

**Desk Coordinator – DA Development Model
2019-2020**

Definitions

Community Definition: Residence Life views community as a shared space that embraces and validates all identities, experiences, and characteristics of its members, while abiding by shared standards that propel academic success, supplement classroom learning, and encourage growth and understanding.

Employability Skills: Residence Life and the Career Center have consistent language and expectations regarding what skills employees are looking for in recently graduated students. Desk Coordinators are responsible for aiding their Desk Assistants in developing these skills.

The Framework

Desk Coordinators have the unique opportunity to build a community of Desk Assistants through developing their employability skills throughout the year.

According to the Desk Assistant position description, there are eight characteristics that successful Desk Assistants typically demonstrate:

1. Adaptability
2. Collaboration & Leadership
3. Communication
4. Critical Thinking & Problem Solving
5. Digital Literacy & Technology
6. Engaging Diversity
7. Integrity & Accountability
8. Self-Management

Desk Coordinators should follow the monthly progression listed below:

August/September	<ul style="list-style-type: none"> • Hire and train temporary Desk Assistants • Hire and train new Desk Assistants • Monitor DA performance and provide continued support in them learning their support <ol style="list-style-type: none"> 1. Adaptability
October	<ol style="list-style-type: none"> 2. Collaboration & Leadership
November	<ol style="list-style-type: none"> 3. Communication
December	<ol style="list-style-type: none"> 4. Critical Thinking & Problem Solving

February	5. Digital Literacy & Technology
March	6. Engaging Diversity
April	7. Integrity & Accountability
May	8. Self-Management

Adaptability: Recognize challenges as opportunities to improve. Embrace a growth mindset that allows for action, reflection, failure, and resilience.

- Ideas: interview/application process; DA training; understanding of resources available

Collaboration & Leadership: Build mutually beneficial relationships and achieve common goals by understanding, valuing, and leveraging strengths of others. Take responsibility for your own role and contributions within a team.

- Ideas: team development that dives into understanding skills of team members;

Communication: Effectively articulate thoughts and ideas to theirs. Understand the impact of communication on your professional work image. Use communication skills to motivate and develop others.

- Ideas: communication team development (ex: sitting back to back while one person explains what to draw and the other draws it); how to write a professional email; how to communicate while working the front desk

Critical Thinking & Problem Solving: Exercise reasoning to independently analyze issues, identify options and alternatives, formulate opinions, make decisions, and overcome problems.

- Ideas: tabletop exercises about problems that may arise at the desk; tapping into some of your DAs to help solve a mail or revenue report problem (think of it like a group study session – utilize their help and teach them how to problem solve); encouraging independent problem solving and follow up on their experiences, strengths, and weaknesses;

Digital Literacy & Technology: Leverage knowledge of information and communications technology to ethically and efficiently solve problems, complete tasks, and accomplish goals.

- Ideas: how to create/format a resume; how to create budget in excel;

Engaging Diversity: Cultivate awareness of your own identity and that of others through exploration of diversity. Appreciate multiple perspectives and participate in society as a conscious global citizen.

- Ideas: work through any of the activities in the Social Justice Curriculum; identity development article/video and a circle conversation; campus educational event attendance and debrief

Integrity & Accountability: Exhibit ethical behavior. Take ownership of your actions and learn from your mistakes. Act with the interests of the larger community in mind. Establish effective work habits.

- Ideas: complete evaluations of the DAs and have a productive conversation with them about their performance; ask them to complete a self-evaluation, and spend time processing through that evaluation;

Self-Management: Identify and articulate your interests, skills, values, and experiences. Explore and make decisions about academic and career options. Demonstrate the continual development of a positive personal brand.

- Ideas: how to market the skills you have learned for the next position; interview tips and tricks; career exploration

How to Implement This

Within each month, Desk Coordinators are responsible for implementing an individualized approach to help each Desk Assistant develop all eight characteristics by the end of the school year. This will require planning, creativity, and collaboration with the Hall Director. DCs should develop their Desk Assistants during staff meetings, desk shifts, 1-on-1, and electronically throughout the year.