


And Canada's!

"Millennial teens may be America's busiest people"
Howe & Strauss. *Millennials Go to College.*

*Taking the Bull by the Horns:
Dealing with Overwhelmed Student Staff*

Evan Hilchey, Residence Life Manager
Woo Kim, Residence Life Manager

The University of British Columbia - Vancouver



Who are We?

- Woo Kim, Residence Life Manager
 - Thunderbird, Fairview and Green College
- Evan Hilchey, Residence Life Manager
 - Walter Gage




Presentation Goals

- At the end of this session, participants will:
 - have a better understanding of student-staff pressures;
 - have a better awareness of self;
 - will leave with effective strategies.

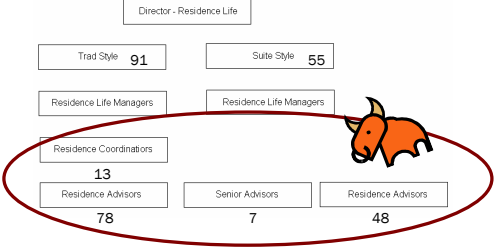


Overview of Presentation

- Goals
- The "low down - hoe down" on UBC
- Data
- Impact on Student-Staff
- Taming the bull (Small Changes = Big Difference)
- Wrap up



Residence Life Structure



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Residence Coordinators

78
Residence Advisors

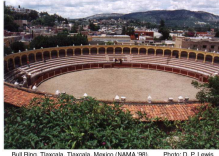
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Senior Advisors

48
Residence Advisors



Get in the Ring & Mix It Up: Brief Encounters

Think - Introduce - Share



Bull Ring, Tlalcala, Tlaxcala, Mexico (NAMA '05) Photo: D. P. Lewis

Wordsmith

- Stress [stres]
 - physical, mental, or emotional strain or tension
- Overwhelm [ō'vər-hwēlm', -wēlm']
 - To affect deeply in mind or emotion

← How else do our staff describe their lives? →

A Student Today...

- Is a full-time student
- Has a full-time job
- Goes home as often as possible
- Uses the internet for everything
- Creates and explores
- Demands immediacy
- Highly social
- Is a multi-tasker
- Has a partner
- Is over involved
- Is career driven
- Is concerned about money
- Is a phone call away



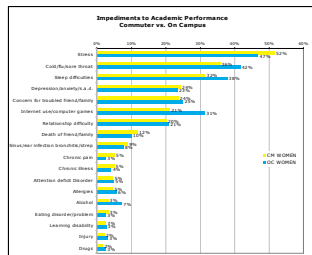
"Millennials are smart, ambitious, incredibly busy, very ethnically diverse, and dominated by girls, to this point."
Howe & Strauss. *Millennials Go to College*

What was/is the Data Telling Us?

- NCHA: National College Health Assessment
- Advisor Orientation Feedback (Student-staff)

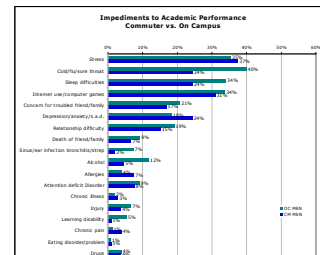
[Millennials are] "pressured to study hard, avoid personal risks, and take full advantage of the collective opportunities adults are offering them. Millennials feel a **'trophy kid'** pressure to excel."
Howe & Strauss. *Millennials Go to College*.

NCHA: National College Health Assessment



American College Health Association - National College Health Assessment (NCHA-NCHA) 2006.

NCHA: National College Health Assessment



American College Health Association - National College Health Assessment (NCHA-NCHA) 2006.

UBC Advisor Orientation (AO) Feedback

- Advisor orientation was great, but intense. It covered everything anyone would ever need to know about advising. The only thing I could suggest would be to provide a little time for 'absorption' of the info overload that we were presented with.



UBC AO Feedback

- I'd like to know how to manage school and work as an advisor (i.e. stress management/relief strategies).
- The workshops were too long. I can't sit for three hours, even with a small break.



Current Society

- Being stressed out is normal – it has become part of our society (social norm)
 - <http://www.capecodonline.com/special/relax/addictedbusy27.htm>
- Expectations placed on students today (family pressure, peer pressure, academic pressure)
 - International Students @ UBC
- Millennial generation – their desire to succeed and be involved with everything (i.e.: resume padding)

Impact on Our Staff

- Poor performers
- Low academics
- Over commitment
- Glass is half empty feeling (pessimistic)
- Retention
- Burn-out



Activity: Model Manager



Your Impact

- Perception
 - Appropriate language
- Supervision
 - Goal setting
 - Structured One:One's
 - Vision
 - SWOT



UBC Changes

- Hiring Practices
- Realistic Expectations
 - "Tell me what to do and I'll do it"
- Training Model
- Ongoing staff development opportunities

Hiring Practices

- Developed a desired skill/attribute list
 - What do we want staff to have when they are hired?
 - What do we want staff to have at the end of Advisor Orientation (AO)?
 - What do we want staff to have at the end of the first six weeks?
 - What do we want staff to have at the end of December?
 - What do we want staff to have at the end of the academic year?

Realistic Expectations

UNIVERSITY OF BRITISH COLUMBIA
Department of Housing & Conferences
RezLife

WALTER GAGE RESIDENCE ADVISOR
EXPECTATIONS

Advisors' Calendar 2006-2007

Your Resource for
PROGRAMMING
in Suite-Style Rez.



Notes:

September 2006

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1 GALA Advisor Orientation	2 GALA Opening Day Avis BBQ	3
4 Labour Day Community Meeting	5 Unit Welcomes Begin	6 Classes Begin	7	8 FPPP Welcome Back BBQ	9 Stokerama	10
11	12 PS	13	14	15	16	17 Terry Fox Run
18 BB	19 Unit Welcomes Complete	20	21	22 FPPP	23	24
25	26 PS Unit Feedback Begin	27 TLP Safety & Security Week	28	29	30	

Questions?
Ewan Hinchey
Residence Life Manager
Walter Gage Residence
(604)822-1071
Robbie Morrison
Residence Life Manager
Riall Flaxton Drive
(604)822-2292
Wesley Kim
Residence Life Manager
Parvovir Truident
(604)822-9599

Training Model

- Reviewed Advisor Orientation schedule
 - Introduced CARE model
- Reviewed Advisor Orientation goals
 - What did we need to train staff on during AO and what could wait
 - Broke down the skills
 - Put everything into context (steps)
- Reviewed workshop outcomes
 - 3 hours = 2-3 one hour sessions
- Developed cohorts (home room)
 - Build friendships
 - A mixed group (new, returning, trad, suite) to experience training with

Revised Advisor Orientation Schedule

Camp	
Friday, August 25	Saturday, August 26
8:00 - 9:00 Breakfast	8:00 - 9:00 Breakfast
9:00 - 9:30 Reflection	9:00 - 9:30 Reflection
9:45 - 11:00 Community Building and CARE	9:45 - 11:00 Standards I (Quiz)
11:00 - 11:15 Break	11:00 - 11:15 Break
11:15 - 12:30 Communication: Assertiveness	11:15 - 12:30 Standards II
12:30 - 1:30 Lunch	12:30 - 1:30 Lunch
1:30 - 2:20 Communication: Making Conversation	1:30 - 2:20 Programming Theory (New Staff)
2:30 - 3:45 Team Time	1:30 - 2:20 Taking Initiative (Returning Staff)
4:00 - 5:00 Daily Wrap Up	2:30 - 4:00 Team Time
5:00 - 6:00 Dinner	4:00 - 5:00 Pic Break
6:00 - 7:00 Daily Wrap Up	5:00 - 6:00 Dinner
7:00 - 8:00 Downtime/homework	6:00 - 7:00 Daily Wrap Up
8:00 - 10:00 Optional Activities	7:00 - 8:00 Downtime/homework
10:00 - 11:00 Downtime/homework	8:00 - 10:00 Optional Activities
11:00 Quiet Hours	10:00 - 11:00 Downtime/homework
	11:00 Quiet Hours

Morning Sessions

Afternoon Sessions

Evening Sessions

Revised Advisor Orientation Schedule

Camp	
Friday, August 25	
8:00 - 9:00 Breakfast	#1
9:00 - 9:30 Reflection	
9:45 - 11:00 Community Building and CARE	#2
11:00 - 11:15 Break	
11:15 - 12:30 Communication: Assertiveness	#2
12:30 - 1:30 Lunch	
1:30 - 2:20 Communication: Making Conversation	#2
2:30 - 3:45 Team Time	#3
4:00 - 5:00 Daily Wrap Up	
5:00 - 6:00 Dinner	#4
6:00 - 7:00 Daily Wrap Up	#4
7:00 - 8:00 Downtime/homework	#4
8:00 - 10:00 Optional Activities	#5
10:00 - 11:00 Downtime/homework	#5
11:00 Quiet Hours	

On-Going Staff Development

- Building Blocks
 - September:
 - New Staff: Achieving Balance in Residence
 - Returning Staff: How to Get the Best Out of Your Experience
 - October:
 - Resume Workshop
 - Beyond Your Bachelors
 - November:
 - Motivational Speaker

Results = A "Tamed Bull"

- Less burnout
- More "success"
- Retention
- Staff feeling more grounded in the skills



References

- American College Health Association - National College Health Assessment (ACHA-NCHA) 2006.
- Howe Neil & Strauss William. Millennials Go To College. American Association of Collegiate Registrars; USA. 2003.
- Leigh Elysebeth & Kinder Jeff. Fun & games for Workplace Learning. McGraw-Hill; Australia. 2001.