

THERE'S AN ELEPHANT IN THE ROOM...

NWACUHO 2007
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SOU'S STRUCTURE...

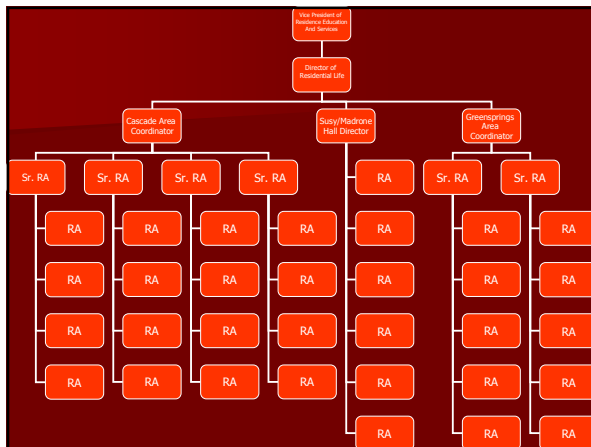
- I. Selection
 - A. Application Process
 1. Opens mid-January and runs through mid-February
 2. Returning applicants are to turn in a résumé, cover letter and portfolio (new this year)
 - B. Interviews
 1. All applicants go through interview process
 2. Questions are specific and relevant to experience
 - C. Carousel Process
 1. New applicants
 2. Saturday morning – early afternoon
 3. Series of stations of role playing and decision making

SOU'S STRUCTURE

- D. COMM 377
 1. RA/Student Leadership Class
 - a. New applicants are selected to take class based upon application, interview and carousel process
 - b. Class is mandatory for potential staff
 - c. New staff selected based upon application, interview, performance at carousel process and performance in class
- E. Placement
 1. Staff is placed first according to need and strengths, then preference

SOU'S STRUCTURE...

- II. Training
 - A. Fall Training
 1. Senior RAs arrive about two weeks prior to residents' arrival and have approximately one week of training specific to their positions
 2. RAs arrive about one week prior to residents' arrival and have approximately one week of training
 - B. In-service Training
 1. Twice each term, dates are set aside for in-service training on various topics, determined as necessary
 2. Usually 1-2 hours in the evening



STAFF SURVEYS...

1. How do you feel about the RA/IRC selection process and the rehire process?

- ✓ I feel the selection process is well put together
- ✓ Filling out an entirely new application is unnecessary
- ✓ The portfolio, however, is a great way for a current staff member to showcase their work
- ✓ I understand the concept....but on the other hand it can be time consuming
- ✓ Prepares us better for the outside world
- ✓ The process is too close to midterms, health and safety checks, programming, and life in general and drains from the quality of all those tasks
- ✓ The combination of the individual and group interviews enable the pro staff to find out more
- ✓ I feel that there were some people chosen that had proper credentials but did not have the desired personality to be an RA and were chosen anyway

STAFF SURVEYS...

2. What do you like about your job?

- ✓ It is very satisfying to be able to make a difference in my residents' lives
- ✓ When I leave this position at the end of the year, I will not remember the long nights, foul language, or empty threats. Rather, I will remember the people I have been able to meet and the memories I have made.
- ✓ I love interacting with my residents and making their lives better, not just my residents, but anyone
- ✓ I'm not going to lie...the free room and board
- ✓ I really enjoy the program planning and being an integral part of building the community I live in
- ✓ I like how good someday it will look on a resume
- ✓ All the friends that I have made

STAFF SURVEYS...

3. What would you change about your job?

- ✓ I would get rid of the hoops RAs jump through and distrust between regular staff and professional staff
- ✓ RAs should get to register earlier, more money, RAs should be heard more when they're asked to change things
- ✓ I would improve the communication between the Res. Life and Housing Departments
- ✓ I do not like the fact that I have seen some residents that have made leaps of progress forward in their behavior and then they get caught up in a sticky situation and they are undeservingly evicted
- ✓ It must never be forgotten that the residents are our customers and we should treat them like that
- ✓ I would change the inservices. I understand the importance of gathering as a complete staff, but I don't see the value of attending resume writing inservices three years in a row.

STAFF SURVEYS...

4. How do you feel about training?

- ✓ I did not like the structure because I felt that the class was meaningless because I felt that I as well as many of the RAs around me had many of the traits that we were learning.
- ✓ More critical thinking tasks and more "behind closed doors" tasks
- ✓ I am glad that Sr. Staff gets to help out
- ✓ I would add a small staff enhancement time to training
- ✓ I would like to see more interactive activities because those were the most valuable experiences that we received
- ✓ The best kind of training is practical application of the methods covered in a lecture
- ✓ I really feel that training is overwhelming and too intense
- ✓ I wish I would have had time to settle in and relax a little during training
- ✓ The attitude that I got during training was that returning RAs were bored and new RAs were overwhelmed
- ✓ RAs get so dang tired

STAFF SURVEYS...

5. How do you feel about midyear staff drama? What contributes to it and how would you stop it?

- ✓ Goal setting helped me (and having my supervisor check in with me about my goal)
- ✓ Being on staff is sometimes like being in high school. People will do/say anything to get ahead of you or to impress professional staff or their peers
- ✓ I hate hate HATE staff drama
- ✓ I feel that professional, senior and other staff are all guilty of contributing to staff drama
- ✓ RAs do not always abide by the "information goes up not out" policy
- ✓ I feel that a big way to stamp out midyear staff drama is for professional and senior staff to step it up and assume control of their staffs rather than "letting things work themselves out"
- ✓ Staff drama is mostly due to job stress, cabin fever, and lack of communication
- ✓ Find ways to make the job fun somehow. Maybe the day before a term starts have a staff retreat somewhere instead of an in-service
- ✓ Ask yourself will this matter a week from now? And talk about it with the other person to smooth it out
- ✓ Many RAs will not talk to their pro staff member because they feel it may cost them their job. This is directly related to the firings that have happened in past years and how pro staff punished some of the RAs instead of being there when the RA needed them most.