

# Residential Life

## Mission Statement

The purpose of Residential Life at PLNU is to collaborate with students, faculty, and staff to develop a Christ centered living, learning experience.

## Overview of RA Development

The Office of Residential Life develops a Christ centered living learning experience at PLNU through the collaborative work of ten Resident Directors (RDs) serving as full time university staff, three Assistant Resident Directors (ARDs) serving as part time university staff, and 64 Resident Assistants (RAs) serving as student employees. This team works and lives in ten residence halls, impacting 70% of the PLNU student body. The Res Life staff leverages its resources towards supporting the holistic development of the RAs, grounded in the framework that the RAs' lived experience and leadership will influence and impact the holistic development of their peers.

Within this approach to the work are significant and well used feedback loops. RAs attend a significant training event in August of each year. These sessions and approaches are evaluated annually by the participants in order to test for validity, effectiveness, and to share ideas for improvement. The RA and RD meet at least twice a month in a 1/1 mentoring meeting. The combined RA staff meets weekly with the RD. And the combined all RA group (64 RAs) meets together once a month for combined training and support. RAs also fill out a Weekly Reflection, which is a written reflection and planning tool. RAs also have a total of two RA Development Plans throughout the year. These are intentional and structured times with the RD for the purpose of giving feedback to each other on job performance, and constructively thinking through the ways the RA wants to grow both personally and professionally over the academic year.

PLNU's Residential Life also annually surveys the RAs and the residential students regarding the on campus living experience. The organization processes that data internally and shares it with relevant campus constituents like ITS and Campus Facilities.

PLNU Residential Life is a highly collaborative and consultative organization. RAs consult with RDs, RDs consult with each other and with the Dean of Students, who consults regularly with the Vice President for Student Development. All this is done in the interest of the mission driven student experience of living on campus at PLNU.

## Intended Learning Outcomes

Practical Program Competence	Cognitive Complexity	Knowledge Acquisition, Integration & Application	Humanitarianism & Civic Engagement	Interpersonal & Intrapersonal Competence	Practical Competence
RA Development	X	X	X	X	X

## Evidence of Learning: RA Development

**Cognitive Complexity: Engages with others in constructive ways, assessing assumptions and considering alternative ideas, perspectives, and solutions.**

*RA Survey April 2018 (see appendix A)*

*"I've learned how to work as a team, how to plan events, how to be a better and more compassionate listener, and how to appreciate all the different backgrounds here at Loma. In my team, we're all so different, but it's cool to see how we've all been brought together and how similar we are, even in our differences."*

*November All RA Meeting - Enneagram  
Data from RA Survey April 2018 (see appendix A)*

*"This was beneficial in being reminded that we all have different personalities. Helped me better understand myself, my team and my residents."*

*"This was so helpful in understanding myself and has been an immense help in relating to others."*

*"Being able to more deeply understand what personality type I am has helped me identify the ways in which I relate with others and how I can use my strengths to help walk along others in life."*

*March All RA Meeting - Diversity  
Data from RA Survey April 2018 (see appendix A)*

*"This was by far my favorite meetings. She articulated ethnic justice and reconciliation in a way that I've never heard before. I would love more meetings like this. This is so important because reslife should be on the forefront of diversity and inclusion on our campus."*

*"Her stories felt real to me and provided me an opportunity to more deeply consider what I believe about diversity."*

*Upper Cohort RA - Senior, Female - RA Development Plan #2 (see appendix B)*

*"I feel like I've grown more last semester than I have in any other condensed time of my life. I have grown tremendously when it comes to open and honest communication and confrontation. I have learned how to better recognize my own emotions and look deeper into the reasons I am feeling that given way."*

*Apartment RA - Senior, Male - RA Development Plan #2 (see appendix B)*

*"This fall was a really big growth year for me personally. It really was a strange season of busyness and chaos, but somehow felt peace about life and it really was a season of springtime. The summer and the beginning of the semester was definitely a time of winter and I felt like I was growing intellectually and theologically with God, but not relationally at all. Looking back now I am grateful for that time, because I feel like that time of intellectual growth and sorting through doubts had to happen, I do wish I would have handled it better, but I am glad it happened. But I feel like this semester I have really learned so much about myself. The enneagram actually had a really big effect on me this semester, and figuring out why I put masks on, and how to take those off."*

*Freshmen Hall RA - Sophomore, Male - RA Development Plan #2 (see appendix B)*

*"Coming into the job I had this expectation to be the perfect RA, the perfect friend, the perfect student, and perfect son to my family. I've now come to a place where I give myself grace, and look to God for affirmation in my identity as a person instead of the things I do and roles that I fill."*

*Freshmen Hall RA - Junior, Female - RA Development Plan #2 (see appendix B)*

*"I had a lot of girls come to me and want to talk one on one, which was really surprising at first. I feel like having these personal conversations early on, helped me to understand where some of my girls were at currently and where they were coming from. They shared some of the struggles that they were already facing, the joys that they were experiencing, their fears, excitements, and more. I think doing this allowed me to connect with them, since I felt like I wasn't able to relate to them as much on an age level. It helped me in my role as an RA, when things came up, I think it allowed myself and them to develop respect and appreciation for each other; I think it allowed me to show that I am someone that they can come talk to and ask for help, and showed them that I was available to them."*

The RA Development program aspires to teach the RA principles of cognitive complexity mainly through through the intentional mentoring with the supervising staff RD. This relationship is based on a constructivist pedagogy and includes conversation as well as formal and informal training. The main assessment and evidence of learning takes place as the RD observes and interacts with the RA on a regular basis. This takes place in scheduled 1/1 meetings, weekly RA staff meetings for the residence hall, monthly professional development trainings with all RAs, and ongoing job related interactions. The intent is that direct and indirect learning takes place as the RD interacts with the RA and the RA team, and then consults with other RDs, campus colleagues and the Dean of Students. This feedback is then offered back to the RA in the form of informal conversations, written feedback, coaching, and skill building. The RA is offered the chance to confront their own assumptions and deficits, and then challenged to develop alternative perspectives.

In April 2018, all current RAs were surveyed on a number of issues related to being an RA and their learning and development that took place. Related to cognitive complexity, RAs were asked to respond to the following prompt: **My 1-1 meetings with my RD have been effective in helping me to do my job.** 50/64 responded, with combined 92% indicating that they "strongly agreed" or "agreed". RAs were also asked to respond to the following prompt: **My Dorm RA staff meetings have been effective in helping me to do my job.** 50/64 responded, with a combined 94% indicating "strongly agree" or "agree" (see appendix A). The interpretation of these positive results is that the above described feedback loops connecting the student with institutional mentoring are creating a rich learning environment as well as direct and indirect learning regarding the outcome of cognitive complexity.

**Knowledge Acquisition, Integration, and Application: Seeks new information and uses co-curricular and curricular experiences to integrate knowledge with beliefs, values, and actions.**

*"Engaging with my residents has brought new challenges that I never foresaw last year...roommate conflicts have pushed me to not write people off, ask God for grace, and really discover what it means to recognize and respect the differences of people. These instances have also taught me new skills, such as comforting crying girls and how to do the whole "confrontation" thing...As a natural leader, I entered college with a recognition of my wanting to be the leader in a situation, but through working on the RA team, I have been challenged to approach ideas differently and stay open minded."*

- *Sophomore, Female RA. RA Development Plan #2*

*"This was a very stimulating meeting. I had never really known much about mental health, but this year at PLNU, including this meeting, voices have been rising to talk more about this previously feared topic. I think that is vitally important."*

- *RA Survey April 2018*

The RA Development program aspires RAs to seek out and integrate knowledge. As an example, RAs are challenged to make connections between curricular and co-curricular learning in the monthly Monday night meetings that include all of the RAs across campus. These Monday nights are utilized to bring in faculty and staff from in and outside of Residential Life to discuss important issues relevant to college students. RAs are encouraged to engage in these conversations as they pertain to themselves, not just their residents, and their holistic growth and learning both inside and outside the classroom.

One of the Monday night meetings this year was on the topic of Mental Health and Self Care. The session was designed to move students beyond awareness of mental health and self care by offering practical experiences and applicable skills to manage stress.

Residential Life asserts there is indirect evidence of learning found in Question 11 of the April 2018 All RA Survey (see appendix A). That prompt was: **The All-RA meeting in October focusing on mental health and self care was effective and beneficial.** A combined 100% responded with "strongly agree" or "agree."

**Humanitarianism & Civic Engagement: Engages in humanitarian & civic engagement, showing a willingness to engage with individuals from a variety of abilities, cultures, ethnicities, and socio-economic backgrounds.**

*"This was by far my favorite meetings. She articulated ethnic justice and reconciliation in a way that I've never heard before. I would love more meetings like this. This is so important because reslife should be on the forefront of diversity and inclusion on our campus."*

- *RA - RA Survey*

*"Enjoyed listening to her speak on this topic [diversity] that is also more and more talked about on this campus. Her stories felt real to me and provided me an opportunity to more deeply consider what I believe about diversity."*

- *RA - RA Survey*

A significant aspect of the RA Development program is teaching the RAs to be students who engage with a wide variety of abilities, cultures, ethnicities, and socio-economic backgrounds. The expectation of the position is that this is happening on a daily basis. RAs regularly hear that it is crucial to the growth and maintenance of the ethos of PLNU that they be student leaders who engage beyond themselves. As was stated above, the main assessment and evidence of learning takes place as the RD observes and interacts with the RA on a regular basis. This takes place in scheduled 1/1 meetings, weekly RA staff meetings for the residence hall, and ongoing job related interactions. RDs listen for difficult interactions and help the RA to understand why those interactions are problematic. RAs are asked to examine their own bias and privilege, along with their own abilities, cultures, ethnicities, and socio-economic backgrounds.

The intent is that direct and indirect learning takes place as the RD interacts with the RA, the RA team, and then consults with other RDs, campus colleagues and the Dean of Students. This feedback is then offered back to the RA in the form of informal conversations, written feedback, coaching and skill building. The RA is therefore offered the chance to confront their own assumptions as well as deficits and challenged to develop alternative perspectives.

While most of these interactions are granular, taking place in the normalized day-to-day living, Residential Life partnered with the Office of Spiritual Development to have Dr. Brenda Salter McNeil come to moderate a session on Race and Reconciliation. The assertion of learning is derived from the post event survey data. The prompt was: **The All-RA meeting in March focusing on diversity was effective and beneficial.** Ninety-six percent of the RAs responded with, "agree" or "strongly agree" (see appendix A).

**Interpersonal/Intrapersonal: Gains holistic awareness of self (including emotional, social, occupational, physical, intellectual, and spiritual) and practices self efficacy.**

*“Creating alone time for myself and alone time for Jesus and I is vital to my personal growth. I am my most productive self when my schedule is maxed out, but I am least emotionally available during that time. I want to be diligently setting aside time for me and to learn more about my relationship with God so I can be more available for others.”*

- Freshmen RA - Sophomore, Female - RA Development Plan #2

*“I honestly feel like I’m a changed person mentally and emotionally and spiritually, and I felt this transition strongly this past fall. I have a newfound sense of freedom in these areas in my life, as well a desire to continue seeking truth.”*

- Freshmen RA - Senior, Female -RA Development Plan #2

Residential Life is committed to the holistic development of our RAs. This means equipping them for the role. It also means being alongside them in the difficult and complex realities of their personal, young adult development. This interaction primarily occurs in the 1/1 mentoring relationship with the RD where at least twice each month the RA is being asked about personal wellness and growth. Regularly RDs and other Residential Life staff tell the RAs that they are students and people before they are RAs.

The evidence of this presents in various ways. Notably, our 64 RAs for the 17/18 year had a combined average GPA of 3.5 in the spring semester. Residential Life asserts partial credit, albeit indirect for repeatedly and regularly prioritizing the academic endeavors of our RAs.

RAs fill out a weekly written “Weekly Reflection” at the beginning of the week (see appendix C) that is in a shared folder with the RD. There is a standing question on that document, asking: **Reflect on these areas of your life: physical, intellectual, emotional, spiritual, social. What are you learning? How are you growing?**

Additional evidence is found in the RA Survey April 2018 (see appendix A). Question five was: **ResLife and my RD values and respects the fact that I am a student.** 50/64 RAs responded and 82% indicated “strongly agree”. Question seven was: **Being an RA has helped me with my professional skills.** 50/64 RAs responded and 78% indicated “strongly agree” and additional 20% indicated “agree”. Question nine was: **Being an RA has helped me to grow in my personal development.** 50/64 RAs responded and 92% indicated “strongly agree”.

One RA Survey respondent added this qualitative comment to question nine: Being an RA has helped me to grow in my personal development.

*“I think that being an RA has definitely helped me to grow in my personal development. I think having the responsibility of a role like being an RA challenges you to grow overall as a person. I think especially in 1-1 meetings where you’re constantly asked about your personal development you’re challenged to actually try and make a difference and improve.”*

**Practical Competence:** Engages in practical skill-building experiences in preparation for one’s vocation. Following quotes pulled from RA Development Plan #2:

*“I’ve gotten a much better grasp on what it looks like to plan an event for large groups of people. It’s also interesting to learn about different aspects of budget management, as we have a whole-hall budget and an individual unit budget. I think I’ve also grown in being able to interact with people who believe very different things than I do.”*

- Freshmen RA - Senior, Female

*“I think I have been supported really well in conversations of how to handle my schedule and life well.”*

- Upper Cohort RA - Senior, Male

*"This past semester I feel I've grown a lot in my leadership capacity and conflict resolution skills. Just being in this position of leadership and influence has allowed me a space to grow in maturity and problem solving skills. As issues have arisen on the hall, I have gained more experience in conflict resolution."*

- *Sophomore RA - Junior, Male*

*"I think I realized my limits of responsibility and time management and was able to set some boundaries with time for residents, time for my friends, and time for school."*

- *Freshman RA - Junior, Female*

*"My role as an RA taught me quite a few things professionally. I learned how to work with my team better when it comes to event planning, set up, and clean up, which is very useful in the future. I also learned a lot about leadership and grew my skills as a student leader, it enables me to push myself harder and aim to make influence on these around me."*

- *Upper Cohort RA - Junior, Female*

Residential Life seeks to foster connections between the professional skill building of the RA job and the way in which those experiences prepare our students for their vocation. We regularly hear back from graduated RAs who have gone into family life and careers in many fields, and they refer back to the skills and abilities honed as an RA. Training and preparation at all levels of the organization seek to help RAs see the ties to the bigger picture of institutional efforts as well as the bigger personal picture of vocational preparation.

As a way to ensure that the preparation is practical and connected to the student experience, Residential Life asked the RAs in September of 2017 to list out the potential topics of the All RA Monday Night Trainings as well as suggestions for key people who they would like to hear from. There was a positive and significant response, and what was produced included trainings on; Developing Hall Culture and Identity (September '17), Mental Health and Self Care (October '17), An Enneagram Workshop (November '17), A Christmas Celebration (December '17), A Review of ASCHA campus survey (January '18), A Panel Discussion on Dating and Singleness (February '18), Diversity and the Road to Reconciliation with Brenda Salter McNeill (March '18) and a Final Celebration (April '18).

Evidence of indirect learning can be ascertained from the positive feedback found in the April 2018 RA Survey (see appendix A). **Question 11 The All-RA meeting in October focusing on mental health & self care with Dr. Joey Sagawa was effective and beneficial.** 50/64 RAs responded and a combined 88% indicated "strongly agree" and an additional 16% said "agree". **Also Question 12: The All-RA meeting in January focusing on reviewing the ACHA data on PLNU student health & well being was effective and beneficial.** 50/64 RAs responded and a combined 98% responded with "agree" or "strongly agree".

## **2016-2017 Area of Assessment: RA Development**

In May 2017 the Residential Life RD team assembled for a time of analyzing the RA Surveys, RA Evals and the Residential Life Student Survey from 2016-2017. This analysis provided the criteria for significant shifts going into the 2017-2018 academic year. This included revisions to the RA Job Description, Weekly Outlooks, and RA Development Evaluations. The RA Job Descriptions were edited and changed based on the analyzed data. This included job descriptions for each cohort that the RAs serve (freshmen, upper, and apartments). Additionally it was determined that the tool used by RAs to give weekly updates to their reporting RD, Weekly Outlooks, would be reformatted to more of a reflective process as opposed to a "looking ahead" process. The Weekly Outlook was edited and renamed to Weekly Reflections.

We have a standing goal to incorporate more strategic and effective feedback loops for our RA Development program. The intended outcome is to impact and improve our programming. We specifically focused on the monthly All-RA meetings. This process began during August training when we sent out a survey to the RA's to help create a list of relevant discussion topics for emerging adults in college. The RA Weekly Reflections (see appendix C) and general RA feedback from staff meetings provided the RD team with qualitative data that was reviewed in our weekly RD meetings, and utilized to formulate and improve the upcoming All-RA meeting. We also evaluated the RA survey given to the RA's in April, which was edited to include assessment of each All-RA meeting (see appendix A).

## **Use of Evidence of Learning: RA Development**

It is our conclusion that the RA Development structures we have in place have been effective; this includes, August Training, RA Retreat, Weekly Staff Meetings, 1/1 meeting with RA/RD, and Monthly. Our goal for the coming year is to continue to utilize these programs as well as assess our RAs through these structures. If needed, we have capacity to implement additional support within these structures. These additions include RAs completing a "walk-around" once a month with the RD and/or the Dean of Students, changing RA Development Plans to be more co-creative and with the hopes of inspiring ownership, and tying goals from the RA Development Plan to a reminder built into the RA's Weekly Reflection.

ResLife will invest in the necessary bulletin boards and whiteboards in each hall so that we have a met standard of availability. RAs will work in staff meetings to set and work toward agreed expectations on terms of programs, posters, and community building questions, etc.

Based on our research and findings, we plan to experiment with the increase of RAs as leads in NSO program development. Committees of RAs with RDs as advisors will plan and implement education and culture-setting programs for the Fall 2018 New Student Orientation.

We assume that these changes will impact the ways in which we approach and assess the RA Development program. However, continued assessment will be done through the use of the annual RA surveys, ResLife Survey, feedback through weekly meetings, 1/1 meetings and the weekly reflection tool for RAs as a means of seeking validity and triangulation.

## **Areas of Study, Professional Development, and/or Comparator Research**

### **Best Practices Research**

The Office of Student Development at PLNU hosted several professional development sessions with notable guest speakers. These sessions included: Dr. Jean Twenge from San Diego State University sharing her research on the impact of technology on iGen; Dr. Brenda Salter-McNeil from Seattle Pacific University sharing her research and experience in consultation with diversity initiatives; and Ian Cron who is an author, speaker, and expert on the Enneagram.

ResLife headed up a campus wide collaborative effort to implement the American College Health Association's National College Health Assessment. Over 700 of our students participated. Results were shared with various stakeholders in various settings, including students, faculty and staff.

### **NASPA**

Four of our RDs attended the NASPA Conference held in Honolulu, Hawaii in November of 2017.

### **Graduate Education**

Currently, one of our RDs is pursuing a graduate degree in psychology and one of our RDs completed a graduate degree in Marriage and Family Therapy.

### **Areas of Distinction**

Dean of Students served as the Council for Advancement of Standards (CAS) liaison to the National Board of Directors for the Association for Student Conduct Administration.

Dean of Students served on the national board of the American College Health Association (ACHA)

Dean of Students Presentations and courses taught:

Bolster, J. (October 2017). "Ask Jeff Bolster Anything." Open Forum Chapel: Point Loma Nazarene University. San Diego, California.

Bolster, J. (August 2017). "Nial Horan's Dirty Laundry." Point Loma Nazarene University. New Student Orientation. San Diego, California.

Bolster, J. (August 2017). "A Cycle of Making Decisions About Alcohol." Student Development Staff and Student

Leader Training. Point Loma Nazarene University. San Diego, California.

MGT 320: Organizational Behavior. Undergrad School of Business and Management. Spring 2018

BUS 665: Leadership Communication. Graduate School of Business and Management 5th Year MBA Program. Summer 2018.

GED 672: Philosophy of Education. Spring 2018 (online)

GED 672: Philosophy of Education. Summer 2018 (online)

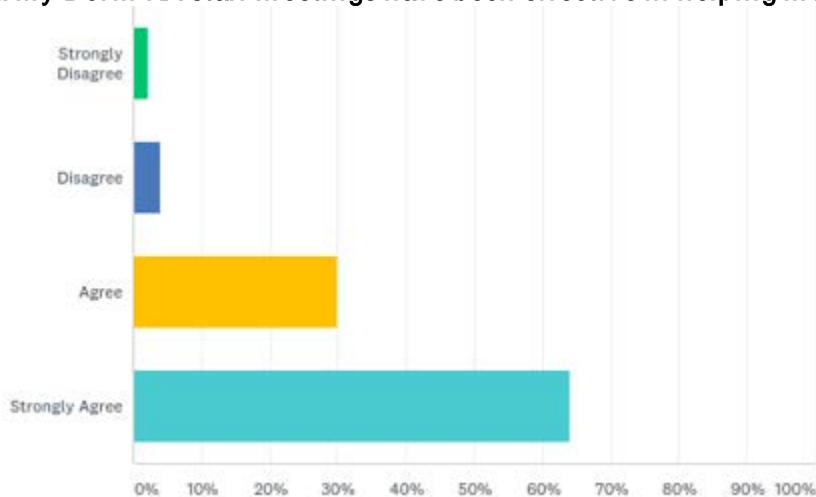
GED 674: Emerging Adult Developmental Theory. Summer 2018



## Appendices

### Appendix A: RA Survey April 2017

Q1: My Dorm RA staff meetings have been effective in helping me to do my job.

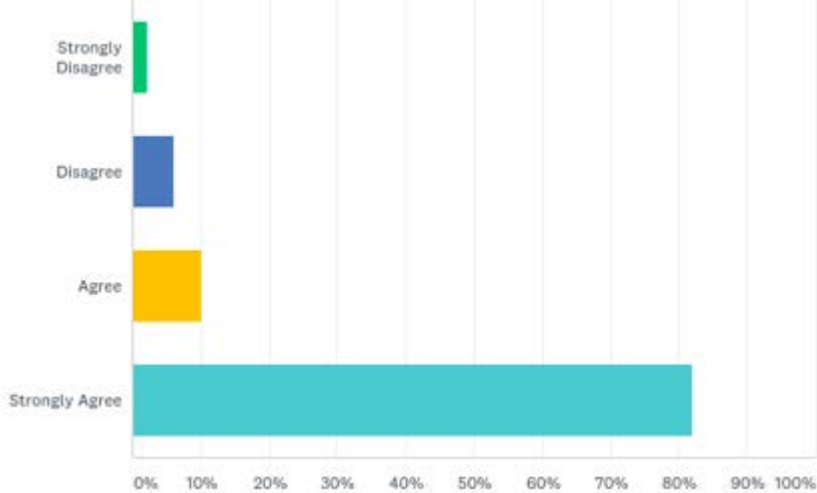


ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.00%	1
Disagree	4.00%	2
Agree	30.00%	15
Strongly Agree	64.00%	32
TOTAL		50

#### Comments:

- I really enjoyed staff meetings and felt it was a great time of bonding with my team and planning and checking in with one another.
- These meetings are much needed! Always look forward to them!
- Very helpful and keeps me on task
- Love Staff Meetings!! They help get us all on the same page and help with team bonding.
- It has allowed for good discussion about responsibilities, helpful tips to engage with residents, and also great connection time with the RA team.
- We have fun and are effective in our planning!
- They feel too long. Cutting it 30 mins shorter would help and maybe all RA meetings are 7-9 pm.
- They are productive and help me to feel supported
- Sometimes they seem more like social meetings rather than professional/helping me do my job meetings.
- I felt that they often went too long.
- This is a crucial time to discuss hall happenings, any issues, as well as developing relationships with the team
- Always look forward to these meetings! And always feel comfortable asking questions about anything
- The meetings are a place where I can share some of the burden of being „Äüisolated,Äù on the hall. I meet with others who share my experiences and help me through them. I enjoy taking time out to plan for the week to come as well as share about our burdens from the week We've had.
- When I have felt unprepared to throw an event, these meetings and collaborations have helped to prepare me.
- I love the snacks we have! Beneficial to my stomach.

## Q2: My 1-1 meetings with my RD have been effective in helping me to do my job

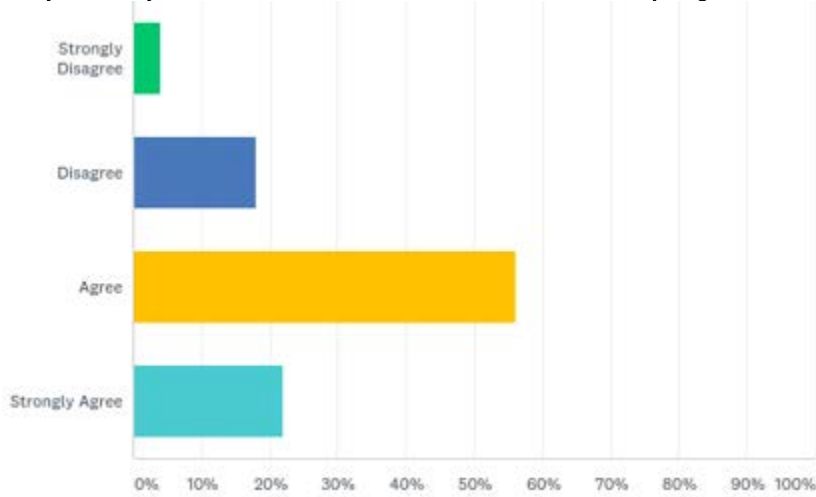


ANSWER CHOICES	RESPONSES
Strongly Disagree	2.00% 1
Disagree	6.00% 3
Agree	10.00% 5
Strongly Agree	82.00% 41
<b>TOTAL</b>	<b>50</b>

### Comments:

- 1-1 meetings are awesome and are extremely effective in helping me do my job.
- Always love meeting with my RD. So helpful in keeping perspective and thinking through things as part of the job and part of life
- Wish we could have these more!!! Love them !!
- Helps Chip know what I need most and what he needs from me
- 1 on 1s are great! I feel really supported by my RD and can ask great questions.
- CHIP IS THE BEST!!!!!! It has been amazing to get wisdom on how to grow as an RA and as a human.
- Great times of reflection and being heard. Beth is such a great listener and knows how to ask the right questions
- I find it hard to find something to address or bring up in my one on ones at times and seemed to be more another task to keep my job than helpful. Once a month would be good. Weekly reflections are used to get a weekly play by play. I say everything I need to in my reflections.
- Favorite part of the job (minus the residents)
- This is a good time for RAs and RDs to connect on a personal level, which helps both know how to best help the other
- My 1-1 meetings are my favorite part of being an RA I learn so much from my time with my RD. Especially since it's my senior year it has helped me process so much of this transition into the next stage of life.
- They have been very helpful for me discovering more about myself, how to do the job well, and how to facilitate a loving community in Klassen Hall.
- Always a good time and a relief to talk about life
- Bucky has been kind and encouraging and given helpful and practical advice for life and for encounters with residents.
- I wish they were every week.

**Q3: My weekly reflections have been effective in helping me to do my job.**

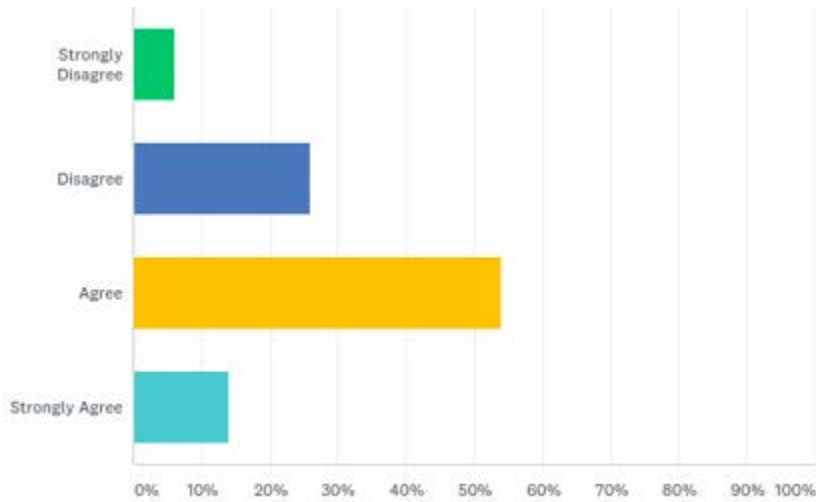


ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.00%	2
Disagree	18.00%	9
Agree	56.00%	28
Strongly Agree	22.00%	11
<b>TOTAL</b>		<b>50</b>

**Comments:**

- I feel that at times it can get a bit repetitive. It is a great reminder to be making sure we are engaging in all these ways but also there are some weeks where I just don't have anything really new going on.
- Good way to help me reflect on my work and on how I'm actually doing
- Great opportunity to reflect on weekly growth and identify what I need to work on
- These are a really great way to take the year week by week and really be intentional about being present on the hall.
- Sometimes I view them as tedious, but that's only when I don't put in the effort earlier in the week and I view it as a task to finish rather than a tool to help me reflect
- The weekly reflection has been an amazing space to gauge how I've been engaging with my environment and also with myself. Its such a wonderful way to have people reflect on their growth and document those changes.
- It's good reflect and consider what's been the main thoughts occupying my mind each week and an outlet for them to Be heard
- These are really tough for me because not much happens in my hall. I don't want to make it short but I feel like I have to fluff sometimes. Lastly, the first section is the hardest for me. My emotional, spiritual, etc. doesn't change weekly.
- I dont always have very much to say, but they do help guide 1/1s
- They are tedious and seem pointless sometimes especially during weeks we don't have a 1/1. I feel like it would be more effective to have a weekly face-to-face time with your RD. Maybe 30 min every week instead of 1hr every-other? Or maybe do a weekly reflection, but have it have half reflection half looking forward to the next week
- I often find many of the things in my reflections are consistent week to week, but the encounters with residents section is always a good reminder of the impact we have on residents
- Being an RA in the Apt. there isn't too much to write about
- Honestly, I don't feel like I did them for me at all. I though we were writing them so that ResLife had a record of what we were doing.
- They help my RD keep up with me, but I don't get much out of it myself.
- A little redundant. Nice to look back to see where how long I have come, but sometimes didn't feel like the weekly reflections were as beneficial.

**Q4: My RA Development Plans have been effective in helping me in my personal and professional growth.**



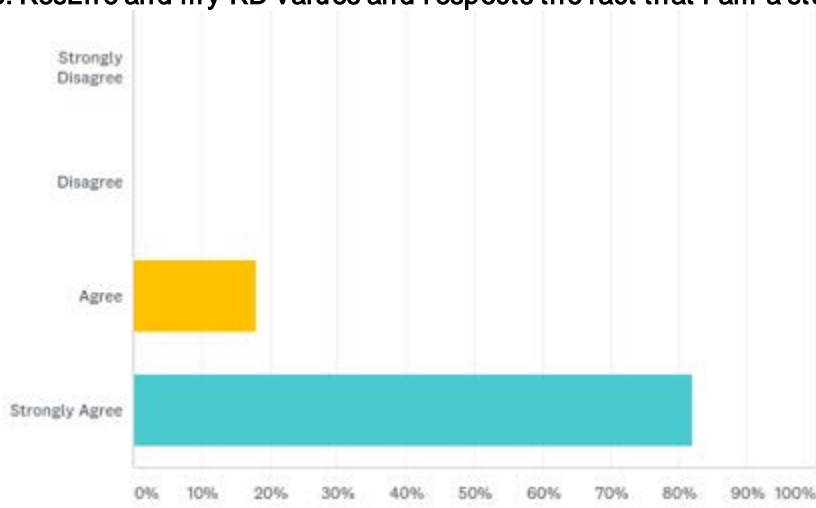
ANSWER CHOICES	RESPONSES	
Strongly Disagree	6.00%	3
Disagree	26.00%	13
Agree	54.00%	27
Strongly Agree	14.00%	7
<b>TOTAL</b>		<b>50</b>

**Comments:**

- Good opportunity to reflect on a large portion of the semester, see where you were, and where you are now
- They help me reflect on what I've accomplished and what I can work towards. I just think that there hasn't really been enough of them for me to really see my progress.
- It was a good check in throughout the year and provided a good springboard for conversation and growth.
- I haven't gotten much out of them, but when I do them I try to be as honest as I can and really think where I'm at.
- They actually bring more anxiety and I feel like I have to stretch to find something. I usually just ask or bring it up in my one on one if I want growth in any of those areas.
- In that moment they helped, but besides that not a ton. I think having weekly goals that you put in a reflection would be more effective. Like "next week I will... 'reach out to [insert resident name here]'"
- I think that the weekly reflections already serve this purpose.
- This was a very useful tool for setting semester/year goals, and being able to follow up with them and see which ones you met and which ones you didn't
- I didn't really use it or reflect on it
- Although they kind of sneak up on you, these have helped me discover more about myself!
- I feel this is completely necessary and don't reflect much on the task when I do it.
- Felt a little more like busy work than helpful reflection. I think the best reflection is in-person.
- I thought they were ok, but I barely remember what I wrote. So many they weren't that effective.



**Q5: ResLife and my RD values and respects the fact that I am a student.**

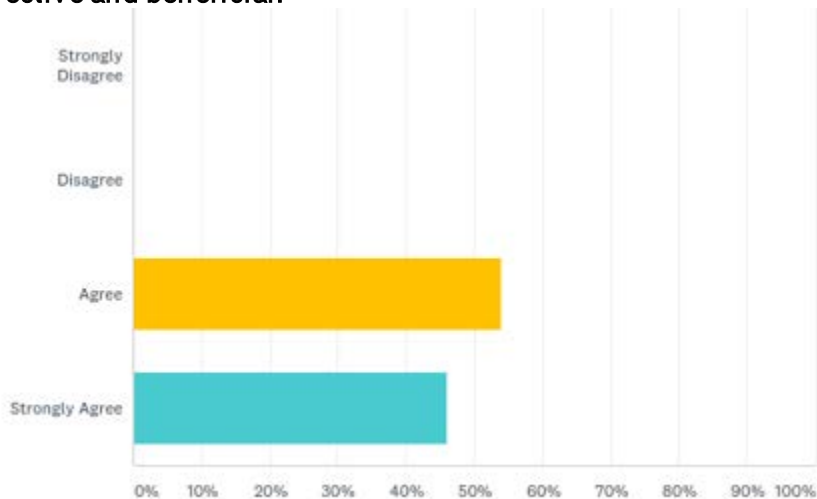


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Agree	18.00%	9
Strongly Agree	82.00%	41
<b>TOTAL</b>		<b>50</b>

**Comments:**

- Chip always respects our commitment to being a student
- I have felt so understood and respected by the ResLife staff and by my RD. They have been so gracious in handling balancing work and school responsibilities.
- There is so much grace and respect for school work. ResLife makes it clear that my job as a student comes before my job as an RA
- School was always the priority and I appreciated ResLife and Chip's respect of my school work and time
- I am encouraged to live into all aspects of my life as an RA and being a student is high on the list.
- They were always flexible about schedule because school is first.

**Q6: The All-RA meeting in September focusing on hall culture, engaging the other, and personal identity was effective and beneficial.**

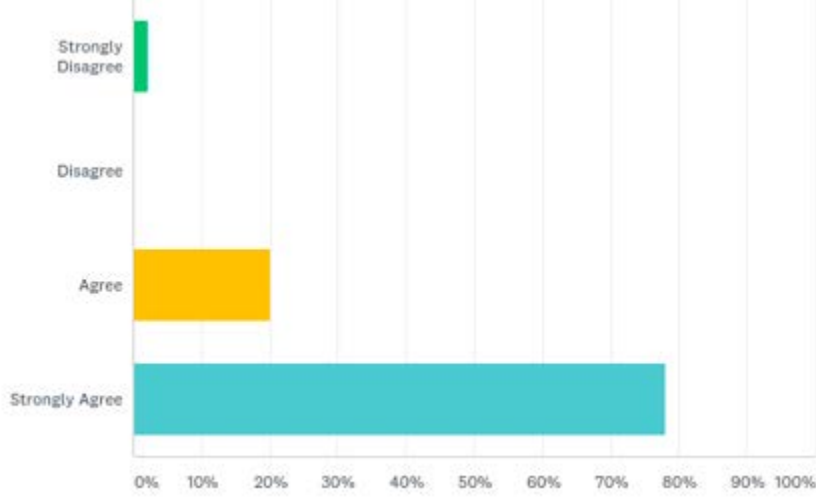


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Agree	54.00%	27
Strongly Agree	46.00%	23
<b>TOTAL</b>		<b>50</b>

**Comments:**

- This was great for learning how to deal with different cultures in the dorm, and how to interact with different personalities
- It was a helpful and I think necessary conversation.
- It's good to get everyone together and have them meet the team that's been preparing for them.
- It's fun to see how much things grow from that night to the end of the year.
- This was important for understanding how we can empathize with others and their life experiences, and remain open minded, rather than jumping to conclusions
- I agree but since it was my 3rd time being an RA it was kinda redundant but I can see how it's necessary

**Q7: Being an RA has helped me to grow in my professional skills.**



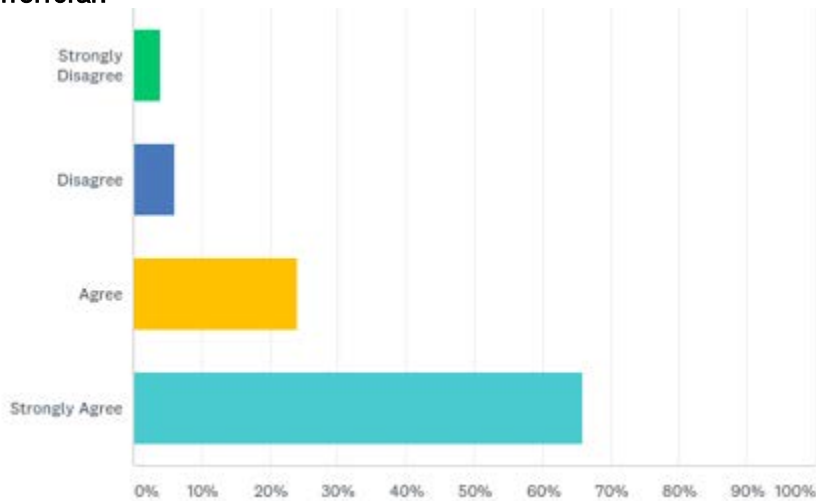
ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.00%	1
Disagree	0.00%	0
Agree	20.00%	10
Strongly Agree	78.00%	39
<b>TOTAL</b>		<b>50</b>

**Comments:**

- I feel like being an RA has taught me a lot. It has challenged me to be organized and on top of things. It has challenged me in being able to address conflict, even when it makes me extremely uncomfortable, and to improve my professional skills overall.
- Especially in the realm of building relationships and communicating with others one of the best experiences of my life!
- Team sometimes does not take the role professionally, which can make it hard to work well together in the professional context.
- Being an RA has forced me to know how to professionally act in settings and has provided continual responsibilities and deadlines with box shifts, paperwork and the group planning of events.
- Since I'm not working a paid job, it's nice to have a position that still requires professionalism and growth.
- This has helped mostly in my professional skill of being a member of a team, however, being an RA has also enhanced my ability to communicate effectively



**Q8: The All-RA meeting in November focusing on the enneagram featuring Ian Cron was effective and beneficial.**

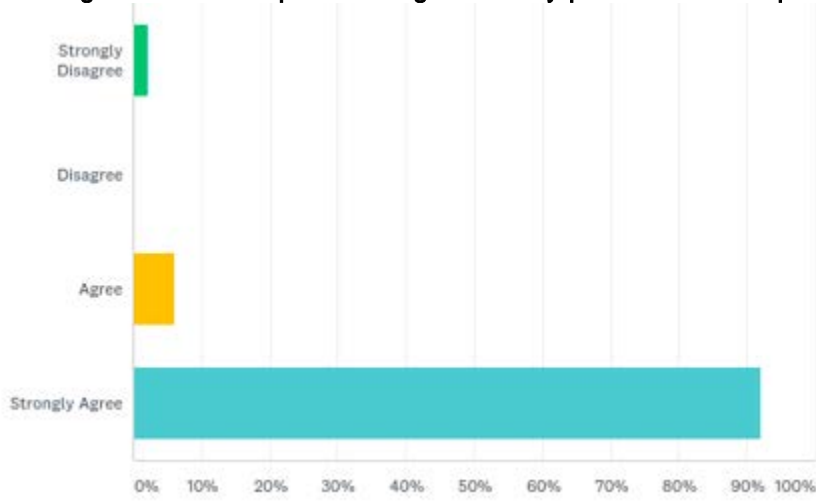


ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.00%	2
Disagree	6.00%	3
Agree	24.00%	12
Strongly Agree	66.00%	33
<b>TOTAL</b>		<b>50</b>

**Comments:**

- I really enjoyed this meeting. It was really interesting and I felt it was really awesome to not only gain a better understanding of myself but of all the members of my team .
- Yes!! Best one yet!!
- Very helpful for realizing my own strengths and discussing how they can best be used during
- My favorite.
- This was beneficial in being reminded that we all have different personalities. Helped me better understand myself, my team and my residents
- Really liked this.
- Learning about my enneagram has offered me a new way to reflect on my life personally.
- I think the enneagram is cool but I'm not super fond of it. I didn't walk away from that session with Ian like "WOW OMG THAT BLEW MY MIND." I walked away somewhat like "that was it?" I think some people tend to treat the enneagram as the end all be all and it is not.
- This was so helpful in understanding myself and has been an immense help in relating to others.
- Bring him back!
- It was super interesting and sparked a lot of interest and thoughts in people to learn more about it
- Loved this one!
- I learned more about myself as a leader.
- Very enlightening! I loved this so much.
- Favorite
- I thought that this meeting led to a lot of people over-emphasizing the importance of this test and led to pigeon-holing a lot of people based on their results.
- Being able to more deeply understand what personality type I am has helped me identify the ways in which I relate with others and how I can use my strengths to help walk along others in life
- The enneagram opened a door in my own personal growth. I appreciated the way reslife pushes me to discover more about myself so that I can better serve others.

**Q9. Being an RA has helped me to grow in my personal development.**

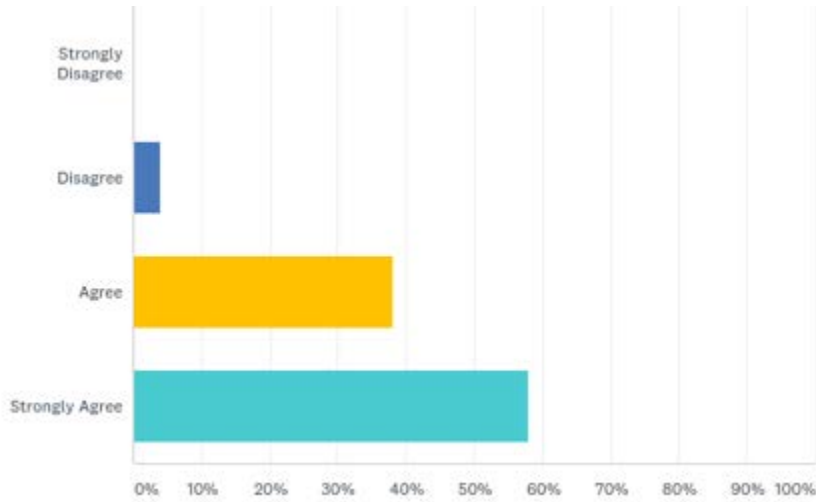


ANSWER CHOICES	RESPONSES	
Strongly Disagree	2.00%	1
Disagree	0.00%	0
Agree	6.00%	3
Strongly Agree	92.00%	46
<b>TOTAL</b>		<b>50</b>

**Comments:**

- I think that being an RA has definitely helped me to grow in my personal development. I think having the responsibility of a role like being an RA challenges you to grow overall as a person. I think especially in 1-1 meetings where you're constantly asked about your personal development you're challenged to actually try and make a difference and improve.
- I think this was a year of great personal growth, and being an RA facilitated that growth
- Again, one of the best experiences! I have grown so much and learned so much about myself
- I have grown so much this year and so much of that has to do with my interactions as an RA. It has also been influenced by the various discussions in all RA settings and with my RA team.
- It's put challenges in my life that I wouldn't have otherwise like caring for people, while upholding what's right and the guidelines of reslife
- I am less afraid of what people think of me, and I am more confident!
- This has been one of the best experiences of my time at PLNU. My only regret is that I did not apply my freshmen and sophomore years.
- !!!!! so!!!! much!!!!!!

**Q10. The All-RA meeting in December focusing on celebrating Christmas and the semester was effective and beneficial.**

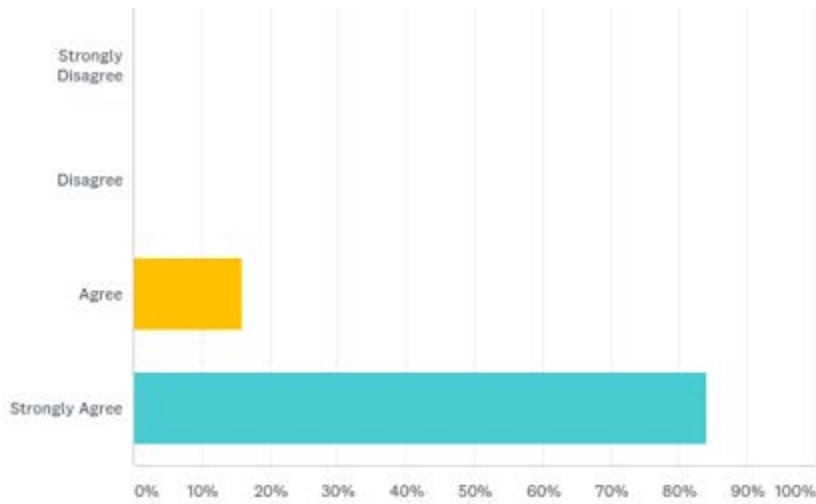


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	4.00%	2
Agree	38.00%	19
Strongly Agree	58.00%	29
<b>TOTAL</b>		<b>50</b>

**Comment:**

- This was just an overall enjoyable meeting and really ushered in the Christmas season with what it is really all about
- Was really fun and community building.
- I thought it was really fun and I liked Jeff's talk on preparing for the Christmas season.
- It was so nice to have a space where we could relax from the stress of finals and everything.
- Love the party every year. Could it possibly be optional? or shorter?
- It was more fun than anything having everyone together. And Jeff's talk rocked. Great way to finish the semester and head into Christmas break.
- What a great reminder to me of what the season is all about!
- Super fun! I am already excited for next year.
- Comradary is always important. Feeling like a family has been awesome.
- God bless Jeff Bolster.
- It was a super fun event.

**Q11. The All-RA meeting in October focusing on mental health & self care with Dr. Joey Sagawa was effective and beneficial.**

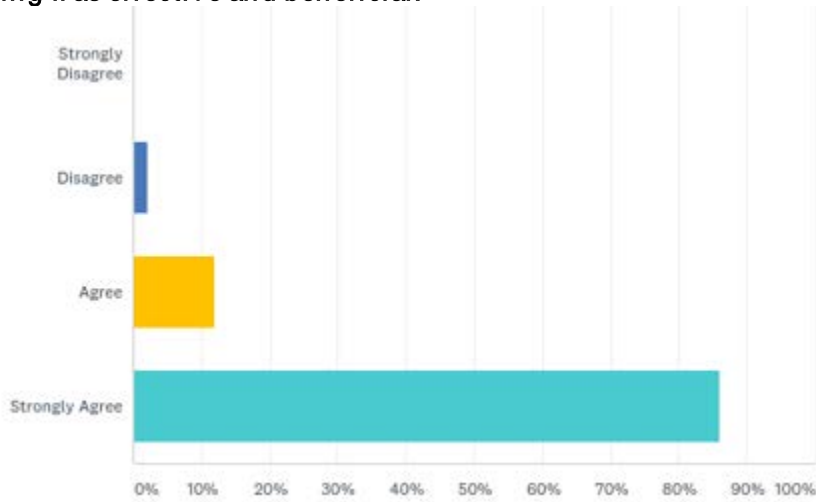


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	0.00%	0
Agree	16.00%	8
Strongly Agree	84.00%	42
<b>TOTAL</b>		<b>50</b>

Comments:

- favorite meeting all year! super helpful and insightful
- This made mental health awareness on campus very real
- Mental health and self care come up a lot in an RA's job. I have multiple residents who struggle with depression and anxiety so this was very helpful
- As a psych major, I try to take as many classes as possible with Dr. Sagawa. He is so knowledgeable in what he talks about. It was by far my favorite RA session.
- So beneficial and so helpful!!! Wonderful insight into helpful ways to engage in self care.
- Love dr sagawa!
- this is huge and so important. SO glad ResLife decided to focus on this.
- Bring him in again for sure
- This was a very stimulating meeting. I had never really known much about mental health, but this year at PLNU, including this meeting, voices have been rising to talk more about this previously feared topic. I think that is vitally important.
- It was great.

**Q12. The All-RA meeting in January focusing on reviewing the ACHA data on PLNU student health & well being was effective and beneficial.**



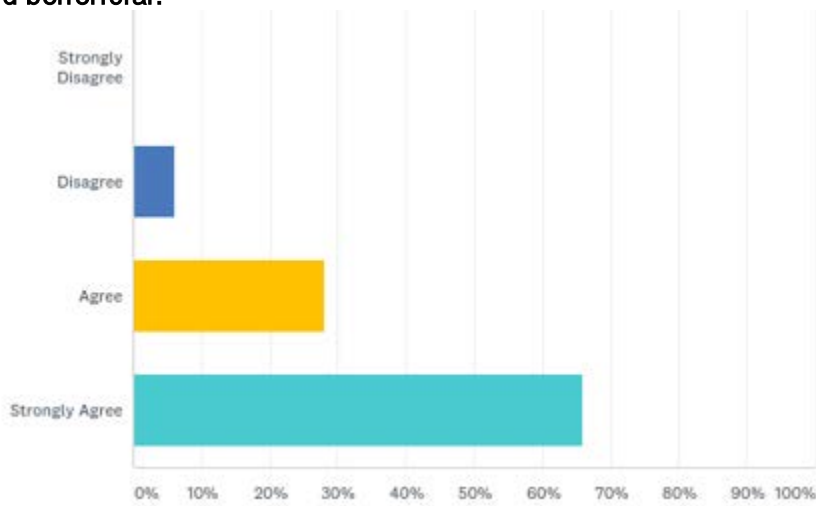
ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	2.00%	1
Agree	12.00%	6
Strongly Agree	86.00%	43
<b>TOTAL</b>		<b>50</b>

**Comments:**

- This was a really cool meeting to be a part of. I think it was interesting to break down our student populations ideas/thoughts on some various issues and to compare that to the actual observed results.
- This was really surprising in a lot of ways, but very crucial to know and be informed about
- Wish this meeting was open to the whole school.
- This was a very informative meeting on the culture and information surrounding our campus. I just wish we had presented the information with a note beforehand saying that RAs were included in this data. It was hard for me to hear people gasp and make comments on some of the results when I was one of those numbers. It kind of made me feel embarrassed to be there.
- It helped me recognize that these issues affect our campus and that we need to be ally's with those who are struggling with these items.
- It was so amazing to review the info and see where we can better engage with students and how we can put in school wide and ResLife wide practices to better help students.
- I wish we would have had more student participation. It wasn't half the campus and I know a good portion of students who are underrepresented could have been missed. It would be nice if professors made room for this.
- Incredibly enlightening. Felt way more tuned into the residents
- Do this with the student population too
- I was happy this survey was conducted and thought it was helpful to process through this information.
- Completely mind boggling to say the least. So many stats were predicted, and almost every one in of them was off by a long shot. What we perceive to be true and what is actually true are extremely different, and seeing those differences with this data was extremely eye opening.
- It was beneficial but it would be awesome to have a follow up meeting next year about they ways Reslife is changing or implementing different practices based on that data. Especially after looking at the data about all the unprotected sex. Something need change on our campus about the ways we talk about sexual health and sexuality.
- I loved this one. Very heavy, but very informative and important!

- It made me sad. It was good to be informed, but I have to say I was disappointed that the topics and solutions weren't discussed at length at all.

**Q13. The All-RA meeting in February focusing on dating relationships, singleness, and sexuality was effective and beneficial.**

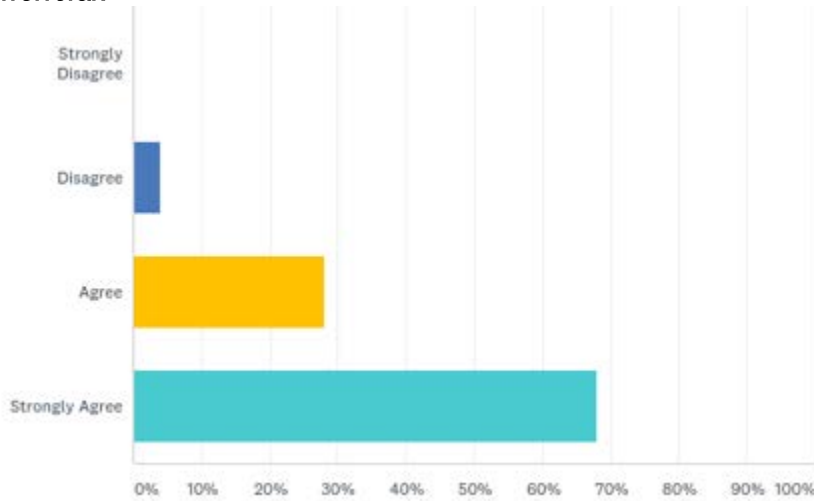


ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	6.00%	3
Agree	28.00%	14
Strongly Agree	66.00%	33
<b>TOTAL</b>		<b>50</b>

**Comments:**

- This was really cool (definitely appreciated how the conversation included all different kinds of things - not just dating)
- As a soon to be married man, this was helpful to get insight into married couples lives one of my favorites.
- SO IMPORTANT! THIS NEEDS TO HAPPEN SO MUCH MORE OFTEN AT PLNU
- Topics should be discussed in halls
- Liked the panel and the variety of people on it. Also, the authenticity was really cool.
- As a soon to be married man, I thought this was a great opportunity for me to get insight into the relationships the wise panel of adults had to offer me. So many unique perspectives allowed me to think and challenge my own views.
- Possibly my favorite All-RA meeting. I loved hearing from the RDs, and I really connected with some of them. This made me feel so much peace, and gave me wonderful guidance.
- wasn't there
- It gave me insight into how I should handle dating in college in respects to others and my life after Loma.
- BUCKY BUCKY BUCKY BUCKY
- THIS WAS AWESOME

**Q14. The All-RA meeting in March focusing on diversity with Dr. Brenda Salter McNeil was effective and beneficial.**



ANSWER CHOICES	RESPONSES	
Strongly Disagree	0.00%	0
Disagree	4.00%	2
Agree	28.00%	14
Strongly Agree	68.00%	34
<b>TOTAL</b>		<b>50</b>

**Comments:**

- This was a really awesome meeting. She was just great; it caused me to really reflect on some of the issues she brought up.
- So good!! Wish we could bring her back!
- This was very fun and interesting to sit through
- My favorite meeting out of all of them, it also struck a good conversation with the team afterwards.
- LOVED THIS MEETING! My favorite all RA meeting! I learned a lot about diversity and reconciliation
- Gave me good new perspectives.
- Could have been the best one!
- SO IMPORTANT!! THIS HAS TO HAPPEN SO MUCH MORE AT PLNU.
- Incredible mind and character!
- So good!
- She was an incredible speaker. I felt empowered to make change on campus
- She freaking rocked.
- This was my favorite all RA meeting
- Definitely one of my favorite meetings. Hey enjoyed listening to her speak on this topic that is also more and more talked about on this campus. Her stories felt real to me and provided me an opportunity to more deeply consider what I believe about diversity.
- This was by far my favorite meetings. She articulated ethnic justice and reconciliation in a way that I've never heard before. I would love more meetings like this. This is so important because reslife should be on the forefront of diversity and inclusion on our campus.
- She's amazing. I felt really encouraged by her. However, I wish she had suggested much more practical things to do to engage our community.



**Q15. How could ResLife support you in engaging with your residents?**

I'm not really sure. I feel like I've been supported to engage with my residents really well, through 1-1 meetings and staff meetings mainly. I think weekly emails are a good reminder to be having the small interactions with residents that sometimes we can overlook.

The all RA meetings that incorporate every aspect of our lives are very helpful not just for us to reflect upon our own lives, but also to shine light on ideas that will help us better understand what our residents may be going through.

better expectations for apartments

Maybe more ideas (such as box events) for hall events

Just keep doing team meeting and RD 1-1 meetings

I think there needs to be less of an emphasis on making sure we connect with our residents all the time. I think most residents, mine anyways, would rather not have me around and involved in their lives but I think Res Life pushes for that.

Reslife does an amazing job supporting me. I feel heard always and am consistently given advice and also grace in the work that I do.

1-1s with residents

They have done a good job. Chip has been able to give positive reinforcement and encouragement when an RA does something unique or engaging with their residents.

not sure

more training on how communicate in tricky situations

Providing monthly topics to address with residence that our school is looking to focus on and grow in as a whole, like the shame around drinking and partying.

Budgets for personal meetings with residents. Almost like one-on-ones, but not required!

I think they support us pretty well in this category

For sophomores it can be tricky to engage them well. Maybe scheduled bi-weekly small events for the pods to help the residents have a sense of consistency in the hall where they feel they can connect with the RA and their hall mates.

They do a great job in supporting us already.

I really think that Reslife already does a great job of preparing us as RAs to be resources with our residents.

I think Reslife did an incredible job helping me engage. They gave me all the right tools. They were always willing to help with whatever questions I had.

I really enjoyed the corporate spaces in which we discussed helpful tips and tricks for engaging with residents. Providing more settings like this would be really helpful.

Give me more tools or require 1-1s with ea resident throughout the semester

I think having a good hall budget has been extremely effective and allowed me to create fun events with my halls that were very beneficial

They always want to do something organized, but I have neither the resources or time to do it most days.

Putting together a small booklet of „¿what to do in case of...¿ to help us remember the protocols of scenarios

More structure in event planning

Some of the residents don't want to be engaged with. I think res life needs to be okay with that. They push a lot to „¿know,¿ people well.

Encourage healthy boundaries between RAs and residents.

We could do feedback surveys for our events

I think reslife has done a great job coming alongside me. Maybe getting some feedback very early on like midway through first semester or before Christmas break from residents, in a survey type response to see what is working/what is not working would be helpful

Let us get drinks together...just kidding! Y'all do a great job at letting us do our jobs with our residents.

I think a bigger budget would help more. I think giving ideas every week of what we can say on walk arounds. I think it would help to give us common phrases of what residents say and what's good ways to respond professionally.

More flyers to pass out to help with walk arounds? Although, they already do a pretty good job of this.

Weekly goals as mentioned above.

I could be supported in engaging with my residents by being able to put on more passive events that my residents could engage with on their own time.

Being a third year RA was very difficult and I wish there would have been more support with the group of 3rd year RAs.

Reslife could support me by praying with me 1-1. Sure, the weekly reflections ask what we can use prayer for, but I have never been prayed for 1-1 by my RD.

I think ResLife has done beautifully, and so has our fearless leader down here at Wiley, Chip Pitkin.

I think it would be helpful to talk about how the upper classmen RAs can find their role with the tension of having residents who don't really need an RA.

Reslife does an excellent job helping RAs engage with the Residents.

If my Reslife budget was just a little bigger, I feel as though I could do more. If I had more box events as well. Maybe next year a ping pong tournament in Klassen hall at the beginning of the year could be fun?

I honestly feel like Reslife does such an amazing job at supporting us and I never feel nervous to ask questions to anyone in Reslife about me engaging with residents

A bigger hall budget would be nice, but other than that everything is great. I really appreciate all the things Reslife does for us :)

Possibly more all hall events for the freshmen to get engaged.

There is nothing more I could ask from reslife. The hall budgets are small and planning events for a large group of people can be challenging with around 3 dollars a person, but that isn't difficult to manage.

ResLife could support me by making me more aware of and educated about the specific resources offered by the DRC and the wellness center.

A little larger budget for hall events would be nice. \$72 for the semester is hard to work with.

More space to connect/events

More structure in hall event planning... set dates or check ins to keep us on top of things.

I feel like Reslife has done a good job. Maybe more money for some of the short halls.

Support hall events more or make them seem fun and something residents would want to attend.

I think that guaranteeing single rooms for freshman RAs is extremely important for engaging well with residents.

**Q 16. If you could change anything about Residential Life, what would it be?**

**I feel like weekly reflections can maybe be every other week? I don't even know if that is possible but it just feels repetitive at times. I really love the idea behind it but maybe we can alternate weekly reflections with the weeks we have 1-1 meetings? I feel like during 1-1's we kind of also cover some of the stuff from reflections anyway.**

**I would have more team fun days...can always use more team time**

**more inclusive**

**Probably open hours**

**Maybe open some topics of our all RA meetings to the rest of the campus**

**Less time in meetings. I think if we get the job done early there's no reason to have to try and push for being there for a full 2 hours.**

**I would honestly try to avoid having seniors be freshmen RAs. I am so so glad I got to do life with my freshmen residents this year, but I genuinely think someone who wasn't thinking about post grad would have served them better than I did.**

**If you are 21, you should be able to drink off campus without penalty.**

**Nothing, I loved every part of it. Really glad I had this opportunity.**

**The alcohol growth plan treatments and specializing it per case. 21 v 18 shouldn't be treated the same...**

I think sometimes ResLife could have some more grace with sketchy students and acknowledge that they may be trying to clean up their act. There were times when I felt that a mistake that a student made in September, would follow them through the rest of the year. There has been a few times when students who were on growth plans early in the school year would get in trouble for things that other students (who had not had any issues) would not get in trouble for.

I wish there was a bigger focus on sophomores transition from freshman year.

Length of meeting times. Two hours is not too much time, but I do feel we could complete meetings in less time. Hour and a half maybe.

Being willing to roll with the punches, sometimes I think we could do better at approaching each situation as a unique case and adapting to that well

More events with teams and weekly check-ins with everyone would be a good way to feel closer and trust my team more. ResLife does a great job of training and caring for the RAs, would love for some of those meetings we have as RAs be able to be open to the whole school. The things we learn about would be beneficial for everyone, don't know if that's possible but would be neat!

Maybe try to make it more diverse.

I didn't like how we revised the scenario training to just team-only situations. I found that when I was around my team, the situations weren't taken as seriously as they should've been. When returners were the actors, I really received a lot of good advice. I liked that the returning students gave me feedback during the scenario because I could really relate to them, and as a new RA, it encouraged me to reach out to them if I needed help. Being with my team and bonding with them was fun, but I learned a lot more when the scenario training was designed differently, as it was the year previous.

I cannot think of a single thing I would change about Reslife. I think Reslife is a well oiled machine. I wish that some RA's would do a better job of upholding the PLNU handbook, but that is more of an individual topic.

I would encourage ResLife to embrace discussing harder topics. Topics that affect the student body but we don't always talk about in Christian settings. You guys have been doing that well but I would encourage y'all to lean in to that even more.

Growth plans more specialized to each situation like a 21 year old vs an 18 year old

More conversations like the ones on dating and relationships in which panels of the RDs share. I think it helps us relate to our RDs better and gives great advice

Bigger hall budget (take some money from ASB they dont even use it)

That's hard to say..i know it's in really good hands and there's so much thought that goes into the roles and functions of teams. I honestly can't think of anything.

Grace for other commitments

The amount of time dedicated to this. There's a lot of meetings and a lot of portions of meetings that are a tremendous waste of time. I understand a big commitment but when we talk about business for an hour of

our meeting and absolute nonsense for the last hour that's pointless.

Can't think of anything.

ResLife's relation to other campus organizations such as ASB or the multicultural department

I can't really think of anything to change right now.

Not be so legalistic. Although situations may not be unique, the students are.

I would change the lack of diversity. I would also change how retreat is ran. There should be some bonding activities. Maybe one or a two a day because it's a great way to get connected to RAs ( I don't know half of them still) and it's a good way to have a common goal in order to emphasize teamwork.

I wish there was more diversity in the RA and RD staffing. The current staff is amazing, but if a position were to open up I hope it is filled with someone who helps us have more variety/understands and can represent our minority students. Although I am aware of how hard ResLife is working to bring more diversity to this campus, and those efforts are so appreciated.

Some sort of healthy/non-gossipy way to address fellow RAs who aren't keeping commitments to the RA role, or even to the PLNU covenant. I feel the integrity of the position has somewhat been compromised because of the lack of respect some RAs have for the job position and rules. A couple years ago, Jeff really hammered down that RAs need to "live above reproach" but I don't think that was communicated this year and you could sense it.

I would try to make sure that the selection of RA's is based off of people who will be able to connect with others well, and also try to pick people who will uphold the community values. After seeing some of the results of the selection process through the past few years, I often find it very disappointing to see that some people who deserve the opportunity and set a good example of upholding the community values get denied when many people who don't respect the community values get hired for a job.

More support for 3rd year RAs

I would change the Monday night meetings to only be 1-2 hours because often times we take a long time talking about frivolous things when I could be using that time for studying/other things.

Perhaps more opportunity for events such as the diversity meeting with Dr. McNeil to be opened for students from the campus to attend. I think the whole student body would have benefitted from that meeting.

I would do no weekly reflections haha they're fine they just are kind of repetitive

More diversity in RA teams and in RDs. I've been reflecting on what my experience has been like as a person of color in reslife. When Dr. Brenda Salter came and spoke it was so refreshing but I had a hard time reflecting in my RA group because I'm the only person of color in my whole group. Also I know Reslife deeply cares about diversity. However, if our RA teams and RD leadership don't reflect the ethnic diversity within the student body then we're missing something. I've been an RA for three years and have loved every single one of my RDs however, have never had an RD who was a person of color. Also majority of my

RA teams have been all white people except me and maybe one other person. This has made it hard when things like race come up in conversations because i feel like no one has similar experiences to me. I know that reslife is trying to change this and I hope to see more diversity within the hiring decisions in the future.

I would improve the communication between Reslife and Housing. There was a lot of movement on my hall this past year, and I do not feel I was well equipped or well informed about these changes on my hall. Often times, I would not know that someone was moving out or moving in until the day of, and this felt very chaotic.

If I could change anything it would maybe be to add a meeting or two on how to bring up conflict in a team

I think it'd be cool to have more bonding time for RAs and RDs who are not working together. It wouldn't hurt to get to know each other more, especially in this amazing community that filled with leaders on campus who have huge desires to serve and make PLNU a better place for many others.

I'm not sure weekly emails are necessary maybe bi-monthly

I would be more clear with the residents about punishment and rules. Along with that, being more clear with the RAs would be helpful. I didn't know the punishment for many things that happened on my hall and I would love a clearer set of guidelines to follow. This would stop rumors and help the RAs act appropriately in situations.

I think I wish there were conversations in our teams about ways that we are frustrated with each other. I don't know how that would look, but I've felt that I and others have seriously needed space in our little team to voice frustrations with people not being accountable to their responsibilities, and I don't feel that space has been made. Perhaps that is my fault, though, and that conflict should be approached in a 1-on-1 manner.

More optional RA hangouts and activities (game night/movie night/food)

There's a bad stigma with the rules and how red life enforced them. Inconsistency

Reslife often forgets about responsibility and commitment made outside of reslife that are still important and life giving to us

More 1 on 1's with the RD.

I think residential life is a little strict. I am not sure exactly how I would go about loosening the reigns but I felt often I was walking on eggshells as a leader and every move I make was recorded.

Weekly reflections can often feel very repetitive. Also a stipend would not go unappreciated :)

Q 17. What is something you've learned through your RA Experience?

I've learned a lot about myself. I feel like that sounds pretty vague but I think being in this role, where we talk a lot about healthy boundaries and self-care has challenged me to really be aware of my limitations and the areas of growth. I think being in the role of an RA has challenged me to be really thoughtful before saying yes to things. I feel that I've grown professionally, personally, and spiritually since becoming an RA. I think that it has to do with just growing and getting older but I know that the RA experience has had a HUGE impact on my life/growth (through 1-1 meetings, challenges you're faced with in the role, team

interactions, staff meetings, interactions with residents, etc).

How to be a whole person

I have learned how to be a leader, how to be accountable to a team and resident hall

So much. I have learned so much in being in relationship with a RD and a team. I love learned how to participate on a team effectively, I have learned about planning events, how to encourage tough conversations, and how to set good boundaries

How to better be a team member, friend and how to empathize with others and their situations

Time dedicated to this is important. There's almost no room to ask for time off.

I have learned so much. I learned how to communicate effectively, I learned how to balance many different involvement and how to persevere in loving others even when I have a lot on my mind. I have learned how to be a leader, but also how to connect to those I am leading in a way that makes me approachable. I have learned how to plan events and use a budget, and I have learned how to be committed to meetings and how to have a higher role on campus. I have learned about growth plans, and how important it is to push individuals to grow rather than to punish. I have learned to be independent and how to communicate in friendships when I am often busy or not around.

Boundaries are good. Also, let my yes's be yes's and no's be no's.

Confrontation is awkward, but necessary. Every situation isn't black and white and can be treated the same way which provides a dynamic experience.

How to create good boundaries!

How to confront an uncomfortable situations

it is not my responsibility to solve a residents problem, but be the support they need through it.

A LOT! I've learned about myself, my strengths and weaknesses and how those play out in my interpersonal relationships. I have learned how to communicate with those different from myself, who see the world a little different and interact differently.

I've learned how to balance school, work, and social life in a healthy way. I've learned a lot about how to lead and influence my peers well

I have learned the importance of time management and that if I want to give my whole self to my residents, my team and my RD I need to be practicing really good self care. When I do not take care of myself and my business well, I don't serve well.

That we can't control residents experiences



I think transitioning to a sophomore RA position has been teaching me about needing validation in my work. Freshman and sophomores are very different in their needs, and moving to sophomores has shown me how I've previously leaned on my freshman's giving me more attention. Now, as sophomores don't need my abilities as much, I've been learning that my work doesn't define me and needing attention is something I need to work on as I continue to grow into the person that I am supposed to be.

Taking care of yourself is so important. I love that Reslife supports self care.

I've learned to engage well with myself in healthy ways in order to truly be there with others.

To help others through giving them resources and not being a hands on

How to allow myself grace to grow

How to diffuse a situation quickly and effectively

Communion is important and there needs to be close relationships in my life.

SELF CARE and leaving fomo behind

That I wouldn't do it again

That learning through humility is a healthy way to be shaped.

Something that I have learned through my RA experience is that it is important to set boundaries for yourself so that you don't get overwhelmed with pressure!

I've grown way more personally this year than I ever anticipated. Weekly reflections and one on ones have really helped me see myself holistically and be able to work on myself and therefore help others better. I've learned a lot about leadership and the potential I have there.

How to be more comfortable with myself!

I've learned it is okay to be vulnerable. I've learned that you cannot be liked by everyone and you have to be okay with that to make it as a leader. I've learned how to navigate between personal and professional. I've learned how to connect people and how to make people feel seen. I've also learned how to remain myself while working with others. I've also learned the differences between spaces where your voice wants to be heard and not (Some RA teams were more welcoming than others).

How to not apologize so much. In other words, not apologizing for who I am, for the job I am doing or for not being someone's favorite person at the moment! It has also taught me how to have boundaries in my life and make sure I am not forgetting to take care of myself while taking care of others.

So Much. Even though there are things I would change, ResLife has been the most amazing and transformational experience I could have ever been a part of at PLNU. The greatest thing I learned was the power of community. The people around me have helped me get through some tough seasons, but also have

been there during the highest moments. It has been really really special.

Through being an RA I have learned how to be helpful to my residents without necessarily holding their hands.

I have learned fast problem solving skills through my experience as an RA.

I have learned SO MUCH through my RA experience, it is hard to just type one! The main thing I have learned through this whole experience if I had to pick would be the ability to manage my time effectively and meaningfully.

Through this experience, I have learned what it means to be a person a friend can unload all of th stress they are feeling on. This school year has been filled with conversations with residents, some long, some short, some deep, and some surface level. The #1 thing I have learned, is that you have to be what the person you are helping needs.

I've learned how to work as a team, how to plan events, how to be a better and more compassionate listener, and how to appreciate all the different backgrounds here at Loma. In my team, we're all so different, but it's cool to see how we've all been brought together and how similar we are, even in our differences.

I have learned the beauty of saying no to not spread myself to thin.

I have learned how to work well on a team and respond to situations. I have really appreciated learning how to handle situations on the spot. I have found value in comforting residents and watching them grow.

I have learned so much through my RA experience and I think the best thing has been how to care for myself and to put myself first sometimes. I think journaling (weekly reflections) is a practice I want to continue to use throughout my life

Time management skill is a huge improvement for me for sure, and the RA experience has also strengthened my relationship skills through working with residents.

I've learned to deal with conflict resolution well, to be more sensitive to others and how to work on a team well.

People change. I have seen growth plans work in people's lives in my hall. I believe that the hope and love that reslife puts into the residents can really change lives. Being a witness to that growth has been powerful in my life.

It's not all on my shoulders. I have a support system that exists to encourage me and to take on tasks that are too big for me to take on myself.

How much Loma cares for and values their students. It's been really great to see.

Conflict is hard

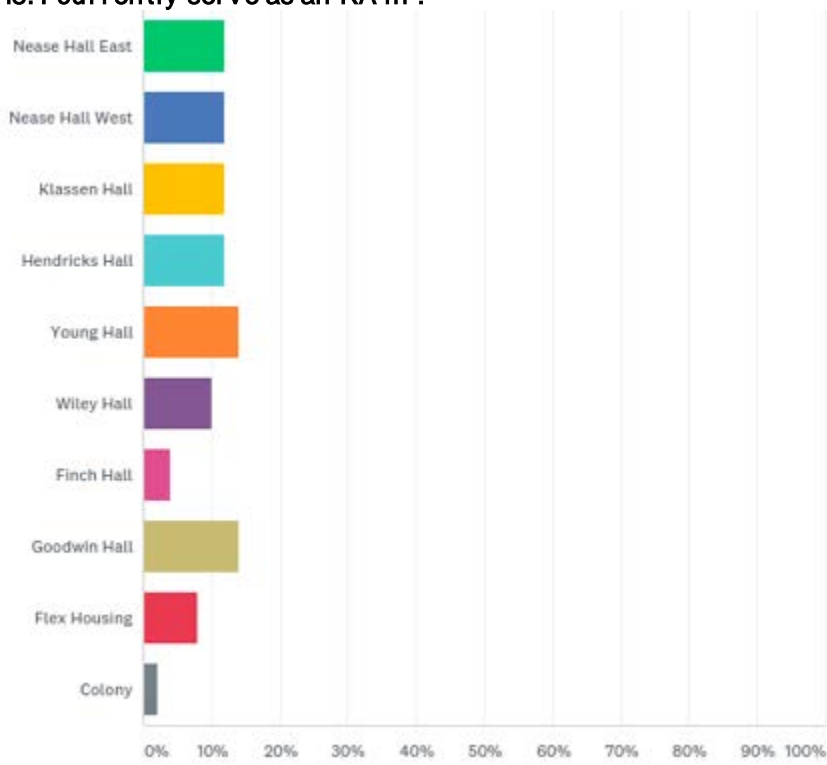
Self care is so life giving and necessary

I learned that sometimes pleasing people doesn't help them. I have had my share of run ins with residents where they have been angry with me and I am okay with that now.

I have learned a lot more about myself as a leader. I have learned how to step into an uncomfortable situation when I know it is not right and exercise appropriate power.

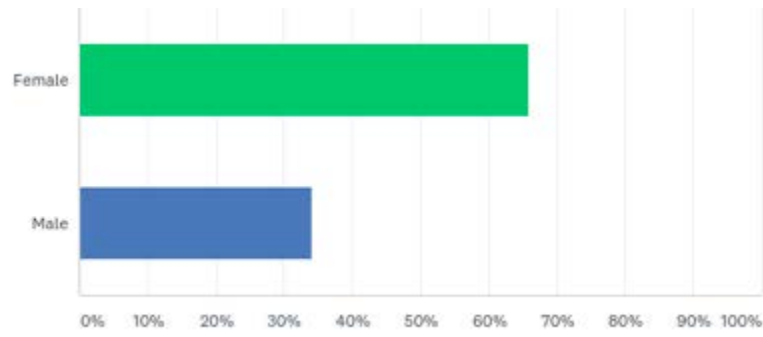
SO much!! I have learned a lot about listening and engaging in a deeper way with others.

**Q18. I currently serve as an RA in :**



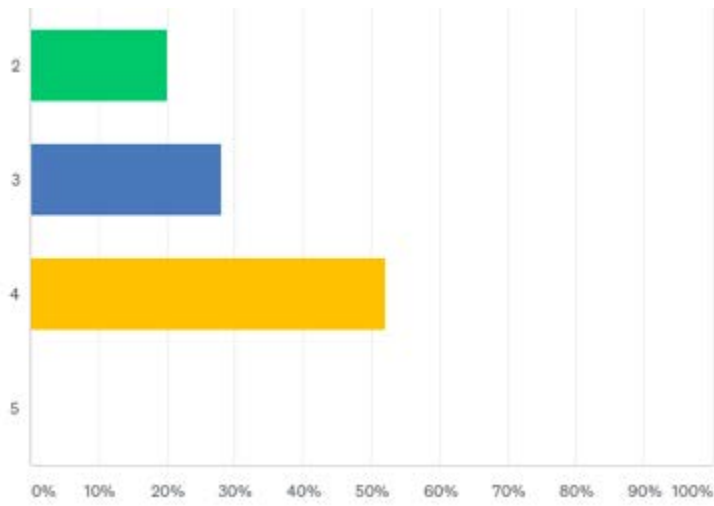
ANSWER CHOICES	RESPONSES	
Nease Hall East	12.00%	6
Nease Hall West	12.00%	6
Klassen Hall	12.00%	6
Hendricks Hall	12.00%	6
Young Hall	14.00%	7
Wiley Hall	10.00%	5
Finch Hall	4.00%	2
Goodwin Hall	14.00%	7
Flex Housing	8.00%	4
Colony	2.00%	1
<b>TOTAL</b>		<b>50</b>

### Q19. What is your gender?



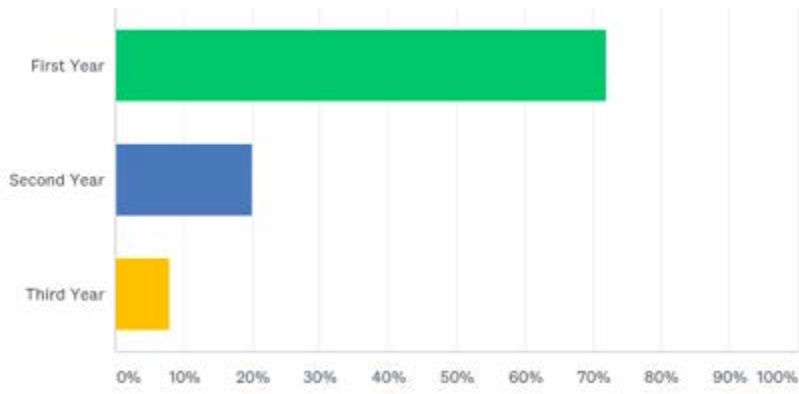
ANSWER CHOICES	RESPONSES	
Female	66.00%	33
Male	34.00%	17
TOTAL		50

Q20. Select how many years you have been a college student, including this current academic year.



ANSWER CHOICES	RESPONSES	
2	20.00%	10
3	28.00%	14
4	52.00%	26
5	0.00%	0
TOTAL		50

## 21. Is this your first, second, or third year working for PLNU ResLife?



ANSWER CHOICES	RESPONSES	
First Year	72.00%	36
Second Year	20.00%	10
Third Year	8.00%	4
<b>TOTAL</b>		<b>50</b>

## Appendix B: RA Development Plan # 1 & 2

### Resident Assistant Development Plan #1

**RA NAME:**

**The following are different aspects of your job description.** Please reflect on your successes and challenges within these experiences.

	Successes	Challenges
<b>Recognize:</b> Culture of Living Environment		
<b>Recognize:</b> Needs of the Physical Environment		
<b>Recognize:</b> Being Mindful of Your Own Growth and Development		
<b>Engage:</b> With Your RD (Presence in 1-1's , RA Reflections, Updates in Real Time)		
<b>Engage:</b> With Your Team (Staff Meeting, Hall Programming, Contribution)		
<b>Engage:</b> With Residents (Presence, Communication, Walk Arouns, Events/Activities)		
<b>Be a Resource:</b> Empowering students to own and hold experiences, point to campus resources, support campus events/opportunities.		



Please complete the Wellness Guide prior to answering the following questions. Your RD will send you a link to the Wellness Guide.

<b>Professional Development</b>		
<b>How do you want to grow professionally in your work as an RA this year?</b>	<b>What are your plans/practices to move towards this growth?</b>	<b>What support do you need?</b>

<b>Personal Development</b>		
<b>How do you want to grow personally this year?</b>	<b>What are your plans/practices to move towards this growth?</b>	<b>What support do you need?</b>

# Resident Assistant Development Plan #2

## RA NAME:

Reflect on an experience from last semester that we can celebrate with you.

**The following are different aspects of your job description.**

- Recognize
  - Culture of Living Environment
  - Needs of the Physical Environment
  - Being Mindful of Your Own Growth and Development
- Engage
  - With Your RD (Presence in 1-1's , RA Reflections, Updates in Real Time)
  - With Your Team (Staff Meeting, Hall Programming, Contribution)
  - With Residents (Presence, Box, Communication, Walk Arouds, Programs)
- Be a Resource
  - Empowering students to own and hold experiences, point to campus resources, support campus events/opportunities.

What part of the work brings you the most joy?

What part of the work is the most difficult or brings the most challenge?

Professional Development		
Reflect on professional growth from fall semester.	What are your plans/practices to move towards continued growth?	What support do you need this semester?

--	--	--

<b>Personal Development</b>		
<b>Reflect on personal growth from fall semester.</b>	<b>What are your plans/practices to move towards continued growth?</b>	<b>What support do you need this semester?</b>

RA WEEKLY REFLECTION

**Holistic Development**

Reflect on these areas of your life: physical, intellectual, emotional, spiritual, social.  
What are you learning? How are you growing?

How can I be praying with you?

**Engaging Your Environments (E.Y.Es.)**

What did you notice in your walk-arounds?  
*(cleanliness of hallway and bathrooms, kitchen, courtesy hours, [work orders](#), building exterior, lounges, bulletin/white boards, etc.)*

Describe a few (or any) contacts with residents that stand out from last week.  
*(celebrations, challenges, concerns, etc.)*

**Professional Feedback**

Topics to address in our next staff meeting:

- 
- 
- 

Items to discuss in next RD 1/1:

- 
- 
-

## Appendix D: RA Job Description 2017-2018

Resident Assistants (RAs) at PLNU that serve in our traditional dorms (also known as residence halls) serve for up to 20 hours per week. This includes dorms that serve our freshmen cohort (Nease Hall floors 1-5, Hendricks Hall & Klassen Hall), and our upper cohort (Nease Hall floors 6-8, Young Hall, Wiley Hall, Finch Hall & Goodwin Hall).

RAs at PLNU that serve in our apartments serve for up to 10 hours per week. This includes Flex Housing and Colony Apartments.

RAs at PLNU that serve during the summer serve for up to 10 hours per week. Summer RAs can work in Colony Apartments or Young.

### Weekly Commitments for all RAs

Weekly RA Staff Meeting	2 hours (Meet from 7 – 9 pm every Monday)
One-on-one meeting with RD	1 hour (Meet every other week)
Weekly RA Outlook	1 hour (Take time to reflect and look ahead to the week)
Administrative Responsibilities	1-2 hours (Work Orders, Health & Safety Inspections, etc.)
Box Duties	2-4 hours per week and weekends as assigned
RA On Duty Responsibilities	RA is available within 15 minutes of campus, and present in the hall overnight. RAs are assigned on average one on duty day a week, and 2-3 on duty weekends a semester.

\*Flex and Colony RAs do not have box duties. They do have RA on Duty responsibilities.

### Position Description

The following describes the RA position at PLNU. While this description captures the work of all RAs at PLNU, the way in which an RA lives out his or her work will be strategic and adaptive to best serve the specific cohort. Focus of the work is to recognize, engage and resource.

#### Recognize what is happening in the dorm or apartment

- Recognize the culture of the living environment
  - Participate in interpersonal relationships with residents
  - Observe resident dynamics
- Recognize the needs of the physical environment
  - Observe facilities needs & submit work orders
  - Conduct Health & Safety Inspections
  - Support the implementation of Bed Bug inspection & treatment
  - Connect students to the wellness center who face health challenges
  - Complete Check in and Close Down
- Be mindful of your own personal and professional growth and development. This includes your academics, professionalism, time management, boundaries, wellbeing.

#### Engage with the dorm or apartment

- Engage with your RD
  - Attend bi-monthly 1-1 meetings
  - Update RDs in real time as resident and facilities needs arise

- Complete the RA Weekly Outlook
- Support RD response to student crisis and conduct incidents
- Engage with the RA team & ResLife
  - Attend weekly staff meeting
  - Collaborate with the RA team and RD to create all hall programming
  - Actively communicate regarding needs, issues and ideas
- Engage with residents
  - Create a formal means of communication with residents. This can include, but isn't limited to:
    - Freshmen - Weekly Email
    - Upper Cohort - Weekly Potty Paper
    - Apartments - Monthly Flyer
  - Implement one creative social program per semester
  - Complete a weekly walk around of your living environment to observe the physical and cultural needs
  - Utilize and manage a budget to support walk arounds and programming efforts

Be a **resource** to the students in the residence hall or apartment

- Empower students to own and hold their own educational experience
- Point students to campus resources
- Attend and publicize campus events and opportunities

### Position Expectations

The following are expectations for Resident Assistants employed by PLNU:

- Maintain full time student status with minimum of 12 units, and a minimum GPA of 2.75
- Arrival on campus and continued service according to the following dates:
  - RA Kick Off Event April 8th, 2017
  - Before the start of 1st semester, August 14, 2017 @5PM
  - Remain until Christmas Break close down, December 16th, 2017 @3PM
  - Before the start of 2nd semester, January 6, 2018 @5PM
  - Remain until Spring Break close down, March 3rd, 2018 @3PM
  - Remain until Graduation close down, May 7, 2018 @5PM
- Serve as RA on duty on long weekends (holidays). Assignments will be rotated so that there is a balance of holiday weekend work
- Be present on campus for at least 3 weekends a month. Weekends away should be pre-approved by the RD, with sensitivity to other members of the team as well as campus life and job responsibilities.
- For RAs serving in traditional dorms, outside involvement (clubs, work, and other ministries) must be limited to 10 hours or less.
- For RAs working in apartments, outside involvements (clubs, work, and other ministries) must be limited to 20 hours or less
- Live in a manner that is consistent with a commitment to PLNU's mission and Student Handbook Guidelines.
- ResLife strongly encourages RAs to be committed members of a local church fellowship

### Position Skills

The following outlines various skills that RAs will utilize and develop throughout their work experience.

- Helping Skills Description: RAs must have helping skills sufficient to recognize students in need of assistance and connect those students to professionals that can help them. They also need helping skills sufficient to provide emotional support to students with less severe emotional challenges and those struggling with the routine stresses in college life.

- **Crisis Management Skills Description:** Although most RAs never experience a major crisis, they must have the knowledge and training to respond appropriately when a student is in crisis or there is a threat to the safety of residents.
- **Conflict Resolution Skills Description:** Through discussion, patience, and time, the RA can resolve most conflict between students. Some conflicts require the intervention of student affairs professionals with more training and skills. Conflicts resulting from students' refusal to follow institutional policies require an educational intervention addressed by the RA, but at other times require the educational intervention of student affairs professionals who can ensure uniform application of policy, fair treatment, appropriate record keeping, and the opportunity to change the behavior in question.
- **Multicultural Skills Description:** RAs have responsibility for diverse groups of students and students have the right to be free of mistreatment or negative bias based on race, gender, sexual orientation, ethnicity, religion, culture, age, or physical ability. RAs have a responsibility to treat all students fairly and show every student the same courtesy and friendship. When RAs observe behavior of residents that is disrespectful, it is their responsibility to address it.
- **Administrative Skills Description:** RAs help manage the administrative tasks necessary to operate a residence hall. These duties require RAs to have good administrative skills.
- **Resource Skills Description:** RAs help students navigate institutional offices, policies, and procedures. They are among the first people students seek out to answer questions about the institution, to get help in using an institutional database system, or to discuss where and how to get assistance at the institution.
- **Problem Solving Skills Description:** RA's are one of several sources students use when trying to resolve personal, financial, academic, or family problems. Students benefit from the perspective of the RA who has knowledge of institutional resources and a systematic way to analyze the problems.
- **Leadership Skills Description:** RAs should exhibit the leadership qualities and skills that inspire students and put the interests of residents and the ResLife program ahead of their own self-interests.
- **Educational Skills Description:** RAs educate other students by leading programs, organizing group activities, developing community in their living units, connecting students with other educational activities, stimulating discussions among students about academic and nonacademic topics, and helping to create opportunities for students to interact and learn from one another.
- **Relationship Skills Description:** RAs need to have good people skills, enjoy personal interaction, and convey a sense of warmth and approachability.
- **Technology Skills Description:** RAs need to be able to communicate with other students using contemporary electronic forms of communication and be sufficiently knowledgeable about current technology in order to provide basic help to students or know how to get them the help they need.
- **Student Skills Description:** The RA's first responsibility is to be a student. ResLife programs have an ethical responsibility to make sure that the responsibilities of the RA position do not hinder students from completing academic work and graduating.