

# Core Competencies for Student Affairs Staff

All Student Affairs staff need awareness of and a basic level of knowledge in the following areas. Depending on the position, some staff will need more extensive knowledge and additional skills. Therefore, the definitions given for each category will not apply equally to all staff. Instead, they are meant to suggest the range of knowledge and skills needed within the division as a whole.

## 1. Budget and Fiscal Management

- Understand fiscal policies and procedures as needed for position
- Produce and interpret financial reports
- Create, analyze, and manage budgets

## 2. Assessment

- Understand the importance and purposes of assessment
- Be familiar with various assessment methods
- Conduct assessments, collect and analyze data
- Conduct program evaluations
- Use assessment results to improve practice
- Use accepted research methods to gather information for publication or presentation

## 3. Technology

- Recognize the importance and benefits/drawbacks of various technologies
- Learn new technologies as needed for effective functioning in the workplace
- Be aware of how students use technology and its impact on them

## 4. Student Affairs as a Profession

- Be aware of the history, values, and philosophy of Student Affairs as a profession
- Keep up with current trends in the field
- Recognize the unique culture and political climate within Student Affairs
- Build collaborative relationships with other divisions of the university, especially with Academic Affairs

## 5. Leadership

- Understand theoretical models of leadership and apply them appropriately in the workplace
- Help to create and support student leaders
- Demonstrate leadership skills such as decision making, motivational skills, conflict management, and accountability
- Work productively as part of a team

## 6. Career Development within Student Affairs

- Engage in networking and mentoring relationships
- Maintain association with professional organizations

- Take advantage of professional development opportunities
- Write articles for professional publications and/or make presentations at professional conferences
- Maintain a working knowledge of institutional practices, procedures, and requirements as well as the political climate which influences how the campus operates

#### 7. Diversity

- Maintain cross-cultural awareness
- Contribute to a campus environment of respect and inclusion
- Work effectively with individuals from all backgrounds
- Help students to cultivate an appreciation of differences

#### 8. Communication

- Communicate effectively in both one-on-one and group settings
- Produce informative and well-organized written communication as needed for position
- Provide excellent service quality by communicating clearly, thoroughly, and empathetically

#### 9. Management & Administration

- Understand institutional and division priorities and incorporate them into departmental operations
- Engage in long-term and strategic planning
- Be familiar with crisis management procedures and be prepared to respond to a crisis
- Recognize and respond appropriately to risk management issues relevant to the department

#### 10. Knowledge of Students from Student Affairs Perspective

- Understand and apply student development theories
- Recognize need for Student Affairs to contribute to student learning. Plan and carry out departmental activities with student learning outcomes in mind
- Be familiar with the demographics and characteristics of WSU students. Share that information with internal and external constituencies

#### 11. Legal and Ethical Issues

- Be familiar with the legal history which affects Student Affairs practice.
- Keep current on legal and ethical issues facing institutions of higher education
- Act in accordance with prevailing legal and ethical principles

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