



FEATURE:

Best of Intentions

The connection between housing and academics can take several forms. Regardless of what the program is called, though, student success remains the common goal.

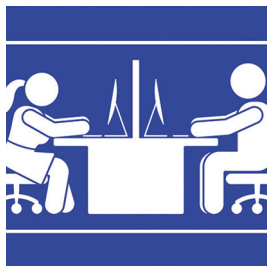
CORE COMPETENCIES in this article:

Resident Educational Services

Develop academic partnerships to support academic initiative programmatic goals.

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1. Where does your campus fit on the continuum of academic initiatives? Do you see your campus changing that in the near future?
 2. In what ways do you think housing departments are well suited to support academic goals?
 3. What strategies do you use to increase faculty engagement? In what ways do you think those could be improved?

Notes:



FEATURE:

The Office

Campuses are working out how best to arrange and manage their staff spaces.

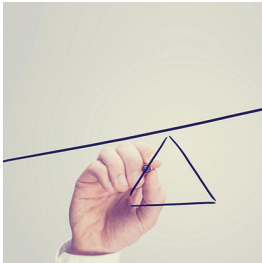
CORE COMPETENCIES in this article:

Facilities Management

Develop strategies regarding the quality and type of facilities desired to support department staff.

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1. How have you thought differently about staff office space in recent years?
 2. What housing design themes do you think are also vital for office spaces?
 3. How might offices be different 10 years from now? 20 years?

Notes:



SPECIAL FOCUS:

Pivoting Through Change

Changing times lead to changing directions. Strong leaders get everyone moving together.

CORE COMPETENCIES in this article:

Leadership

Identify strategic direction and lead staff toward common goals.

1. As a leader, how would you begin to implement Bridges’ Transition Model into transition management for your team?
2. Conversations are key to each step of the model. As a leader, how would you navigate those?
3. Strong leaders who can lead staff through transitions are needed on every team. Think about how this model can be added to professional development opportunities for staff.

Notes:



RESIDENCE LIFE:

Help Line

Asking for help is a sign of strength. Here’s how to empower staff to do just that.

CORE COMPETENCIES in this article:

Human Resources

Perform supervisory responsibilities in a manner consistent with departmental expectations.

1. What steps can you add to your protocol to better support your staff after crises?
2. How would you train staff to approach checking in on their own staff in a person-first manner?
3. As a director or department leader, how would you create an environment that encourages staff to come forward and ask for help and support?

Notes:



SPECIAL FOCUS:

First Impressions

Campuses are updating their front desk strategies and practices.

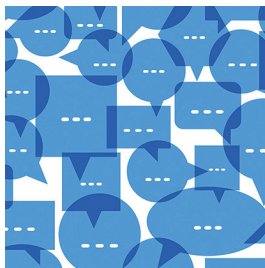
CORE COMPETENCIES in this article:

Human Resources

Implement staffing structures and organizational plans to meet departmental and institutional mission and goals.

1. What are the budgetary goals and the service level goals for your front desk operations?
2. What kind of technology makes sense to add to your front desk operations?
3. What can you add to your staff training to help staff understand the skills and the level of customer service that are needed?

Notes:



CONVERSATIONS:

Supporting Roles

Let's talk about staffing well-being initiatives.

CORE COMPETENCIES in this article:

Human Resources

Implement staffing structures and organizational plans to meet departmental and institutional mission and goals.

1. How would you make the case to add staff focused on student well-being?
2. What training would be necessary for current staff to better address student well-being?
3. Where would this staff be best positioned in your campus's reporting structure?

Notes:
