

COURSE: EDP 369K (#10240), Spring 2012
CLASS TIME: Tuesdays & Thursdays, 3:30 – 5:00 p.m.
CLASS LOCATION: PHR 2.108

LOCATION AND OFFICE HOURS

Office of the Dean of Students; Student Services Building, Suite 3.410

Instructor/Supervisor office hours are best made by appointment. NSS is open from 8 a.m. – 5 p.m.

INSTRUCTORS / NEW STUDENT SERVICES STAFF

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COURSE DESCRIPTION

EDP 369K Peer Helping: Concept and Process is designed to educate orientation advisors around areas of peer leadership, academic preadvising, social justice and campus issues (alcohol use/abuse, campus safety and sexual/interpersonal violence) as well as developing the appropriate skills necessary to help acclimate new first-year and transfer students to the university. Course topics will include but are not limited to: education around social identities, interpersonal communication skills, campus and academic resources, academic preadvising training, facilitation skills, and other subjects of importance to new students and their family members.

COURSE OBJECTIVES

To participate as an orientation advisor, students must attain proficiency in the following objectives:

1. Have a clear understanding of the roles and responsibilities of the orientation advisor position and be able to effectively administer orientation programming for new first-year and transfer students and their family members;
2. Acquire the necessary academic preadvising information from an assigned academic college or school, and be able to effectively deliver appropriate academic information in the preadvising setting;
3. Become proficient in the knowledge of various campus resources that are available that will help new students become acclimated to the university;
4. Demonstrate effective communication skills, including active listening, giving and receiving feedback, speaking with articulation and purpose, responding with understanding and clarity, and establishing and maintaining rapport with a diversity of individuals;
5. Learn how to facilitate small group discussions around issues related to campus issues (alcohol use/abuse, campus safety and sexual/interpersonal violence) and social justice issues;
6. Demonstrate an appreciation toward the unique contribution of all community members across all social identities that include but are not limited to ability, age, ethnicity, gender, gender identity, national origin, race, religion, sexual orientation, socioeconomic class, and veteran status;
7. Enhance the ability to work on a team by understanding the importance of developing appropriate relationships with co-workers, supervisors and new students and family members.

ACCOMMODATIONS

As early as possible in the semester, students with disabilities who need special accommodations should present a letter to the instructors prepared by the Services for Students with Disabilities (SSD) area in the Division of Diversity and Community Engagement. To ensure that the most appropriate accommodations can be provided, students should contact SSD at 512-471-6259 or VP: 866-329-3986 or via e-mail at ssd@uts.cc.utexas.edu.



RELIGIOUS AND CULTURAL OBSERVANCES

Persons who have religious or cultural observations that conflict with class meetings or assignments due should let instructors know by the 12th class day, so that you will not be penalized for missing class/assignments. We strongly encourage you to honor your cultural and religious holidays. Let your supervisor know by **January 31, 2012**.

SEXUAL HARASSMENT

It is the policy of The University of Texas at Austin to maintain an educational environment free from sexual harassment and intimidation. Sexual harassment is expressly prohibited and offenders are subject to disciplinary action. In other words, all students at the university are entitled to study and to work free from the threat of sexual intimidation and discrimination from faculty and other university employees. A representative from the Office of the Dean of Students, a department chair, or other university administrators can assist if you need to file a complaint.

POLICY ON SCHOLASTIC DISHONESTY

Students who violate university rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the university, as well as the orientation program. Since such dishonesty harms the individual, all students, and the integrity of the university, policies on scholastic dishonesty will be strictly enforced. All work must be done on an individual basis unless explicitly stated by the instructor and in the assignment description. Any unauthorized or collaborative work will be considered academic dishonesty and will be referred to Student Judicial Services (SJS). Visit <http://deanofstudents.utexas.edu/sjs> for more information.

USE OF E-MAIL

It is the right and responsibility of every student to keep the university informed of changes in her/his/hir official e-mail address. We ask that you use an official university e-mail account (@mail, @bba, @austin, etc.) for the OA listserv and other official business with New Student Services. If you choose to forward your official university e-mail to another e-mail account, make sure that NSS related e-mails do not get sent to your junk/bulk mailbox, as you will still be responsible for material we e-mail to you. You are expected to check this account frequently to keep up with updates, announcements, and other official NSS information.

CELL PHONES, LAPTOPS AND SOCIAL MEDIA POLICY

Unless you have received prior permission from the instructor, cell phones, laptops and other electronic devices should be turned off during class. Disruptions during class will result in disciplinary action. Cell phone and laptop use is not allowed during class, including phone calls, texting, and social media.

In order to maintain our classroom environment, sustain integrity of our program and represent the university to the very best we can, New Student Services asks everyone involved with our program to maintain high ethical leadership and use better judgment with regard to social media such as Facebook, Twitter, text messaging, etc.

CLASS ASSIGNMENTS

Assignments to be submitted are due at the beginning of the class period. E-mail assignments (when requested) must be e-mailed to supervisors BEFORE the class period they are due. Late assignments will be penalized one letter grade per class meeting. An orientation advisor must receive an A, B or C in this course to remain an OA. This applies to all students, including those who are auditing the class.

CLASS ANNOUNCEMENTS

Students must sign up to make announcements prior to beginning of class. If time permits, announcements will be made during class. Announcements must pertain to and be directly related to class, new student orientation, or OA activities. No announcements regarding personal messages, fundraisers or political campaigns are allowed.

REQUIRED READING

Peer Helping Content & Process Course Packet. Available at Speedway Copy in Dobie Mall **beginning 1/23/12.**

Students can anticipate that many of the readings, handouts and information in the course packet will be used to develop the two exams as part of this course. You will be responsible for all information that is in the course packet.

CLASS GRADING

Class will be graded/scored with your final grade being a determining factor in your summer employment as an orientation advisor, whether you are taking the course for credit or not. New Orientation Advisors (NOAs) and Retuning Orientation Advisors (ROAs) will have some different assignments, expectations and evaluations in the course.

NOA GRADING		ROA GRADING	
Attendance and Participation	25%	Attendance and Participation	25%
Academic Training	20%	Academic Training	20%
Quizzes	5%	Quizzes	5%
NOA Topic Journals	5%	ROA Topic Journals	5%
Campus Resources Assignment	10%	"Being A Resource" Reflection	10%
Campus Tour Write-up and Presentation	10%	Campus Tour Evaluation	10%
Exam I	10%	Exam I	10%
Facilitation Practice and Presentation	5%	Facilitation Evaluation	5%
Exam II	10%	Exam II	10%
TOTAL FOR THE COURSE	100%	TOTAL FOR THE COURSE	100%

Attendance and Participation (25%):

- **Committee Participation:** All orientation advisors are required to serve on a committee that plans and implements programs and/or provides support to the programs offered during the Summer Orientation program and/or during Start Fresh. You are expected to fully attend all scheduled meetings and to complete all assignments. Attendance will be taken at each committee meeting. If you have to miss a meeting, you must contact your committee chairs as well as your supervisor to let them know that you will be absent. At the midpoint and the end of the semester, each student will evaluate her/his/hir committee members. You will be evaluated on active participation, punctuality, attendance and overall attitude toward your work and colleagues.
- **Supervisory Meetings:** Each OA is assigned to a full time staff supervisor. The supervisors are here to provide you with any assistance you may need, to answer questions you may have, and help you be successful as an OA. You will meet with your staff supervisor twice during the spring semester and once during OA Workshop. The supervisory meetings are considered part of the your participation grade. Missed meetings will result in point deductions.
- **Course Participation:** Attendance is mandatory. If you anticipate missing a class, please contact your supervisor prior to the class day. If you miss a class due to unforeseen circumstances, contact your supervisor the following business day to make up missed work.

Academic Training (20%): Every OA will be trained either in one of the following colleges: Business, Communication, Education, Engineering, Fine Arts, Geosciences, Health Professions, Liberal Arts/Liberal Arts Honors, Natural Sciences, Plan II or Undergraduate Studies. In January, you will be assigned to a college in which you will advise students during the freshman Summer Orientation sessions. Academic training will **occur each Tuesday between February 7th and March 27nd as well as Thursday, April 26th and Tuesday, May 1st.** During Academic Training, you will meet with academic advisor/s in a designated location, not in our classroom. The advisors will submit a grade for each OA assigned to her/his/hir college. Each college is free to establish its own grading criterion and this grade will be counted as 20% of your final grade.



All academic training sessions are MANDATORY. Your employment is contingent upon your successful completion of this part of your overall training.

▪ **LOCATIONS:**

Business	CBA 2.304
Communication	CMA 7.208
Education	SZB 216
Engineering	ECJ 5.416
Fine Arts	COFA 1.103
Geosciences	EPS 1.138
Liberal Arts	WEL 2.304 (April 26-WAG 201)
Health Professions	WEL 4.132B
Natural Sciences	WEL 4.132B
Liberal Arts Honors	WEL 2.304 (April 26-WAG 201)
Plan II	WCH 4.104
Undergrad. Studies	FAC 330 (April 26 – FAC 328)

Topic Journals (5%): You will be asked to complete three (3) Topic Journals throughout the semester over a specific topic or question. Each journal should be completed in a Word Document, two pages in length, using one-inch margins on all four sides, 12-point font and double-spaced. We are not grading you on the content/opinion of your journal. We will grade based on grammar/syntax, how well you give an analysis of the topic, whether you followed instructions correctly and if you completed the assignment. **E-mail your journals to your committee supervisor on the day they are due no later than 3:00 p.m.**

Campus Resources Assignment (10%): As an orientation advisor, incoming students will look to you to be knowledgeable about campus, therefore you need to be knowledgeable about various campus resources the university offers as well as have a working understanding of the campus environment. This project is intended to serve two purposes: enhance your communication skills and disseminate information from your interviews with some of The University of Texas at Austin's offices, programs, and services to your OA colleagues. **The Campus Resources Assignment is due in class on Thursday February 16th.**

Campus Tour Write-up (5%): You will be required to complete your own Campus Tour applying information shared in class. You will utilize your Campus Tour during orientation. You should have your tour type-written in paragraph form when you submit it in class. Further instructions will be given in class regarding the assignment. **The Campus Tour Write-up is due Thursday, March 8th.**

Campus Tour Presentation (5%): Orientation Advisors will give a campus tour and will be evaluated on the following criteria: genuine interest in the topic; accurate information; presentation style; tour flow; inclusion of pertinent buildings and campus information; ability to answer audience's questions; ability to work with partner; and overall quality of the tour. **Campus Tour Presentation will be Thursday, March 29th.**

Facilitation Practice and Presentation (5%): Each orientation advisor will be required to practice her/his/hir facilitation skills in class. OAs will be evaluated on projection, body language, eye contact, volume, flow, professionalism, poise, evidence of planning/preparation, clarity, content, engaging the audience, interaction with partner and overall facilitation. **The assignment will be completed in pairs provided by New Student Services staff on either Tuesday, April 17th or Thursday, April 19th.**

Exam I & II (10% each): Orientation Advisors will be accountable for the information learned in this course. Two exams will be given, one mid-semester and one at the end of the semester. The exam will test your in-class knowledge, understanding of the reading assignments as well as preadvising information. **Exam I will be in class on March 22nd and Exam II will be in class on April 24th.**



EDP 369K – PEER HELPING: CONCEPT & PROCESS COURSE SYLLABUS
ORIENTATION CLASS SCHEDULE, ASSIGNMENTS, ETC.

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	SUBJECT MATTER	IN-CLASS WORK	ASSIGNMENTS DUE	CLASS LEAD / SPEAKERS
1/17	Class Introduction Roles and Responsibilities	Introductions, Syllabus Review, Expectations, OA Retreat, Academic Advising Preferences, Standard of Conduct, Insurance and Medical Form	No Assignments Due	OC's, Kyle
1/19	Committee Introductions / Campus Resources Introduction	Committee Presentations, Fill out Committee Preferences, OA Retreat Preview	Complete any last Supplemental Paperwork, Committee Preferences due	OCs, ROAs
1/24	Exploring Social Identities	PI / SI Wheels, Social Identities, Cycle of Socialization. Intent v. Impact	Purchase course packet at Speedway Copy.	OCs, Kyle
1/26	Representing Self, Community, and University	Some OAs will be selected to give a brief presentation on a campus resource.	No Assignments Due	OCs, Retreat Committee, Esmer
1/31	Social Identities & 1st Year Students	We will watch film clips and have discussion as well as introduce Triggers and Tracking	Quiz #1 – Complete reading Section 1: Conceptual Foundations...	Kyle, OCs
2/2	History, Tradition, & Student Engagement	Discussion about our family orientation program, parents and family and traditions	No Assignments Due	Cristi, KJ, Julie
2/7	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
2/9	Understanding Privilege & Customer Service	Film clips and more discussion	Quiz #2 – Complete reading Section 2: History and Traditions	Kyle, OCs, FBC's
2/14	Academic Training	Work for Academic Training	Journal Topic #1 Due: The Value of Diversity on a Staff	Academic Advisors
2/16	Campus Resources Presentations	OAs will present on their Campus Resource Offices that they were assigned	Campus Resources reports due in class. SCHEDULE SUPERVISORY MEETINGS	OCs
2/21	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
2/23	Campus Tour Training	Learning about Campus tours and landmarks	Quiz #3 – Complete reading Section 3: Overcoming	OCs
2/28	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
3/1	Ethical Leadership & Emotional Intelligence	Discussion on integrity, ethical leadership in our program, how emotional intelligence affects our leadership	Quiz #4 – Complete reading the Section 4: Understanding Privilege	Esmer, KJ, Julie
3/6	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
3/8	Committee Progress Reports/Study Guide For Exam I	Committees will have time to present updates, progress and what's to come. Review for Exam I	Campus Tour Write-up is Due. Committee progress reports due in class (Co-chairs only)	ROAs, OCs
3/12-16	SPRING BREAK	<i>No Assignments</i>	<i>No Assignments Due</i>	N/A
3/20	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
3/22	Exam I / Get To Know Your Supervisor	Take Exam I / Participate in "Get To Know Your Supervisor" activity	Exam I – Mid-semester evaluations of class are due.	OCs and Supervisors



3/27	Academic Training	Work for Academic Training	NO Assignments	Academic Advisors
3/29	Campus Tour Presentations	In class, OAs will present their campus tour in groups.	Journal Topic #2 Due: Giving and Getting Great Customer Service	OCs and Supervisors
4/3	From Social Identities to Social Justice	We will further develop our understanding of how social justice education should be in the fabric of what we do.	NO Assignments	Kyle, OCs
4/5	Family Orientation & Transfer Orientation	We will discuss these two programs as well as some of the dynamics of parents and transfer students	Quiz #5 – Complete Section 5: Social Justice. Extra Credit Opportunities are due.	Esmer
4/10	CI Facilitation / SJ Facilitation	We go over some basic facilitation skills and introduce the CI Facilitation	Journal Topic #3: Impact on our CI & SJ Programs on new students	KJ and CI Co-Chairs
4/12	Voices Against Violence	Guests: Voices Against Violence (Heather Davies and Lynn Hoare)	Quiz #6 – Complete Section 6: 1-Year Students & Transition	KJ and VAV
4/17	Facilitation Presentations	OA pairs will present on either CI or SJ Facilitation	Complete Section 7: Advising & Registration Study for Exam II	Supervisors and OCs
4/19	VOICES AGAINST VIOLENCE	LOCATION IS CAL 100! SPECIAL PERFORMANCE FOR OAs (8-10 p.m.)	IF FOR SOME REASON YOU CANNOT GO, TALK TO KYLE AS SOON AS POSSIBLE!	Lynn Hoare, VAV Class
4/19	Facilitation Presentations	OA pairs will present on either CI or SJ Facilitation	No Assignments Due	Supervisors and OCs
4/24	Exam II / Prelude to the Summer	OAs will take Exam II and then We will learn about the fishbowl and more about the upcoming summer	Exam II – No Assignments Due	Kyle, OCs, Fishbowl Coordinators
4/26	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
5/1	Academic Training	Work for Academic Training	No Assignments Due	Academic Advisors
5/3	Be An OA Day OA FAQs	Discussion of the summer, Workshop, move-in, expectations, leading a wing meeting, etc.	No Assignments Due	Esmer, OCs,

Extra Credit Opportunity (Instructor's Discretion): There will be an opportunity to receive extra credit for the course toward the end of the semester. The instructors will determine what that opportunity will be and OAs will need to provide a one-page summary in order to receive extra credit. **Any extra credit will be due on April 4th.**



CAMPUS RESOURCE ASSIGNMENT 2012 – PART I

Due February 16, 2012

As an orientation advisor, incoming students will look to you to be knowledgeable about campus, therefore you need to be knowledgeable about various campus resources the university offers as well as have a working understanding of the campus environment. This project is intended to serve two purposes: enhance your communication skills and disseminate information from your interviews with some of The University of Texas at Austin's offices, programs, and services to your OA colleagues. **The Campus Resources Assignment is due in class on Thursday, February 16th.**

Part I: Complete the following questions that cover a variety of campus resources that will be useful in your work as Orientation Advisors this summer. This is not inclusive of every campus resource, but it does give a framework for the myriad of resources we do have here at UT-Austin.

Part II: Everyone will be assigned an office/area/campus resource in pairs and will be asked to develop a 2-4 slide PowerPoint presentation that highlights what the particular campus resource offers and how it's a resource for new students. Your PowerPoint should include the name of the office/area/campus resource, contact information, what the resource provides, location, phone numbers and Website. Each OA will need to be prepared to present on their campus resource in class on Thursday, February 16th. We will randomly select a few OAs to present on their campus resource to the entire class.



CAMPUS RESOURCE ASSIGNMENT 2012 – PART I

ACADEMICS

1. I have a TSI bar. What is it and what should I do? Where can I go for help?
2. I have AP credit. How can I claim credit for it? Should I claim credit for it?
3. Where can I learn about good study habits? What other services does this office offer?
4. I need to turn in my final high school transcript. Where should I do that?
5. I want to register online. How do I gain access to the online computer registration services? Where do I go to register online? What is the difference between medium and high assurance?
6. I want to change my major, but I'm not sure what I want to do. Where can I go to get career or academic counseling?
7. UT thinks that I am an out-of-state student, but I'm not. Who can I talk to about this?
8. I was going to take a class this summer at home, but I wanted to make sure that it will transfer. To whom should I speak?
9. Are there any tutoring services available for students at UT Austin?
10. What do I do if I find out I need to take a placement test after the conclusion of Summer Orientation? Where can I go for help?
11. Do any residence halls on campus offer free tutoring? If so, which ones are they?
12. I'd like to get a lot of studying done, but I find I can't really study in my room. Where are great places to study on campus?
13. I'm from a small town and don't know many people. I'd like to be a part of a community of students that live together and have some of the same classes together. Is there a program that I can participate in?
14. I'd like to participate in a program "with an introduction to critical thinking and a unique blend of academic opportunities and benefits." Which program would best fit my needs?
15. I have 3 passions, but it seems like they're really unrelated. Is there a program that I can participate in that will allow me to combine my passion for Radio-Television-Film, Classical Civilizations and Biology. I'd like to only major in 1 and "bridge" the others. How many different interdisciplinary certificates does this program offer?
16. I thought that the major I applied for was the one I wanted, but I've already decided I want to switch. Is this possible?
17. I have the Texas Guaranteed Tuition Plan (formerly the Texas Tomorrow Fund). Where should I go to make sure that it is applied to my tuition and fees?
18. I registered for classes, but I don't like my schedule! What can I do about this?



CAMPUS RESOURCE ASSIGNMENT 2012 – PART I

STUDENT SERVICES

1. I never heard anything from UT Austin after I turned in my financial aid forms. What should I do?
2. What kind of programs and services does the Ombudsperson provide?
3. I need to purchase health insurance from UT Austin. Where do I need to go for that?
4. Where can I find out about getting involved in student organizations?
5. In what type of cases can Legal Services for Students represent students?
6. I really want to be a member of the Greek Community. Where can I find out about recruitment and participation in each of the Greek Councils?
7. What programs and services are offered through New Student Services?
8. What programs and services are offered through the Multicultural Information Center? Where is it located?
9. What healthcare-related services are available in the Student Services Building?
10. What programs and services are offered through the Women's Health Center? Where is it located?
11. What programs and services are offered through the Gender and Sexuality Center? Where is it located?
12. Is there a pharmacy on campus? Where is it located? What services are provided to students?
13. What can Health Promotions do for me and my fellow students? Where is it located? If I want to make an appointment, what types of services could they provide for me?
14. What types of services does the Counseling and Mental Health Center provide for students and family members? Where is it located if I want to make an appointment?
15. Where can I find information about accommodations for students with disabilities, including learning disabilities?



CAMPUS RESOURCE ASSIGNMENT 2012 – PART I

CAMPUS SERVICES

1. Why would I go to the Texas Union? What services are available there?
2. I was a member of band in high school and was wondering if I could get involved with band at UT Austin. Where should I go?
3. I have a question about all my computer accounts. What are they? Who can help me?
4. I am looking for housing. What are my options on campus? Are there other options on or near campus? (List 6 on-campus dorms and 3 off-campus dorms and all of their locations.)
5. I qualified for work-study. How can I find a job?
6. I locked my keys in my car. Is there someone on campus who can help me?
7. I turned in an application for housing and was wondering how can I find out if I have a place on campus?
8. Where can I pay my tuition in person and what forms of payment/s are acceptable?
9. I was thinking about studying abroad while I'm here. Where should I go to find out about study abroad programs? Who can I talk to about financial assistance?
10. I am an international student. Where can I go for support?
11. What services are available through recreational sports? (List at least 8 options.)
12. I've always been interested in fitness. Are there any places on campus that I can go to get a good work out?
13. Where can I go to find information about parking? (Talk about all parking options, such as garage parking, surface lot parking, etc.)
14. I forgot my UT EID and password. Where do I go?
15. My parents are on my case about picking a career. Where can I go for advice?
16. This UT Direct thing sounds really cool. What are five things I can do with it?
17. After looking at the hundreds of organizations on campus, I can't find ANY that interest me. Where can I go and what can I do about this?



CAMPUS HISTORY AND TRADITIONS

1. Who first introduced the UT “hook ‘em” sign? What is the story behind this invention?
2. Who wrote the “ The Eyes of Texas”? Where and how was it performed?
3. What was the name of UT Austin’s first mascot, and what was it? How did he die? How was he mourned?
4. How did Bevo get his name? What are some of the myths about Bevo?
5. What is the story of UT Austin’s school colors?
6. What UT Austin tradition takes place every year before the UT-A&M football game, and what do UT Austin students do in preparation? How has the tradition evolved over the past several years?
7. What are the boundaries of the 40 Acres?
8. When is Texas Independence Day?
9. When does UT Austin celebrate its birthday?
10. When did the university officially open?
11. When were women allowed to enroll at the university?
12. What is Afro-Americans for Black Liberation?
13. What student fought her/his rejection from the UT Austin Law School and ultimately ended segregation in UT Austin graduate programs? What was her/his story?
14. Who was the first black professor at UT Austin?
15. What were the first two departments created at UT Austin?
16. What is Forty Acres Fest and when is it usually held?
17. What is the Texas Revue and when is it held? How can students, faculty and staff participate in the shows?
How can students participate on Texas Revue?
18. What is the Orange and White Ball?
19. What is the purpose of Campus Fusion?
20. How tall is the Tower?
21. What is the name of the set of bells located on top of the Tower?
22. Describe the various lighting options for the Tower and describe the occasions that prompt the lighting.
23. What is the Santa Rita?
24. Which is the oldest building on campus?
25. Define the term “Tea-sipper”
26. Who is Alpha Phi Omega and what are they responsible for?
27. What is the “Red River Rivalry?” What’s the history behind it?



CAMPUS RESOURCES ASSIGNMENT – PART 2

POWER POINT PRESENTATIONS OF OFFICES

Each of you will be assigned to do some research and prepare a PowerPoint Presentation on the following offices below. Each of you will need to complete your own PowerPoint Presentation and not collaborate, even though two of you are assigned an office.

E-mail your completed presentation to Kyle Clark at ksc@mail.utexas.edu no later than 12 Noon on Thursday, **February 16, 2012**.

Instructions: Develop 2-4 slides in a PowerPoint presentation that highlights what your assigned office or campus resource offers and how it's a resource for new students or family members. Your PowerPoint should include:

- Name of the office/area/campus resource
- Contact information
- What the resource provides
- Location, phone numbers and Website

Each OA will need to be prepared to present on their campus resource in class on Thursday, **February 16th**. We will randomly select a few OAs to present on their campus resource to the entire class.

1. First-Year Interest Groups (FIGs) & Transfer Interest Groups (TrIG)
2. Bridging Disciplines Program
3. Summer Scholars Program (in the Longhorn Center for Academic Excellence)
4. Gateway Scholars (in the Longhorn Center for Academic Excellence)
5. Bevo Bucks Program & Dine-in Dollars
6. Achieving College Excellence Program (ACE) (in the Longhorn Center for Academic Excellence)
7. Longhorn Connection
8. UTransition
9. TRIO & McNair Scholars Program (in the Longhorn Center for Academic Excellence)
10. Division of Housing and Food Services
11. Legal Services for Students (LSS)
12. Services for Students with Disabilities (SSD)
13. Senate of College Councils & Student Government
14. Program Safety Education Services
15. Leadership & Ethics Institute (Greek, Life and Intercultural Education)
16. Counseling and Mental Health Center (CMHC)
17. Sanger Learning Center
18. University Health Services
19. Undergraduate Writing Center
20. Voices Against Violence Project (VAV)
21. Office of Student Financial Services
22. Student Emergency Services (SES)
23. International Office
24. Volunteer Learning & Service Center (VSLC)
25. Student Events Center
26. Athletic Tickets Office
27. Recreational Sports Intramural Program
28. Texas IP
29. TIP Scholars Program
30. Information Technology Center (ITS) / Flawn Academic Center
31. Gender & Sexuality Center



NOA TOPIC JOURNALS

JOURNAL 1: Value of Diversity on a Staff (due on February 14)

Talk about your thoughts on the value of having a diverse staff. Some questions to consider are:

- Why is it important to have a diverse staff (this can include race, gender, geography, ideas, etc.)?
- What are two or three important things we learn from one another by having a diverse staff?
- Why should the orientation program commit to hiring a diverse group of OAs?

JOURNAL 2: Giving and Getting Great Customer Service (due on March 29)

Talk about your thoughts on the value of providing great customer service. Some questions to consider are:

- Why is it important to always show great customer service to our new students, family members, etc. this summer?
- What is something you have learned from the Orientation program training, class, etc. that applies to customer service? How will you apply it?
- What has been an experience where you received great customer service and how would you use that experience for others this summer?

JOURNAL 3: Impact of Campus Issues and Social Justice (due on April 10)

Talk about your thoughts on the impact of our Campus Issues and Social Justice Programs are on new first-year students. Some questions to consider are:

- How do you think CI and SJ prepare new students for their transition to college?
- What are some of the major transition experiences new students will have in regard to CI and SJ?
- Based upon your experiences and training around these issues, if someone is struggling around these issues, what advice would you give them?

