MAP-Works Guide for RAs

What is MAP-Works?
MAP-Works is a student success and retention program for first year students. It is a series of two surveys which ask students about their transition to college (one in September and one in January/February). There are 4 goals to MAP-Works:

*Academic Success, Retention, Student Development, Student Involvement*

Why are the University of Arkansas and University Housing participating in MAP-Works?
We want students to succeed at the University of Arkansas. MAP-Works identifies students who may be struggling early in the term allowing for immediate support and intervention by UofA staff. Bottom line, we can find students who are having difficulties or at risk for leaving UofA earlier and help them by connecting them to resources.

How can MAP-Works benefit my residents?
Students are immediately linked to their web based customized report that identifies discrepancies between their expectations and the academic and social behaviors necessary to succeed. Results are benchmarked against the first-year cohort to help them better understand their strengths and weaknesses. This interactive report aligns behaviors with outcomes, enhances self-awareness through social norming, and connects students with campus resources and support services.

What information will be provided to me from the MAP-Works surveys?
RAs will be provided with summary reports about positive aspects as well as areas of concern regarding students on their floor or area of responsibility. This will be aggregate information about how everyone responded to a question as well as how they scored on important factors including homesickness, peer connections, on-campus living, and social integration. RA’s will also be contacted by their CRE’s about students who are having specific difficulties - namely roommate issues or other items related to living in the hall.

What is my role with MAP-Works?
RAs are responsible for:

- Explaining what MAP-Works is and the benefits for participating in MAP-Works to residents (and parents during Move-In)
- Motivating QUALITY student participation (Goal of 100% for the first survey, 80% for the Check-Up survey in the Spring)
- Logging-in to the MAP-Works system daily and logging contacts with students and outcomes of those contacts.
- Talking to residents and organizing programs around their common issues based on the student profile in MAP-Works as well as information provided to you from the reports.
- Using student reports as guides for one-on-one dialogues as well as for informal interactions.
How can MAP-Works benefit me as an RA?

MAP-Works data can help you:
· Find roommate relationship issues before they get out of control
· Determine topics for passive and formal programs based on needs assessment
· Make intentional interactions more meaningful by giving you a starting place for the conversation
· Retain your residents

What are the incentives this year for participating in MAP-Works?

Resident incentives

There are 3 resident incentives:

First, students who (1) complete the MAP-Works Survey that launches on Sept. 21, 2010 and end Oct. 8th, 2010, (2) access their Student Report provided by MAP-Works by the end of the second week of launch, and (3) complete the Check-Up Survey that takes place in the Spring will be entered into a drawing to have $1000 of their SPRING HOUSING FEES PAID.

Second, students who complete the MAP-Works Survey between launch, Sept. 21st, and the end of the second day from launch (actually 1am Sept. 23rd), will be entered into a drawing for one $600 gift card to the University Computer Store.

Finally, students who complete the survey between the third and sixth day (1am Sept. 23rd and 1am Sept. 27th) will be entered into a drawing for one $300 gift card to the University Computer Store.

RA Incentives

The halls participating in MAP-Works this year are Buchannan-Droke, Gladson-Ripley, Humphreys, Holcombe, Futrall, Maple Hill East, and Yocum. The hall with the highest percentage of student response rate to the survey (must have at least 50% to qualify) by the end of day October 8th will receive:
· Dinner for the RA Staff at Olive Garden (or comparable restaurant) paid by Housing

Who will see student information in MAP-Works?

· Hall Coordinators will be able to see all information about residents in their building
· Campus Coordinators and Technical Staff (both are part of housing)
· Counselors in Residence and the Student Success Advocate from Social Work
· RA’s in MAP-Works Halls (limited to student information relevant to academic and in-hall behavior.

How does Housing utilize the data from MAP-Works?

University Housing staff uses the data to support initiatives already in place, advocate for changes to programs and services (e.g. providing more tutoring), and to make informed decisions about
student programs and services (formal program topics, how students adjust to college life, how students receive information, etc.).

**What directions do I give to students to participate in MAP-Works?**

- Step 1: Check your uark email (it will come from mapworks@uark.edu and will have MAP-Works in the Subject line)
- Step 2: Follow the link to the survey
- Step 3: Take the survey
- Step 4: Review and utilize your Individual Student Report as a tool to help you succeed!
- Step 5: Be sure to look for the invitation email in January for the Check-Up survey and complete that final survey to be entered into the drawing for the grand prize of having $1000 of your Spring Housing Fees Paid!

**What else do I need to know?**

- MAP-Works is a success because of the RA staff!
- Please wear your “Ask Me About MAP-Works” button on Opening Day (Tuesday, September 21st) and as often as you can throughout the survey period (until October 8th). If you don’t have a button, see your CRE about getting one.
- Your Hall Coordinator is available if you have questions, comments, concerns, ideas, or feedback.