

Capstone Reflection-Ignatian Belonging

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Sometimes you want to go where everybody knows your name, and they're always glad you came. When reflecting on how to bring Ignatian Belonging into my work, I meditate on this song lyric and make the connection that the work I do with students, must mimic an amazing customer service experience that fosters a recurring relationship where students—who are in a sense our clients— feel welcomed, appreciated, heard, seen, and most importantly for my area of expertise, that they feel supported.

Working in Care and Support Services, students for the most part aren't coming to our offices for the most exciting of reasons. We see students who may have a crisis, deficient grades, declining school attendance, behavior or emotional concerns, and so on. To gain a solution, we have to at least get them to respond to our outreach which will hopefully result in a connection. This connection could come from over-the-phone, virtual, or in-person meetings. I reflect upon times when I wasn't feeling so well going to the doctor's office. I may have been nervous, embarrassed, ashamed, ill-feeling, or a little of everything in between. Experiences that stood out to me were how I was treated by the entire staff in the whole process. The receptionists who were super nice and accommodating and the clinicians who made me feel cared for and valued helped me to feel more comfortable and accepted. I was then confident to open up and allow them to help me without fear of being judged or ridiculed. When there were times when I didn't necessarily feel welcomed in spaces, I grudgingly got through the process and vowed to never return there again, even if it benefited me.

One of the top food chains in the United States has a customer service model that has been studied and is very well-known and successful. Chick-fil-A uses the HEARD model which stands for Hear to Understand, Empathize, Apologize, Resolve, and Delight. Let's face it, we all go there not just for the juicy chicken sandwiches or the super sweet hand-squeezed lemonade. It's also the fantastic customer service that goes with that Chick-fil-A sauce and gooey macaroni and cheese. Chick-fil-A has seemed to master guest experience which makes customers want to return because they feel appreciated and catered to. That kind of welcoming experience is what I strive for when I consider my students who may have a need or inconvenience.

In regards to leading with Ignatian Belonging at Xavier, I plan to apply the above principles and combine them with the I.D.E.A.S. philosophy of inclusion, diversity, equity, accessibility, and social justice. To do this, I will apply the following practices in each category:

Inclusion: Each student who comes to my space will have the room to be their authentic self without judgment, exclusion, or prejudices. Their differences or similarities are going to be embraced and protected.

Diversity: Each student is unique and there is no one-size-fits-all method to care for them. Each student will be recognized for their diverse backgrounds and affiliations. A tailored care approach will be implemented in regards to addressing their concerns or needs.

Equity: Each student will be treated as a high priority to have their issue resolved in a timely matter. Each student shall leave feeling their needs are cared for in hopes that each student will return with future conflicts that need to be resolved based on the established rapport that was built in the initial meeting.

Accessibility: Each student's situation will be accessed and multiple avenues for connection will be offered such as in-person, virtual, email, or phone call meetings to ensure each student has access to our services no matter their situation. I will remain flexible in providing opportunities for access including location and time.

Social Justice: Each student will be treated unbiasedly regardless of previous actions. I will handle each case with care and fairness, always putting my personal beliefs or biases aside to ensure students have the best possible outcomes with their best interest at the forefront of all decision-making conclusions.