

# *Maximizing the Student Staff Potential*

SWACUHO 2020

See you in Sugar Land!



**UNIVERSITY OF THE  
INCARNATE WORD.**

RESIDENCE LIFE *and*  
HOUSING OPERATIONS

# Introductions



**J.R. Chiodo-Benmuvhar**  
*Assistant Director of  
Residence Life*

[chiodobe@uiwtx.edu](mailto:chiodobe@uiwtx.edu)



**Soraida Portales**  
*Residence Life Coordinator—  
High School*

[sportale@uiwtx.edu](mailto:sportale@uiwtx.edu)

# REFLECTION:

- What are your department goals?
- How would you describe the areas of your department? For example, student conduct, housing operations, programming, etc.

# Learning Outcomes

- Identify the needs of their department and apply the methods learned.
- Utilize team strengths to achieve departmental goals and outcomes.
- Develop the student staff and maximize their potential.

# History & Demographics

- Department transition from two full time hall directors to three part time graduate assistant staff
- 53 Resident Assistants
  - 45 University Main Campus
  - 8 High School Boarding Program
- 1,080 Bed Spaces

# Previous Department Structure

- Five Full Time Staff
  - Director
  - Assistant Director
  - Coordinator of Operations
  - High School Residence Life Coordinator
  - High School Asst. Residence Life Coordinator
- Part Time Staff- Graduate Area Coordinators (GAC)
  - 2-3 Buildings/ Campus Area
  - Responsible for RA supervision, Programming, Conduct and Roommate Issues, Maintenance, as well as committee member supervision

# Challenges of the Previous Structure

- Roommate disagreements
- Rise in Conduct Cases
- Maintenance concerns
- Staff supervision
- Programming Supervision
- Limited Staff Work Time

# Current Department Structure

- Four Full Time Staff
  - Director
  - Assistant Director
  - Coordinator of Operations
  - High School Residence Life Coordinator
- Part Time Staff- Graduate Area Coordinators (GAC)
  - Housing Operations
  - Residential Education
  - Residential Experience



# Student Staff Involvement

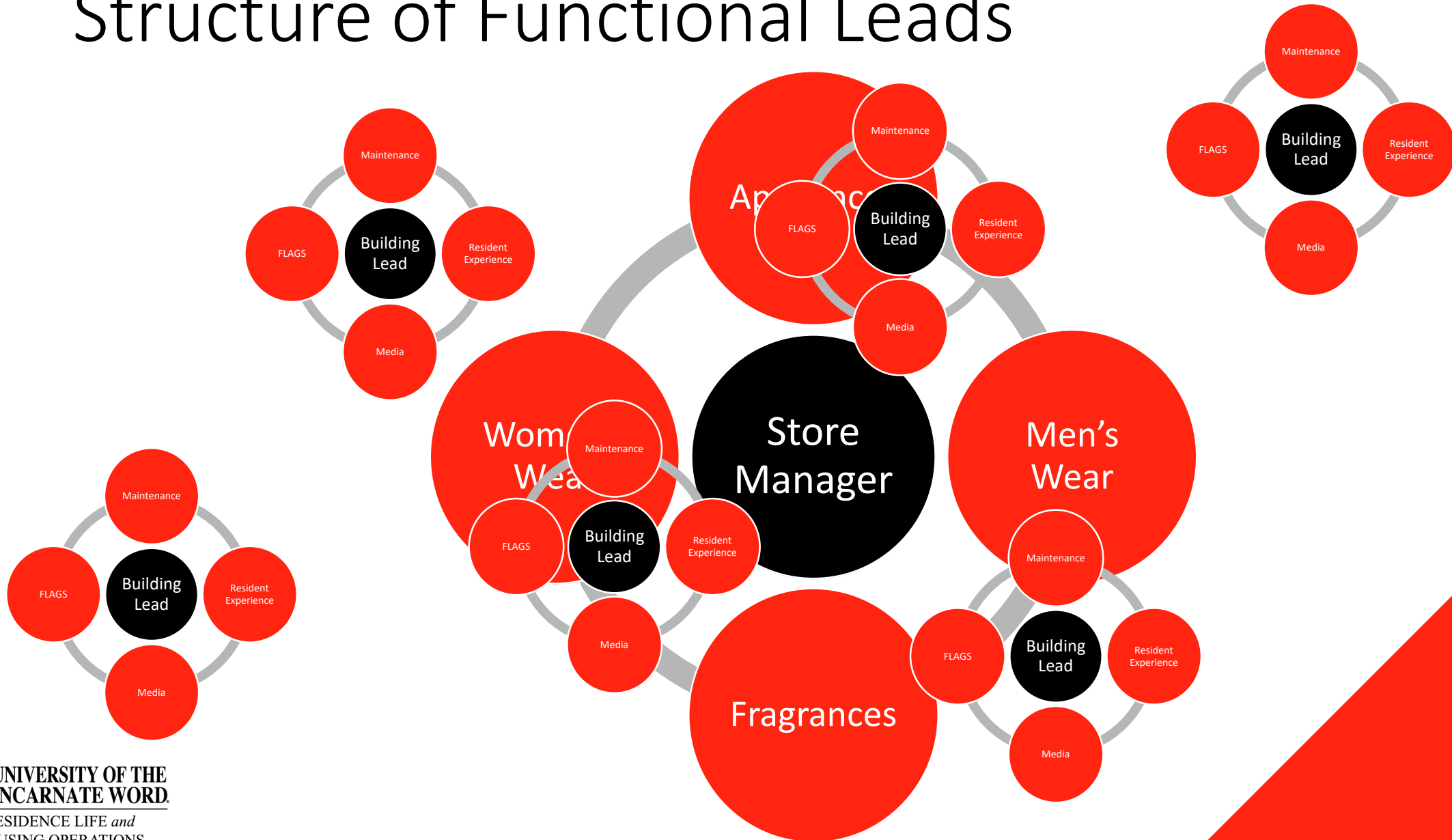
## **Committee Work**

- RA chair with Residence Life Leadership Oversight
- Based on Interest
- Department Wide Responsibility, Not Building Specific
- Structure of committees did not support community building within hall

## **Functional Leads**

- Residence Life Leadership Oversight
- Based on Interest and Building Need
- Every Building has one of each lead
- Creates building ownership
- Department Store Concept

# Structure of Functional Leads



# MAINTENANCE & SUSTAINABILITY

- While ALL RAs are responsible for entering work orders, the functional lead(s) will check on status and report continual problems
- This lead should be making sure that everything is in working order, that the community areas are useable, etc.
- This member also will ensure all empty spaces are “move-in ready” during the academic year

# MEDIA

- Documenting our story and developing quality materials is an important part of our department
- Media leads work in telling our story visually
  - Residential Experience helps tell our story by the numbers
- Submit building page and assigned page for *The Resident* newsletter
- Document Residence Life Activities via pictures
- Point person to receive pictures from building mates
- “Tag and Flag” pictures
- Ensure model rooms in building are good to go for tours
- Assist Graduate Area Coordinator with designing Social Media Posts

# RESIDENTIAL EXPERIENCE

- Responsible for making a resident's stay on campus positively memorable is the goal of this lead
- We want our students to have pleasant experiences, and collecting data regarding those experiences helps us make better decisions
- Make handwritten birthday cards for the residents in their building
- Staff survey tables
- Bring residents to Town Hall meetings
- Ensure building RAs nominate for OTM
- Vote on OTM
- Present OTM winners

# Focused Learning And Growth System (FLAGS)

- The FLAGS lead find programs to fulfill Got to Go Requirements
- They are the primary contact for the buildings large scale events
  - Submit proposal
  - Coordinate bi-weekly planning meetings
  - Submit program evaluation
- Assist RAs with bulletin board ideas as necessary

# BUILDING LEAD

- Support building RAs to ensure deadlines are met
- Support functional leads as necessary
- Responsible for the general smooth operations of building
- Represent building on Staff Council
- Must be a returner and not a Senior RA
- Please note, a Building Lead will not necessarily be held accountable if something is not meeting expectations in the building. They are here as a support for building RAs and as another level of support for residential support for the success of our staff

# How are RAs assigned?

- Survey of Interest
- Degree Plan
- Skill Set
- Team & Building Placement & Need
- Every building will have at least one of every functional lead



# BENEFITS OF FUNCTIONAL LEADS

- Instilled building ownership and team cohesion
- Streamlined communication of problems
- Defined purposeful work
- Developed transferable independent working skillset
- Enhanced resident experience

# Senior Resident Assistant (SRA)

- RAs whom have additional tasks to support the department needs and function
  - Housing Operations: Departmental Email, Support Housing Coordinator
  - Residential Education: Review Bulletin Boards, Assist with Programming Data
  - Maintenance: Maintains maintenance spreadsheet, quality controls work order completion
  - Media (unfilled): Manages Departmental Social Media, Develops content

# Making it Work

- Dedicate one meeting a month to allow all functional leads to come together (Lead specific)
- Weekly building meeting (all leads)
- Spreadsheets, forms, and Teams

# GOING FORWARD

- Strengths Quest
- Focused training to better prepare student staff

# ACTIVITY

- How would you incorporate the functional leads into your department?



# Questions?

# Take the Survey!

<https://rb.gy/3rjd6t>

