



OWL Training Packet





OWL Training Packet

Thank you for Serving as an Ohio State Welcome Leader!

We are so grateful for your willingness and excitement to serve as an OWL! In this packet, you will find information about the 2021 virtual OWL program, what is expected of you as an OWL, and more helpful information.

Important Contacts

- **Housing Office** – housing@osu.edu or 614-292-8266 Website: housing.osu.edu
- **Residential Handbook** – <https://housing.osu.edu/posts/documents/2021-2022-columbus-handbook.pdf>
- **Dining** – dining@osu.edu or 614-292-8380 Website: dining.osu.edu

Full OWL Program Schedule

Ohio State Welcome Leader (OWL) Training	
Thursday, 8/12	Watch the Science of Character video
	Take the VIA Character Strengths Free Survey
	Complete VIA workbook activities on pages 10 - 12
	Read about leadership on pages 13-15
Friday, 8/13	Read Leadership Education Needs Assessment (LENA) Introduction on page 16
	Take the Leadership Education Needs Assessment (LENA)
	Read through and complete all activities in the LENA facilitator's guide
	Attend Zoom meeting with your OWL flock
	Read through the rest of this OWL workbook
Mon. 8/16 - Fri. 8/20	OWL/OWL-C Move-In Dates
Tues. 8/17 - Sat. 8/21	OWL/OWL-C Move-In Shifts Timeline

OWL Responsibilities

Before Moving to Campus

- **Select a Move-In timeslot**
 - Select a day between Monday, 8/16 - Friday, 8/20
 - Make sure it's at least one day before you volunteer as an OWL
- **Sign-up for three OWL Move-In shifts**
 - Sign-up for your total of 3 shifts sometime between Tuesday, 8/17 - Saturday, 8/21
 - Do not sign up for shifts the same day you're moving in
 - Be mindful that meals are not provided by the OWL program during Move-In and you should plan your shifts accordingly.
 - Each shift will be 2 hours and 45 minutes. Below are the OWL Move-In shift timeframes:
 - 7:45am - 10:30am
 - 10:15 am - 1:00 pm
 - 12:45pm - 3:30pm
 - 3:15pm - 6:00pm



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- After you sign up for shifts, you will receive an email confirming those shift dates and times.
- **Attend OWL training flock Zoom meeting**
 - You will receive information from your OWL-Coordinator about that date and time.
- **Read and complete all activities within the OWL workbook**

During Move-In

- **Bring What You Need to your OWL Move-In Shift**
 - Be mindful of the weather (will you need a coat, etc.)
 - Bring a water bottle to stay hydrated
 - Bring a snack if needed.
- **Arrive to your assigned location on time**
 - You will need to check in with a Student Life staff member at the meet up location to let them know you have arrived and to be assigned where needed that shift.
 - **South Campus shifts = meet at the Hale Green Bus Stop on 12th Avenue.**
 - **North Campus shifts = meet at the Tom W. Davis clock tower on North Campus.**
 - **West Campus shifts = meet at the Mid-Tower bus stop on West Campus.**
- **You will serve in one of the following roles:**
 - **Greeter:**
 - Welcomes families at their car(s) (Cheering as they arrive if you'd like)
 - Explain steps of move-in process (where to park once unloaded, etc.)
 - Help answer any questions from students and their loved ones.
 - Organize carts to be easily accessible to students and loved ones.
 - **Rover:**
 - Helps with various tasks during move-in
 - Periodically walk the halls and gather carts to bring back down to the lobby.
 - Collect carts and organize them in your assigned area for future use.
- **Things to know during your Move-In shifts**
 - **Parking at the building and on campus**
 - **Direct cars to park as far out of the travel paths as possible** when approaching the building and have them pull as far up as possible in the line of parking to avoid traffic jams later.
 - **Tell people that someone needs to stay with the car and that they'll need to move the car as soon as their students' belongings are out of it.**
 - **Parking is not provided so you can point people towards the nearest garage or surface lot** but the family will be responsible for paying for parking.
 - **When you arrive to your shift, think about the easiest ways to direct someone to the nearest parking available. See a few garage examples below:**
 - North Campus = ARPS or Lane garage
 - South Campus = Ohio Union, 11th avenue garage, Gateway
 - West Campus = Tuttle garage
 - **Keep track of red carts**
 - **Make sure there are enough in the lobby/outside**
 - If you are missing a good number of carts, you may need to walk through the building to find more.



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- **Do not leave your assigned location until the next volunteers have arrived at your location**
 - Give them a summary of how things have gone so far that day
 - Let them know how things are being organized and what issues came up for you.
 - Share anything else that you think would be helpful.

After Move-In

- **Attend OWL Connection Event in September (Tues. 9/7 - Fri. 9/10)**
 - You'll hear from your OWL-C about your flock event
- **Look for an email from OWL Director, Leah Wheeler, about additional OWL information.**

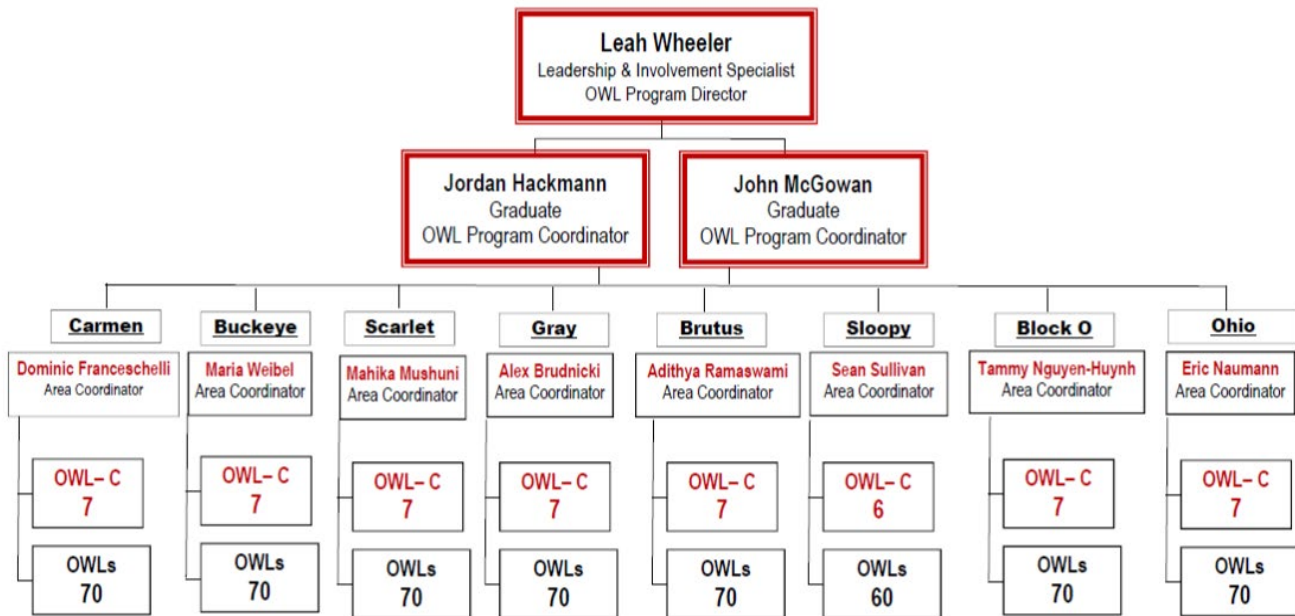
OWL Program Organizational Chart



Residence Life
University Housing
Office of Student Life
Summer 2021
Updated 7/22/2021

OWL Program 2021 Organization Chart

Please note that OWL-C and OWL numbers will fluctuate from year to year, based on applications.



Move-In Small Talk 101

It is important to build positive first impressions for students and their family or guests on their Move-In day. Below provides helpful strategies for problem solving on a potentially hectic and busy day.

Student and Guest Interactions

Be mindful that you represent the university and students and their guests will note everything you say.

- Positive tone
- Attentiveness
- Patience



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- Active listening (Listen to understand not just to listen)

You do not need to have all of the answers when you are asked questions. Just listen to the student's concerns and ask for help if you do not know the answer.

Self-Care

It is essential to understand that you do not need to over-exert yourself during your shift. Take breaks to go the bathroom or get water if needed. When you leave your post, please let your peers know as they may need your help. It is very important that people know where you are during your shift, as this may severely impact the move-in process. Once you feel refreshed, return to help your peers. If you are approached with a situation that you cannot handle, look for an OWL-Area Coordinator, OWL-Coordinator, desk staff, or senior staff member to assist you.

Links

OWL Website

- <http://involvedliving.osu.edu/owl/>
 - This is where you'll be able to find the most updated copy of the OWL workbook and the OWL training packet. The materials you'll need will be listed on the right-hand side of the webpage.

Move-In 2021 Housing Webpage

- <https://housing.osu.edu/articles/urds/47>
 - This webpage is periodically updated as things change related to Move-In. It currently has a few documents listed that could be helpful for you.
 - 2021 Move-In FAQ
 - Columbus Campus Move-In Process
 - Regional Campus Move-In Process

Safe and Healthy Buckeyes Website

- <https://safeandhealthy.osu.edu/>
 - This webpage is updated as needed with health and safety protocols.

Involved Living Website

- <http://involvedliving.osu.edu/>
 - This website includes many of the ways to get involved within Residence Life. It also includes resources for student leaders as well as information about Residence Life sponsored student organizations called Involved Living Organizations.