

## Leadership Assessment Report

2012-2014

Residence Life & Housing (RL&H) understands the value of a leadership experience for our students. Our department supports several leadership positions in an effort to harness the unique opportunity that the on-campus living experience presents to engage students.

Leadership is a beneficial component of the student experience, and it is also being recognized as an attractive quality in the job market. The National Association of Colleges and Employers highlighted leadership skills in their Job Outlook Survey 2013. Of 244 employers who responded, 80.6% identified Leadership as an attribute employers seek on a candidate’s resume. Furthermore; holding a leadership position received the highest influence rating by employers deciding between two equally qualified candidates in the 2012 and 2013 survey results.

This report has been produced to fulfill Residence Life Strategic Plan objective (2.3) to “assess current leadership development opportunities and expand our current program”.

### Division of Student Life Leadership and Integrity

We support the Division of Student Life and its mission to facilitate leadership development. Our assessment projects include 20 of the 28 questions from the Division of Student Life Leadership and Integrity bank of questions.

Agree/Strongly Agree

Know their leadership strengths	94.79%
Know the areas where their leadership needs improvement	93.88%
Can describe their leadership style	81.64%
Interact with others in a way that shows respect	95.60%
Can maintain mutually beneficial relationships with others	94.91%

Data from Fall Floor Feedback survey 2012 (n=882)



Resident Student Association (RSA) President & Vice President with Delaware Lieutenant Governor Matt Denn

### Leadership Opportunities within Residence Life & Housing

#### Resident Assistant (RA)

Student Engagement Advisor (SEA)  
 Office Manager (OM)  
 Mentor Resident Assistant (MRA)

#### Resident Student Association (RSA)

President, Vice President, Secretary, Treasurer,  
 National Communications Coordinator,  
 and Finance Director

#### National Residence Hall Honorary (NRHH)

President, Executive Vice President, Vice President,  
 RSA-NRHH Liaison, and Treasurer

#### Complex Community Council (CCC)

President, Vice President, Secretary, Treasurer, and  
 Building Governor

#### Green Teams

Chair and Treasurer

#### Service Teams

Chair

#### Neighborhood Empowerment Team (NET)

Captain (First-Year Halls)

#### Community Chair (Upper Division Halls)

#### YOU+2 Programs

#### Student Initiative Fund (SIF) Programs

## What do our Complex Community Council (CCC) leaders tell us they gain from their leadership experience?

Event Planning Skills	93.94% agree or strongly agree that they feel confident in their ability to plan and organize events for the complex
Leadership Skills	90.32% agree or strongly agree that they can describe their leadership style
Interpersonal Communication Skills	92.68% agree or strongly agree that the CCC experience helped them develop positive interpersonal relationships with other members
Problem Solving Skills	87.1% agree or strongly agree that the CCC experience helped with their problem solving skills

Data from CCC Leadership Spring 2013 survey. n=41



Independence Community Experience Leadership Retreat 2013

## What do participants say about the leadership component of the RA Internship and Leadership Exploration (RAILE) Program?

	Participated In RAILE n=241	Did not Participate in RAILE n=4,303
I know my leadership strengths	94.54%	92.99%
I know the areas where my leadership needs improvement	91.17%	91.07%
I can describe my leadership style	85.71%	84.37%

Data from 2013 Fall Floor Feedback Survey. n=4,544

96.67%

Strongly or moderately agree that participating in the RAILE program is an effective way to explore their leadership skills

Data from 2013 RAILE Program Survey. n=30

## What do our Neighborhood Empowerment Team (NET) Captains and Community Chairs tell us they gain through their leadership role?

"Being involved in residence hall groups has helped me to get to know the people on my floor better and has taught me how to take a leadership role."

"I've learned so much about understanding and listening to what everyone around me wants. I can better understand where people are coming from and what I can do exactly to help them."

"I've gained a bigger idea of how to be a leader, how to get people involved, and I've gained more trust among my floor mates."

"I feel like a true leader as a NET captain."

Data from 2013 Fall Floor Feedback Survey respondents who identified as a NET Captain or Community Chair. n=251

# What About Resident Assistants and Leadership?

Our RAs are student leaders gaining leadership skills through ongoing development. RAs are engaged in ongoing professional development modules throughout the academic year. The module series is designed to develop leadership skills in order to enhance competencies utilized within the RA position and in future aspirations.

	Strongly/Moderately Agree
I intend to utilize the active listening and helping skills described in this module in the future.	88.89%
I can explain the skills and abilities I gained from my leadership experiences	92.59%
This experience has helped me develop my problem-solving skills.	96.29%

Data from RA Modules Assessment 2012-2013. n=66

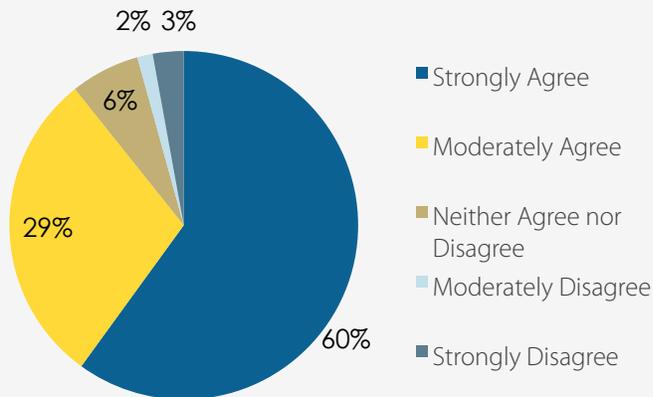
## 2012-2013 Professional Development Module Series

Audience Centered Speaking  
StrengthsQuest  
S.M.A.R.T. Goal Setting  
Emotional Intelligence  
Problem Solving  
Relational Leadership

**Our students tell us that RAs are role models who are having a positive impact on**

### Our RAs tell us that they are gaining leadership skills from training experiences

At the conclusion of RA training, I knew my leadership strengths.



Data from 2013 Resident Assistant Training Assessment 2012. n=140

**91.35%** | Agree or strongly agree that their RA encouraged them to contribute to the Residence Hall Community.

**97.84%** | Agree or strongly agree that their RA was a positive role model.

**95.97%** | Agree or strongly agree that their RA has gained their respect.

Data from 2013 Fall Floor Feedback Survey. n=4,590



## Assessment Projects Contributing to this Report

2013 Fall Floor Feedback Survey  
2013 Spring Reflection Survey  
CCC Leadership Spring 2013  
Residence Hall Fall Floor Feedback, 2012

RA Internship and Leadership Exploration (RAILE)  
Program Survey  
RA Modules Assessment 2013-2013  
Resident Assistant Training Assessment 2012

### Points of Pride

274 students participated in our RAILE program in the 2012-2013 academic year. Of those, 82 submitted reflections that speak to the benefit of the program upon their completion.

NET, YOU+2s, and SIF have been the primary ways in which our residents cite specific contributions to their community. (2013 Fall Floor Feedback Survey, n=2,946)

Our student leaders and professional staff have submitted 146 "Of the Month" award nominations to recognize leadership successes among students and the RA staff. "Of the Month" awards are sponsored by NRHH.

During the Fall 2013 semester, a total of 263 SIF programs that were submitted were approved.

Our RAs are making real-world connections with leadership skills learned through the RA module series.

We incorporate our campus partners in RA training, as well as through our RAILE program.

All of our RAs, as well as CCC, Green Team, and Service Team Executive Board members are trained with StrengthsQuest.

### Areas for Improvement

There are mixed reviews from our students on the benefits and effectiveness of floor meetings. Are our RAs and NET Captains getting the training they need to deliver floor meeting material and engage residents in the meetings?

Does our RAILE program appeal to our residents who are simply seeking a leadership experience?

RAs are managing to put teachings from the professional development modules into practice in their position as an RA, but are they retaining the module content?

### Considerations for the Future

What differences exist among different leadership positions (such as Green Team Chair and Complex Community Council President)?

What are our RAs gaining from their leadership experience in our office?

Are we retaining students in our residence hall leadership opportunities over the course of the year?

Does NET lead to a stronger desire to participate in campus-wide leadership experiences?

### Considerations for the Future

Adding a component to the RAILE program in which a RAILE intern could do a round with an RA from a different complex. (RAILE Program Survey, 2012)

Offer more training on how to effectively work in a group/team and handle issues such as conflict, compromise, and differing points of view (RA Modules Assessment 2012-2013)

Putting greater emphasis on the importance of RSA and NRHH to our residents and on the RAs. (RA Modules Assessment 2012-2013)

Ask NET Captains to be more involved in planning floor activities that bring the floor together. (2013 Fall Floor Feedback Survey).