Project Summary Instructions

This is the final and most important step of the assessment process to document your findings from this project and how the information will be used to improve programs and services. AER must receive this summary to document this as progress for each of your key activities, goals and outcomes. The information should be integrated into your departmental annual reports and budget planning. This summary will be posted on the Student Affairs Assessment website and in Campus Labs Baseline and be used for division and department strategic planning as well as accreditation reports. If you have any questions about interpreting your results or completing this summary form, or if you will be unable to meet this deadline, please let us know.

Date desired by:

Project Summary: Housing and Residential Education/2015 Desk Assistant Training

Project Details

Goal and desired outcomes of the program or service:
Equip Student Leaders with the tools that they will need to be successful throughout the semester, including: customer service and communication skills, policy understanding, relationship-building skills, and educational training engagement.

Goal of assessment:
Student Leaders will be able to communicate with residents with a better understanding of backgrounds and where they come from. Student leaders will be proficient with internal computer programs and policies.

Population sampled: HRE Student Leaders
Response Rate: 21
53.28% New Hire
47.62% Returner

Administration Type: E-mail invitation Through Campus Labs.

Summary of Key Findings (Did your assessment accomplish your assessment goal? Was the desired outcome of the program or service achieved? Describe why/why not and what was learned. Include data to support your statements.)
Overall, the goals of the trainings were met. We received feedback that we would like to implement in future trainings.
We learned that our customer service training was successful. We found that some student leaders were still a little unsure about how to submit maintenance requests, lost items, radio various staff members, handle loaner keys, approve timecards on Kronos, and work with scheduling on “When to Work”. Next year, we will walk them through these aspects of the training visually by using a projector so Student Leaders can see and understand those procedures more effectively. We will also cover those procedures as part of their shadowing shifts to reinforce training.

Our FERPA training was 100% successful. All student leaders responded that they understood what FERPA is and the expectations that involved.

We will do international center training later in the semester. We did not have enough time during this training.

We received a 100% response that staff liked safe zone, noting that it was very “eye opening.” We did find that the safe zone, social justice and inclusion trainings could use some revamping; some of the Student Leaders noted feeling emotionally exhausted and stressed while covering some of the things that they cannot control like being white and/or heterosexual. They noted that during the training they felt like they should feel guilty for having those privileges. We might want to look into reconstructing those training and rethinking the kinds of words that we are using. It’s a great educational training and it should be geared towards ways that we can be inclusive allies for others and find ways that they can reach out to others to help and educate peers. That way everyone will feel included regardless of ethnic background or sexuality.

Staff noted that they would like a “frequently asked questions” section and a shadowing shift in the Mailroom for Front Desk, that way they can help answer some questions and have a better understanding how the mailroom works.

We had a 100% response on the effective communication training and how that looks in a day-to-day situation.

Some things that staff would like to see for next year:

- Have the training first and then schedule shadow shifts.
  - Add extra Shadow shifts
- More training on day-to-day situations.
- More hands-on-training with the different programs:
  - StarRez
  - Blackboard
  - When to Work
  - Kronos
- Reformatting of Safe Zone and Social Justice so that they are geared more towards what we can do to help the populations rather than making it sound like there is nothing that they can do as an ally.
Actions Taken/Planned based on the findings from this assessment:

We will have a training committee who will be in charge of helping improve the trainings and how they look. We will be looking into some new ways of keeping the Student Leaders involved. We will also continue having our Student Managers help with reviewing the materials that we went over during the trainings. They will be giving the Student Leaders feedback on ways they can improve and what they are succeeding.

We are going to make sure that we have the laptop and a section dedicated to showing them the programs that they will be working with on a daily bases rather than just telling them about the programs and waiting until their shadow shifts to actually see them.

I plan to talk to the Safe Zone and Social Justice trainers to see how we can restructure the training so that it is more focused on how trainees can be an ally.

Plan on setting up future trainings with the International Center training later in the semester.

Alignment

Student Affairs Key Activity:

Leadership-

During our training we had “icebreakers,” which were done by student managers. It’s a time for them to show their leadership skills and for our staff to have a chance and show their leadership skills with dealing people that they don’t know and help both parties develop a relationship as well as customer service skills.

Student Affairs Key Activity:

Global Citizenship-

We will be setting up a training later in the semester for our staff to have a better understanding of our resident’s background, and cultures. This will be a great training for our staff sense we are the hub for the residents and we work so closely with them. This training will give our staff a chance to learn more about how they can be allies for the various groups that are on the University’s campus.

Student Affairs Key Activity:

Diversity & Inclusion – We had Safe Zone and a Social Justice training which is designed to bring up issues of oppression, and social justice. This was a fantastic training in opening our staff’s minds to all sorts of issues that cultures and minorities might be feeling. We are
going to work on ways that we can educate our staff on ways that they can be allies for these different groups. I hope that we can set up additional training to provide new ideas on ways for us to be more aware of social needs.

**Departmental Key Activity:**

**Departmental goal this project addresses:**
Social Justice Education

Our goal for our staff to have a better understanding of minority struggles was met. They were able to answer and debate the issues that the trainer brought to their attention. They are more comfortable and better prepared to handle issues that might come up while at the desk. This training has also helped them develop their customer service skills. They will now be able to help students with a wide variety of situations. We will continue to look at this training throughout the semester to help staff members be more confident in handling social justice issues.

**Learning Domain Connection:**

Please explain how this project connects to this Learning Domain (more information on learning domains can be found [here](#)):

Throughout this training, we had many opportunities for student leaders to learn about social justice and oppression issues, customer service, and team values. These are all things that they will have to use in their everyday lives inside and outside of work. We want them to be educated in these matters so that they will be able to handle all kinds of situations. While at the desk, they will be interacting with a wide range of people that come from all sorts of backgrounds. We want to make sure that they are prepared for what they might encounter on a day to day basis. We will continue to have trainings and discussions about these topics to further their education.