

Enhancing Student Success:

“Residence Hall House Call Program”

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Overview

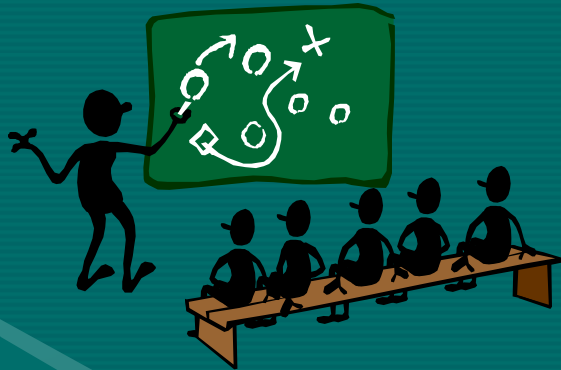
- Visit with Students
- Volunteer Dinner
- Student Concerns



Residence Hall
House Call

House Call Goals

- To utilize university faculty, staff, and administration as beneficial resources in conducting a student outreach program.



- To assist first year students with their transition to campus life by addressing any concerns or questions about the university.
- To enhance the success of all students by providing a connection within the campus community.

Budget

	<u>2004</u>	<u>2005</u>
Give-aways	(1,426.92)	(4,093.71)
T-shirts	(1,057.45)	(1,216.22)
Dinner	(2,001.61)	(2,349.00)
Publications	(363.94)	(1,087.53)
Clipboards/ <u>packets</u>	(74.85)	(0.00)
Total	(4,924.77)	(8,746.46)

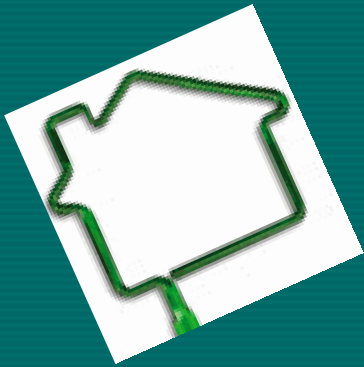
Pre-Program Preparations

- Obtain Donations
- Create Raffle Tickets
- Order Giveaways



Residence Hall
House Call

Give-Aways



InkBends
(House Shaped Pens)

Notepads

House Call
Magnets



Residence Hall
House Call

Eastern Washington University
Housing & Residential Life
359-2451



Give-Aways...



YUMMY REMINDERS HELP !!!!

Pre-Program Preparations

- Invitation to Faculty and Staff
- Staff Confirmation Letter
- Obtain T-shirts



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Student Advertising

- Residential Life Newsletter
- Campus Newspaper & Newsletter
- Student Mailbox Stuffers
- Hall Signs
- M&M's



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Creating the Rosters/Concerns Log

- Purpose
- Pairing Up Volunteers
- Assign By Floor (if possible)



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House Call

The Big Night

- Check-in Process 5:00 – 5:30
- Master Lists for Distributing Materials
- The Evening's Schedule

5:00 – 5:30

Check-In

5:30 – 6:30

Dinner, Review House Call
procedures/expectations

6:30 – 8:00

Conduct Outreach

8:00 –

Return to PUB (includes optional coffee
& dessert)

Residence Hall House Call: The Visit

- Engage students in conversation (5-10 minutes per student)
- Provide a Raffle Ticket and Magnet
- “Sorry We Missed You” Door Hangers



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Addressing Student Concerns

- Volunteer or Concerns Log
- Address ASAP
- Direct to University Departments &/or Building Directors



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House Call

Addressing Student Concerns...

Common concerns:

- Maintenance Issues
- Academics
- Computer Problems
- Housing Policies



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After the Program: The Raffle

- Drawn One Week After Event
- Letters to Winners
- Possible Second Raffle



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After the Program: Results and Afterthoughts

- Evaluations & Thank You's
- Challenges
- First Year vs. Second Year
 - Increased students from 650 to 1000, increased volunteers from 86 to 120



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Comments

“First off, dinner was wonderful! Thank you! The highlight was visiting with students, which reinforced why I am here.” - Faculty

“I found the students I talked with remarkably positive about their new life at Eastern. They were friendly, and liked EWU. We had some great discussions about classes and dealing with new responsibilities.” - Faculty

“I was very impressed. The fact that there is even such a program as this is impressive. I thought, ‘Wow, someone from the university faculty is here concerned about *my* first year experience.’” – Student

Questions?



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