

Title of Assessment: REC/AREC Training Evaluation

Dates of Assessment: 7/3/10-8/13/10

Summary of Key Findings:

- Comments from Assistant Residential Education Staff (A/REC) stated the Emergency Procedures training was too long and stated that the format was not engaging—requests were made for more frequent, shorter sessions.
- Returning staff asked repeatedly for more time spent on preparation for Student Leader Training.
- Staff stated disappointment in retreat, more specifically which it was not long enough and staff did not leave feeling more connected with co-workers.
- StarRez training & Occupancy management needs to be more comprehensive.

Actions Taken:

- Several new training tools were purchased to help engage the staff throughout Emergency Procedures training.
- At least 1-2 hours has been built into the schedule each day for Student Leader arrival/training preparation.
- The staff retreat has been increased to 2 nights after and the agenda is based around intentional activities to get to know each other.
- StarRez & Occupancy Management training will include copies of the inventory, projection of the StarRez program, and other physical copies of front desk procedures.