

Lombard Hall

Grey House

State House

Scholars Hall

North Campus  
Residence Hall

Rose Hall

Main House

156 House

Milton Hall



# Resident Assistant Manual

2016-2017

886 BHR

Green House

Suites  
Residence  
Hall

874 House

North Hall

White House

Brown House

Bell Hall

Mayflower Hall

South Campus  
Residence Hall







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## IMPORTANT DATES TO REMEMBER

	DATE	EVENT	STAFFING NOTES (IF APPLICABLE)
Fall 2017 Semester	August 16 – August 27	RA Training & Opening Weekend	All staff
	September 2	Dance in Miller Gym	Additional duty coverage necessary
	September 24	C.R.A.T.E. Event	All Staff
	October 15	Open House #1	½ staff
	October 20 – October 22	Homecoming Weekend	Additional duty coverage necessary
	October 24 – November 1	World Series	Additional duty coverage necessary if Red Sox make it
	October 22	C.R.A.T.E. Event	All Staff
	October 29	Open House #2	½ staff
	November 22	Thanksgiving Break Closing	½ staff for closing
	November 26	Thanksgiving Break Opening	½ staff for opening
	December 11	Last day of classes – Late Night Breakfast	
Spring 2018 Semester	December 17	Halls close for Winter Break	All staff
	January 17 – January 21	RA Training & Opening	All staff
	February 4	Super Bowl	Additional duty coverage necessary if Patriots make it
	February 15	C.R.A.T.E. Event	All Staff
	February TBD	RA Selection Day	All staff
	March 9	Spring Break Closing	½ staff for closing
	March 18	Spring Break Opening	½ staff for opening
	April 7	Accepted Students Day	All staff
	April 8	C.R.A.T.E. Event	All Staff
	April 11 – April 12	Housing Selection	All staff
	April 19 – April 21	Spring Weekend	Additional duty coverage necessary
	May 7	Last day of classes – Late Night Breakfast	

*\*Please plan your semester accordingly. Please refer to the staffing notes and your Community Director for any questions/concerns.*

*\*\*Please note: additional dates may be added based on need by the College.*

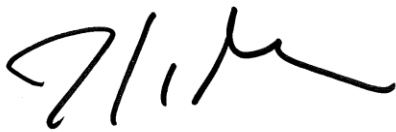
## WELCOME LETTER

Welcome to the 2017-2018 Residence Life & Housing Staff!

I am excited to share this year's journey with all of you and look forward to the opportunities that we all will have to cultivate a dynamic and thriving campus community here at Curry. I am confident that serving as a Resident Assistant (RA) will prove to be educational for each of you and I hope you will also find it to be enjoyable! The connections you will build with your peers, your staff and the professional staff team will be ones that help shape the person and future professional that you will become. I cannot guarantee that each day will be easy, but I can assure you that you will be surrounded with support to help you navigate the complex and challenging nature of the work that you do.

The RA manual has been developed to provide an overview of the RA role, including responsibilities, procedures, resources and frequently needed information. RAs are responsible for familiarizing themselves with the contents of the manual. While a useful reference, it is important to note that the manual does not provide all the answers. RAs receive formal training at the start of each semester, at weekly staff meetings, and ongoing RA Development (RAD) gatherings. RAs are also encouraged to discuss their specific questions with each other and members of the professional staff. The information provided is subject to revision in the future as policies and staffing changes.

Thank you in advance for all of the great work that you will do this year and welcome to the team!

A handwritten signature in black ink, appearing to read 'J/M', with a stylized, flowing line extending from the end.

Jen Maitino  
Director of Residence Life and Housing

## **MISSION AND VISION**

### **The Mission of Curry College**

The Curry College mission is to educate and graduate students prepared to engage in successful careers and active citizenship with a global perspective. We are an inclusive community of diverse learners and educators, committed to continuing our legacy of developing effective communicators with reflective and critical thinking skills. We mentor and empower our students, building meaningful relationships that inspire them to achieve their ambitions.

Curry College provides rigorous and relevant academic programs to undergraduate and graduate students, and our rich blend of liberal arts and career-directed programs is enhanced by practical field experiences and co-curricular activities. Learning at Curry extends beyond the classroom and is embedded in all that we do.

### **Student Affairs Division Mission**

The mission of the Division of Student Affairs is to provide opportunities for students to develop individually, intellectually, ethically and socially through partnerships, programs and services. As educators, the Division of Student Affairs empowers students' personal development and academic success by:

- Promoting student-centered opportunities, programs, and leadership initiatives that foster personal growth, development and integrity
- Providing quality services and facilities that promote a supportive, safe and productive living and learning community
- Fostering an inclusive environment of mutual respect that values diversity, civility, responsibility and healthy decision making
- Encouraging peer learning opportunities and civic engagement that supports and enriches the educational experience and future professional



# **SECTION 1**

# **OFFICE & CAMPUS**

# **INFORMATION**

# **SECTION 1**

# **OFFICE & CAMPUS**

# **INFORMATION**

## **OFFICE VISION AND PURPOSE**

### **Residence Life and Housing Vision Statement:**

Our vision is to create a *student focused* community where residence life & housing staff are *passionate* and *dedicated* to providing a *friendly* and *supportive* environment conducive to *student growth and development*. Our commitment to the community is demonstrated by the following:

- Staying up-to-date on current trends in student affairs and higher education
- Deliberate decision making
- Clear and consistent communication
- A collaborative and team mentality

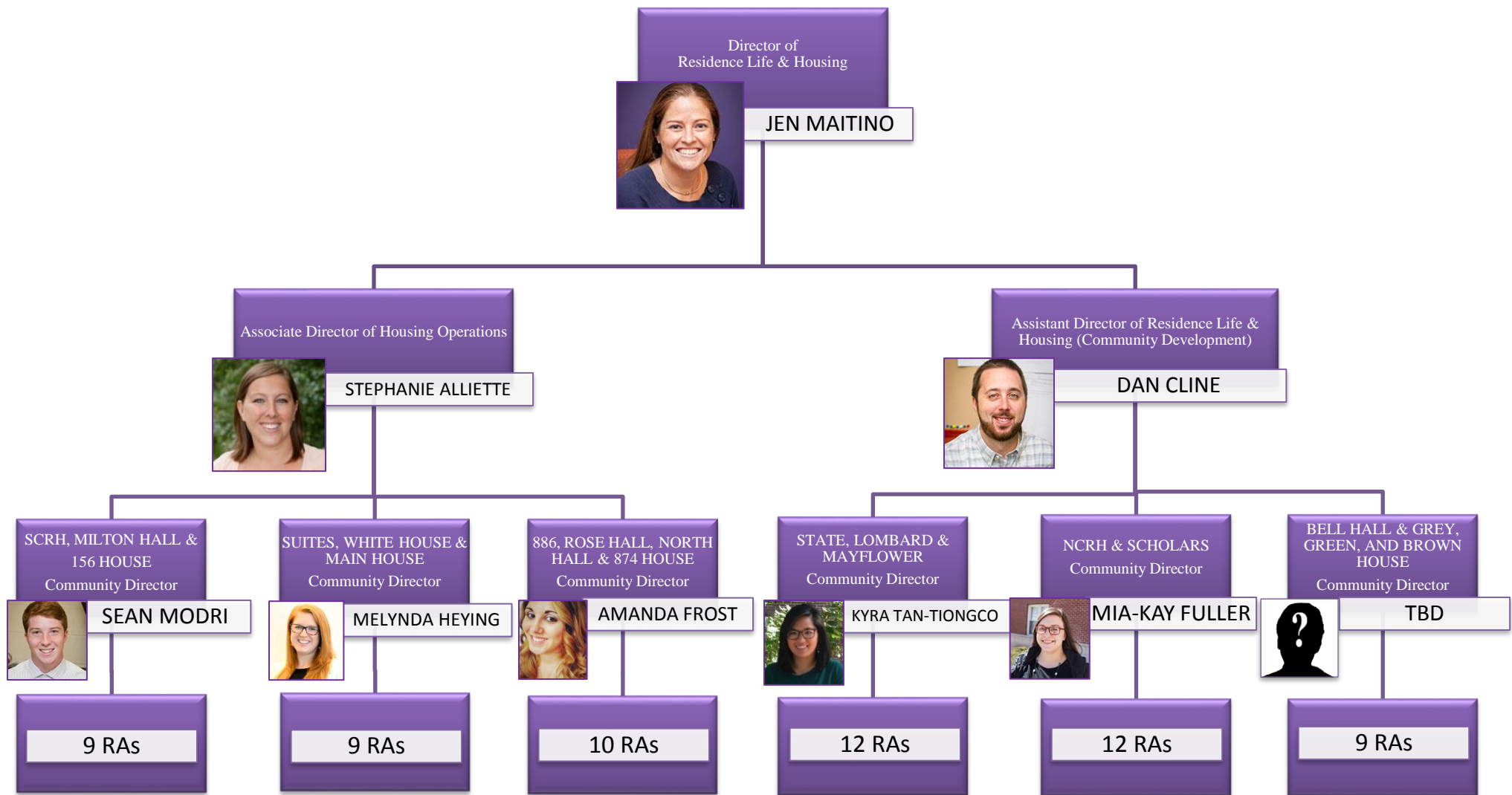
### **Purpose:**

With approximately 1,600 students living on campus, Residence Life & Housing plays an important part in the Curry College experience. The fundamental goal of Residence Life & Housing is to support the College as an academic institution. Residence Life & Housing is responsible for providing a friendly and supportive environment conducive to student growth and development. By facilitating an environment of safety and support, students can discover more about themselves, learn effective skills for living independently, and develop their own sense of personal responsibility. Residence Life & Housing promotes student learning by providing leadership experiences, social activities, and educational opportunities within a safe, well maintained living environment.

### **Residence Life & Housing provides many resources for residential students, which includes the following:**

- Housing all resident students and handling room changes
- Ensuring the health and safety of resident students within residence halls
- Training student and professional staff to live and work in the residence halls
- Assisting students with interpersonal conflicts
- Day-to-day management and operation of the residence hall facilities
- Creating and implementing educational and social programs within the residence halls
- Interfacing with other departments to better serve the need of the Curry community, specifically resident students
- Upholding and enforcing the Student Code of Conduct

## RESIDENCE LIFE & HOUSING STRUCTURE



## **POSITION DESCRIPTION**

### **What is a Director of Residence Life and Housing?**

The Director is responsible for providing leadership and strategic direction for the Office of Residence Life and Housing. This includes working with staff and students to manage the day-to-day residential experience as well as working closely with faculty and staff across campus.

### **What is an Associate Director Housing Operations?**

This live-on professional staff member oversees the day-to-day housing operations of the department including residence hall facilities, housing projections, technology management, health & safety issues, keys & card access, furnishings, student conduct concerns, housing accommodations, room changes and housing assignments. This person also supervises three Community Directors and reports directly to the Director of Residence Life and Housing.

### **What is an Assistant Director of Residence Life and Housing?**

This is a live-on professional staff member who provides guidance and oversight to departmental staff members and processes. This person supervises three Community Directors, reports directly to the Director of Residence Life and Housing, represents the department on a variety of campus committees, and oversees the arrangements for RA Selection, RA Training, and Curry's Residential Living-Learning Communities (LLCs).

### **What is a Community Director (CD)?**

These are live-in professional staff members who provide students with opportunities to develop as individuals outside of the classroom. The CD, assisted by the Resident Assistants, work to create a living environment that is conducive to the physical, academic, social, and emotional growth of the student. These people are responsible for an area of campus and supervise approximately 9-12 RAs.

## CAMPUS PARTNERS DIRECTORY: STUDENT AFFAIRS

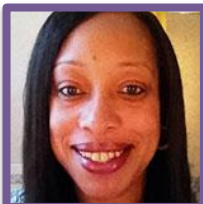


**Jeanne Anderson**  
*Student Affairs Technology Manager*  
Office: 1016  
(617) 333-2934



**Lisa MacDonald**  
*Assistant Vice President for Student Affairs*  
Office: 1016  
(617) 391-5240

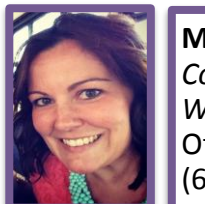
**Monique Austin**  
*Diversity Coordinator*  
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**Alison Markson**  
*Director of Counseling Services*  
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*Administrative Assistant for the Student Center*  
Office: Campus Life  
(617) 333-2256



**Michele McGraw**  
*Coordinator of Substance Abuse and Wellness*  
Office: 1016  
(617) 333-2163

**Scott Daube**  
*Assistant Director of the Student Center*  
Office: Campus Life  
(617) 333-2253



**Mark Metevier**  
*Director of Student Activities and the Student Center*  
Office: Campus Life  
(617) 333-3160



**Melissa DeGrandis**  
*Director of Student Conduct*  
Office: 1016  
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**Carol Moser**  
*Administrative Assistant for Health Services*  
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**Terry Hofmann**  
*Director of Spiritual Life*  
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**Allison Coutts O'Connor**  
*Associate Vice President for Student Affairs*  
Office: 1016  
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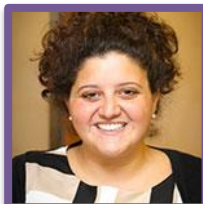


**Maryellen Kiley**  
*Vice President for Student Affairs*  
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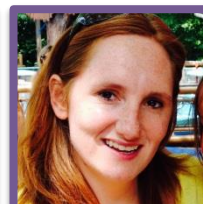


**Kyle Reece**  
*Intramural Coordinator*  
Office: Fitness Center  
(617) 391-5135

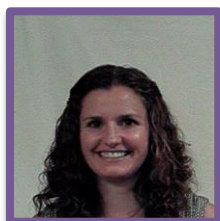
**Anna Lombardo**  
*Assistant Director of Student Activities*  
Office: Campus Life  
(617) 391-5168



**Erin Simmons**  
*Director of Health Services*  
Office: 1016  
(617) 333-2394



## CAMPUS PARTNERS DIRECTORY: STUDENT AFFAIRS



**Sarah Simunovich**  
*Associate Director for the Fitness  
& Recreation Center*  
Office: Fitness Center  
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**Christina Vaszari**  
*Counselor*  
Counseling Services  
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**Nancy Strazik**  
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Student Affairs*  
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**Heather Wyatt**  
*Evening & Weekend Program  
Coordinator*  
Office: Student Center  
(617) 391-5150



## CAMPUS PARTNERS DIRECTORY: OTHER



**Tawanya Garrett**  
*Academic Success Coordinator*  
Office: Student Center  
(617) 391-5245

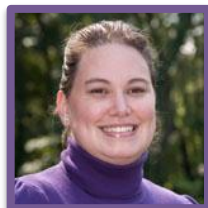


**Jane DeSisto**  
*Sr. Administrative Assistant*  
Buildings & Grounds  
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**Erica Humphrey**  
*Academic Success Coordinator*  
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**Jim Harding**  
*Assistant Director of Buildings &  
Grounds*  
(617) 333-2931



**Heather Persson**  
*Academic Success Coordinator*  
Office: Student Center  
(617) 333-2374

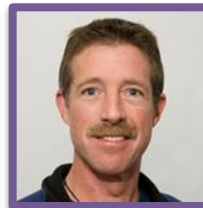


**Addison Beverly Raines**  
*Foreman Grounds & Set-ups*  
Office: Buildings & Grounds  
(617) 333-2381

**Jeremiah Rex**  
*Director of Disability Services*  
Office: AAPC  
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**Chris McInerney**  
*Foreman of Trades*  
Buildings & Grounds  
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**Rachel King**  
*Associate Dean for Title IX*  
Office: King Building  
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**Bob O'Connell**  
*Director of Buildings & Grounds*  
(617) 333-2228



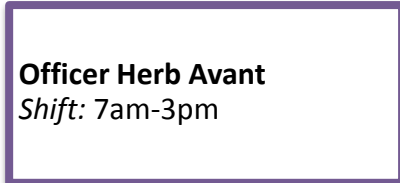
## CAMPUS PARTNERS DIRECTORY: PUBLIC SAFETY



**Paul King**  
*Chief of Public Safety*  
*Shift: 7am-3pm*



**Officer Brandon Levesque**  
*Shift: 3pm-11pm*



**Officer Herb Avant**  
*Shift: 7am-3pm*



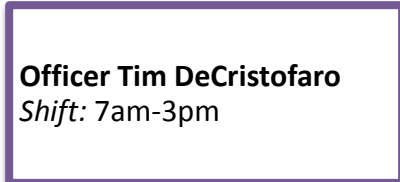
**Officer Tim O'Sullivan**  
*Shift: 3pm-11pm*



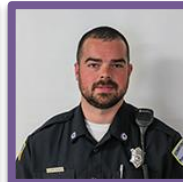
**Officer Bryan Bernard**  
*Shift: 3pm-11pm*



**Officer Christine Rose**  
*Shift: 7am-3pm*



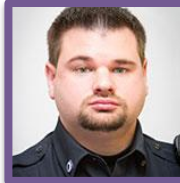
**Officer Tim DeCristofaro**  
*Shift: 7am-3pm*



**Jayne Savioli**  
*Administrative Assistant*  
*for Public Safety*



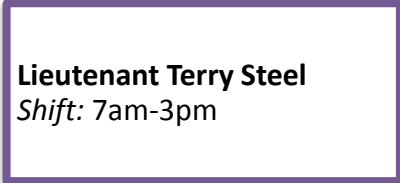
**Interim Sergeant  
Tom Duane**  
*Shift: 11pm-7am*



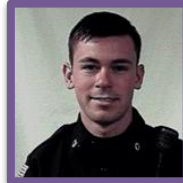
**Officer Mackenzie Slocumb**  
*Shift: 3pm-11pm*



**Officer Bill Feltrup**  
*Shift: 11pm-7am*



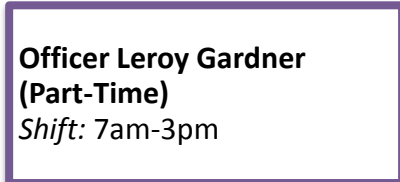
**Lieutenant Terry Steel**  
*Shift: 7am-3pm*



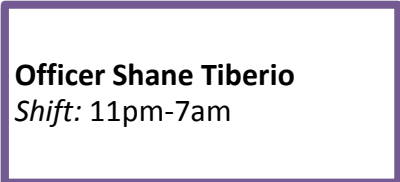
**Officer Jonathan Freedman**  
*Shift: 11pm-7am*



**Lieutenant Jeff Stokes**  
*Shift: 3pm-11pm*



**Officer Leroy Gardner**  
*(Part-Time)*  
*Shift: 7am-3pm*



**Officer Shane Tiberio**  
*Shift: 11pm-7am*



**Officer Steve LaChance**  
*Shift: 11pm-7am*



**Officer Enrik Uka**  
*Shift: 7am-3pm*



# CAMPUS MAP

## ACADEMIC

1. Academic and Performance Center  
Oscar B. and Frances A. Keith Auditorium
2. Gertrude M. Webb Learning Center (PAL)
3. Hafer Academic Center (*Hirsh Communication Center • Parents Lounge*)
4. Kennedy Academic Building (*Technology Center*)
5. Levin Memorial Library, Academic Enrichment Center
6. Science Building

## ATHLETIC

7. Basketball Courts
8. D. Forbes Will Athletic Complex (*Walter M. Katz Athletic Field  
Jack Valley Baseball Diamond • Softball Field*)
9. Miller Field House
10. Tennis Courts

## RESIDENCE HALLS & HOUSES

11. 156 House
12. 874 House
13. Alexander Graham Bell Hall (Bell Hall)
14. 886 Brush Hill Road Residence Hall
15. Brown House
16. 1995 House: Grey House
17. Green House
18. Lombard Hall
19. Main House
20. Mayflower Hall
21. Milton Hall
22. North Campus Residence Hall
23. North Hall
24. Rose Hall
25. Scholars Hall
26. South Campus Residence Hall
27. State House
28. Suites Residence Hall
29. White House

## ADMINISTRATIVE

30. 79 Atherton Street (*Office of the Registrar • Finance  
Student Financial Services*)
31. 1000 Brush Hill Road (*Admission Office*)
32. 1016 Brush Hill Road
33. Buildings and Grounds
34. Cottage
35. Douglas A. and Claire R. King Academic Administration Building  
(*Academic Dean's Office • Center for Career Development • Continuing  
Education and Graduate Studies Offices • Human Resources*)
36. The Faculty Center for Professional  
Development and Curriculum Innovation
37. Faculty Office Building
38. Payroll and Telecom Services
39. President's Office
40. Public Safety Office

## OTHER

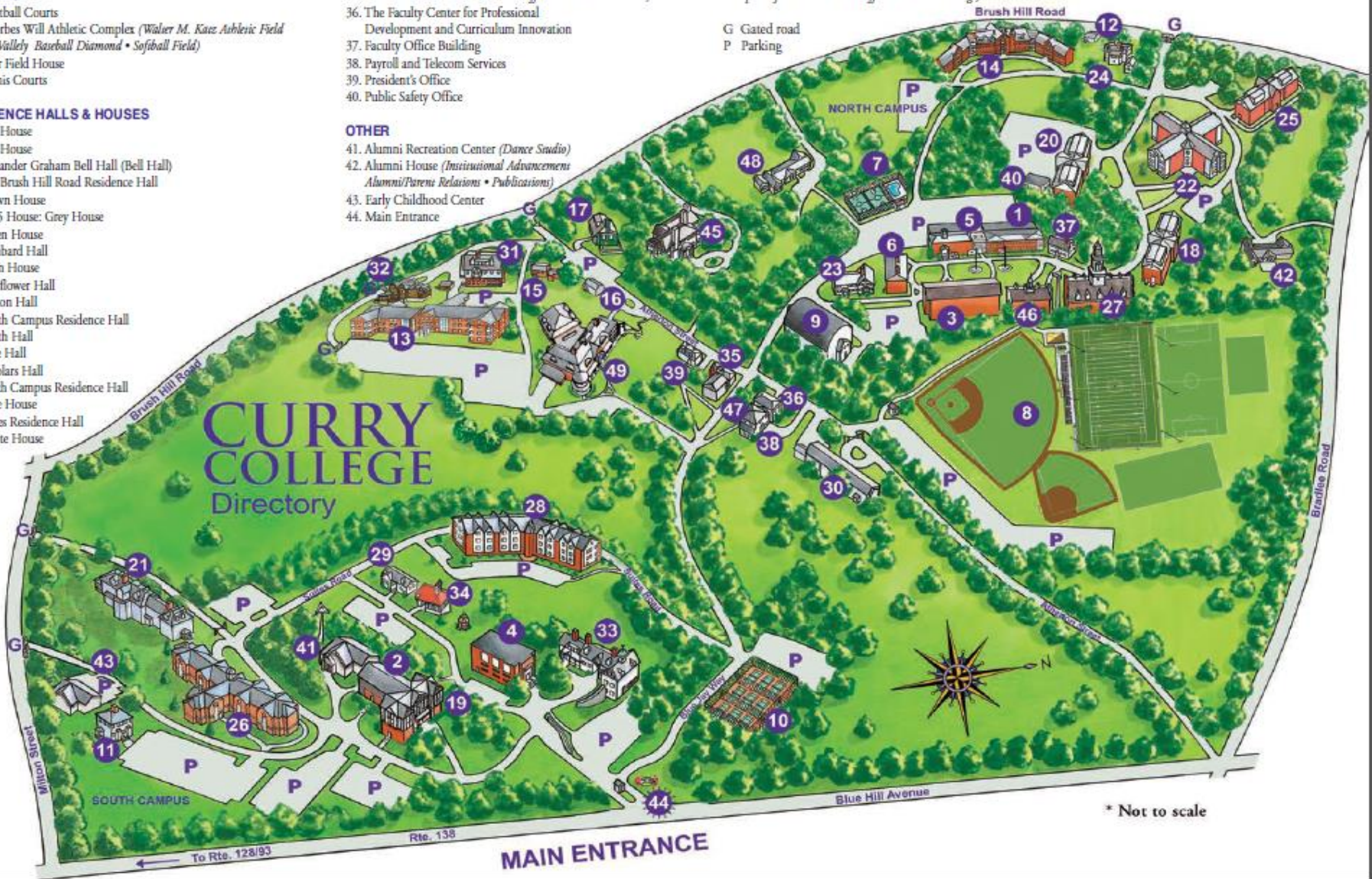
41. Alumni Recreation Center (*Dance Studio*)
42. Alumni House (*Institutional Advancements  
Alumni/Parents Relations • Publications*)
43. Early Childhood Center
44. Main Entrance

45. President's House
46. Radio Station (WMLN)

## STUDENT SERVICES

47. Dean of Students Office (*Alcohol Wellness • Student Conduct*)
48. Health Services, Counseling Services
49. Student Center (*Amphitheater • Athletic Locker Rooms • Athletic Offices • ATM • Bookstore • Chapel • Conference Center  
• Copy & Supply Center • Dining Marketplace • Disability Services • Fitness Center • Game Room • Gymnasium • Post Office •  
Quiet Lounge • Residence Life • SGA • Spiritual Life • Sports Café • Student Activities • Student Center Operations and  
Campus Life • Student Club Offices • Student Lounge*)

G Gated road  
P Parking



\* Not to scale



# **SECTION 2**

## **RA POSITION**

# **SECTION 2**

## **RA POSITION**

## **RA POSITION DESCRIPTION**

Residence Life & Housing seeks to attract a diverse staff. Curry College is committed to a policy of equal opportunity in every aspect of its operations. The College values diversity and seeks talented students, faculty and staff from a variety of backgrounds. We strive to create and maintain a community where differences are recognized and valued as essential elements to fostering a stimulating environment for exploration, learning and development. The Resident Assistant (RA) plays a vital role in the department of Residence Life and Housing overall mission to create a community for the resident student that is safe, supportive and inclusive. As part of the Student Affairs Division at Curry College, the department is committed to providing student leadership opportunities.

### **What is an RA?**

A Resident Assistant (RA) is a student staff member of Residence Life & Housing, and is an essential leader within the Curry College community. The RA shares the responsibility for implementing the goals and vision of Residence Life & Housing by promoting individual and community development through educational and social programs. The RA helps with the personal and academic concerns of the student and helps resolve group conflicts that may arise. The RA also serves as a campus resource and a facilitator to encourage a cooperative and considerate living environment. The RA is expected to be a person who genuinely cares about others, inspires respect, establishes a good example in attitude and behavior, and communicates well with others. A large part of the Resident Assistant's job is non-scheduled, spontaneous, and will be determined by the needs of building/floor/pod community.

The RA reports directly to the Community Director and works collaboratively with the Assistant Director, Associate Director, and the Director of Residence Life & Housing.

### **Compensation:**

Compensation for satisfactory performance as a Resident Assistant includes: 70% off the Standard Room rate, 70% off B Meal Plan rate (regardless of the meal plan you enroll in), free parking pass, and a single room. *Please consult with Student Financial Services to see if this impacts your financial aid package.*



## **WORK AGREEMENT**

### **1. Employment Designation and Period of Employment:**

The Resident Assistant (RA) position is an at will appointment which means employment is at the discretion of the College. The Resident Assistant position is designated as a full academic year appointment. The period of employment begins **Tuesday, August 15, 2017**. Employment for all Resident Assistants ends **Sunday, May 20, 2018**. The period of employment includes break closing/openings and Commencement Week/Commencement.

*College Break Closing/Opening*—Academic calendar break closings/openings (Thanksgiving, Winter, and Spring Breaks) are included in the period of employment. Resident Assistants are required to remain in the hall up to 24 hours after halls close for break and/or return up to 12 hours prior to opening from break to assist with closing/opening logistics.

### **2. Training:**

Attendance and participation in all Resident Assistant Training is mandatory. Throughout the duration of any training period, Resident Assistants cannot work or participate in outside activities/commitments. Training Periods for 2016-2017 are as follows:

*Fall 2017 Training*—Training begins **Tuesday, August 15, 2017** and extends through the conclusion of the day on **Sunday, August 27, 2017**.

*Spring 2018 Training*—Training begins on **Tuesday, January 16, 2018** and extends through the conclusion of the day on **Sunday, January 21, 2018**.

Notification must be provided in writing to the Assistant Director of Residence Life if requesting to miss any part of training. Notification must be received by Friday, July 22, 2016 for Fall 2016 Training, and by December 1, 2016 for Spring 2017 Training. Missing any part of training is contingent upon receiving official written approval. Approval for any requested missed training will be communicated to Resident Assistant staff after a decision is made.

*Additional Training*—Additional training may be held prior to the start of the contract date (e.g. summer online training modules) and/or throughout the academic year (e.g. BACHA RA Conference, RAD/In-Service etc.). Resident Assistants will be notified in writing and in advance of these dates and requirements. These trainings are mandatory unless stated otherwise.

### **3. Academic Performance:**

Because Resident Assistants serve as positive role models, it is important to remain in good academic standing with the College. To remain in good standing, Resident Assistants must be full-time students (enrolled in a minimum of 12 credits per semester), and making progress toward degree completion. Resident Assistants must maintain a minimum 2.25 cumulative GPA each semester of employment. If the cumulative GPA falls below 2.25, the Resident Assistant will be placed on academic employment probation for one semester. Resident Assistants must improve the GPA and academic performance during the semester of academic employment probation. Review of employment will occur if academic performance is not improved during the period of academic employment probation.

### **4. Presence & Commitment:**

The Resident Assistant position is a live-in position. Resident Assistants are required to live-in the room and hall to which they are assigned. As part of the commitment to the Resident Assistant's work, Resident Assistants must demonstrate availability, visibility, and accessibility to residents throughout the week (even when not "on duty") by being present in the assigned area of responsibility and actively connecting with residents. A significant degree of flexibility in the specific hours for availability is expected given the nature of the job. Availability time will

vary from week to week. To ensure this availability, resident satisfaction and retention, and completion of all position responsibilities, Resident Assistants are strongly encouraged to limit the amount of outside activities/commitments such as work, volunteerism, and participation in College athletics and student organizations. The number of hours for any additional commitments must not exceed a total of 20 hours each week unless explicitly granted approval by the supervising Community Director.

Presence in the residence halls may be needed on an emergency, sudden and/or unplanned basis, including but not limited to power outages, snow storms/inclement weather, and/or other periods of time as deemed necessary for the safety and security of the residents and halls. Emergency presence will be deemed necessary at the discretion of Residence Life & Housing.

## **5. Expectations and Position Responsibilities:**

### *Community Development & Programming*

- Residents Assistants have primary responsibility for a particular floor/area/house, with broad responsibilities within the assigned staff area.
- Maintain an inclusive community environment where residents of all backgrounds feel welcomed, respected, and supported.
- Establish and maintain a positive living community that is supportive of academic achievement and personal growth.
- Complete all requirements surrounding educational/social programming, bulletin boards, door tags, floor meetings, and all additional requirements in accordance with the Community Development Model.
- Attend and encourage residents to participate in various College and community events.
- Plan and conduct floor meetings focusing on community needs and interests, College policies, upcoming events, and deadlines.
- Resolve conflicts between roommates or building residents. This includes mediating conflicts and facilitating roommate agreements in a timely manner.
- Establish connections with all residents of the floor and establish positive rapport and relationships with all area residents.

### *Communication*

- Relay information of all kinds to the Community Director and/or Residence Life & Housing staff clearly, directly, and appropriately.
- Discuss questions with Community Director; seek clarification when needed.
- Document and communicate situations promptly and appropriately.
- Respond to all job related email and/or telephone communications promptly and appropriately (within 24-hours).
- Disseminate information to residents (i.e. information bulletin boards, newsletters, and meetings) in a timely manner.
- Maintain appropriate communication and dissemination of information with residents and/or non-College staff. Adhere to Residence Life & Housing and College standards regarding privacy and sensitivity of information.

### *Administrative*

- Assist with opening and closing of residence hall(s) including thorough completion of Room Condition Forms (RCF).
- Complete necessary forms and paperwork thoroughly and free of error (i.e., incident reports, programming forms, etc.).
- Use College funds for sole use of official expenses only. Provide receipt(s) and any change (petty cash) for all purchases.

- Submit maintenance requests via SchoolDude and report damages, and necessary repairs to the Community Director.
- Respond to and fulfill important requests immediately.
- Exercise excellent time management skills and balance commitments to meet the needs of the Resident Assistant position.
- Understand and practice appropriate key and card access practices, including but not limited to appropriate use of all ID access, and room, office, key block, and master keys. Staff may be held responsible for misuse or loss of keys.
- Sign out/in the building master key for official use only as state in the Resident Assistant Manual. Misuse or loss of the master key will result in review of employment and/or dismissal from the position.
- Return all assigned staff keys at the end of year or upon leaving the position. Immediately report any lost staff keys.
- Follow all Residence Life & Housing, and College policies and procedures.
- Complete all assignments accurately and by the designated deadlines.
- Fulfill any additional responsibilities (administrative or otherwise) as assigned by Residence Life & Housing/the College.

#### *Staff Development*

- Attend and participate in weekly staff meetings, and scheduled one-on-one meetings.
- Maintain regular communication with staff and supervisor.
- Complete all requirements of the Resident Assistant Development (RAD) Series and/or ongoing staff training.
- Respond positively to feedback from supervisor and work to incorporate feedback into performance appropriately.

#### *Office Sponsored Initiatives & Events*

- Participate in large-scale Residence Life & Housing processes including but not limited to: Housing Selection, RA Selection, RA Training, Accepted Students Day, Open Houses, Welcome Weekends, Welcome Week, Commencement (Senior) Week, Commencement ceremonies, BACHA RA Conference, Professional Staff Hiring/Selection, etc.
- Attend and participate in Residence Life & Housing meetings as determined by the Community Director or professional staff.
- Review and plan accordingly for all important dates for Curry College and Residence Life & Housing as outlined by the College's Academic Calendar, and the important dates located on the RA page of the myCurry portal.

#### *Resource & Referral*

- Set positive examples for others through personal, academic and social behaviors.
- Be aware of students' attitudes, identities, and backgrounds, and be sensitive to individual and/or group needs.
- Serve as a support, resource, and referral for students experiencing academic, health, or other difficulties.
- Know on and off-campus resources for appropriate circumstances.
- Conduct student wellness checks when necessary or requested. It is an expectation to be familiar with all residents of the floor community and can provide information immediately after it is requested.
- Observe and communicate student health concerns, academic distress, personal and/or social concerns and problems to Residence Life & Housing professional staff.
- Respect and maintain privacy of student information by sharing only with Residence Life & Housing professional staff or designated College officials. Information about students who are "at risk" to themselves or others must be shared immediately.



- Resident Assistants are considered “Mandatory Reporters” and must report information regarding student health and wellness, sexual assault and harassment, etc. to appropriate College personnel.

#### *Duty*

- Participate in a duty rotation schedule (determined by building/area). Assigned duty shifts begin at 8:00PM each night.
- Various weekends/events will require additional duty coverage and/or all staff to be on duty (day and evening coverage), including but not limited to hall openings and closings, Spring Weekend, Homecoming, dances, major athletic events, etc. These weekends/events will be at the direction and discretion of Residence Life & Housing/the College.
- Remain in the building/area during scheduled duty hours. Under no circumstances is it permissible to leave the building unless conducting rounds or receiving prior approval from a Residence Life & Housing professional staff (i.e. emergency situations).
- Complete full rounds of the building/area during set active duty hours. Conduct additional rounds as necessary for area.
- Answer in-coming duty-related calls in a professional manner and respond accordingly. Utilize staff duty Nextel responsibly and for duty purposes only in accordance with set expectations.
- Complete all duty logs in a timely and professional manner.
- Confront any and all policy violations and provide appropriate and timely documentation.
- Participate in additional duty rotations as requested by the Community Director and/or Residence Life & Housing.

#### *Student Accountability*

- Confront, enforce, and hold students accountable in a consistent manner regarding inappropriate behaviors and violations of College and Residence Life & Housing policies, and federal and Commonwealth laws.
- Follow emergency response procedures as outlined in training and the Resident Assistant Manual. Assist emergency responders and inform on-duty staff of emergencies/crises.
- Complete documentation of all violations in a consistent and fair manner and submit directly following an incident.
- Educate residents regarding College and Residence Life & Housing policies, and the student conduct system.
- Assist Residence Life & Housing staff with building compliance and understanding around health and safety standards.

### **6. Appropriate Standards of Behavior:**

Resident Assistants serve as role models and representatives of Residence Life & Housing and Curry College. As such, Resident Assistants are expected to conduct themselves in a manner worthy of the respect afforded to the role. This includes conducting oneself in an honest, conscientious, and professional manner, and refrain from activities, including virtual self-presentation (online presence), which detract from the position or reflect negatively on Residence Life & Housing and/or Curry College. Resident Assistants are strongly encouraged to refrain from posting information and/or pictures which violate College policies, values, or can be perceived to hinder the credibility in performing position responsibilities.

Resident Assistants are expected to maintain a positive attitude towards the position and fulfillment of the expectations and responsibilities. This includes respecting the decisions made by Residence Life & Housing and/or the College, and fully supporting Residence Life & Housing in all major endeavors.

Resident Assistants are expected to adhere to all federal and Massachusetts Commonwealth Laws, and College and Residence Life & Housing policies. This includes strict adherence to the College’s alcohol and drugs policies.

In addition, Resident Assistants must not consume alcohol while on duty, hosting programs, during set training periods or events, and/or during staff development activities.

Expectations regarding appropriate standards of behavior are in effect from the initial offer of the position, and throughout the length of employment. Any Resident Assistant found responsible for a violation of the College's alcohol and/or drug policies, and/or is placed on Student Conduct status, and/or conducts behavior which compromises the ability to perform both routine or emergency duties, may be dismissed from the position. *Please see Employment, Disciplinary Action, and Dismissal.*

#### **7. Time Off/Personal Wellness:**

Resident Assistants are encouraged, with appropriate notification and consent of the Community Director, to preserve personal health & wellness. Resident Assistants are responsible for communicating time away with the remainder of the building staff. Unless time off has been specifically requested, Resident Assistants are expected to sleep in their assigned rooms each night. Restrictions and exemptions may be made based on individual circumstances or specific needs for presence. Resident Assistants are unable to request/take time away during training periods or events (unless otherwise approved), hall openings and hall closings, Spring Weekend, Commencement (Senior) Week, etc. as deemed necessary by Residence Life & Housing. Time away must not significantly detract from the ability to complete position responsibilities.

#### **8. Performance Evaluation:**

Formal evaluation and assessment of performance and effectiveness in the position will take place once each semester. Resident Assistants will self-assess individual performance using the Resident Assistant Performance Evaluation. Resident Assistants will participate in a formal evaluation and discussion prepared by the Community Director each semester. Resident Assistants are informally evaluated on an ongoing basis (through one-on-one meetings, etc.) by the Community Director.

#### **9. Appointment and Rehire:**

The Resident Assistant position is an appointment for one academic year. Resident Assistants are not automatically guaranteed rehire for the following year and the College has no obligations to provide reappointment beyond the ending date specified in this Agreement. Resident Assistants interested in applying to return must follow the process outlined by the Resident Assistant Selection Work Team. Future employment is dependent on the outcome of the rehire process and in conjunction with review of the Resident Assistant's Performance Evaluations, conduct, attitude, and performance and growth in the position.

#### **10. Resignation From Position:**

Resident Assistants are expected to commit to the position for an entire academic year. A letter of resignation must be submitted to the Community Director and Assistant Director of Residence Life prior to the projected end of employment. Should a Resident Assistant resign and wish to remain in on-campus housing, a new housing assignment will be determined by Residence Life & Housing and the Resident Assistant must relocate from their Resident Assistant assignment within 48-hours. Resident Assistants who resign from the position are responsible for fulfilling all commitments of the Housing Agreement. If a Resident Assistant leaves College housing following resignation, the Resident Assistant is responsible for all fees associated with terminating the Housing Agreement.

#### **11. Employment, Disciplinary Action, and Dismissal:**

Failure to meet the expectations and provisions outlined in this Resident Assistant Work Agreement and/or the Resident Assistant Manual, exhibiting behaviors detrimental to the integrity and credibility of the position, and/or any behaviors which compromise the ability to perform both routine or emergency duties, are subject to an employee disciplinary process. As outlined in the Resident Assistant Manual, this process may result in disciplinary actions, employment status, and/or dismissal from the position.

All dismissals are approved by the Director of Residence Life & Housing. Should a Resident Assistant be dismissed and wish to remain in on-campus housing, a new housing assignment will be determined by Residence Life & Housing and the student must relocate from their Resident Assistant assignment within 48-hours. Resident Assistants who resign from the position are responsible for fulfilling all commitments of the Housing Agreement. If a Resident Assistant leaves College housing following dismissal, the Resident Assistant is responsible for all fees associated with terminating the Housing Agreement. Resident Assistants dismissed from the position are ineligible to reapply for the position for one calendar year from the dismissal decision and notification.

Resident Assistants dismissed from the position may appeal this decision in writing to the Associate Vice President of Student Affairs. Appeals must be submitted in writing within 48-hours and may only appeal on the basis of significant new and relevant information not known at the time of dismissal. Appeals based on the severity of the decision/outcome does not constitute acceptable grounds for appeal. Information regarding this process can be found in the Resident Assistant Manual.

**12. Direction by Curry College/Office of Residence Life & Housing:**

The College reserves the right to establish rules, guidelines, policies and procedures for the Resident Assistant position and residence halls. The duties, responsibilities and prerequisites of the Resident Assistant position may be amended from time-to-time, at sole discretion of the College and Residence Life & Housing. Resident Assistant placement and assignments are based on staffing and community needs and, as such, are subject to change.

## **ADDITIONAL RESPONSIBILITIES**

### **Residential Area Office:**

- Resident Assistants are expected to stop by the office in your area at least ONCE a day to check your mailbox and receive any important updates from your supervisor.
- Most area hall offices are shared work spaces for CDs and RAs. As such, please be courteous to your supervisor and fellow RAs by keeping the office clean and tidy.

### **Calls/E-mail:**

- All e-mails and calls should be returned within 24 hours, preferably the day you receive them, even if it is to say you will get back to them.
- RAs should not take calls from parents or guardians. Instead, please refer them to the CD.

### **Meetings:**

- Community Directors lead weekly RA staff meetings. These meetings focus on team development and community development efforts, as well as opportunities to discuss important floor/building updates, upcoming departmental events, and recent student trends.
- Community Directors meet individually with each RA staff member once every other week. These meetings are designed to give RAs a chance to speak with their direct supervisor 1-on-1, and is a perfect time to ask questions about the position, discuss floor or area changes, brainstorm community development ideas, or learn a little more about each other.

### **Verbal and Written Word Usage:**

- As a member of the Office of Residence Life & Housing, we would like to encourage the use of appropriate terminology to help support our overall philosophy. With this in mind please:

#### **USE. . .**

Residence Hall  
Custodial Worker  
Public Safety Officer  
Suites Hall  
SCRH  
Student  
Man/Male  
Woman/Female

#### **NOT. . .**

Dorm  
Maid or Janitor  
Campus Cop or Police  
Old Suites  
New Suites  
Kid  
Boy  
Girl

## **PERFORMANCE ACCOUNTABILITY PROTOCOL**

The Performance Accountability Protocol is designed as an educational and developmental experience for each Resident Assistant. All Resident Assistants are expected to meet the expectations of their position as outlined in the Resident Assistant Work Agreement provided by the Office of Residence Life & Housing. Should Resident Assistant staff fail to meet expectations or act in a way that is not conducive to the behaviors of a student leader, this protocol should be used as a guide to provide a consistent and appropriate approach to holding staff accountable.

The tier system outlines **example** performance and behavioral issues that are typically addressed through the Performance Accountability Protocol. Community Director staff should consult and inform Residence Life & Housing Central Staff when determining an outcome of probation or immediate dismissal. Central Staff are also available to consult when determining if verbal or written warning statuses may be applicable.

### **Goals of Protocol:**

- To hold staff accountable for failure to meet position expectations;
- To be timely when addressing and notifying staff of performance concerns;
- To communicate appropriately and consistently with staff regarding performance and/or behavior concerns;
- To provide an opportunity for staff to share their perspective regarding their performance and/or behavior;
- To educate and inform staff about positional expectations and actions/behaviors that violate them;
- To allow supervisors (Community Directors) to act in a fair, consistent, ethical, and thorough manner; and
- To provide staff with an outcome that ensures the success of the residential community, Resident Assistant position, and the Office of Residence Life & Housing.

### **Process:**

1. Professional staff become aware of Resident Assistant performance and/or behavioral concerns not conducive to the position.
2. Professional staff notify the Resident Assistant in writing of all known alleged concerns and request a time to meet to discuss these concerns. A conversation occurs regarding the shared concerns.
3. If necessary, Professional staff will investigate the situation further before reaching a conclusion.
4. Based on the information available (and in consultation with Central Staff), professional staff will determine an appropriate outcome.
5. A second meeting is scheduled to deliver and discuss the outcome of the Resident Assistant Performance Accountability Protocol.
6. The Resident Assistant receives an outcome letter detailing appropriate next steps and expectations.

### **Potential Outcomes:**

1. *Verbal Warning* – The Resident Assistant is verbally warned of the performance/behavior, position expectations are revisited, and the Resident Assistant is advised of potential outcomes for repeated or continued performance/behavior (such as a written warning, etc.). A follow-up email is sent to the Resident Assistant outlining the discussion and current verbal warning status.
2. *Written Warning* – Represents an elevated warning status. The Resident Assistant is officially warned in writing of the performance/behavior, position expectations are revisited, and the Resident Assistant is advised of potential outcomes for repeated or continued performance/behavior (such as a probation etc.). A letter is placed in the Resident Assistant file and sent via email.
3. *Probation* – The status of probation is to provide the Resident Assistant with an opportunity to reflect on their performance/behavior, the College's policies and/or expectations and their willingness to comply with the policy

in the future – during a specified time under close scrutiny. Probation length is determined in consultation with the supervisor of the Community Director. The Resident Assistant is advised of potential outcomes for repeated or continued performance/behavior (i.e. dismissal). A letter is placed in the Resident Assistant file and sent via email.

4. *Dismissal* – Dismissal from the position will result when earlier attempts to correct performance/behavior have not been successful or if the Resident Assistant's inappropriate behavior is egregious as to warrant immediate dismissal. This decision is made in consultation between the Community Director, their supervisor, and the Director of Residence Life & Housing. Resident Assistants that are dismissed may appeal this decision (see below). If dismissed, Resident Assistant may reapply for the position again after one full year from decision notification. Substantial growth must be demonstrated to obtain the position again.

### **Appeals Process:**

If a Resident Assistant is dismissed, they will be allowed to appeal the decision to the Associate Vice President of Student Affairs. Appeals must be submitted in writing within 48-hours and may only be based on significant new and relevant information not known at the time of dismissal. Appeals based on the severity of the decision/outcome does not constitute acceptable grounds for appeal. While appealing the decision, the Resident Assistant will be required to surrender all keys associated with the Resident Assistant position, not permitted to serve in the duty rotation, or serve as a Resident Assistant in any capacity.

### **Additional Information:**

***GPA Requirements for the RA position:*** RAs must maintain a 2.25 cumulative GPA. Two consecutive semesters below a 2.25 cumulative GPA may result in dismissal of employment from the department of Residence Life and Housing. (RAs will receive one semester of cumulative GPA probation and be required to check-in with their Community Director about their academics).

Newly hired RAs who drop below a 2.25 GPA cumulative GPA before their employment starts may be asked to forfeit their RA position or be hired under probationary terms determined by the Assistant Director of Residence Life.

***Financial Requirements:*** RAs must be cleared by Student Financial Services (SFS) one week before the first day of training each semester (unless prior communication and approval from the Assistant Director of Residence Life). If they are not cleared by time, the RA may not be able to continue in their employment in the position.

## PERFORMANCE TRACKING SHEET

*Any questions regarding the RA Accountability, Performance Tracking Sheet, or Office's philosophy on RA conduct can be shared with the Community Director or Assistant Director of Residence Life and Housing.*

### **Verbal Warning**

- Late or Incomplete paperwork
  - Budget Request Forms, Room Condition Forms, etc.
- Unexcused tardiness to staff functions
  - Staff meetings, One on One meetings, RA Banquet, Housing Selection, etc.
- Lack of Proper Communication
  - Failure to read or respond to calls, texts and/or emails in relation to the RA position
- Late administrative deadlines
  - Bulletin boards, name tags, community maps, programming deadlines
- Failure to support fellow staff members
  - Failure to switch duty or shift coverage when available, having a negative attitude towards another staff member, being unsupportive during time of need
  - Insubordination towards any staff member (RA, CD, etc.)
- Poor attitude and disrespectful behavior
  - Using negative language and/or body language towards a staff member, office and/or college
- Failure to conduct yourself in a professional manner
  - Using inappropriate or unprofessional language with residents and/or staff members
- Lack of presence within the floor / building

*\* This is not an exhaustive list. These are examples.*

### **Written Warning**

- Unexcused absence from one-on-one meeting
- Unexcused absence to staff functions
  - RA Banquet
  - RA Training/RAD/RA Selection
- Unexcused absence from weekly staff meeting
- Failure to meet RAD/In-Service requirements
- Inappropriate online and social media presence
  - Posting negative or inappropriate content in reference to the position or college
- Failure to meet duty expectations as outlined in the RA Manual
  - Tardiness to scheduled duty shift
  - Failure to complete duty log
  - Failure to be readily available on duty (office presence, etc.)
- Misplacement of RA keys
- Insubordination of another staff member (RA, CD, etc.)
- Failure to confront and/or document policy violations
- Lack of presence within the residence hall
  - Sleeping in your assigned room
  - Unavailable during emergencies, weather/power related issues
- Failure to attempt to resolve roommate conflicts prior to CD intervention

*\* This is not an exhaustive list. These are examples.*

### **Probation**

- Violation of established College or Departmental policies
- Deliberately providing false information
  - Incident Reports
  - Information provided to CD, PS or other departments about an issue
  - False program proposal or evaluation
- Failure to meet CDM requirements
  - Incomplete or missing bulletin boards
  - Missed programs
  - Incomplete or unfinished door tags
  - Incomplete or missing community map
- Academic Performance (GPA)
  - Under 2.25 Cumulative GPA
- Failure to complete duty expectations
  - Presence during duty (not completing rounds)
  - Unexcused absence from scheduled duty shift
  - Confront and/or document policy violations
  - Missed duty (unexcused/no show)
- Misuse or loss of keys (non-master keys)
- Breach of confidentiality/privacy
  - FERPA violations
  - Sharing information pertaining to conduct cases or investigations
- Failure to report time-sensitive information

*\*This is not an exhaustive list. These are examples.*

### **Review of Employment/Dismissal**

- Violation of local, state, and federal laws
- Violation of alcohol and/or drug policy
- Misuse of master key
  - Keying into rooms without permission
  - Handing the key to residents
  - Misplacement of the key
- Academic dishonesty
- Assault on another member of the community
- Duplication of college keys
- Being under the influence of alcohol/drugs while serving in an RA capacity
  - On duty
  - At events, programs etc.
- Misuse, tampering or destruction of college records
- Failure to act as a Mandated Reporter and report issues to appropriate college officials
- Misuse of college funds
  - Falsifying Budget Request Forms

*\* This is not an exhaustive list. These are examples.*



## **BALANCING IT ALL**

It is the middle of the semester and you've been working a ton on homework but also have had to deal with several big issues on your floor. You're starting to feel burned out and you aren't sure how you're going to get your two big papers done for next week, let alone be awake for duty AND attend those crucial upcoming club meetings.

- If you get to a point like this, what do you think are steps that can help you to find a balance between your work load, school work and other activities?
- What are types of things help you to relieve stress?
- Where are places you can go that would allow you to get a reprieve from the stress on the floor?
- If you are feeling overwhelmed with work and school, what should you do? Who should you talk to?

### **Tips for Balancing Work and School:**

- Take time for yourself
  - ✓ Rest and recharge – get out of the Residence Hall, go home for a weekend or stay with a friend in another Residence Hall for a night. Do what you need to do to get space and time to relax.
  - ✓ Do things that help relieve stress – go for a run, read a book, watch a movie, etc...
- Remember you aren't alone
  - ✓ There are CDs and other RAs – you are a part of a team, if you need help call your CD or another RA
  - ✓ Remember to be a help to your CD and other RAs – sometimes you'll need to help out others, remember that you are there to help each other
- Be your own person
  - ✓ Be comfortable having different personal goals than others
  - ✓ Use your style and personality
  - ✓ Adapt different technique to suit your style
- Talk to your supervisor
  - ✓ Make sure your supervisor knows how you are doing
  - ✓ If you need help or feel overwhelmed in the job, your supervisor is a good person to see
- Practice good time management
  - ✓ Make sure to go to your most important activities and be willing to cut things that are not as important (class is important!)
  - ✓ Keep a schedule available at all times to make changes or add new things, such as in a planner or smartphone calendar
- Remember: you are an RA
  - ✓ Remind your friends that you are an RA and they might not be able to tell you everything they want
  - ✓ Just because someone is your friend doesn't mean you don't have a responsibility to your job
  - ✓ Don't play favorites
  - ✓ Don't tell your friends things that are going on in your hall (they don't need to know everything that is going on)
  - ✓ If someone really is your friend, they will respect your position as an RA
- Have fun!
  - ✓ Don't be a policeman! Your residents don't want to feel like they are always looking over their shoulder.
  - ✓ Create a fun and engaging community!
  - ✓ Be a role model and example to your residents!
  - ✓ Get to know your residents and do fun things on the floor!
  - ✓ Show them you can have fun without breaking things or the rules!



# **SECTION 3**

# **COMMUNITY**

# **DEVELOPMENT**

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# **COMMUNITY**

# **DEVELOPMENT**

## COMMUNITY DEVELOPMENT MODEL

Community development is an essential responsibility of the Resident Assistant position, and one that has great impacts on a floor/hall community. Community development opportunities provide residents with experiences outside the classroom that can be just as impactful and memorable as their experiences inside the classroom. Through community development initiatives and resident participation, community members are more likely to be engaged, involved, feel included, and act respectful towards one another. The overall goal of the Community Development Model is to help encourage, assist, and develop strong residential communities, for residents learn more about themselves and others, for residents to gain new skills and knowledge, and for residents to have fun within their residential experience on campus.

### Programming Requirements

As part of the Resident Assistant position, RAs are required to create and implement four (4) programs throughout each semester for their residents. Programs not only encourage social interactions, connections, and friendships, but can also challenge perspectives and offer new knowledge as well. Programs provide students the opportunity to learn outside of the classroom about a multitude of areas related to their college experience and life after college. Programs also offer a time and venue for students to come together, mingle, and learn about their peers living within the residence hall. It is extremely important to keep in mind the specific needs of different resident populations. Doing so means that programs within each category can look very different for each residential population (i.e. first year residents versus upperclassmen resident). Ultimately, living in a residence hall should be a fun learning experience for each student and so programming is a major component that helps to accomplish that.

Each RA is required to plan and implement four (4) total programs per semester. The four (4) programs will be comprised of two (2) Social Programs and two (2) Educational Programs each semester. At least one (1) of the four (4) programs must be a Colonels Connection. At least one (1) of the four (4) programs must be held during a weekend (Friday-Sunday). Program Proposal and Evaluation Forms must be completed for each program to receive credit for completion.

### Social Programs:

Social programs bring residents together to interact, have fun, and provide a venue get to know other people in the hall/building/area. Two (2) Social Programs must be completed each semester.

#### **Examples:**

- Game Nights
- Attending Curry athletic events
- Ice cream sundaes
- Trivia nights
- Arts & crafts
- Video game competitions

*Why host these programs? – We want to provide intentional opportunities for students to interact with each other and create relationships. When students make connections with other students, it is more likely that they will enjoy their residential experience.*

### Educational Programs:

When well planned, Educational Programs should be just as fun as Social Programs. In fact, all the hallmarks of social programming should be the basis of an Educational Program; the only difference being the addition of the learning that occurs simultaneously while having fun. Resident Assistants will use the categories below to complete two (2) programs each semester. *Once a category has been used to complete a program, it cannot be repeated again (all Education Program categories should be used once during the course of the full academic year).*

- **Diversity & Inclusion:** Diversity & Inclusion programs should be designed to foster inclusion, respect, and appreciation for others. Through these programs, residents should recognize and appreciate their own identities, customs, and cultures as well as those of others in the hall. Programs should focus on various aspects of diversity, including but not limited to gender, age, physical ability, socio-economic status, political views, religious views, sexual orientation, privilege, learning styles, personality types, nationality, ethnicity, race, etc.

**Examples:**

- ✓ Bring in a sociology professor to help lead a discussion on racial tensions in America and recent events (either on or off campus)
- ✓ Host a game show that helps student understand where stereotypes come from and how they influence our perspectives about others we don't know
- ✓ Bring students to a diversity-focused campus event; The MLK Jr. Week Speaker or others are sponsored and advertised throughout the year
- ✓ Celebrate the great lives of well-known (and little known) Americans during Black History Month, Women's History Month, Irish Heritage Month, etc.
- ✓ Host a cultural potluck in which residents of your floor create a traditional food from their heritage and explain the importance of the food while everyone samples
- ✓ Use common movies/shows (i.e. Harry Potter, Parks & Rec, Game of Thrones) as a way to explore different personality types and how to work with others of a different personality type

*Why host these programs? – Misunderstandings can fuel hatred, violence, and contempt for one another. Empowering students to value, appreciate, and respect others can help combat the negative feelings and actions. It is important to provide students with as many opportunities to experience, understand, and grow in relation to accepting and respecting others.*

- **Community Service & Responsible Citizenship:** Community Service & Responsible Citizenship programs should be designed for residents to contribute positively as an active member of a community (global, national, regional, local, etc.). This can relate to topics such as how to actively discover interests, service opportunities, and campus issues, and discourse for healthy dialogue. Giving back, engaging in affecting change, improving conditions, and raising awareness are all possible ways to address this category.

**Examples:**

- ✓ Take residents to reverse trick-or-treat at nearby Fuller Village and share a smile with the residents living there
- ✓ Create holiday cards for men/women in the military and spread some holiday cheer and messages of thanks
- ✓ Get residents together and volunteer time to clean up a local park, serve food at a local shelter, etc.
- ✓ Educate students on the struggles of low-income/homeless families and host a "baby shower" to collect baby/young child supplies (such as diapers, baby wipes, blankets, socks, books, school supplies) to be donated to locations like FamilyAid Boston
- ✓ Invite a professor from the Politics and History department to watch a political debate and break down candidates platforms
- ✓ Host a voter registration drive and provide information about presidential and local area candidates (especially around costs of education, the economy, and taxes)

*Why host these programs? – Involvement in community service and civic engagement teaches compassion and understanding. It brings people together over a common cause, promotes growth and self-esteem, and strengthens the community as a whole. In encouraging our*

*residents' active involvement, it creates for them an investment in the community and those who live in it, and makes a difference.*

- **Personal Wellness:** Personal Wellness programs should be designed to promote safe and healthy lifestyle decisions to residents through imparting knowledge and skills focused on physical, mental, spiritual, and/or emotional health.

**Examples:**

- ✓ Invite HIPs to partner on a program promoting positive body image while breaking down societal pressures on things like weight, style, and double-standards
- ✓ Share the tricks and the trade of spring break trip planning including researching travel advisories, decisions surrounding alcohol and drugs, staying safe, etc.
- ✓ Host a “make your own trail mix” and share nutritional information about nuts and fruits. Go for a hike afterwards in the Blue Hills to get the real experience
- ✓ Invite the Health Center to speak with students about skin cancer detection and prevention, and discuss sunscreens and dangerous skin practices/myths
- ✓ During finals week, provide healthy outlets for stress reduction like coloring, creating stress relievers, providing healthy snacks, and handing out information on Counseling Services
- ✓ Invite a Peer Educator to lead conversations and training on sexual assault prevention, awareness and consent

***Why host these programs?** – Sex, drugs, and alcohol remain the most prominent areas of educating students about personal health. However, many students miss opportunities to learn about other areas for healthy decision-making. Programming efforts centered on personal health can help equip students with the knowledge and awareness needed for better personal wellbeing.*

- **Life Skills Development:** Life Skills Development programs should be designed to focus on developing and strengthening residents in “growing up” and developing important skills that will benefit them both in and out of college. Unlike the Personal Wellness category, this includes skills focusing on academic and career development, and focuses on “adulthood.”

**Examples:**

- ✓ Assist first year students with navigating their course wish list and scheduling courses for the spring
- ✓ Invite the Center for Career Development to come and discuss resume tips and tricks and how to make a cover letter stand out
- ✓ For juniors and seniors, contact a local apartment complex and ask if the leasing agent is willing to give a tour of the complex while also explaining important things to look for when leasing off campus or after graduation
- ✓ Host a fashion “Do & Don’t Show” illustrating what to wear and what not to wear for a job interview
- ✓ Host a life skills 101 session and educate students on how to do common things like how to tie a tie, change a tire, cook for one, do laundry, etc.
- ✓ Host a panel for first year students about transitioning to college. This could include things like taking notes, speaking with professors, using office hours, writing professional emails, etc.

***Why host these programs?** – Building the necessary skills to be successful both in and out of college is important. This type of programming is beneficial in providing connections to tools, people, and helpful resources for greater self-improvement.*

### **Additional Programming Requirements:**

The following two areas should be a component of one (1) or more of your active programs each semester.

- **Colonels Connection Requirement:** One (1) of your four (4) programs must connect your residents to a resource or event on campus. This means you should utilize a campus resource as a part of the program (i.e. attending a campus event/speaker, using resource handouts obtained from a campus resource, having a campus resource speak at your program, etc.).

*Why incorporate this into programming? – It is important for residents to understand campus resources and actively engage as a member of the College community.*

- **Weekend Programming Requirement:** One of your four (4) programs must be held during a weekend (Friday-Sunday). This should be planned accordingly not to compete with any already scheduled campus events.

*Why incorporate this into programming? – All too often the weekdays are packed with events with little to do during the weekend. By providing weekend programming, we help provide substance-free alternatives to students.*

### **Community Development & Engagement Initiatives—Requirements**

While active programming is a great means for developing community, other methods also allow for positive impacts on residents. Through Community Development & Engagement Initiatives, both active and passive, residents can get to know one another better and learn more about themselves and their community.

**Spontaneous Programs:** Each RA must facilitate three (3) spontaneous programs during the first six weeks of each semester. A spontaneous program is one that is not advertised or “planned” in any way, but rather occurs organically. The goal is to be part of your community and encourage residents to gather and socialize together. Each of the spontaneous programs must be something different so that residents can connect in different ways and on different interests. The same residents should not make up each spontaneous program.

#### **Examples:**

- Going for a meal at the Marketplace in the Student Center
- Watching a Patriots/Red Sox/Celtics/Bruins game in the lounge
- Playing catch with a football or playing yard games outside
- Watching a TV show
- Going sledding on a snow day (please refrain from using Marketplace trays)
- Walking over to Late Night and eating together

**Bulletin Boards:** RAs are required to complete monthly bulletin boards each semester. Bulletin boards must be educational and provide a variety of information/topics that appeal to various student interests and needs. Bulletin Boards should not just be “posting boards” on which you tack up flyers about campus events (unless approved by your Community Director). Instead, they should engage your residents in learning new information about a topic, learning more about their neighbors and community, learning more about Curry, etc. Bulletin boards should be constructed with resident needs and interests in mind.

#### **Examples:**

- Consent & sexual assault prevention/awareness
- Leadership typologies
- Communication styles
- Study tips



- Spring Break safety
- Monthly themes like Black History Month, Women's History Month, Mental Health Awareness Month

**Door Tags:** RAs are required to complete at minimum, one (1) door tag for each resident each semester. Door tags are fun and creative ways to help you and your residents who lives in a room. With the one per semester requirement, RAs are expected to “go the extra mile” and create door tags that are more than just a sheet of paper with names and room numbers. Instead, these door tags should be creative and welcoming for all residents. RAs should have additional door tags on hand should new residents move onto the floor. In addition, if a door tag is removed, vandalized, or stolen, RAs should work to replace these immediately.

**Floor Meetings:** RAs must hold at minimum three (3) floor meetings each semester (first floor meeting, break closing meeting, and semester closing meeting). Floor meetings must be well-advertised (signs, e-mails, word-of-mouth). In the event of disruptive floor behavior, RAs are expected to hold impromptu floor meetings to address concerns. Floor meetings represent an ideal time to solicit resident feedback and ideas on programming, engage residents in icebreakers, and convey information such as closing, health and safety check procedures, etc. RAs are responsible connecting with and distributing information to students who miss each floor meeting.

**First Six Weeks Community Conversations:** Resident Assistants must regularly connect with residents having both formal and informal interactions. In fact, this is a hallmark of the position and is usually the most rewarding part of the role. What RAs learn from these interactions is crucial to the development of community both on the floor and in the building. Regularly and consistently sharing this information with the full staff is also essential as RAs can help connect residents from across the building and area to help develop new friendships and networks. The First Six Weeks Community Conversations helps provide a “face to the name” and provides recognition for the community development efforts and conversations RAs are already having.

To help RAs remember interactions with residents and share with staff, RAs will be creating a Community Conversations Map. This should be a visual representation of the floor and the residents living there. It is expected that this will be completed by the end of the first six weeks to then share with the full RA staff team. These first six weeks are crucial in an RA's outreach to residents and an understanding of the dynamics of the floor community. Remember – the first six weeks of a student's semester are generally some of the most important when it comes to success and satisfaction with their overall experience.

Each RA will share this First Six Weeks Community Conversations Map with their staff at a designated staff meeting (during/after the week of October 9, 2017).

#### **Community Conversations Map:**

- ***This must be completed by actually having one-on-one conversations with residents, not by handing out a survey or questionnaire!***
- Be creative! Make a representation of your floor with room numbers (from an overhead perspective). This can be a drawing, or a computer printout, a scrapbook, and/or other visual representations. Each room must be represented and share the following information:
  - The name(s) of each resident in each room
  - The academic year and major of each resident
  - What each resident likes to do and/or what activities they are/are planning to be involved with this semester/year
  - Any specific skills, interests, hobbies or passions that each resident has
- When speaking with residents, if you find that others on the floor share similar interests, hobbies, or passions, please make sure to connect those students to one another.

- During a one-on-one meetings with your Community Director and during staff meetings (both during and after the first six weeks), please be prepared to share the following community development areas:
  - What did you learn about your floor from the conversations while completing the Community Conversations Map?
  - Who are you most connected with on the floor? Why do you think this is the case?
  - Who are you least connected with on the floor? Why do you think this is the case? Over the course of the remainder of the semester, how do you plan to better connect with these students?
  - Now that you have this information, what will you do next? What programs will you plan based on the information you received? What future interactions or connections between students do you plan to make?
  
- **Roommate Agreement:** RAs with first year residents must have their residents complete a Roommate Agreement form. These forms can be obtained at the start of the semester from your Community Director and/or found on the RA portal. Roommate Agreements should be completed by the end of the second week of school. Please speak with your Community Director regarding how and where these should be stored. Roommate Agreements should also be completed whenever a new roommate moves in. While not mandatory, upperclassmen residents should be encouraged to complete a Roommate Agreement.

## CDM Requirements Breakdown & Outline of Deadlines

### Programming:

Program Type	Requirement Per Semester
Social Program	2
Educational Program	2
Colonels Connection <i>Must be included as one of the social or educational programs implemented each semester</i>	1
Weekend Programming <i>Must be included as one of the social or educational programs implemented each semester</i>	1

Fall Semester	Program	Due By	Spring Semester	Program	Due By
	1	Sept. 15		1	Feb. 9
	2	Oct. 13		2	Mar. 9
	3	Nov. 10		3	Apr. 6
	4	Dec. 8		4	May 4

**NOTE ON STAFF COLLABORATION:** Staff members are encouraged to work together on their programming. When working together, please collaborate and submit one (1) program proposal with the names of each staff member working on the program and the responsibilities listed for each. After the program, staff members involved must submit their own separate program evaluation.

While teamwork is encouraged, staff are reminded to be conscious of trying to provide as many quality opportunities as possible for residents. Community Directors may limit the amount of programs RAs can work on with others, or designate a number of programs that must use collaboration. Program collaborations is at the discretion of the Community Director.

**NOTE ON RECEIVING CREDIT FOR PROGRAMS:** Program Proposal and Evaluation Forms must be completed for each program to receive credit. A Program Proposal must be submitted and receive approval prior to completing a program. Staff collaborating on a program need only submit one (1) Program Proposal. *Program proposals must be submitted no less than five (5) business days prior to the scheduled program.* **EACH** Resident Assistant that has collaborated (if applicable) on a program must **INDIVIDUALLY** complete a Program Evaluation to receive full credit for program completion. *Program Evaluations must be submitted no more than five (5) business days after the scheduled program is completed.*

### Community Development & Engagement Initiatives:

Type	Requirement Per Semester	Fall Semester Deadline(s)	Spring Semester Deadline(s)
Spontaneous Programs	3 ( <i>By the end of the first 6 weeks</i> )	Oct. 6	Mar. 2
Bulletin Boards	1 per month ( <i>due on the 1st Monday of each Month – unless otherwise indicated</i> )	Aug. 24 Oct. 2 Nov. 6 Dec. 4 (Closing)	Jan. 20 (Welcome) Feb. 5 Mar. 5 Apr. 2 May 1 (Closing)
Door Tags	1 ( <i>updated when needed</i> )	Aug. 24	January 20
Floor Meetings	3	Please see CD	Please see CD
Community Map	1 ( <i>Fall only</i> )	Oct. 9	--
Roommate Agreements	1 ( <i>Fall only unless new roommates assigned – First-Year Halls Only</i> )	Sept. 11	--

**December 8, 2017:** LAST DAY TO COMPLETE FALL SEMESTER REQUIREMENTS.

**May 4, 2018:** LAST DAY TO COMPLETE SPRING SEMESTER REQUIREMENTS.

## PROGRAMMING GUIDE

### Ten Important Steps for Programming – The Basic How-To

When planning a program, it is often easy to forget some of the most important steps in making the program successful. While ideas for programming and the methods might change from time to time, the following steps are typical when planning a program for the floor, wing, building, or area.

1. **Know What is Expected:** Know the Community Development Model and what programming requirements are expected of you. These include things like social programs, large scale educational programming for the building, floor meetings, student check-ins, bulletin boards, etc.
2. **Find Out What Students Want:** Assess the needs and interests of the residents by getting to know the students on the floor and in the building. This is important when determining what to program on/about. Knowing the residents will be helpful in determining which programs will be a success and which might be duds. Getting feedback from residents about potential ideas is important. This effort will go a long way to proving programming success! Methods for this might include:
  - a. Walking around to each room at the beginning of the year and asking students what they might be interested.
  - b. Written questionnaires passed around to each room to then be returned to the RA.
  - c. Informal group discussions (i.e. engaging students in the lounge).
  - d. Placing a “suggestion box” outside the RA door with slips for students to fill out and return.
  - e. Making programming a regular agenda topic for regular monthly floor meetings.
3. **Determine the Targeted Audience:** After knowing what students want, decide who the program will be geared towards. When programming, know the population and who the message will be directed towards. Some programs might focus on issues that all students face. Programs can be specific or as general as needed based on the population of the floor, wing, building, or area. In any case know what topics can be applicable to all and which might be applicable to some.
4. **Set Goals, Plan, and Assign Tasks:** Speak with your staff, discuss ideas, discuss possible dates, times and locations, and hammer out the details to making the program successful. Assign tasks, set goals and think hard about what students should take away from the program. If the program is being put on one person, take this time to think about the above and if possible discuss ideas with fellow staff members and the Community Director.
5. **Seek Out Resources:** If the program requires additional help with information, funding, or a speaker is being asked to help present, then seek out the resources early! Remember that resources don’t just have to include the internet. While valuable, the internet still lacks some information. Branch out and speak to campus administrators from various offices, speak with the Community Director, and talk to fellow staff members or members from other staffs. Some of your best resources will be people already on the college campus.
6. **Publicize and Market Like Crazy!:** Publicity is probably the most important steps to successful programming. Getting the message out early about a program is important. Doing so creatively is even more important. Use creative sayings, words, and shapes. Hang posters and flyers in locations that students highly visit (i.e. bathroom doors/mirrors). Think outside the box for many different ways to share the information about the program. Don’t forget to talk the program up while walking down the hallway, in the bathroom, or around campus. Doing this early and creatively will help the program be successful and have a high turnout.

7. **Implement the Program:** This is when the time and hard work typically payoff. Be proud of your final product and make sure students attend. Walk around the building/floor about five minutes before the scheduled start to continue to gather interest. Be sure to confirm with any outside resources several days prior to the scheduled date of the program. Also, be sure to have fun! Remember to:
  - a. Start the program on time.
  - b. Introduce the program to the attendees.
  - c. Share any pertinent background information on any speakers joining the program.
8. **Clean-Up Afterwards:** After the program, make sure that there are enough people to clean up any remaining refreshments, rearrange any furniture, or put away supplies. Also, be sure to return any equipment that was rented or borrowed for the program. This will help make for certain that any facilities or equipment that was used for this program can be used again in the future.
9. **Evaluate:** After completing the program, think to yourself about the strengths and areas of improvement for future programming. Consider things like the day, time of day, location, and subject material. Brainstorm what did and did not work and keep these things in mind the next time a program is being planned. Remember, success is not always measured by attendance, but also by what students learn and take away from the time at the program.
10. **Send Thank You Notes (If Applicable):** It is essential to thank all those involved with the implementation of the program. This means personally thanking those students and/or staff that assumed responsibility in various areas of preparation. Secondly, a “thank you” note should be sent to any and all presenters.

#### **Things to Avoid When Program Planning:**

1. Poor Publicity
  - Not enough
  - Not eye catching
  - Poorly located
  - Not creative or informative
2. Poor Design
  - No/poorly set goals
  - No/little input or feedback from students/staff
  - Not thoroughly planned
  - Not targeting a population
3. Poor Timing
  - Not checking what day of the week is good for residents
  - Not checking what time of day is good for residents
  - Not checking to see what other activities are occurring on campus
  - Putting on a last minute program should always be avoided
4. Poor Location
  - Not central or too far from students
  - Not comfortable (furniture, size, temperature, etc.)
  - Too many distractions
  - Not known to students
5. Problems with Facilitator
  - Poor speaker
  - Not knowledgeable enough in area
  - Unaware of number of people expected

- Lack of agreement of topic
  - Didn't specify length of program
6. Things That Can Go Wrong
- Equipment that doesn't work
  - Poor films
  - Room not set up
  - Lights don't work
  - Others involved don't come through
  - Run short of money/funds
  - Losing the interest of your residents and attendance at future events by putting on a poorly planned program

### **Additional Helpful Hints for Program Planning:**

1. During the first and second weeks that residents are back on campus they have a lot of free time because there is minimal class work due. Set a positive trend in the hall by providing quality activities and programs upfront so that residents are more likely to continue participation throughout the academic year.
2. Be willing to risk a non-alcoholic event on a normal "drinking" night. Contrary to popular belief, not everyone drinks. Reach residents on these evenings through social, recreational, and community-building activities. Consider this equally for weekends. Not all students leave campus and return home. There are residents on campus looking for things to do and people to interact with. Take advantage!
3. Consider on-going events such as volleyball or basketball tournaments, theme weeks, or weekly series that involve a large and consistent number of students.
4. Enthusiasm on the part of the programmer(s) is contagious! If you are enthusiastic and energetic about your program, this will no doubt show and energize residents to attend.
5. Always remember, no turn out is too small for an event to happen. Success is truly defined by the hard work, effort, and quality of the program planning process. Remember, small programs also allow for the opportunity to get to know someone on an individual basis.

### **Themes & Trends for Programming – Reviewing the Year:**

When programming, it is helpful to know and understand what issues, concerns, and challenges students (including you) might be experiencing. By having this knowledge, planning for programming becomes much easier and meets the needs of students. Below are identified student needs and possible activities to meet those needs.

*Note: as different needs arise on your floor, be creative in developing responses to those needs.*

Month	Student Needs/Issues	Program Topic Ideas
August & September	<ul style="list-style-type: none"> <li>• Student Needs:</li> <li>• Homesickness</li> <li>• Roommate Conflict</li> <li>• Value Crisis</li> <li>• Adjustment to new academic and residential environment</li> <li>• Socialization</li> <li>• Long distance relationships</li> <li>• Financial adjustment</li> <li>• Orientation to campus</li> <li>• Loneliness</li> </ul>	<ul style="list-style-type: none"> <li>• Floor parties</li> <li>• Get acquainted parties</li> <li>• Campus tours</li> <li>• Cook outs</li> <li>• Scavenger hunt</li> <li>• Freshman week</li> <li>• Room decoration</li> <li>• Birthday calendar</li> <li>• Roommate Conflict</li> <li>• Movie</li> <li>• Fire Safety</li> </ul>

		<ul style="list-style-type: none"> <li>• Separation from family and friends</li> </ul>
October	<ul style="list-style-type: none"> <li>• Student Needs:</li> <li>• Test anxiety</li> <li>• Stress from midterms</li> <li>• Grief from not being a part of a group</li> <li>• Summer pregnancies begin to show</li> <li>• Sexual conflicts</li> <li>• Dating/non-dating relationships</li> <li>• Roommate problems/conflict</li> <li>• Time management problems</li> <li>• Low self-esteem</li> <li>• Homecoming blues</li> </ul>	<ul style="list-style-type: none"> <li>• Study Workshops</li> <li>• Relaxation Methods</li> <li>• Test taking skills</li> <li>• Study Breaks</li> <li>• T-shirts</li> <li>• Human sexuality</li> <li>• Parenthood planning</li> <li>• Alcohol policies</li> <li>• Halloween costume party</li> <li>• Door decorating contest</li> <li>• Pumpkin carving</li> <li>• Trick or Treat for children</li> <li>• Intramural sports</li> <li>• Roommate game</li> </ul>
November	<ul style="list-style-type: none"> <li>• Suicide</li> <li>• Academic pressure</li> <li>• Pre-final stress</li> <li>• Depression and anxiety</li> <li>• Time management</li> <li>• Economic anxiety</li> <li>• Increased alcohol consumption</li> <li>• Pregnancies</li> <li>• Roommate problems</li> <li>• Health problems</li> <li>• Lack of friends</li> </ul>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Fun floor activities</li> <li>• Weightlifting</li> <li>• Hair and Makeup demonstration</li> <li>• Alcohol and drug awareness</li> <li>• Course study groups</li> <li>• Healthy eating</li> <li>• Tutoring programs</li> <li>• Aerobics</li> <li>• Roommate game</li> <li>• Thanksgiving baskets for the needy</li> <li>• Thanksgiving dinner</li> <li>• Living on a college budget</li> <li>• Career interest surveys</li> </ul>
December	<ul style="list-style-type: none"> <li>• Extracurricular activities time strains</li> <li>• Anxiety, fear and guilt</li> <li>• Academic failure forthcoming</li> <li>• Final Exams</li> <li>• Pressure to perform sexually and socially</li> <li>• Little money for holiday presents</li> </ul>	<ul style="list-style-type: none"> <li>• Shopping trips</li> <li>• Study breaks</li> <li>• Food and toy drive</li> <li>• Door decorating</li> <li>• Caroling</li> <li>• Visit nursing homes</li> <li>• Holiday fashion</li> <li>• Holiday party</li> <li>• Secret pals</li> <li>• Homemade ornaments and presents</li> <li>• Cookie bake</li> <li>• Holiday around the world</li> <li>• 24 Hour study area</li> <li>• Countdown to Quiet Hours Party</li> </ul>

January	<ul style="list-style-type: none"> <li>• Post-holiday depression</li> <li>• Loss of loved one over break</li> <li>• New student orientation</li> <li>• Anxiety about second semester performance</li> <li>• Money problems</li> <li>• Weight gain over holiday</li> <li>• Probation due to grades</li> </ul>	<ul style="list-style-type: none"> <li>• Procrastinator's New Year's party</li> <li>• Drive-in movie</li> <li>• The Dating Game</li> <li>• Floor feuds</li> <li>• Income tax preparation</li> <li>• Stereo clinic</li> <li>• Exercise program</li> <li>• New Years resolution setting session</li> <li>• Talent night</li> <li>• Superbowl party</li> <li>• Nutrition and weight control</li> <li>• Weekend festival</li> <li>• Fire safety procedures</li> <li>• Pregame socials</li> </ul>
February	<ul style="list-style-type: none"> <li>• Academic pressures</li> <li>• Cabin fever</li> <li>• Summer job hunting</li> <li>• Relationships</li> <li>• Fall housing plans</li> <li>• Social calendar</li> <li>• Depression increases for some</li> <li>• Fear of "Real World" after graduation</li> </ul>	<ul style="list-style-type: none"> <li>• Secret Valentines</li> <li>• Candy Sales</li> <li>• Valentine Delivery Sales</li> <li>• Roommate Appreciation day/week</li> <li>• Baby Picture Contest</li> <li>• Things to do on Spring Break</li> <li>• Student Financial Aid</li> <li>• Trivial Pursuit</li> <li>• Preparing a resume</li> <li>• Job interviewing techniques</li> <li>• Career Placement Center Information</li> <li>• Indoor Beach Party</li> <li>• Saturday Pancake Breakfast</li> <li>• Women/Men's concerns</li> <li>• Alcohol Awareness</li> <li>• Camping Trips</li> <li>• Choosing a Major</li> <li>• Apartment Hunting</li> <li>• Cabin Fever socials</li> </ul>
March	<ul style="list-style-type: none"> <li>• Drug and Alcohol abuse</li> <li>• Suicide</li> <li>• Academic pressure</li> <li>• Senior job interviewing, senior stress</li> <li>• Depression due to anticipation of separation of college friends</li> <li>• Summer job hunting</li> </ul>	<ul style="list-style-type: none"> <li>• Job search skills</li> <li>• Bike trip</li> <li>• Summer Co-op</li> <li>• Self-defense</li> <li>• Stress Reduction</li> <li>• 24 Hour study area for mid-terms</li> <li>• Study breaks</li> <li>• Spring door decorating contest</li> <li>• Outdoor movie</li> <li>• Kite flying</li> </ul>



		<ul style="list-style-type: none"> <li>• Midterm study groups</li> <li>• Rape awareness</li> <li>• The effects of alcohol on the body</li> <li>• Spring break ride board</li> <li>• Suntan vs. sunburn</li> <li>• Travel safety</li> <li>• Spring and summer fashions</li> <li>• Dance-a-thon</li> <li>• March of Dimes collection</li> </ul>
April	<ul style="list-style-type: none"> <li>• Academic pressures</li> <li>• Frustration about registration</li> <li>• Summer job pressures</li> <li>• Changing majors</li> <li>• Papers and projects pile-up</li> <li>• Drop-out</li> <li>• Job recruitment panic</li> <li>• Starting crash diets</li> <li>• Spring (everyone is in love, but me)</li> <li>• Increased illness</li> <li>• Unattractiveness of institutional food</li> </ul>	<ul style="list-style-type: none"> <li>• Residence Hall Week</li> <li>• Cook out</li> <li>• Bridal show</li> <li>• Relaxation techniques</li> <li>• Beach party</li> <li>• Test anxiety</li> <li>• Hall awards banquet</li> <li>• Plant swap</li> <li>• Graduation</li> <li>• Where to now?</li> <li>• Dress for success</li> <li>• Summer job opportunities</li> <li>• Dating skills</li> <li>• Rape program</li> </ul>
May & June	<ul style="list-style-type: none"> <li>• Senior panic about job: ability to finance oneself</li> <li>• Anxiety develops (The year is ending)</li> <li>• Depression of leaving friends</li> <li>• Heartbreak over split from significant other</li> <li>• Facing conflict with family</li> <li>• Finals pressure</li> <li>• Academic deficiencies emerge</li> <li>• Moving out</li> <li>• Going home</li> </ul>	<ul style="list-style-type: none"> <li>• How to say goodbye</li> <li>• Address party</li> <li>• Cartoon night</li> <li>• Pot luck/Good luck dinner</li> <li>• Farewell cookout</li> <li>• Final study break</li> <li>• Roommate appreciation</li> <li>• Community consideration program</li> </ul>

### **Make it Successful – Marketing & Publicity:**

Publicity is another key to successful programming. Even if the entire program has been planned to the last detail, and every member of the group has followed through with the delegated tasks, complete success is dependent on how the group elects to inform students of the event. Unfortunately, this is not usually realized until after the program when staff recognizes a better effort in advertising a program was needed.

Even a carefully planned program based on accurately identified student interest has little chance of success without adequate publicity. Too often publicity is left to the last minute or is done in a boring or sloppy way. Poor publicity is the number one cause of program failures. Staff should never hear or be told that students didn't know about a program!

Here are some helpful hints when publicizing a program:

- **Use Visuals**—Include pictures, graphics, and logos. Material that is only written does not get the attention needed
- **Use Colors**—Printing may be done in color or the paper used may be a different color. The idea is to use a promotional device that calls attention to itself.
- **Use Different Publicity Techniques**—Do not depend upon a single form of promotion because no one type of publicity reaches the entire audience. Instead, use several different mediums to be most effective and reinforce your message.
- **Use Time**—Use time as an advantage. If publicity goes out too late, it does not give people enough time to plan to attend an event. Having publicity available at least one week before the event is usually most effective.
- **Use Creativity**—Be creative! Enthusiasm and interest are generated by using unique and fresh ways of promotion.
- **Use Quantity**—An advertisement must be seen or heard several times before it has any impact. The retention of your message or announcement will be greater the more often it is seen or heard. So do not hesitate to pump out the publicity while remembering that mere repetition without variety accomplishes little. Quality and quantity should go hand in hand.
- **Be Visible**—Place publicity in locations that are well travelled and have high visibility (think restrooms, lounges, and near exit doors).
- **Be Legible**—There is greater chance that students will bother to read all your information if the publicity is easily read. Too large, or too small type is read with difficulty and long lines are confusing. Avoid solid blocks of printed matter as they are often ignored. Information can be made more legible, less monotonous and more attractive by breaking it into smaller parts.
- **Don't just announce programs—SELL THE PROGRAMS!!**

### Make it Successful – Marketing & Publicity Methods:

<b>Advertising</b>	<b>Billboards (Giant Posters)</b> —Put a huge poster up in a lobby, lounge, or across the wall. Or you can scale it down a bit and put up large posters on aisles that you set up in strategic places (stairwells, etc.)
	<b>Direct Mail Flyers</b> —Put together flyers that pop up when you open them in their campus mail boxes and explain the upcoming program
	<b>Mobiles</b> —Create several mobiles that hang in lobbies, lounges, stairwells or kitchens that highlight different aspects of the program.
	<b>Invitations</b> —Send formal invitations to your residents even asking them to RSVP (hopefully in the affirmative).
	<b>Newsletters</b> —A monthly newsletter goes a long way with regularly posting upcoming events and programs. Make a section that is exclusively used for programming or even use it to start talking about your programs theme (if you are doing a program on personality type maybe analyze personality groups from popular TV series and rhetorically ask who they relate to)
	<b>Table Tents</b> —Just like the tents you put in the dining halls, but scaled down! Advertise your event and place them in community rooms and lounges around College Housing

	<b>Car Leaflets/Flyers</b> —Consider creating something visually creative and placing them on the windshields of cars in the parking lot(s) associated with your areas. Be sure to check any regulations first.
	<b>Monthly Calendars</b> —The residence hall office, bulletin boards, and main entrance areas are great locations to develop and hang large Monthly Calendars that advertise events, schedules, and locations.
	<b>Co-Sponsor</b> —Find other organizations on campus to enable the use of the other group's members and increase the dissemination of information about your program.
	<b>Restroom readers</b> (common restrooms)—Like the newsletter, but exclusively focused on your program and posted in the stalls. You can write witty articles about topics that support your program theme.
	<b>Bulletin Boards</b> —You will most likely have to do one anyway why not take your bulletin board and turn it into an advertisement. Not only talk about your program, but go into detail about the topic.
	<b>Candy Bags</b> —Tape candy bags to doors and insert slips that talk about your program and have 3-5 facts surrounding your topic.
	<b>Door Hangers/Lock Slips</b> —Type up your information and post it on everyone's door handle/covering the door lock. Chances are good that they will at least see the information when they key into their room!
	<b>Costumes</b> —Wear a costume on duty rounds, while handing out flyers, or throughout the day.
Creative	<b>Bookmarks</b> —Print colorful bookmarks that advertise a week of planned programs. These could be distributed from the residence life office or perhaps the bookstore.
	<b>Paint Windows</b> —Use specially designed window paint/markers and try painting different places. Remove the paint when the event is over.
	<b>Chalk Poster on the Sidewalk--</b> Have a student do a large chalk poster at a prime time in the day (mail-pick up) so that students can see the artist working and read about the program.
	<b>Paper Footprints</b> —Tape paper footprints on the sidewalks/hallways with information on the specific event, or place the footprints in such a manner that they lead to the event area.
	<b>Abstract Objects</b> —Decorate a mannequin in your lounge, put up a sculpture, use lights, shopping carts, decorate your car in the parking lot, inflatable objects, etc.
	<b>Guerrilla tactics</b> —Get covert and attack certain areas (i.e. Surprise a study lounge with cupcakes that have your program written on the top and drop them off ).
	<b>Active objects</b> —Get a remote controlled car and race it around the building running into doors with a flyer on it, set up a computer in the lounge or at a front desk with a PowerPoint kiosk going on it.

	<b>Certificates of completion</b> —If it is a program that deals with educational items like CPR then they can get an official certificate...or create more fun certificates for crazy programs kind of like superlatives!
<b>Incentives and Rewards</b>	<b>Door prizes/raffles/eligibility</b> —Advertise that there will be door prizes, or raffles during the event for cool gifts.
	<b>Free food</b> —If you feed them they will come! BUT get creative with your food...this in itself can add to the program or be a program in itself.
	<b>Question board</b> —Set up a board in the laundry room, bathroom, or lounge with a question that supports your program. Have residents write their comments on it and go from there! This works really well with controversial topics
<b>Word of Mouth</b>	<b>“Your RA Is In”</b> —Set up a table in your lobby or outside under a tent and sit down with a sign like Lucie from Charlie Brown. Not only is this a good chance to answer questions, but you can hand out flyers, give away candy to get attention and also allows you to be really accessible.
	<b>Repetition</b> —Put 10 flyers together on one wall or string 5 flyers together with string and hang them under your bulletin boards.
<b>Flyers</b>	<b>Positioning</b> —Hang flyers a little differently by putting them upside down or at different angles. The slightest movement may attract more attention.
	<b>Shapes</b> —Cut out those flyers to reflect your program topic (i.e. for programs on alcohol cut it out like a beer can or go a step further and stuff six flyers in a old cardboard six pack holder and drop one of at each door)
	<b>Placement</b> —Put your flyers in crazy places (i.e. in bathroom stalls, on the ceiling)

### **If a Program is Unsuccessful:**

Even with the best planning and preparation, there are times when a program will not be as successful as expected. When this occurs it is important to evaluate what was done. Doing so will help prevent future instances of unsuccessful programs. When evaluating the program, ask the following questions:

- What is your definition of success?
- Was the implemented program based a need/desire assessed from residents or was it simply done to complete a requirement?
- What was your own excitement level about the program? Did this show through in the planning and implementing of the program?
- How was the program planned? Did everyone involved get a chance to voice their ideas/opinions/feelings? Was it done thoroughly or hastily?
- How was the location? Was it comfortable? Were there any distractions?
- How was the publicity? Was there enough? Was it interesting or eye catching? Was it passive or active? Was it displayed with enough time?
- Was it too simple and not exciting or was it unique, innovative, and exciting?
- What was the time of day, day of week, week of year? Did it match with whatever else is occurring on campus (i.e. stress relief during mid-terms/finals)?

# **SECTION 4**

# **INCIDENT RESPONSE**

# **PROTOCOL**

# **SECTION 4**

# **INCIDENT RESPONSE**

# **PROTOCOL**

## DISCRETION & PRIVACY

Throughout the year, residents will look to the RA for guidance and support. Resident Assistants are not expected to know everything, but should be able to connect residents to resources or make an appropriate referral.

Staff members may learn sensitive, personal information about their residents. This information should never be discussed with other students. RAs may be contacted by the parent or family member of a student. Any family/parent contact should be immediately referred to the CD. If this happens, politely provide them with business contact information for the CD. If an urgent situation occurs after hours, also contact the CD on Duty.

The RA job requires that information is conveyed appropriately. RAs do not fall into any legally shielded category of confidentiality (such as a doctor, licensed mental health practitioner, clergy).

All sensitive issues should be discussed with your supervisor. Your supervisor can be helpful in providing insight. There may be times when a student will attempt to put conditions on the information they share with you. Gently advise any person that if s/he confides in you, you cannot be sworn to secrecy. Personal or sensitive information that you learn should only ever be shared “up” (to the professional staff) not out or down (to other RAs or to students—or non-students). Therefore you can assure the student that you will use the utmost discretion in sharing information and only be sharing said information with individuals that will be able to assist and/or provide support. One of your primary functions is to keep your CD informed of the issues and events on your floor. If you fail to do so, you are not doing your job and may be placing the student or the community at risk.

### **Examples of what information should be shared:**

- Reported sexual assault
- Student expresses suicidal thoughts
- Student discusses verbally or physically threatening or being threatened by another party

### **Examples of what information does not need to be shared:**

- Student had a “bad day”
- Resident is having trouble writing a paper
- Roommates are disagreeing about which TV show to watch

## RESPONSE GUIDE

### **Quick tips when responding to an incident:**

- Always announce yourself as an RA. Not everyone present may be aware of your position.
- Try to have another RA present, especially if it's your first time dealing with something—you don't want to be caught alone in a potentially dangerous situation.
- Know the basic facts regarding the behavior you are confronting, but don't try to come across as an expert. Your role is primary response and information collecting, not assigning responsibility.
- Stick to the issues. Do not let agitated persons distract you with unnecessary comments, questions, excuses or rationales.
- Remain calm. As a role model, residents will emulate your emotions and behavior. If you're composed and positive, they will be too.
- When Public Safety or the Community Director on duty responds, please stay in the vicinity to assist them. Only leave when directed to do so.
- Make sure to write an Incident Report in Maxient unless otherwise specified by the CD.

### **Alcohol:**

- If you have knowledge a room or suite is in the possession of alcohol, and it is a dry building/suite, confront the situation.
- Knock on student's door, announce yourself as a Resident Assistant.
  - ✓ If you are able to do so, ask another RA for assistance.
  - ✓ If they do not answer you must contact the CD on duty before keying into the room.
  - ✓ If you do not feel comfortable in the situation, call Public Safety or the CD on duty.
- If residents are indeed in possession of alcohol, begin documenting all residents. Explain to all parties involved the alcohol policy and the judicial process.
- You should note the type, number and state (empty to full) of all containers.
  - ✓ Have the room host(s) collect all empty containers in a bag.
  - ✓ For the full containers, have them dump out the contents and add the empties to the bag.
- If they become confrontational, contact either the CD or Public Safety.

### **Drugs:**

- If you have knowledge that a person/room/suite is in the possession of illegal drugs or prescription medication, call Public Safety, then the CD on duty to have them confirm the situation.
- Stay by the room or area of suspect until the professional staff member or Public Safety officer arrives.

### **Entering a Resident's Room:**

Depending on the situation, you may be required to enter a resident's room in order to complete your RA responsibilities, such as when completing a routine safety inspection or if a room is loud and no one is answering.

- In order to enter a resident's room, you **MUST** get clearance from either your CD or the CD on Duty.  
This is for any reason!
- RAs may not enter a resident's room alone. Always enter with another RA or professional staff member.
- Make sure to knock and announce yourself.
  - ✓ *For example: \*Knock Knock\* "RA Maurice".*
  - ✓ You must knock and announce yourself 3 times.

### **Fire Alarm/ Fire Safety:**

*If you discover a fire...*

- Go to the closest pull station and sound the alarm.



- Get out of the building.
- As you are exiting if you see any residents notify them to exit immediately.
- Call Public Safety and give them as much detail as possible.
- Call the CD on duty and inform them of the details.
- Help make sure that all residents are away from the building outside.
- Go to your designated meeting area for a fire alarm and wait for the rest of the staff to arrive.

*If the alarm sounds...*

- All students should exit the building, including the RAs.
- While staff proceeds to their predetermined meeting spot outside, they should alert all students to exit the building.
- If there is no CD present, wait outside with the residents of the building.
- Staff should stay by the entrance of the building in case Public Safety or Milton Fire Department needs their assistance.
- Call Public Safety and give them as much detail as possible.
- Call the CD on duty and inform them of the alarm.
- Once the building is cleared by Milton Fire Department, staff will conduct a search of the entire building together as instructed by CD on duty.
- Students will not be allowed to enter building until all searches have been completed and the electrician has reset the building alarm.

*Note: If you discover something covering a smoke detector and/or prohibited/illegal items during the room search, it should be documented as well.*

### **Flooding:**

- Try to determine the origin and severity of the water. The more information you have about the issue, the faster the repairs can be started and completed.
- Contact Public Safety, who will call Buildings and Grounds to fix the problem.
- Call the CD on duty and follow any instructions, which can include:
  - ✓ Hanging up warning signs about the water.
  - ✓ Clearing out the hallway/bathroom/common area of residents who are “hanging out”.
  - ✓ Submitting a School Dude and/or Incident Report.
- Depending on the extent of water damage, the CD may physically respond and work with nearby residents to address further concerns. Stay in the vicinity to assist.

### **Hate Speech, Graffiti, Vandalism, and other Damages:**

- Immediately notify the CD on call.
- Do NOT erase or remove the item. Instead, you may cover the vandalism with paper to temporarily conceal the damage.
- If the ability to take documentation through photograph is available, please do so.
- Remain by the above damage/vandalism until a staff member or PS officer responds.
- Depending on the content of the vandalism, you may be asked to hang-up a bias-related graffiti poster near the item. These signs can be found inside each area’s hall office.
- If any additional information comes forward after the incident occurs, notify a professional staff member immediately.

### **Lock Change:**

- Lock changes should be conducted under the following situations:
  - ✓ Lost key is reported and there is no hope of recovering the key shortly.
  - ✓ You find out a student’s key has been missing for a while.

- ✓ When a CD declares that a lock change must be conducted due to other circumstances.
- To issue a lock-change when on duty: enter a SchoolDude and contact the CD on duty and relay information about the lost key. The CD on Duty will decide next steps if a lock change needs to be completed that night.
  - ✓ After confirming with the CD, contact Public Safety, who will then notify the on-call locksmith.
  - ✓ Be on the look-out for the locksmith. When he/she arrives, direct them to the room that needs a new lock.
- The student getting the lock change should turn-in their old key and be reminded that a \$225 bill will be reviewed by the CD. Responsible parties should come forward, else all individuals in the room will split the bill.

### **Lock Out:**

- If a student is locked out, they should first attempt to contact their roommate.
- If their roommate is unavailable, the student should find an RA. The RA should look student up on the building roster and use the master key in staff office to let student back into room. RA should ask student to see their Curry ID and room key upon completion of the lock out.
  - ✓ Be sure that staff is completing a lock out form every time and informing student of lock out procedures/charges.
- If the student is unable to find an RA, they should seek out the Community Director in their office during normal business hours (Monday – Friday, 10:00AM - 4:30PM).
- If they are unable to locate their CD, contact Public Safety at 617-333-2222. Public Safety will notify the staff member on call to facilitate the lockout. Students should be advised that there could be a significant wait due to the CD on Duty having to respond during business hours. This is why it is important for the student to actually find an RA if possible.
- After a third lock out, a charge of \$10.00 will be added to a student's account per subsequent lockout.

### **Lost Keys/ID Card:**

- Check building office first to see if keys/IDs were turned in.
- Let the resident know that they should check the Public Safety Office and the Student Center Info Desk.
- In the event of a lost ID card, have the student log onto the portal to deactivate their ID card right away. This prevents someone else from using the card. Send them to Public Safety to have a new card issued.
- In the event of a lost key and between 8:30AM and 4:30PM, have the resident go to the CD of the area to fill out a lost key form. If after 4:30PM, call the CD on duty.

*Note: If a key is lost and there is no chance of finding it, an emergency lock change should be conducted (see Lock Change section).*

### **Loss of Electricity:**

- Anytime there is a loss of power, contact Public Safety who will then dispatch Buildings and Grounds.
- Make sure you have all the following information:
  - ✓ Which areas do not have power? The whole building or just one room? What is the room number?
  - ✓ What side of the room is out?
  - ✓ Is it a specific outlet?
  - ✓ Is there anywhere else with this problem (other buildings)?
- If you are on duty, contact the CD on duty. If you are not on duty and it is during the day, please contact the main office. If it is at night, contact an RA or PS as soon as you are able and let them know if you are able to assist.
- Always place a School Dude. If the problem persists, make sure to complete an Incident Report in Maxient.

- If students are confrontational: talk to them. Find out what they are worried about and try to assist them if possible. If a student gets aggressive or disruptive to the point that you are unable to do your job, contact the CD on duty or PS.

### **Mental Health Concern:**

A mental health concern constitutes a range of situations when the mental or emotional well-being of a student is put into question. Some example topics include (but are not limited to): depression, anxiety, eating disorder, suicide ideation, or loss of a close friend or family member. If a student, or a friend of a student, comes forward about such a concern:

- Let the person giving you the information know:
  - ✓ You understand that this is a challenging situation. Thank them for sharing that information.
  - ✓ You will keep the divulged information private, but may need to tell your supervisor about it out of concern for the person's well-being.
  - ✓ You are not a professionally trained counselor, however, you can connect them to people who can help.
    - If needed, this is when you can contact the CD on duty.
- If you are ever unsure about how to respond to such information, reach out to the CD immediately.
- Remember: you were told this information for a reason. Trust your instincts, be empathetic, and get support when appropriate.

### **Medical Emergency/Transport:**

- Contact Public Safety and let them know you need a student to be medically evaluated.
  - ✓ Then contact the CD on duty ASAP.
- Comfort the student to the best of your ability without touching or moving the injured party.
- When PS, CD on duty, or EMT arrives, stay off to the side and supply information or assistance when needed.
  - ✓ This is typically a good time to collect information from nearby residents so you can write a comprehensive incident report.
  - ✓ Keep nearby residents away from the scene.

### **Missing Student/Persons:**

- Find out when the student was last seen, where, and if any parties might have more information regarding the student's whereabouts. Be sure to get any information from roommates and friends, if you are able to find out whether or not the student is avoiding people due to personal trouble it will make follow up much easier.
- After gathering this information, contact the CD on duty and wait for further instructions.

### **Quiet Hours/Noise Violations:**

- Introduce yourself and explain why you are addressing the situation (i.e., violating quiet/courtesy hours).
- Politely ask the residents to stop whatever activity was making the noise.
- Remind students of the noise policies.
- Documentation should always be made in the duty log. Talk to your CD about appropriate standards when completing Incident Reports regarding quiet hours in your area.

### **School Dudes:**

- Please report all maintenance requests through School Dude; nothing should ever be called into Building & Grounds directly.
- B&G is staffed Monday – Friday 7:00AM – 3:30PM.
- For issues after hours (nights/weekends), non-emergency items should be entered into School Dude

- Emergency requests (heat issues, power outages, electrical concerns, floods, life safety issues, etc.) should be called immediately into Public Safety at 617 - 333 - 2222, so they can contact & dispatch the B&G on call. Please do not call B&G directly and leave a message.
- If you have any questions, please see your RA or Community Director, or contact Campus Life at 617 - 333 - 2252.

### **Sexual Misconduct/Harassment:**

- If a student reports a sexual misconduct incident, the number one priority is to ensure their safety and well-being.
  - ✓ Any and all information the student divulges about the incident is private, but not necessarily confidential.
  - ✓ If the survivor party is present, thank them for willing to speak with you. Stay with them and contact the CD on duty, who will arrive, provide additional assistance, explain options, and contact necessary administrative staff members.
  - ✓ If the survivor is not present, contact the CD on duty, who will then decide on the best course of action in getting a hold of the student.
  - ✓ The student may want to contact law enforcement first. Explain that the CD has important information regarding the reporting process that should be understood before law enforcement (Public Safety or local Milton Police Department) are involved. Again, our process is survivor-centered, and nothing should happen without their consent.
- Please refrain from telling the student what to do. We are providing options, suggestions, and the ability to choose. While we will have to notify certain administrative personnel (Title IX coordinator, for instance), what happens to the student is up to them.
- Make sure to complete an Incident Report in Maxient.

### **Theft:**

If a student reports an item stolen:

- Contact Public Safety to fill out missing items report.
- Contact CD on Duty; have all information available for CD.
- Remind students to keep doors locked and have their keys/ID cards with them at all times, even when leaving the room to use the bathroom or visit a neighbor!

### **Violence/ Fights:**

- Do NOT physically intervene in the situation.
- Use your words to alert the parties involved that you are calling Public Safety. Appeal to them by showing concern, and not by asserting dominance over the situation.
- Alert Public Safety immediately!
  - ✓ Be sure to give them as much information as possible.
- Call the CD on duty.
- Do your best to remove bystanders from the area and control the situation (without endangering yourself or others) until help arrives.

### **Weapons/Explosives:**

- Remove yourself from the situation until you feel safe and then call for assistance:
  - ✓ Alert Public Safety first, then call the CD on duty.
- If you are unsure on what constitutes a weapon or an explosive, do not hesitate to contact a CD or Public Safety.

## INCIDENT REPORT WRITING

Please remember that this is simply a guideline; it does not include every single detail you should be including in an Incident Report, but gives an outline of what it should minimally include. If you have questions, please do not hesitate to contact your fellow RAs, CD or the CD on duty.

- Names of students involved
  - ✓ ID numbers
  - ✓ How are students involved?
- Date, time and location of incident
  - ✓ Times that important things happened (i.e. PS/ CD/ Fallon called, when they arrive, etc.)
- Set the scene
  - ✓ How did you come across the incident?
  - ✓ What did you see in the room? What are people involved saying?
  - ✓ How many open containers? How many closed containers?
  - ✓ What did you say to students/ people involved?
- Outcome
  - ✓ How did the incident end?
  - ✓ Were students documented?
  - ✓ Did students leave?
  - ✓ Was a student transported or removed from campus?
- Details
  - ✓ Students v. guest
  - ✓ Full names first, using last names following
  - ✓ Include information from the fields in the body of the IR as well
  - ✓ Grammar/ ABC Check (use Word first if you need)
  - ✓ Use only objective information such as a students's own words and direct quotes.

### Example IR:

On Saturday, November 5<sup>th</sup>, 2016 at 10:45PM, RAs Jon Smith and Tyler Moore were doing rounds in SCRH. On the 3<sup>rd</sup> floor, there was a lot of noise coming from 3C, so RAs Smith and Moore knocked on the door. Resident Anna Spark (@00112935) opened the door after the RAs knocked a second time. RA Smith told Resident Spark he heard a lot of noise coming from the room and needed to address the situation. Resident Spark then fully opened the door. The lights of the room were off, windows were closed, a laptop was playing very loud music, and there was a half-full handle (1.75L) of vodka on the desk. Three shot glasses were on a table. RA Lannister recognized the people in the room as Residents Ted Guthier (@00415569), Danny Tabernacle (@00778899), and Roy Blythe (@00123456). Resident Blythe was holding a shot glass when the RAs entered the room.

The RAs explained that although it is not yet quiet hours in the area, courtesy hours are always in effect. Since there was alcohol in the room, RA Smith collected IDs. Resident Spark was identified as being under 21. RAs had the residents pour the alcohol out and reminded them that, in the presence of a student under 21, the suite is to be considered dry. Throughout the incident, Residents Spark, Guthier, Tabernacle, and Blythe were respectful towards the RAs as they provided their IDs in a timely manner and were patient while the RAs collected the information they needed. At around 11:00PM, the RAs thanked the residents and left suite 3C.

## CONFLICT MEDIATION

One of the most common situations an RA will encounter, especially in a first-year area or when residents are randomly assigned rooms, is the roommate conflict. Luckily, these can be very easy situations to resolve and can lead to a better living environment for everyone involved. Mediations guided by RAs are typically the first step in resolving roommate disputes. To start, however, you must first get consent from each party to engage in the mediation. Without each person wanting to be present and have a conversation about the issue, no progress can be made and the CD may need to intervene.

After setting up the mediation, consider the following:

- Start mediation by setting ground rules.
  - ✓ There should be no foul language used in this process.
  - ✓ Let each side have a turn to speak (remind residents to use “I” statements and to not accuse the other of anything).
- Let residents work out a solution together. You are acting in the role as a mediator, not a person taking sides.
- Document the mediation with the formal roommate contract or a typed agreement if necessary.
- Inform CD of situation and follow up with the residents.

### **Tips for Mediation:**

- Never take sides.
  - ✓ Never become the decision-maker.
  - ✓ Don’t side with one individual against another.
- Employ a win-win strategy.
  - ✓ It is almost always possible that each roommate can walk away feeling that they made their feelings understood and that they won at least part of the conflict.
- Assure personal integrity.
  - ✓ Never allow one person to insult or humiliate another. Set the ground rules early.
- Get the conflict out in the open.
  - ✓ Bring the two parties together to address the roots of the conflict in a neutral meeting place. This facilitates more open communication.
- Be aware of barriers.
  - ✓ Defensiveness and put-downs play a counter-productive role in seeking resolution.
- Keep numbers of persons involved limited.
  - ✓ Resolving roommate conflicts should involve only those individuals directly involved.
- Remember these non-verbals:
  - ✓ Sit equidistant from all parties.
  - ✓ Maintain eye contact.
  - ✓ Remain physically open (i.e. maintain open body language).

# **SECTION 5**

## **ADMINISTRATIVE RESPONSIBILITIES**

# **SECTION 5**

## **ADMINISTRATIVE RESPONSIBILITIES**



## **DUTY PROCEDURES**

### **Duty Hours:**

- Sunday night through Wednesday night the hours of duty are from 8PM to Midnight.
- Thursday night the hours of duty are from 8PM to 1AM. If the area is active, you are expected to stay on duty until the activity has subsided.
- Friday night and Saturday night the hours of duty are from 8PM to 2AM
- RA's must maintain the Nextel until the following morning during the weekdays until 8AM and 10AM on the weekends. RAs on-duty may be called upon to assist students or staff anytime while on duty.

### **Duty Equipment:**

- All RAs on duty must meet at 8:00PM for duty in the CD office of their building. The CD on Duty will call the RAs on duty to sign on with them via Nextel between 7:45PM - 8:00PM.
- On Saturdays and Sundays, equipment is to be dropped off no earlier than 10am in the CD office of their building.
  - \* If an RA loses or misplaces any of these duty materials s/he must notify the CD on duty immediately. If such a loss does occur, the RAs' employment status will be reviewed. In addition to the security issues around such a loss, there are also extensive monetary consequences.

### **Duty Log:**

- Every night, RAs are required to complete a record of their experiences called the duty log. Upon logging into the office computer, the duty log link is located at the following location: myCurry Portal → Student Life → RA → RA Duty Log (under Student Accountability Resource).
- RAs are required to record all situations or problems encountered while on (or off) duty, including (but not limited to) warning residents about quiet hour violations, residents engaging in disruptive behavior, and any damage or vandalism done to the building. If applicable to the situation, an incident report may also be required.
- Make sure the duty log is completed at the end of the night so that the CD can review it the following morning.
- A professional duty log should look substantial, contain relevant information to the area, and be completely filled out. Refer to your CD for more information on how the duty log should look at the end of each night.

### **Master Keys:**

- The proper use of master keys is extremely important. Improper handling of keys may lead to serious security problems, and may result in termination of your employment. Under NO circumstances should non-staff members have these keys!
- The following are policies regarding the use of the master key:
  - ✓ If the master key is misplaced or stolen, notify the CD on duty immediately!
  - ✓ If a student is locked out, the RA must personally open the room. The master key must NEVER be given to a student. No exceptions!
  - ✓ Resident Assistants should never use the master key to open a room for anyone other than the resident(s) of the room. A resident must be present with you when you are unlocking the door for them. To do so is a violation of the resident's rights and is an unacceptable use of the master key. Ask your CD for any clarifications.
  - ✓ RAs should keep the master key locked in the key trap at all times while on duty.
  - ✓ Any RAs who abuse the responsibilities of possessing a master key will be sanctioned appropriately by the Office of Residence Life & Housing.

### **Nextels:**

- The RA in each area will have a Nextel while on duty, which must never leave their possession.
- The Nextel should be on at all times while you are on duty.
  - ✓ The proper and professional use of the Nextel is expected at all times.
  - ✓ If there is something wrong with your Nextel (i.e. not transmitting) you must notify the CD on duty and Public Safety immediately.

### **Nextel Codes:**

Community Director on Duty:	110
Mayflower, State House and Lombard Hall	103 & 104
NCRH, Scholars:	105 & 106
886, 874, Rose and North	109
Bell Hall, Brown, Green and Grey	102
Suite, Main House and White House:	101 & 107
SCRH, Milton Hall and 156 House:	108

### **Language on the Nextel**

Here are a few very important things to remember when using the Nextel:

- ✓ You need to be calm and polite.
- ✓ You need to be able to say what you need in the fewest possible words and in the clearest possible way.
- ✓ Do not use names of people over the Nextel, especially residents involved in a situation that you are handling. If you need to discuss names or personal information, contact the person (whether it is Public Safety or the CD) by phone.
- ✓ Public Safety may ask you to call their “landline,” this means you should call them at x2222.

### **Rounds:**

- During the course of the night, RAs will periodically walk around their areas and interact with students, called *doing rounds*. These are the times when RAs leave the office and have given opportunities for furthering the positive development of their communities. Some example of this include: walking through all buildings in your area, checking up on certain students (as directed by your CD), or simply greeting residents in the halls.
- While interacting with residents, RAs should also be checking for safety concerns, damage/vandalism, or policy violations. If an RA comes across any of these things, they should follow protocol for calling CDs and/or Public Safety as necessary to resolve situations beyond their control.
- Thoroughly document all information about rounds in the Duty Log, both interactions with students and details regarding incidents.
- Throughout the course of the evening, RAs are expected to do either 3 rounds (Sunday-Thursday night) or 4 rounds (Friday & Saturday night).

### **Duty Scheduling:**

- The official schedule for each staff is available in the CD office and on the drive.
- Resident Assistants will assume weekday and weekend night duty as determined by their Community Director and staff.
- Duty will be scheduled each evening that school is in session (including exams).
- The Area CD will determine the method that each staff uses to do their duty schedule.

### **Duty Switches:**

The following policy concerning duty switches is based upon the assumption that switches will be kept to a minimum.

- Duty switches are allowed only when submitted 48 hours in advance, and are approved at the discretion of the CD. This request must be submitted in writing using a Duty Switch Form.

### **Specific Duty Responsibilities**

- RAs on duty should remember that they are representatives of Curry College and are expected to act responsibly at all times.
- The use of alcoholic beverages or illegal substances while on duty will not be tolerated. Being under the influence of alcohol or illegal drugs while on duty is grounds for immediate dismissal.
- If any disturbance, suspicious activity, or violation of College policy is observed, an Incident Report should be filled out in Maxient and submitted before signing off duty with Public Safety.
- Except for duty rounds, the RA on duty are expected to be in the assigned office locations with the door open. The RA on duty must be in their area and may not attend on-campus events while on duty.
- Friday and Saturday nights, the CD on duty will stop by each office to check-in with the RA on duty. The RA on duty can request the CD on duty to do a walkthrough of the building(s) if necessary.
- Residence hall staff not on duty should be willing to assist the staff on duty when such help is requested or needed. During specific times (i.e. Homecoming, Spring Weekend), CDs may require their entire staff to be "on call" or available to assist with duty.

### **Emergency Contact Information:**

Public Safety	ext.2222
Anonymous Tip line	ext.2159
Residence Life and Housing/Campus Life	ext.2252
Counseling Center	ext.2182
Health Clinic	ext.2182
Student Activities	ext.2256

**\*\*From a non-campus phone dial (617) 333- (extension)\*\***

## KEYS

In addition to their room keys, all Resident Assistants are assigned three (3) keys: an office key, key trap key, and closet key. With these keys, RAs gain access to their area's hall office(s), master key, programming equipment, private documents, and other sensitive materials. It is absolutely vital that these keys are kept safe and in the RA's possession at all times.

### **Please keep in mind:**

- Each RA is assigned a specific set of work keys. These should never be traded or loaned to anyone, even another RA.
  - ✓ As such, if a resident is locked out, the RA must personally open the room for them.
- RAs should never use the master key to open a room for anyone other than the resident(s) of that room. A resident must be present with you when you are unlocking the door for them. Opening a room for a friend, relative, or guest is considered improper use of the master keys. Ask your CD for any clarifications.
- When on duty or in the office, RAs should keep the master key locked in the key trap unless actively using them.
- Similar to room keys, RA keys should never be decorated (paint, glitter, glue, pompoms, etc.)
- If the master key is misplaced or stolen, notify a CD immediately! This is a serious security hazard if kept hidden from the professional staff members.

*Note: Any RAs who abuse the responsibilities of possessing a master key will be sanctioned appropriately by the Residence Life & Housing Department.*

### **Tips and tricks:**

- Don't separate the keys or leave the keys in a key packet. Keep the keys on a solid key ring, but never a carabiner or easily unlatched ring.
- When not needed, your work keys should be safely tucked away in your room.
  - ✓ Some RAs have kept their keys in their freezer. That way, they're always in a safe place.

## **FIRE, HEALTH, AND SAFETY INSPECTIONS**

During the academic year, Residence Life and Housing completes Fire, Health and Safety inspections of all residential rooms. These FHS inspections benefit the residential community and provides an opportunity chance for the CD to lay eyes on all spaces. RAs assist the CD when conducting FHS inspections. The purposes of inspections are as follows:

- to ensure that students are following college regulations in regards to occupancy
- to check safety precautions (smoke detectors, fire extinguishers, illegal appliances)
- to confirm college inventory
- to report any damage or change in the condition of the room/suite

At the time of inspection, the college also has the right to confiscate, report billing for, and/or refer to Student Conduct:

- any missing or misappropriated furniture items
- damaged college property
- prohibited substances (i.e. drugs, alcohol, paraphernalia, weapons, etc.)
- prohibited appliances/items in the room

Inspections can occur with or without residents being present. If an inspection occurs without their presence, a postcard will be left explaining the outcome of the inspection. FHS inspections utilize a pass/fail system. If there are no policy violations found, the residents will be given a congratulatory “pass” postcard. If one or more policy violations are found, residents receive a “fail” postcard, which includes a space for the RA to write why the room failed. Typically, if prohibited items are present, they are then confiscated, labeled and placed in a secure location dictated by the CD. An incident report should also be written. RAs may also be asked to follow up with rooms who did not pass inspections to ensure issues have been remedied.

*Note: while FHS checks are a formal process for checking rooms, RAs are always expected to pay attention when entering a resident’s room or making rounds and document noticeable policy violations.*

Common concerns RAs may find during a fire, health & safety inspection:

- Candles or incense
- String lights/decorative lights
- Wall coverings or tapestries covering more than 50% of wall space (per wall)
- Alcohol containers in dry rooms
  - ✓ Includes decorated wine bottles, shot glasses-with residue, and empty cans in trash.
- Extension cords
- Electrical heating and/or cooling appliances
  - ✓ Some rooms have approved A/C window units through the Director of Disability Services. Ask your CD if an A/C unit is on the approved list or not.
- And many others! RAs are expected to be familiar with the full list of prohibited items, located in the Student Handbook (p. 34-35).

Sometimes residents may be unhappy or dissatisfied with the outcome of a room check, especially if they do not pass. Some things to keep in mind when talking with your residents:

- FHS checks are not surprise inspections. Residents are given notice that Residence Life and Housing staff will be entering rooms during a designated time period via emails and/or hallway signage.
- The list of prohibited items is clearly listed in the Student Handbook, so residents should never be surprised by the college’s policies.
- String lights are considered a fire hazard and have been known to create burn marks on nearby surfaces.
- Confiscated items may be retrieved at break closings or the end of the year.

**If residents are still confused or upset, encourage them to reach out to their CD.**

## CHECK IN AND CHECK OUT

### When a Student Checks Into a Room:

- RCFs should always be easily accessible and properly organized. During the fall and spring semesters, RCFs should reflect up-to-date rosters on Banner/CWIS so that staff can utilize them throughout the semester.
- When a student checks into their room, the RA should pull the corresponding RCF, accompany the student to their room, and review the RCF with the student. If any changes need to be made to the RCF, those changes should be made on the RCF immediately. Next to each change, the staff member needs to date and initial the change as well.
  - ✓ Pay attention to key codes. If they have changed due to a lock change. make note on the RCF.
- Once the RA has reviewed the RCF with the student and all changes have been made, the RA should sign and date the RCF and have the student sign and date as well.
- The RCF should then be filed back in the binder with the remaining RCFs.

### When a Student Checks Out of a Room:

- Once a student leaves their room/suite, the RA should pull the student's RCF, go to their room and review the RCF with them. While performing this review, they should discuss any damage to the space and identify who is assuming responsibility. Then the student must sign and date the RCF in accordance to their moving out. Do not have a student sign an RCF without completing a walkthrough with an RA or CD at the time of the check out.
- The RA staff member should enter in a School Dude request if there are maintenance issues.
- If the room is completely vacant, the RA should enter a school dude under "general maintenance" stating that the room is empty and needs to be cleaned and reset for a new resident to move in (and include date if known).
- The staff member should follow up to make sure that all damages assigned via school dude were completed before another student is allowed to move in.

### Room Condition Forms (RCFs)

- RAs should NEVER write the letter 'G' and draw a line straight down to indicate the condition of furniture. It is important for each item listed to be examined thoroughly in order to:
  - ✓ Avoid unnecessary billing disputes
  - ✓ Identify what pieces of furniture belong to which resident
  - ✓ Use as a checklist so that way you're not generalizing the condition of the room
- If there's a 'P' written on the form remember to comment on why that piece of furniture is in poor condition. For example: *One of the desk chair legs is broken* should be written in the Condition/Comment area.
- Occasionally on the RCF form there will be pieces of furniture listed that are not in the room. For example, in Main House not every room has a thermostat and cover. In such instances please make sure N/A is written. When going through rooms please take time to note the furniture specific to that room to avoid any unnecessary disputes.

- Don't forget to record the key code for keys issued to residents.
- It's vital to not only have residents initial the area that states they understand the RCF form but to have a conversation with them as well so that it is crystal clear what they are responsible for when signing the RCF. Taking a moment to highlight parts of the RCF such as the area that states, *"I also understand that I may be charged for the damage caused by the use of tape, paste, nails, glue, tacks, or other adhesives on wall, furniture & woodwork (including outside of doors & corridors)"*. This goes a long way!
  - ✓ Students are held accountable to the condition of the room at move-in. RAs or residents should be immediately emailing their CD about any necessary updates to the RCF.

## FAQs FROM RESIDENTS

- What's the phone number for the late night shuttle?
  - ✓ This number is not given out to residents. Ask the CDA or Info Desk attendant to call on your behalf.
- What's the off campus shuttle schedule?
  - ✓ myCurry Portal → Student Life tab → Shuttle Schedule
- Where can I find the final exam schedule?
  - ✓ myCurry Portal → Registrar tab → Final Exam
- How much does a new ID cost?
  - ✓ \$25 billed to your student account.
- How do you switch from resident to commuter?
  - ✓ myCurry Portal → Student Life tab → Residence Life → Change Status Form
- Is there a way that I can see the Marketplace menu for the day?
  - ✓ Check the Dining Services section on the website.
- Can I smoke in my room?
  - ✓ No, but you can smoke outside, 25 ft. from the nearest building.
- Can someone from off campus stay the night?
  - ✓ Yes, register them as a guest.
- How do I register a guest?
  - ✓ myCurry Portal → Student Life tab → Guest Registration
- How do I sign in guests?
  - ✓ The guest must bring a photo ID to the CDA, and the host should provide their student ID.
- Do I need to sign in my parents?
  - ✓ If a CDA is on duty, yes.
- Do we need to keep all the furniture in our room?
  - ✓ Yes.
- Can I bring my own furniture?
  - ✓ Residents living in SCRH or Suites Hall may bring one piece of furniture per suite. No other halls are allowed extra furniture.
- Can I have my car on campus?
  - ✓ Freshmen are not allowed to have cars on campus. Everyone else can register their vehicle via the Public Safety Parking Permit Application on the myCurry Portal.
- Why can't freshmen have cars?
  - ✓ There is limited parking on campus, however freshmen can request a temporary parking pass from Public Safety.
- Why can't we park behind Lombard?
  - ✓ Those spaces are reserved for faculty/staff that work in Alumni Building.
- Can you let me into my room?
  - ✓ Follow the lock-out procedure.
- What time does the Marketplace open/close?
  - ✓ Mon-Fri: 7AM – 6:30PM, Sat-Sun: 10AM – 6:30PM
- Is Late Night open tonight?
  - ✓ 9PM – 11:30PM
- What time does the library open/close?
  - ✓ Mon-Thurs: 8AM – 12AM, Fri: 8AM – 8PM, Sat: 8AM - 6PM, Sun: 12PM – 12AM
- Can RAs go through my stuff? (i.e. fridges)
  - ✓ RAs may be instructed by professional staff members to check personal belongings, such as during closings, fire alarms, etc.



- What do I do if I lost my key or ID?
  - ✓ Retrace your steps. If that doesn't work, follow the missing key/ID protocol.
- What do I do if I can't find my RA and I'm locked out of my room?
  - ✓ Look for other RAs in your area. If that doesn't work, call Public Safety.
- Can I have a room switch?
  - ✓ RAs do not approve room switches. RAs should tend to the conflict and keep their CD.
- What is Colonels Can Call?
  - ✓ If someone is under the influence of alcohol/drugs, a friend can get help (RA, CD, PS) and stay until help arrives. Typically in these cases, the caller does not receive a conduct record for being under the influence or in possession of alcohol/drugs.
- Why is there nothing to do on campus? OR How can I get involved?
  - ✓ There are plenty of things to do: Attend involvement fairs and join clubs, visit late-night activities in the Student Center, cheer on the Colonels at an athletic event, go to an RA program, and so many more! Check your Curry email for upcoming events.
- Do my parents have to know I got documented?
  - ✓ Student home addresses are notified about certain kinds of policy violations. Ask your conduct officer or Director of Student Conduct for more information.
- I think I have bed bugs, what do I do?
  - ✓ The RA should inform the CD of that area.

### **How do I fix the following?**

Cable out...

- Make sure the TV is plugged in correctly
- Auto-scan the channels
- If this does not work, contact your CD

Washer/dryer not working...

- Do NOT put in a SchoolDude. Instead, fill out the form on Automatic Laundry's website.
- Post an "Out of Order" sign on the broken machines

ID card not working...

- Are they accessing a location to which they should have access?
- Is the ID is damaged or hole-punched?
- Has the ID ever worked at the location before? (New cards might not be activated)
- If all else fails, contact your CD.

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