



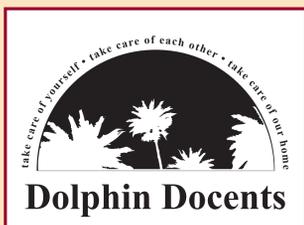
DOLPHIN DOCENTS RESIDENT WELCOME TEAM

Presented By:

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Program Goals

In anticipation of students arriving en masse to a new student housing experience, Housing and Residential Education created the Dolphin Docent Program. The Dolphin Docents is a group of students trained to welcome and support both new and returning residents. The goals of the program were: to allow interested students the ability to take on a quick leadership opportunity in a highly supported environment, provide residents with highly visible avenues for assistance during move in weekend, and foster enthusiasm for the upcoming academic year.



Leadership Opportunities

Students that had expressed a desire to become involved in student leadership opportunities were the targeted participants in this program. The Housing and Residential Education staff found students that expressed leadership capabilities, University spirit, and compassion for students.

We identified students during freshman orientation, through Resident Assistant referral and staff recommendation. Identified students were required to fill out an application stating their intentions and their goals for participating in the Dolphin Docent program. All students accepted into the program were able to come into the resident halls early and meet a variety of university staff as well as receive focused attention on their transition into college life. Dolphin Docents received training on providing role modeling for a community focused culture, general facilities layout and operations, upcoming events and leadership opportunities on campus and student-centered customer service skills.

Outcomes

The greater resident population was served by the Dolphin Docents' infectious enthusiasm, attention and availability. Besides creating a low risk leadership opportunity, the goal of the program was to create camaraderie through the Docents' assistance with mundane tasks. By acting as a support system for the new residents, Dolphin Docents were able to introduce residents to a familiar face and partner before the school year began.



Throughout move-in weekend the Docents were making contact with new residents while answering questions and introducing freshman to each other. In addition the residents gained knowledge of available co-curricular activities that were taking place during the Weeks of Welcome.



Not only did student housing activities receive the benefit of this publicity, but other departments, clubs and organizations did as well. The Docents helped welcome the new residents into the halls by extending personal invitations to Weeks of Welcome Events.

Meet a few of the Dolphin Docents for Move-In 2006. 60% of the participants have gone on from this low risk leadership role to take on more active and lasting leadership positions.



- Provide Low Risk, Highly-Supported Leadership Opportunity
- Provide Additional Support during High-Traffic, Move-In Weekend
- Welcome New Residents with Many Friendly and Engaged Student Leaders
- Allow Consistent Publicity for Student Engagement and Retention Activities
- Introduce Burgeoning Student Leaders to Multiple University Leaders
- Train for Proficiency in Critical Leadership Skills