

Complex Coordinator Training Plan Outline

Week 1 (Getting to know the Department) June 16th-20th

- Get set-up with email, ID, Buzz-in, HR stuff, parking permit, declining balance etc. (Paul)
- Tour of Residential Life Main Office (Kayla)
 - Mail room, resources, what is in what drawers/areas, where are the places to ask vs poke around.
- Tour of Towers Complex (Paul)
 - Student Rooms
 - Conference room
 - Storage areas (Conference room closet, Loft storage in Trusler, etc)
 - Custodial & maintenance areas (Offices, break room, closets, where are the wet/vacs, what can you use without asking,
 - go up on roof
 - Singular & Trusler (after hours)
 - Where are the apartments
 - Offices (Other CC, CM)
 - RA Workroom
- Tour of Reception Center (Kayla)
 - What gets locked up
 - Where the mail goes
 - What is available to be checked out
 - Key security
 - Logbooks
 - Emergency boxes
- Tour of Morse Complex (Kayla)
 - Kayla's office and apartment
 - Staff conference room and work room
 - Reception Center
 - Difference between buildings
 - Custodial storage area
 - Break room
 - Storage under NEM
 - Student room types
- Tour of Campus (Paul)
 - Show overview of campus
 - Go into/focus on the following buildings
 - Memorial Union
 - Copy Center in Visser
 - Plumb Hall
 - Victory Joe
 - Rec Center
 - Police & Safety, Parking
 - Library

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- Richel Computer Lab
- Driving Tour of Emporia (Wade & Kayla)
 - Show main roads that get you across town, Commercial ST, shopping and food options, pharmacies, hospital, dentist and Dr. recommendations etc.
- First conversations: Get to know each other
 - What is their background,?
 - How did they get to their current position?
 - Why did they choose Emporia?
 - What are they passionate about in life?
 - What are their hobbies?
 - Develop 3 more questions you will ask each person.
 - Each Pro-Staff member will also ask you a questions they have developed to get to know you better.
 - Wade: Mission, Vision Values; Why Residential Life Exists;
 - Tracey: How does she work with Complex Coordinators?
 - Leticia: In what areas does Leticia work with the Complex Coordinators most? Order stuff for your office, setting up Lync and the Emporia online directory.
 - Paul: How does the CC impact student learning? Watch and discuss Shawn Achor Ted Talks Video and Campus resources (things to know to make life easier)
 - Kayla: What does she like most about being a Complex Coordinator? What does she look for in a colleague? What does she offer a colleague?
- Readings:
 - Residential Life Mission, Vision & Values
 - Residential Life Diversity Statement
 - Residential Life Strategic Plan
 - Residence Hall Handbook
 - Pro-Staff Emergency Procedures Guide
 - Nick's Report
- W:Drive Tour
 - This is the shared drive that the entire University shares. Only different people have different access. We only have Res-Life Access.
 - Things get deleted permanently from here.
 - Only one person can edit a document at a time.
 - Don't erase anything but feel free to look around. Just close what you open so others can access it.

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Week 2 (Getting to know the job) June 23rd-27th

- Assignments
 - Take your master keys and explore the building (but not on Camp floors)
 - Explore the Residential Life Website for information
 - Write your Who Am I At Work Slide
- Readings
 - Student Affairs Learning Goals
 - Admissions Materials
 - Hornet Connection Book
 - Making the Grade [In manila folder in binder]
 - Residence Hall Contract and Waiver forms
- Attend a Hornet Connection
- Meetings:
 - Tracey: Go over the contracting process, What are the steps to getting a contract and then how do we enter them. Set up a timeline to cover room changes, billing, RMS etc.
 - Wade: Discuss the Mission Vision & Values , go over what departments are within the Division of Student Affairs
 - Paul: Discuss the Strategic Plan, Diversity Statement, Emergency Procedures document, Student Affairs Learning Goals, position expectations
 - Leticia: Go over BPC card use and purchasing, set up a time to go over leave slips, budget codes, what we can and cannot buy, Banner etc.
 - Dennis: Get to know Dennis with earlier questions and discuss maintenance staff (who does what), work orders, how the Heat & AC systems work. Set up a tour of the maintenance areas of the buildings (circuits, water shut-off, electrical, fire systems etc), communication strategies.
 - Juanita: Get to know her using the earlier questions and then discuss custodial staff, offices, storage areas, where things are, who will work with their floors, communication strategies.
 - Kayla: Residence Hall Handbook, Reception Center Training, watch and discuss Simon Sinek Ted Talk video
 - Lynn: Introductions (of you as well) and ask them about their backgrounds, what roles have they been in at Emporia, how do they see Residential Life and the Complex Coordinators fitting into the Student Affairs.
- Summer Operations with Kayla & Paul
 - Schedule
 - CC Role
 - Student role
 - Responsibilities
 - Who we work with

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Week 3 (Getting into details) June 30th-July 4th

- Programming Model discussion with Kayla & Paul
- Meetings:
 - Kayla: Staff Development Modules, Staff meetings, 1-1s
 - Paul: Supervision (weeklies, 1-1s, staff meetings, evals), Discuss training outline after you have read it.
 - Start shadowing Kayla for Summer Operations Pick one camp to be there for all communication and interactions with
- Share your Who Am I At Work Slide during staff meeting, hear everyone else's.
- Readings
 - University Mission, Vision and Strategic Plan
 - Campus Master Plan [Online through SkyBox]
 - Training Outline
- Meetings
 - Student Advising Center (Shelly Gherke, Assistant Director and staff)
 - Tour of office, discuss how you can work together, SCAF reports, Advising structure at Emporia, Withdrawals, class changes etc.
 - Center For Student Involvement
 - How can you work together with them? What do each of their offices do?
 - Union services (Terri, Greg, Steve and Marjory)
 - How can you work together with them?
 - How do you reserve a room/services in the Union
 - Sodexo (Kiberly & Jenn)
 - How can you work together with them?
 - How do you order catering?
 - What are the dining options on campus?
- Start communicating with RA staff.
 - How will you introduce yourself?
 - How will you start the message about the staff culture you want?

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Week 4 July 7th-11th

- Meetings
 - Student Wellness (Sally Crawford)
 - How can you work together with them?
 - Referrals and scheduling
 - Releases
 - Donna Drake: Alcohol education
 - Bio-Feedback (Sign up and experience an actual session)
 - Mary McDaniel: Take a tour of the Health Center
 - Wade: Student Conduct process, philosophy and CARE Team
 - What is our process from start to finish
 - What is our philosophy
 - How do we assign sanctions
 - Kayla: Maxient Training
 - Writing Incident Reports
 - Opening cases, adding to them and closes them
 - Assigning Sanctions
 - Searching cases
 - “poking” people
 - Paul: SMART Goals, discussion and initial setting
 - Discuss SMART Goals, watch short video,
- Begin writing in-hall training outline
- Read Conduct Process and Sanctions rubric and prepare at least 4 specific questions before meeting with Wade
- Start looking through the Student Handbook

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Week 5 July 14th-18th

- Meetings
 - Taylor Kriley: How2ESU & Orientation events
 - Paul: Student Handbook, In-Hall Time Outline, SMART GOAL review, Towers Competition, Six Week Series, RA Apprenticeship, First staff meeting and 1-1 outlines
 - Police & Safety: Captain Hoover
 - How can you best work together?
 - Tour Police & Safety
 - What services does Police & Safety offer
 - Office of Admissions
 - How can we best work with them?
 - What are the trends of students attending?
 - What is the difference between Admissions and Ambassadors?
 - What are the tuition rates?
 - What do you see as the main selling points of the halls?
 - What questions do you get from students about living on campus?
 - Review with Wade
 - Maintenance & Custodial meetings: What lingering questions do you have right now? What did you get from that meeting?
 - Emergency Procedures: Which situations are you most comfortable addressing? Least comfortable?
 - Student Advising Center: What lingering questions do you have right now?

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Week 6 July 21st-25th

- Other things as assigned
- Write 3-4 pages on who you are as a supervisor including your style, your strengths and areas for improvement, your goals for your staff and how you go about specifically accomplishing those goals.
- Review with Paul
 - Have outline of your first staff meeting and 1-1s done
 - Towers Competition plan done
 - Opportunity to ask any opening or training questions
 - Go over supervision paper.

Early Post Move-In

- Reading
 - The ACPA/NASPA Competencies Rubric
- Assignments
 - Write 3 pages on how you see Residential Life contributing to student learning and the University experience.
 - Write 2-3 pages on where you would like to be in 5 years, including your professional goals.
 - Rate yourself on the Competency Rubric
- Meetings
 - Financial Aid: What does the process/timeline look like for students here? What are the different options available to pay for college? What are some common questions from first year students? Who do I refer students to for which things (is it the main office or specific people for different things?)
 - Paul: Go over written assignments and other meetings. Discussion of professional future and goals paper and rubric ratings towards picking 3-4 competencies to work on throughout the year.