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**New Staff Onboarding Process**

**Name, Director of Residence Life**

Supervisor: Name, Dean of Students

**Day #1 | Date**

Theme: Welcome/Celebration/Introductions

Priorities: Residence Life Pro Staff Meet and Greet/Acquaintance Building

 Residence Hall Staff Meet and Greet

 Supervisor 1:1

* Where we’ve been
* Where we’re going
* What’s the top priority

Success: \_\_\_\_\_ New Director and Staff feel a sense of opportunity, connection, and comfort.

**First 30 Days | Date**

Theme: Understanding ATU/Understanding Residence Life/Relationship Building

Priorities: Pro Staff interviews & relationship building

 Supervisor relationship building

 Stakeholder relationship building

 Understanding the Strategic Plan (University and Student Services division)

 Division-level committee membership

Success: \_\_\_\_\_ will have a working knowledge of the history & future of ATU and Residence Life.

 \_\_\_\_\_ will be acquainted with Res Life staff, understand current roles and responsibilities and have a sense of how Res Life operates and should operate moving forward.

 \_\_\_\_\_ will know the annual flow of work and significant projects underway.

 \_\_\_\_\_ will have an understanding of the fiscal management of the department.

 \_\_\_\_\_ and Dean of Students will have a solid understanding of each other’s leadership style and role.

 \_\_\_\_\_ will know the strategic plan and current strategic initiatives.

 \_\_\_\_\_ will have developing relationships with key partners of Res Life and Student Affairs.

 \_\_\_\_\_ will begin contributing to division via committee work

**First 60 Days | Date**

Theme: Understanding ATU/Understanding Residence Life/Relationship Building

Priorities: Understanding the cultural norms of the Residence Life department and ATU University

 Student Leader Interviews

 Participate in planning of “Opening”

 Begin developing and implementing expectations for pro staff and student staff

 Understanding Res Life and University policies and student code of conduct

Success: \_\_\_\_\_ will have an understanding of the cultural norms of the office and university.

 \_\_\_\_\_ will enhance understanding of pro staff and student leader skills and competencies.

 \_\_\_\_\_ will have a basic relationship with key student leaders.

 \_\_\_\_\_ prepared staff for a successful opening.

 \_\_\_\_\_ will have a thorough understanding of Res Life and University policies and conduct, identifying changes as necessary.

**First 90 Days | Date**

Theme: Understanding ATU/Strategic Initiatives/Customer Service/New Year

Priorities: Understanding the relationship between Res Life and the Finance & Administration division

 Effective RA Staff training

 Assess staff roles and ascertain gaps in functional areas

 Participate in execution of “Opening” with a focus on customer service

 Welcome new residents with a focus on community development

 Getting connected in the Association of College and University Housing Officers (ACUHO-I)

Success: \_\_\_\_\_ will understand the fiscal roles and policies that are unique to ATU.

 \_\_\_\_\_ Res Life pro staff and student staff share an understanding of excellence in customer service.

 \_\_\_\_\_ Residence spaces are all successfully opened for the new year.

 \_\_\_\_\_ is recognized as the face and leader of Residence Life for the entire campus community.

 \_\_\_\_\_ develops a staffing plan designed to support current operations and future strategic initiatives.

 \_\_\_\_\_ Students adequately feel a sense of belonging to their new home away from home.

 \_\_\_\_\_ Residence students are connected to the campus and Russellville community.

 \_\_\_\_\_ is connected to and known by members of ACUHO-I as the new director at ATU.

**First 6 Months | Date**

Theme: Res Life Programs/Student Experience/Student Satisfaction

Priorities: Implementation of a meaningful and purposeful Residence curriculum and program model:

* (On Track and LLCs)

 Understanding of the student experience in Residence spaces

 Understanding of student satisfaction with Residence Life and on-campus living

 Understanding of the student conduct model/process and its impact on the campus life experience via Residence spaces

Success: \_\_\_\_\_ Res Life will have a new-look to their curricular-based approach to programming and living.

 \_\_\_\_\_ will fully understand the student experience in each unique living space on campus.

 \_\_\_\_\_ will understand the history of student satisfaction related to living on campus.

 \_\_\_\_\_ will understand the student conduct model, identifying changes that will positively impact

 the student experience and satisfaction while maintaining student safety and well-being.

 \_\_\_\_\_ Residence students will be having positive experiences that will be reflected in the Student

 Satisfaction Survey administered in December.

**First Year | Date**

Theme: Advancing Residence Life/Advancing Campus Life/Advancing ATU University

Priorities: Enhance the brand position and student experience related to Residencel Life

 Improve the student experience of living on campus

 Increase the perceived and actual value of the on-campus experience

 Contribute to the overall Student Affairs experience and programming

 Prepare the University for the next steps toward achieving the new strategic plan

Success: \_\_\_\_\_ Student satisfaction with Residence Life and on-campus housing will be improved.

 \_\_\_\_\_ Retention of students returning to campus housing will be increased.

 \_\_\_\_\_ Retention of first-year resident students returning to the University will be increased.

 \_\_\_\_\_ Res Life will return to “the table” across the University.

 \_\_\_\_\_ is valued as a key player for the future of Student Affairs and the University.

**Key Meetings for the Early Weeks**

Below is a list of key meetings to schedule for your first few weeks on the job. The purpose of the meeting is listed and there’s a space to indicate the date of the meeting once it’s scheduled for tracking purposes.

|  |  |  |
| --- | --- | --- |
| **MEETING PERSON(S)** | **MEETING PURPOSE** | **DATE** |
| Assistant Deans  | Acquaintance; understanding of their individual styles; understanding of operations, programming, and management from their perspectives; building tours |  |
| Area Coordinators | Acquaintance; understanding of their individual styles; understanding of operations, programming, and management from their perspectives; building tours |  |
| Counseling staff | Acquaintance; understanding of Personal Counseling and connection to Res Life |  |
| Health Center staff | Acquaintance; understanding of Health & Wellness and connection to Res Life |  |
| Assistant Dean for Student Conduct | Acquaintance; understanding of student conduct and connection to Res Life |  |
| Assistant Dean for Diversity & Inclusion | Acquaintance; understanding of Diversity & Inclusion and connection to Res Life |  |
| Athletic Director | Acquaintance; understanding of Athletics at ATU; discuss how to build relationships with coaches |  |
| Chartwells representatives | Acquaintance; understanding of Chartwells food service and connection to Res Life |  |
| Physical Plant director and appropriate FAMA representatives | Acquaintance; understanding of Physical Plant and connection to Res Life; start discussion of the future of facilities |  |
| LLC faculty and key stakeholders | Acquaintance; understanding of the LLC experience; understanding of student satisfaction; expectations and goals  |  |
| Chief of Public Safety | Acquaintance; understanding of relationship with Res Life & Public Safety; plan a social lunch with all officers and staff |  |
| Assistant Dean for Campus Life and Director of Campus Life | Acquaintance; understanding of student organizations and programming; understanding of my management style |  |
| RHA Officers | Acquaintance; understand the student leader perspective of Res Life; understand the student perspective of the ATU experience |  |
| RDs | Acquaintance; understand the graduate assistant perspective of Res Life; building tours |  |
| RAs | Acquaintance; understand the student leader perspective of Res Life; understand the student perspective of the ATU experience |  |

As you approach the building tours with each of your staff members, consider the following:

This will give you long, dedicated time with each of them

This will give you their perspective on the spaces (and help you see the difference in their perspectives)

You can get their highs/lows/ideas of all facilities from each of them (without group think)

The repetition will be helpful to learn the spaces as quickly as possible.

**Service Excellence**

The Service Excellence program promotes initiatives that unite the ATU family in providing a seamless experience of exceptional service to all of our campus community. Service excellence extends far beyond the traditional approach to service. Service excellence at Arkansas Tech is about all units working together to create consistent attitudes, behaviors and processes. The idea behind our philosophy and the direction of our standards is intended to empower our workforce to provide exceptional service that ultimately contributes to a culture of continuous improvement aiming for organizational excellence.

**Mission:**

To build a culture where excellence in service becomes part of who we are not just what we do; a culture where our commitment to great services is ingrained in our processes and guides our daily decisions.

**Service Philosophy:**

We create a collaborative culture of excellence by providing an exceptional experience for each individual.

**Service Standards:**

* **Respectful**
	+ Exhibit care and courtesy
	+ Listen actively
	+ Treat everyone with empathy and dignity
* **Knowledgeable**
	+ Be resourceful and self-directed
	+ Be well informed
	+ Execute responsibilities accurately
* **Helpful**
	+ Be approachable
	+ Demonstrate teamwork across boundaries
	+ Provide complete and timely responses
* **Professional**
	+ Exhibit a supportive attitude
	+ Act with integrity
	+ Accept responsibility for decisions and actions

**Service WOW’s**

### **How to WOW**

### The WOW recognition is one of the best ways to recognize staff members who are exhibiting our Service Excellence standards: respectful, knowledgeable, helpful, and professional.  Simply put, great service is happening on our campus daily and it is important that it is recognized.

When we share examples of exceptional service, we are fortifying a culture of Service Excellence within Arkansas Tech University.  It just takes a few minutes and the impact can be profound on the individual, the department, and our university as a whole.

**Cultural Norms at Arkansas Tech University**

**The ATU Way (We can tailor this to fit our needs – I liked the idea, so I left it mostly untouched – LF)**

*The things that everyone will assume of you as a staff member of Arkansas Tech University.*

Innovation:

Try new things but also exploring what you want to do and coming up with a way to make it happen (rather than “we can’t do that…”)

Positive Attitude and Avoiding Negativity:

Don't get sucked into a "woe is me" attitude and don’t complain about things, even if they are “typical” complaints (i.e. lack of meeting space)

 We’re All Busy:

Avoid “I’m so busy” or “I’m too busy”; the root here is never make excuses – think about what needs to happen for the task to be accomplished. Are there other resources (staff, programs, interdepartmental partnerships, etc.) available to help you meet a need?

 Truly Student Centered:

Put the students first in everything; hear their feedback as often as possible but be careful how and where you share that feedback (start with me); say yes when students ask you to judge and or participate in events; students expect an open-door policy and you need to deliver on that

 Student Satisfaction:

Part of being student-centered is focusing on student satisfaction; if you want to make something happen, connect it directly to student satisfaction; be concerned, always, with how satisfied students are and are not with your area

 Be the Expert:

Know your area…better than anyone on campus (what is capacity? what’s current occupancy? what’s the information regarding the new building? what are the processes and procedures? what are students saying and thinking?)

 Email:

Read your emails and respond (quickly); pay attention to All Faculty & Staff emails and assume they apply to you unless you learn otherwise; NEVER send All Faculty & Staff emails without approval first; NEVER…NEVER “reply all” to All Faculty & Staff emails; have a proper email signature

 Out of Office:

Set your out of office email and voicemail message; understand personal days vs. vacation days vs. sick days vs. holidays vs. Spring Break days; summer ends on August 1st…NO vacation after that

 Dress:

Professional dress is the standard/default; never wear other schools attire on campus (even if you went there/worked there/love there) & don’t let your students leaders/employees do that either; wear ATU colors/gear as much as possible (especially on visit days, etc)

 Office Hours:

Our default office hours are 8:00am-5:00pm; your role requires a level of flexibility but know that those are the expected hours people will have of you; Res Life should be open and staffed “all the time”

 Visibility is Key:

Being seen is half the battle, especially for students; we don’t make a big deal out of whether they live on campus so you shouldn’t either; be at events and be seen around campus; visibility also comes in the form of participation in committees and special groups on campus – talk to your supervisor and your team as these opportunities present themselves

 Executive Council (EC):

 Know who is on it and know the role they play on campus

 A Fast-Paced Culture:

We’re always a semester ahead (at least) in our planning process; you have to balance the future with the here-and-now

 Relationships are Central:

At the core of every successful employee at ATU is a keen ability to build effective relationships across campus; identify the key relationships to build and how to build those relationships; do not assume that email builds or maintains relationships

 Programming:

Know the purpose for doing programming; know the effective ways to train your staff and students on how to do that program; know when Res Life needs to be thinking about programming (i.e. first 3 weekends of each semester)

 Sustainability:

We are serious about living out all of our core values, especially sustainability; typing on a tablet is more accepted here than writing on notepads using paper

**You Do You**

*You were hired because of what you bring to ATU, don’t lose sight of that.*

 Know Who You Are:

Know your Top 5 Strengths and your True Colors, these are both used on campus and language you’ll hear and want to be able to use

 Professional Development:

Just as our students should be, you should always be learning; don’t assume a typical approach to your professional development – it should be effective for you and for ATU

 Social Justice:

While this is nowhere near your top priority, it is important to be aware of and you have a lot to offer our campus in this area; know that the some of the race relations issues you’ve seen in the Southeast area of the nation are present on our campus too

**Right Place, Right Time**

*The non-Res Life events that are important enough to mark your calendar for now and make special arrangements to attend.*

 Welcome Week

 President’s Convocations

 Opening Week (Move-In Days)

 New Student Orientation

 Involvement Fair

 Family Weekend

 Homecoming

 Time-Out for Tech

 Faculty/Staff Holiday Party (ugly holiday sweater)

 Monthly Student Affairs Division Meetings

**Alphabet Soup**

*Acronyms that will help you get by on a day-to-day basis.*

 RHA – Residence Hall Association

 NRHH – National Residence Hall Honorary

 CARE Team – Campus Assessment, Response, and Evaluation Team (behavioral intervention)

 SGA – ATU Student Government Association

 SAB – Student Activities Board

 EC – Executive Council (ATU President’s cabinet)

**Know Your Way Around**

*Navigating the area – physically & virtually!*

Downtown Russellville: starts at the Pope County courthouse on the corner of Main St. and Arkansas Avenue – enjoy a variety of local dining and shopping options!

 Blackboard: the learning management system used by faculty & students in the classroom

 OneTech: the online, one-stop-shop for everything from Financial Aid to Campus Announcements

 Self-Service Banner: process time & leave reporting, access budget information, complete

 requisitions, and much more

 Internet Native Banner: main database for student and vendor information

 ARGOS: main reporting application connected to Banner database

 Maxient: application for processing incident reports, student conduct, and CARE Team reports

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**New Staff Onboarding Process**

**Name, Director of Residence Life**

Supervisor: Name, Dean of Students

**Themes of the First 6 Months**

* Understanding ATU
* Understanding Residence Life
* Relationship Building
* Strategic Initiatives
* Customer Service
* Res Life Programs
* Student Experience
* Student Satisfaction

**Priorities of the First 6 Months**

* Residence Life Pro Staff Meet and Greet/Acquaintance Building
* Residence Life & Student Involvement Staff luncheon
* Supervisor 1:1
	+ Where we’ve been
	+ Where we’re going
	+ What’s the top priority
* Pro Staff Interviews & relationship building
* Supervisor relationship building
* Stakeholder relationship building
* Understanding the Strategic Plan
* Understanding the cultural norms of the Residence Life department and ATU University
* Student Leader Interviews
* Participate in planning of “Opening”
* Begin developing and implementing expectations for pro staff and student staff
* Understanding Res Life and University policies and student codes of conduct
* Understanding the relationship between Res Life and the Administration & Finance division
* Effective RA Staff training
* Assess staff roles and ascertain gaps in functional areas
* Participate in execution of “Opening” with a focus on customer service
* Welcome new residents with a focus on community development
* Getting connected ACUHO-I
* Implementation of a meaningful and purposeful Residence curriculum and program model
* Understanding of the student experience in Residence spaces
* Understanding of student satisfaction with Residence Life and on-campus living
* Understanding of the student conduct model and process and its impact on the campus life experience via Residence spaces

**Successes of the First 6 Months | Part I: Rating**

*Listed below are all of the successes listed throughout the first 6 months of the onboarding process outlined at the beginning of your time at ATU. Please review the successes and give each a rating on a scale of 1-5, with 5 being high and 1 being low. You will give your rating, I will then give my rating; our discussion about this review will include discussion of our ratings, which ones we agreed on and which ones we were vastly different on.*

|  |  |  |  |
| --- | --- | --- | --- |
| **SUCCESS** | **SELF** | **TEAM** | **SUPERV** |
| \_\_\_ and staff feel a sense of opportunity, connection, comfort.  |  |  |  |
| \_\_\_\_ will have a working knowledge of the history & future of ATU and Residence Life. |  |  |  |
| \_\_\_\_ will be acquainted with Res Life staff, understand current roles and responsibilities and have a sense of how Res Life operates and should operate moving forward. |  |  |  |
| \_\_\_\_ will know the annual flow of work and significant projects underway. |  |  |  |
| \_\_\_\_ will have an understanding of the fiscal management of the department. |  |  |  |
| \_\_\_\_ and Brian will have a solid understanding of each other’s leadership style and role. |  |  |  |
| \_\_\_\_ will know the strategic plan and current strategic initiatives. |  |  |  |
| \_\_\_\_ will have developing relationships with key partners of Res Life and Student Affairs. |  |  |  |
| \_\_\_\_ will have an understanding of the cultural norms of the office and university. |  |  |  |
| \_\_\_\_ will enhance her understanding of pro staff and student leader skills and competencies. |  |  |  |
| \_\_\_\_ will have a basic relationship with key student leaders. |  |  |  |
| \_\_\_\_ prepared staff for a successful opening. |  |  |  |
| \_\_\_\_ will have a thorough understanding of Res Life and University policies and conduct, identifying changes as necessary. |  |  |  |
| \_\_\_\_ will have started to build a relationship with Admissions. |  |  |  |
| \_\_\_\_ will understand the fiscal roles and policies that are unique to ATU. |  |  |  |
| Res Life pro staff and student staff share an understanding of excellence in customer service. |  |  |  |
| Residence spaces are all successfully opened for the new year. |  |  |  |
| \_\_\_\_ is recognized as the face and leader of Residence Life for the entire campus community. |  |  |  |
| \_\_\_\_ develops a staffing plan designed to support current operations and future strategic initiatives. |  |  |  |
| Students adequately feel a sense of belonging to their new home away from home. |  |  |  |
| Residence students are connected to the campus and St. Louis. |  |  |  |
| \_\_\_\_ is connected to and known by members of SLACHA as the new director at ATU. |  |  |  |
| Res Life will have a new-look to their curricular-based approach to programming and living. |  |  |  |
| \_\_\_\_ will fully understand the student experience in each unique living space on campus. |  |  |  |
| \_\_\_\_ will understand the history of student satisfaction related to living on campus. |  |  |  |
| \_\_\_\_ will understand the student conduct model, identifying changes that will positively impact the student experience and satisfaction while maintaining student safety and well-being. |  |  |  |
| Residence students will be having positive experiences that will be reflected in the Student Satisfaction Survey administered in December. |  |  |  |

**Successes of the First 6 Months | Part II: Reflection**

*Please reflect upon your first 6 months at ATU and answer the following questions.*

|  |
| --- |
| *Please explain any items you gave a rating of 3 or below above.* |
|  |
| *What are you most proud of during your first 6 months at ATU?* |
|  |
| *Knowing what you know now, what would you change about your first 6 months at ATU?* |
|  |
| *What are you most excited about in the next 6 months at ATU?* |
|  |
| *What do you hope changes in the next 6 months at ATU?* |
|  |
| *What are the strengths and weaknesses of your team?* |
|  |
| *What other, general thoughts & reflections do you have of your time at ATU* |
|  |

**Director of Residence Life 6 Month Review | Team Feedback | Success Ratings**

*Listed below are all of the successes listed throughout the first 6 months of the onboarding process outlined at the beginning of \_\_\_’s time at ATU. Please review the successes and give each a rating on a scale of 1-5, with 5 being high and 1 being low. Place your rating in the column with your name. Your feedback will remain anonymous; the average ratings of the team will be shared with Employee through the 6-month review process.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SUCCESS** | **1** | **2** | **3** | **AVG** |
| \_\_\_\_ and staff feel a sense of opportunity, connection, comfort. |  |  |  |  |
| \_\_\_\_ will have a working knowledge of the history & future of ATU and Residence Life. |  |  |  |  |
| \_\_\_\_ will be acquainted with Res Life staff, understand current roles and responsibilities and have a sense of how Res Life operates and should operate moving forward. |  |  |  |  |
| \_\_\_\_ will know the annual flow of work and significant projects underway. |  |  |  |  |
| \_\_\_\_ will have an understanding of the fiscal management of the department. |  |  |  |  |
| \_\_\_\_ and Dean of Students will have a solid understanding of each other’s leadership style and role. |  |  |  |  |
| \_\_\_\_ will know the strategic plan and current strategic initiatives. |  |  |  |  |
| \_\_\_\_ will have developing relationships with key partners of Res Life and Student Affairs. |  |  |  |  |
| \_\_\_\_ will have an understanding of the cultural norms of the office and university. |  |  |  |  |
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| \_\_\_\_ will have a basic relationship with key student leaders. |  |  |  |  |
| \_\_\_\_ prepared staff for a successful opening. |  |  |  |  |
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