Code = 1] (Go To Page 10)
No [Code = 2] (Go To Page 7)

Q24 What format would have been more helpful (e.g., more PowerPoints, more visuals, more practicing, more time per session)?
[Code = 1] [Textbox]

Q25 What information did you find most useful from the Disabilities Services training?
[Code = 1] [Textbox]

Q26 Did this training session help you identify characteristics of good communication and listening?
Yes [Code = 1]
No [Code = 2]

Q27 Did this training help you become more familiar with our departmental values?
Yes [Code = 1]
No [Code = 2]
Q28 How can you utilize the skills you learned about effective communication and active listening to assist residents and work with co-workers? Please provide concrete examples.

[Code = 1][Textbox]

Q29 As a result of this training, do you feel better equipped to help guests with A/V equipment?
Yes [Code = 1]
No [Code = 2]

Q30 As a result of this training, do you feel comfortable completing set-ups?
Yes [Code = 1]
No [Code = 2]

Q31 Do you know where to find event reservation information for each day?
Yes [Code = 1]
No [Code = 2]

Q32 Did this training help clarify the roles of RA's versus Area Duty?
Yes [Code = 1]
No [Code = 2]

Q33 What additional training or clarification would have been helpful in regards to who/when to call for various issues?
Yes (please specify) [Code = 1][Textbox]
No [Code = 2]

Please indicate the correct answer to the following questions.

Q34 Who would you call for a dripping faucet?
RA [Code = 1]
Area Duty [Code = 2]
Supervisor-on-call [Code = 3]
Q35 Who would you call for a report of drinking in the residence halls at 8 p.m.?
- RA [Code = 1]
- AREC [Code = 2]
- Area Duty [Code = 3]

Required answers: 1  Allowed answers: 1

Q36 Who would you call to do a check-out at 3 p.m. on Monday?
- RA [Code = 1]
- AREC [Code = 2]
- Area Duty [Code = 3]

Required answers: 1  Allowed answers: 1

Q37 Who would you call if another DA doesn't show up to the desk and you can't stay?
- Area Duty [Code = 1]
- Devon [Code = 2]
- Supervisor-on-call [Code = 3]

Required answers: 1  Allowed answers: 1

Social Justice/Inclusion Center training

Required answers: 0  Allowed answers: 0

Q38 What information did you find most useful from the Inclusion Center training?

[Code = 1] [Textbox]

Required answers: 0  Allowed answers: 1

Next Page: Sequential

Q39 What is the most helpful or valuable thing you have learned from this training?

[Code = 1] [Textbox]

Required answers: 0  Allowed answers: 1

Q40 What would you change about the training in the future?

[Code = 1] [Textbox]

Required answers: 0  Allowed answers: 1

Q41 Were there particular topics you left the training having questions about or particular things that you could've used more training on?

[Code = 1] [Textbox]

Required answers: 0  Allowed answers: 1

Q42 Do you have any additional comments or suggestions?
- Yes (please explain) [Code = 1] [Textbox]
- No [Code = 2]

Required answers: 1  Allowed answers: 1

Next Page: Sequential