2012 – 2013
RESIDENCE HALLS
STUDENT STAFF MANUAL
Electronic Version

Introduction

Welcome to the Mohawk Valley Community College Residence Hall Staff. You are about to embark on a wonderful journey into leadership development, role modeling, programming, community building and much, much more! Opening this manual and reading through all the tools it offers is your first step towards being an effective student leader and Resident Assistant.

Within the pages of this manual lie many tools and guidelines you will need to be a successful and knowledgeable RA. However, what you hear, see, and experience are also necessary components to build your knowledge as an RA.

As the semester moves forward, so will your level of expertise. Despite our efforts to make training and this manual complete, things may come up that are not covered by either. That's why we have chosen only the best of the best for this position and endeavor. We trust that you will always do your best, think on your feet, know when and where to get help and above all, just "believe in the RA role."

You are now college officials and are a representative of the MVCC Dormitory Corporation and the College. Remember this, at all times.

Don't be afraid to ask for help when you need it; we are here to help!

Good Luck! Happy reading and here is to an amazing year for the staff!

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STAFF EXPECTATIONS

By accepting a Resident Assistant position, you are making a commitment to yourself, to resident students, our guests and to your supervisors. This experience will benefit you personally. Take full advantage of the opportunity. Here are some guidelines.

- Abide by the same rules as other students.
- Be professional.
- Be open-minded.
- Be consistent.
- Give 100%. Do the best you can and learn from your mistakes.
- Be honest! Better to be truthful and face the consequences than to be deceptive and have to live with a lie.
- Treat others as you would like to be treated.
- Have a positive attitude. Compliments can make a person's day. Negative remarks and attitudes create dissension.
- Be loyal to your fellow staff members. We succeed or fail as a team. Be supportive.
- Be prompt. Turn in paperwork on time. Be on time for staff functions.
- Be true to yourself.

SECTION 1

JOB DESCRIPTION

Resident Assistant Job Description

Summary Statement – Lead and assist students in creating and maintaining a community atmosphere which fosters personal and academic growth. Serve as a role model both on and off campus.

Job Qualifications-

- Participate in the entire selection process unless excused for academic obligation.
- Minimum 2.0 cumulative G.P.A/2.0 previous semester GPA is required to apply.
- Maintain 2.0 cumulative G.P.A. /2.0 previous semester G.P.A. throughout their appointment.
- Residence Hall or student leadership experience, preferably at MVCC.
- Current or past Residence Hall student, preferably at MVCC.

*Any staff member or potential staff member who received a grade in a developmental course which was not used in computing the official G.P.A. may request supervisor to re-calculate incorporating self-pace courses.

STUDENT RELATED RESPONSIBILITIES

Facilitate Academic Progress

1. Create and maintain a community atmosphere which fosters academic growth.
2. Set personal example.
3. Be sensitive to individual progress and respond accordingly to midterms, class absence, study habits, honors.
4. Encourage Students.
5. Be familiar with academic support services. Refer as appropriate.

Serve as Resource and Referral Person

1. Be familiar with College facilities including office locations, contact information and functions.
2. Be knowledgeable about campus organizations, clubs and athletic activities.
3. Provide information about cultural, social and athletic activities.
4. Be aware of community resources, i.e. service agencies & health facilities.

Programming

1. Assess student needs and interests.
2. Attend campus functions.
3. Complete 4 programs total (1 program per month) and 3 community developments (2 of which within first month of classes) based on need assessment.
4. Evaluate programs.
5. Attend at least 3 Residence Council functions/meetings per semester.
6. Any RA failing to complete Programming Requirements will be assigned extra duty and/or be subject to monetary fines in the amount of $25.00 per missed program. Possible termination.

Ease Adjustment of New Students

1. Be sensitive to adjustment problems, i.e. homesickness
2. Take initiative in approaching students, especially in the first few weeks.
3. Encourage individual/group interaction.
4. Fully participate in Orientation.
5. Ensure proper execution of the required floor meetings.

Respond to College and Residence Hall Policy

1. Be knowledgeable about policy and judicial procedures.
2. Communicate policies and their rationale to students.
3. Be fair and consistent in enforcing policy.
4. Confront and report, do not avoid violations of policy.
5. Follow policies.

Maintain Availability and Accessibility

1. Be **visible and available** on your floor **a minimum** of 2 consecutive hours per day between the hours of 6:00 p.m. – 11:00 p.m.
2. Reside in assigned room each night by 2 a.m. (except weekend away per month).
3. Establish and communicate a preferred contact method to your floor members, i.e. message board, e-mail, etc.)

MANAGEMENT RELATED RESPONSIBILITIES

Floor Manager Responsibilities

1. Maintain Inventory Forms on all students within 48 hours of check-in/out.
2. Respond to maintenance and housekeeping needs promptly.
3. Know emergency procedures and physical layout of building.
4. Post relevant information and notices daily.

Maintain Interstaff Communication

1. Maintain contact with Directors informally and formally; including a twice daily viewing of college provided email.
2. Share feedback about problem situations arising within the staff.
3. Share information about problem situations arising with students.
4. Attend all staff meetings, training sessions and staff developments.
5. Exhibit honesty and team work.
6. Communicate openly and appropriately.

Assume Duty

1. Follow all duty procedures as directed in this manual, such as:
    - Make periodic rounds.
    - Remain in contact with Director on Duty, Public Safety and appropriate R.A'.s and report any unusual events.
    - Complete all related duty documentation.
    - Respond to violations of rules, regulations or safety issues.
    - Be available all night until the next morning on either "phone duty" or "response (rounds) duty.

Recess or Semester Opening/Closing

1. Assist with closing; including but not limited to sitting desk hours.
2. Assume responsibilities for keys, paperwork, etc.
3. Arrive on campus before other students.
4. Remain one extra day at the conclusion of each closing.

Paperwork/Administrative Tasks (Daily)

1. Complete paperwork and administrative tasks promptly and properly.

Other duties as assigned

MISCELLANEOUS INFORMATION

Physical Characteristics Needed

Must be able to respond to all locations within the Residence Halls, hear people speaking/yelling, communicate to groups and be able to visually identify students/situations, with or without reasonable accommodations.

Weekend Away

Each RA is allowed one weekend away from the Residence Halls per month. A weekend is defined as after 12:00 noon Friday – 10:00 p.m. on Sunday. Additional weekends are possible by using the "Weekend Away Donation" program. To use this program, you simply find a co-RA IN YOUR SAME BUILDING (or outside of your building if you allow them to sleep in your room) who does not plan to use his/her weekend away for that month. All requests for weekend away must be done via the on-line form by the deadline. YOU WILL BE NOTIFIED VIA YOUR E-MAIL ACCOUNT IF THIS REQUEST IS APPROVED OR DENIED.

Weekday Away

Weekdays off are possible if a special request is made to your Director. You must still complete the on-line request form.

Re-appointment

Returning RA's are not automatically re-appointed to the staff for the following academic year. Re-appointment will be based upon job performance and continued enthusiasm for the position. The final decision concerning re-appointments rests with the Selection Committee.

Any Staff not completing the entire semester either due to termination, resignation or unauthorized early check-out will forfeit their room and board waiver and will be charged a prorated daily room and board fee based on the Room and Board Agreement.

Employment Laws

All applicable state and federal laws take precedence over this document. Applicable state and federal laws are posted on the Dormitory Corporation Employee Bulletin Board located adjacent to the employee time clock in the Residence Hall Facilities Office suite located on Huntington Hall 1st floor.

MVCC Student Staff Key Contract

I, _____, understand I have access to each building master key. Each key allows access to all rooms in a specific building.

Access and Sign-Out

Master keys are accessed by inserting a staff member's designated "brick key" into the security brick and turning to release the master. The staff member's key will remain in the key brick until the master key is returned.

Under no circumstances may a staff member possess more than one master key at anytime. THE KEY MUST BE RETURNED AS SOON AS THE NEED FOR THE KEY IS OVER.

I understand that I am liable for any theft or damage that occurs due to my negligent use of this key. Negligent use could be but is not limited to:

- Failure to properly secure this key at all times.
- Loaning any master key to **ANY** other person (i.e. resident, another RA, any other person). *Exception: Fire Department personnel.*
- Using any master key to open rooms for a person other then the room occupants.
- Illegal search and seizure (as governed by state and federal laws).
- Loss of master key.
- Entering a student room in a non-emergency situation without the permission of the Director on Duty AND STUDENT and in the company of another staff member as a witness.
- Entering a student room DURING an emergency WITHOUT a fellow a staff member as a witness.

I must report the loss of this key **when first discovered** to a Director on Duty or the Supervisor of Residence Hall Facilities.

I also understand that I am receiving the following additional keys and agree to properly secure these at all times. I agree to report the loss of these keys when first discovered to a Resident Director, Director on Duty, or the Supervisor of Residence Hall Facilities.

Key #	Issue Date	Return Date/Receiver initials.	
_____	_____/_____/_____	_____/_____/_____	_____
_____	_____/_____/_____	_____/_____/_____	_____
_____	_____/_____/_____	_____/_____/_____	_____

Violation of the above mentioned will lead to my termination. Loss of any master key or additional keys due to negligence will result in the loss of the $100 deposit and possible charges for any measures taken by the Dormitory Corporation to provide student security.

_____ _____/_____/_____

Student Staff Member Signature Date

SECTION 2

DUTY

What is duty?

EVERY RA is always "an RA" and must confront policy violations, respond to emergencies and etc. whenever they are in or around the Residence Halls. **DUTY** simply means that you are obligated to be on site at a **certain period of time** to conduct periodic rounds, answer the emergency phone or confront incidents. There is always an RA "on duty" in order to make sure someone is on site at all times.

There are two different types of duty each night:

1- Phone Duty: The phone duty R.A. …

- Will answer ext. 5310 in the office between 7:00 p.m. - 11:00 p.m.
- Will sign-out games, kitchen, etc. when in office 7:00 p.m. - 11:00 p.m.
- Will give out Guest Passes while in office from 7:00 p.m. - 11:00 p.m.
- Will forward ext. 5310 to his/her room at 11:00 p.m. and answer the phone all night.
- Will Complete the Duty Log.

*** New Hall will not be scheduled in the rotation for phone duty during the week.

2- Rounds/Response The rounds duty R.A. …

- Will be in office from 7:00 p.m. - 11:00 p.m.
- Will take 5 hourly rounds during night: **15 Minute Maximum Round** in the hours of: 7:00, 8:00, 9:00, 10:00.
- Will take one final round between 11:00 p.m. - 12:00 a.m. with the Director on Duty.
- Will go directly to his/her room after last round and remain there throughout the night.
- Will respond to situations when called by RA on Phones ALL NIGHT.
- Will let the RA on Phone Duty know HOW to get in touch with them from 11:00 p.m. - 8:30 a.m.
- Will be in his/her room and answer their room phone all night.

Rounds include:

1) Swipe your Proximity Card at each door entrance. This is used to track rounds.
2) Review all fire extinguishers (each round) and report findings to RA on phones.
3) Confront any noise or other violations.
4) **Walk through your entire complex, each stairwell, laundry rooms, floor lounge, suite hallway, ALL bathrooms.**
5) Note lights out, minor maintenance concerns, etc.
6) Confront safety concerns. This means risk management, i.e. water on floor, rugs sticking up, loose door handles, etc.
7) Note sidewalk conditions. Contact Director on Duty for any major weather related concerns. You may use the shovels, etc.
8) Check on the Game Room.

9) Help the RA on Phones complete the Duty Log after each round.
10) New Hall Only: One round each night should include an assessment of each gathering room and bathroom **with Public Safety, or you can choose to do this with the DOD at the 11:00-12:00 round.**

Who is on DUTY?
Weekday Duty:

- Sunday night - Thursday night 4 RAs total.
  (1 RA on Phone Duty and an RA on Rounds from each complex: 3 total).

Weekend Duty: NIGHT

- Weekend duty runs from 7:00 p.m. Friday evening until Sunday 7:00 P.M. 6 RA's total will be on duty at this time.
- 1 RA from each hall will be on rounds duty and 1 will be on phones (6 total)
- One of two Duty Sequences will be in effect at this time. You will know which sequence we are on by referring to the duty schedule. Sequences are also posted on the RA Daily Information Board and in this manual.

Weekend Duty: DAY

Each Weekend Day (not night), from 12:00 noon - 7:00 p.m. a portion of the 6 weekend duty RAs will be RA's scheduled for the day off and the remaining will be "on." This will be determined by the appropriate sequence included in this section. One of the R.A.s "on" will be assigned to ext. 5310 for the entire day and the other remaining R.A's will be "R.A. on Call". **This "R.A. on Call" must remain on dormitory property and be contactable by phone or radio all day.** They do not need to sit in the office.

***There are no partial weekend duty switches. If you need to switch for any reason, you will need to take another RA's whole weekend and vice versa.**

RA WEEKDEND DUTY SEQUENCE #1

D=Daugherty, P=Penfield, H=Huntington, B=Butterfield, N= New, PH=Phones

	FRI & SAT. NIGHT 7:00 P.M. - 11:00 P.M.	
Who	Doing What	Where to be
D,H,P,B,N	1- ROUNDS DUTY: SEE MANUAL FOR SPECIFICS.	IN OFFICE TILL 11:00 P.M. ON A ROUND, RESPONSE DUTY
1 RA	1- PHONE DUTY: SEE MANUAL FOR SPECIFICS.	IN OFFICE

	FRI & SAT 11:00 P.M. - 12:00 NOON NEXT DAY	
Who	Doing What	Where to be
D,H,P,B,N	RESPONSE DUTY: RESPOND TO PROBLEM WHEN CALLED BY RA ON PHONES	BE IN OWN ROOM BY PHONE OR HAVE RADIO (TURN OFF RADIO WHEN SLEEPING: TELL PHONES RA WHEN YOU HAVE TURNED OFF RADIO)
1 RA	PHONE DUTY: ANSWER PHONE ALL NIGHT	OWN ROOM: PHONE FORWARDED THERE

	SATURDAY 12:OO NOON - 7:00 P.M. **ALL STAFF MEET IN OFFICE AT NOON**	PH+ N + H + B = OFF
Who	Doing What	Where to be
D	RESPONSE DUTY: RESPOND TO ANY PROBLEM WHEN CALLED BY RA ON PHONES. (FIND SUB WHEN GOING TO MEAL.)	IN ANY RESIDENCE HALL WITH RADIO.
P	PHONE DUTY: ANSWER PHONE ALL DAY. (USE ALTERNATE TO SIT IN OFFICE WHEN YOU GO TO MEAL.)	ANY RESIDENCE HALL. FORWARD PHONE TO LOCATION

	SUNDAY 12:OO NOON - 7:00 P.M. **ALL STAFF MEET IN OFFICE AT NOON**	N + D + P +PH = OFF
Who	Doing What	Where to be
H	RESPONSE DUTY: RESPOND TO ANY PROBLEM WHEN CALLED BY RA ON PHONES. (FIND SUB WHEN GOING TO MEAL.)	IN ANY RESIDENCE HALL WITH RADIO.
B	PHONE DUTY: ANSWER PHONE ALL DAY. (FIND A SUB TO SIT IN OFFICE WHEN YOU GO TO MEAL.)	ANY RESIDENCE HALL. FORWARD PHONE TO LOCATION

RA WEEKDEND DUTY SEQUENCE #2

D=Daugherty, P=Penfield, H=Huntington, B=Butterfield, N= New, PH=Phones

	FRI & SAT. NIGHT 7:00 P.M. - 11:00 P.M.	
Who	Doing What	Where to be
D,H,P,B,N	1- ROUNDS DUTY: SEE MANUAL FOR SPECIFICS.	IN OFFICE TILL 11:00 P.M., ON A ROUND, SITTING RESPONSE DUTY
PH	1- PHONE DUTY: SEE MANUAL FOR SPECIFICS.	IN OFFICE

	FRI & SAT 11:00 P.M. - 12:00 NOON NEXT DAY	
Who	Doing What	Where to be
D,H,P,B,N	RESPONSE DUTY: RESPOND TO PROBLEM WHEN CALLED BY RA ON PHONES	BE IN OWN ROOM BY PHONE OR HAVE RADIO (TURN OFF RADIO WHEN SLEEPING: TELL PHONES RA WHEN YOU HAVE TURNED OFF RADIO)
PH	PHONE DUTY: ANSWER PHONE ALL NIGHT	OWN ROOM: PHONE FORWARDED THERE

	SATURDAY 12:OO NOON - 7:00 P.M. **ALL STAFF MEET IN OFFICE AT NOON**	N + PH + D + P =OFF
Who	Doing What	Where to be
B	RESPONSE DUTY: RESPOND TO ANY PROBLEM WHEN CALLED BY RA ON PHONES. (FIND SUB WHEN GOING TO MEAL.)	IN ANY RESIDENCE HALL WITH RADIO.
H	PHONE DUTY: ANSWER PHONE ALL DAY. (FIND A SUB TO SIT IN OFFICE WHEN YOU GO TO MEAL.)	ANY RESIDENCE HALL. FORWARD PHONE TO LOCATION

	SUNDAY 12:OO NOON - 7:00 P.M. **ALL STAFF MEET IN OFFICE AT NOON**	N + H + B +PH = OFF
Who	Doing What	Where to be
P	RESPONSE DUTY: RESPOND TO ANY PROBLEM WHEN CALLED BY RA ON PHONES. (FIND SUB WHEN GOING TO MEAL.)	IN ANY RESIDENCE HALL WITH RADIO.
D	PHONE DUTY: ANSWER PHONE ALL DAY. (FIND A SUB TO SIT IN OFFICE WHEN YOU GO TO MEAL.)	ANY RESIDENCE HALL. FORWARD PHONE TO LOCATION

Schedules

Duty schedules can be found in the Staff Log-on section of the MVCC Housing page. www.mvcc.edu/housing/current-student-welcome

Duty Exchanges

Any and all duty exchange requests must be made via the on-line form on the web site. These forms must be completed no less than 24 hours before the switch. **There are no partial duty exchanges. If you need to switch for any reason, you will need to take another RA's whole weekend and vice versa.**

All **Weekday** duty exchanges must be with a fellow staff member in your complex and all **Weekend** exchanges must be with someone from your own building. The only exception is if you are the RA on phones.

Duty Log

The Duty Log is completed by the R.A. on Phones and DOD. The Duty Log should be used to keep record of staff names, rounds and the noteworthy incidents that take place during the duty hours at night (i.e. lock-outs). It should not take the place of incident reports. All policy violations should be confronted and recorded on an incident report, not simply written down in the log. An assessment of all Residence Hall fire extinguishers should be made by the R.A. on rounds and noted in the log.

The log helps to keep the lines of communication between the Directors, RA's, SD and Public Safety Officers open – its purpose is a serious one. RA's should always check the previous night's log entry before they make their first round.

Security Radios

Radios are to be used when you are on duty and only in a professional manner. You must use appropriate language as other people can hear you. Make sure that you never hold them by the antenna. The radios need to be returned to the Residence Hall Office by 12:00 noon. Please make sure it is placed in the proper charger.

Additional Guidelines

1) Never drink alcoholic beverages before or while on duty.
2) When you are assigned the phone, do not leave your duty post except to respond to emergencies.
3) Do not fool around with the phone. Absolutely no "pranking".
4) RA's on duty may not host more than one guest in the office
5) Clean up after yourselves- several of you share this office.
6) Be on time.
7) Never leave the office open while unattended.
8) After forwarding the phone to your room, proceed there immediately.
9) Do not take rounds BEHIND BUILDINGS or IN PARKING LOT.

10) Failure to report to duty may result in termination.

SECTION 3

PROGRAMMING AND Community Development

WHY WE HAVE PROGRAMMING IN THE RESIDENCE HALLS

1) To promote and assist "out of classroom" learning.
2) To complement the residents academic work.

3) To expose faculty and staff members to another facets of college life.
4) To give students a chance to work with staff on an informal basis.
5) To provide residents a living-learning environment.
6) To provide residents opportunities for socializing.
7) To provide residents recreational opportunities.
8) To provide opportunities for cultural learning and expression.
9) To provide quality entertainment.
10) To provide an outlet for non-traditional learning experiences.
11) To provide residents with self-development and growth-oriented activities.
12) To provide residents an opportunity to teach and learn from each other.

PROGRAM THEMES: Each program should be associated with a theme. These themes have been established so that we provide balanced programming to our residents. Your Resident Director may or may not require you to program according to theme expectations.

Themes;

1- Cultural Awareness:
The learning objective of this theme is to broaden a residents understanding and appreciation of the customs and values of their own culture, or other cultures. We now live in a global world and cultural awareness and appreciation is essential.

2- Health and Wellness:
The learning objective of this theme is to celebrate, introduce or broaden a resident's appreciation and commitment to health and physical activity and the proven importance of physical fitness and a healthy diet as part of their life.

3- Personal Enrichment:
The learning objective of this theme is to introduce a resident to a new skill or ability or improve their proficiency in an area.

4- Academic Enrichment:
The learning objective of this theme is to compliment or support the in-class learning and academic objectives.

5- Social Development:
The learning objective of this theme is to broaden the depth of social interaction for the residents. This theme recognizes research that demonstrates that regular social interaction and development helps an individual to become well rounded.

HOW TO PROGRAM … an easy 10 STEP PLAN

___Step 1: Identify student interest. The results of your needs analysis would be a great tool for this.

___Step 2: Based on student interest – decide on program theme and title. Think about what will happen at the program.

___Step 3: Decide a date for your program **(consider when it is due and the time it takes to get approved, get money, advertise, etc.)**: Check MVCC's website College calendar so you don't plan your program at the same time a major campus program is scheduled.

___Step 4: Decide how to market and publicize this event! See information on next page. Make "drafts" of any advertisements. (DO NOT ADVERTISE UNTIL YOUR PROGRAM IS APPROVED.)

___Step 5: Complete a Program Request Form **(consider when it is due).**
Do you need money? The Resident Director will allocate funds for your program. Any large scale programs could be brought to Residence Council, for additional funds.

a) Do you need food? Your RD will help you order a Sodexo "Snack Pack", use the Programming food supply or get funds to order food.
b) Do you need a room or media (movies, projector, etc.)? Your RD will assist you in reserving these items.
c) Consider ALL other specific needs. "Visualize your program."

___Step 6: Once your program is approved by your Resident Director and Residence Life, the approved (signed) form will be returned to you. You should review it to see what "directions" were noted on it AND make any edits to your advertisements as required. Put up most advertisements AT LEAST 5 days in advance. REMEMBER: YOU CANNOT TAKE ANY PROGRAMMING STEPS, SUCH AS ORDERING SUPPLIES OR ADVERTISING UNTIL THE PROGRAM IS APPROVED AND SIGNED OFF ON.

___Step 7: ON THE DAY OF THE PROGRAM, talk up the program; personally remind students and invite them to attend. Show your enthusiasm. GET ANY CHECKS FROM ASC OFFICE (ACC 206) NO LATER THAN 3:00 p.m. (by Friday if it is a Weekend Program).

___Step 8: At the program, provide leadership. Be there to handle problems, introduce and welcome the speaker and supervise. Make sure it runs smoothly. BE PREPARED AND WELL SET UP IN ADVANCE.

___Step 9: After the program, fill out program the evaluation portion of your program form and submit to the Resident Director the next day. This information will benefit future RA's.

___Step 10: Tie up loose ends. Write thank you notes. Return borrowed materials. Clean up residence hall area. **TURN IN YOUR CHANGE AND RECEIPT THE DAY AFTER THE PROGRAM IN PERSON TO YOUR RD OR TO ASC OFFICE.**

HINTS FOR A SUCCESSFUL WEEKEND PROGRAM STUDENTS DO WANT THEM!!!

- Make sure the program is something fun! Perhaps a social program.
- Have the people on the floor help plan and organize the program. If residents have a vested interest in the program, they will come and bring friends.
- Have food at your program.
- Organize something that costs money and collect it at least two weeks ahead of time at a set deadline. This serves two purposes;
  a) You implant the date of the program in their mind so they decide to stay at school that weekend.
  b) Once a resident has committed money (anywhere from $.50 on) they are less likely to back out.
- Have a sign-up sheet with the "leaders" and "partiers" of your floor signed up first. This will also invoke a sense of commitment and serve as a reminder about the date of the program.
- Offer prizes. Plan it early enough so that you can sell your program by implying to the residents that there will still be time to go out afterwards (usually they don't).
- Make sure the program is well organized and planned. If you botch your first weekend program, you'll have a difficult time getting people to attend any others.

- People get tired of seeing the Resident Assistant at their door. Have someone on the floor knock on doors and remind others of the program.

FIVE REASONS WHY YOU WOULD WANT TO PROGRAM ON THE WEEKENDS

1) To give students another alternative to drinking.
2) To give all of those bored residents, who would otherwise "hang out" in their room at night some opportunity to socialize.

3) To keep your residents from partying on your floor.
4) To get free food and have fun!
5) If you're on duty you have to stay in anyway – WHY NOT?

PROGRAM MARKETING AND ADVERTISING

Guidelines

- Keep the message simple and direct.
- Use a theme, a catchy phrase or a logo.
- Advertise well in advance. People have to be able to make plans to attend.
- Make it stand out. Go ahead, get crazy. Do it different.
- Place posters and other written materials where they will be seen.
- Aim the message towards the audience. However, don't assume their interests. Men do attend birth control workshops and women are interested in auto mechanics.
- Be creative!

Types of Advertising

1) **Flyers** – must be bold to stand out from the forest of black and white on most bulletin boards. Use the illustration program on the student staff computer. Use colored paper located in programming file cabinet. COLORED COPIES ARE POSSIBLE … ASK YOUR DIRECTOR. PLEASE DON'T PRINT "ORIGINALS" OF ALL OF YOUR FLYERS … MAKE COPIES. Your RD will help you with this.
2) **Construction Paper** – poster boards are big. Make your print just as big. Use the space wisely and efficiently. Get some illustrations. Use a number of colors. Try to establish the central point of the board in the top left corner. Don't let the reader get lost in extraneous material before he/she gets the important message.
3) **Communitas/MVCC TODAY** – type the information and submit it to the Resident Director.
4) **Use the new technologies**. Group emails, text messaging, Facebook invites or voicemails to the students are great ways to get their attention.
5) **Get creative** … door hangers, personal invitations, handing out bags of candy at a meal with an "ad" attached, the possibilities are endless.
6) Facebook- Ask your RD to put your program information on the Residence Life Facebook page.
7) Weekend Activities Flier
8) Emails to all students

Reminder: Please use a tax exempt form/card when purchasing ANY items for your program.

Programming Requirements:

Each Resident Assistant is responsible to organize and complete:

- 1 program per month (Sept, Oct, Nov, Dec, Feb, March, April, & May or January)
- 3 community developments (2 of these must be completed by the end of the first month each semester (no advertisement or pre-approval is needed)

In the event that required programs are not completed, the Resident Assistant may be monetarily fined $25 per program and their position as an RA will be in jeopardy.

If you are unable to meet the scheduled date, approval must be given to cancel. If you are concerned about completing your programs or need help or suggestions, please speak to the Resident Director.

How to do a successful Community Development:

___Step 1: Decide on an activity that you and at least **SIX** other floor members can participate in. At least ½ of the participating students must not have participated in a previous CD. Some ideas are an athletic match, watch a movie, go to a club meeting, go to a campus program or event, go to another R.A.s program, go to dinner together and SIT together, make food together in the kitchen...

___Step 2: Complete a Program Form and check off "Community Development". Have the students who attended "sign" an attendance sheet. Your CDs cannot always be the same students.

___Step 3: Submit the Program Form to your RD by the deadline.

Note: CD's need NO advertisement or pre-approval.

Programming Ideas

Listed below are a number of program ideas divided into several categories. Use any these ideas that you like, change them around, combine them or add to them by "brainstorming" for ideas of your own.

Social Ideas

Board games	Charity Collection	Coffeehouse
Pizza party	Ice cream Social	Dating game
Birthday Party	Pumpkin decorating contest	Karaoke
Decorating contest	Roommate game	Sidewalk Sale
Film festival	Pajama party	Auctions/ Garage sales
Floor party	Tie dye party	Casino Night
Hackey-sac tournament	Board game tournament	Sporting Event
Minute to Win it	Barbeque	Mall trip

Lip sync contest
Dances
Video game tournament
Volunteer Effort
Marquee
Who's Line Is It?

Educational Ideas

Academic Skills
Date Rape
Debates
Aids awareness
Alcohol and drugs abuse
Exam preparation
Auto mechanics
First aid techniques
Beauty tips
Blood drive
Breast Cancer
Cancer detection
Massage
Career Opportunity Day
Nutrition
Palm reading
Speed reading
Poetry reading
Publishing (how to)
Suicide prevention
Research papers
Travel tips
Self-defense
Politics
Dance lessons
Munson-Williams Institute
Yoga
Dream analysis
Educational films
Astrology
Finding family roots
Banking/investing
Horticulture
Body language
Macrame
Make-up
Careers (Placement Services)
Note-taking
Cosmetic demonstrations
Sign language
Plant clinic
Pottery
R.A. responsibilities
Relationships
Time management
Roommate conflict
Crime Prevention
Planned Parenthood
Zoo Trip
Stress Balls
Stress Relievers
Financial aid scholarships
Baking/cooking
Hair care
Birth control
Cancer detection
Magic
Caricature
Meet the Directors
Consumer buying
Oceanography
Photography
STDs & safe sex
Stress
Rape crisis prevention
Tea reading
Resume writing
Tutoring services
Art/Photography Contest
Recycling

Cultural Ideas

American Indian awareness
Art exhibits/festival/sale
Bible study
Interracial/Intercultural relationships
Cook cultural food
Crafts week
Cross-culture exchange
Cultural awareness dinner
Cultural films
Cultural Jeopardy
Documentary films
Fashion show
International dinners/holiday
Black history
Japanese animation
Origami
Poetry readings/foreign language
Racism – is it your problem?
Religious speakers
Theatre
Speakers from VISTA/Peace Corps.

Recreational Ideas

Arm wrestling
Ice skating

Jogging
Biking
Bowling
Photography
Ping Pong
Squash
Handball
Horseback riding
Ice sculpture
Golf
Karate
Miniature golf
Paddleball
Roller skating
Cross country skiing
Skiing
Snow sculpture
Swim night
Foosball
Pool tournament
Flag football – with assistance from athletics
Scavenger hunt
Racquetball tournament
Wiffleball
Frisbee
Farm trip
Tennis
Tug-o-War
Twister
Volleyball
Canoeing
Nature field trip

***www.residentassistant.com is a good source for programming ideas.**

SECTION 4

CONNECTING WITH YOUR FLOOR

What are "Connections"? ONE on ONE "Reaching Out" …

THIS IS A CONCEPT, NOT A PROGRAM OR COMMUNITY DEVELOPMENT!

A "connection" is a feeling like you belong; that you are a part of something and someone has reached out to you. Students need to feel this in their halls and on their floors if they are going to be happy and enjoy living on campus. This concept is the foundation for Mohawk Valley Community College's Residence Life Program. Each and every RA is to act as the primary person responsible for helping students feel connected. By connecting themselves with other residents and community on your floor makes you a well-rounded person as well.

Why Connect?

- Students feel more comfortable.
- Connections build and foster the sense of community among all residents.
- Discipline problems decrease.
- They create a mutual respect and understanding.

When Should you Connect?

RA training	Opening Day	Opening Meetings
Programs	Homesickness	Floor Meetings
Confrontations	Stressful times	Holiday Times
Birthdays	Duty Rounds	Sport events
Fire Alarms	Meals	Achievements

*Ultimately, any time is a good time to connect and it should be done all the time!

Ways to Connect?

- Write connection notes to your residents … Congratulation notes when something good happens, good luck notes for tests or events, thinking of you notes at times of stress
- Communicate and take every opportunity to extend yourself and find out more about everyone
- Encourage participation in and promote clubs and organizations on campus
- Connect residents with recourses across campus- the Counseling Center, the Library…

- Listen to your residents
- Be a knowledgeable resource
- Take residents to Athletic Events (this can be a CD)
- Eat with your residents in the Dining Hall (this can be a CD)

Who Should Connect?

RA to student
RA to Professional Staff
RA to MVCC
RD to student
Student to MVCC
RA to RA
RA to Administration
SD to RA
Student to student
Anyone to everyone!
RA to SD
RA to Faculty
RD to RA
Student to staff

Where to Connect?

Classes
Lounges in the Residence Halls
Newsletters
Dining Hall
Library
Trips off campus
Clubs/Organizations
Staff meetings
During Fire alarms
In the hallway
Door tags
In the bathroom
Snack Bar
Across Campus
Office of Residence Life
College events
On rounds
Anywhere and everywhere!

The Connections Checklist

You can tell you are connecting when:

You know their names (all of them!)
You know some important facts about them
You can talk to them freely regarding problems or concerns
Residents stop by and visit you and enjoy talking with you
Residents come to your programs and even begin to help you organize them
They respect your bulletin boards and door tags and keep them up
They keep the floor clean and respect their living space
Residents speak to you while you are on rounds
Your residents feel comfortable enough to confront each other when problems arise
Their doors are open
You enjoy your job!!!

Ways to Re-Open Connections

Invite residents to talk about strains on their relationships
Say Hi, smile and be friendly, regardless of the reaction from residents
Have floor meetings to discuss vandalism or other issues on the floor
Be honest and confront negative attitudes
Don't apologize… but thoroughly explain the policy.
Make an effort to make contact with each person, each day
Mediate roommate and floor mate conflicts

Ways to start a Conversation

What kinds of things do you like to do?
Why did you come to MVCC?
I hear you like to… Tell me more.
What is your favorite TV show?
You seem kind of upset. Do you want to talk about it?
What is your biggest pet peeve?
What job would you like to have on this campus?
Where do you see yourself in 10 years?
What made you choose your major?
When… happened, what was your reaction?
How does… effect you?

Icebreakers

Here are some quick and easy icebreakers that can be used by just about everyone. They are a great way to get people focused, enthusiastic and comfortable with each other.

Introduction cards: Have everyone fill out an 3x5 index card about themselves. Collect them and then pass them around the room. Have each person read the card he/she received out loud. When a person hears his or her card being read they stand up.

Tell the Truth: participants introduce themselves and then two truthful things about themselves and one thing that isn't true. Have the rest of the crowd guess which one isn't true. Whoever guesses correctly first goes next. This is also called truth, truth, lie.

Odd man out: Form a circle with everyone linking arms. Have one person stand in the middle. That person is going to make a statement and if it is true about a participant, he must leave his place in the circle and try to find another place. One person will always be left over.

Stand Tall: Have everyone sit on the floor in two rows, back to back, Have them link

arms and then have them try to stand up. They will have to use each other's backs to succeed.

Back Doodle: Give everyone a piece of easel paper. Make sure that the paper is large enough to cover someone's entire back. Have the students use masking tape and tape the paper on the back of the person in front of them. Each student should write the personas name on their back for them and then doodle something around it with the letters of their name.

If I were…: Have everyone introduce themselves and then tell the crowd if they could be an animal (or car, celebrity, food, etc.) what or who they would be and why.

Ball Babble: Form a circle. Have the students toss a ball to each other. Whoever catches the ball has to start a story about the trip they took, and at the key point, he or she passes the ball to someone else who continues the story.

Twister: Divide into groups of 6 or so. Play a speed round of twister (play about 2 minutes) then switch to allow another group to play. if you have more then one game play simultaneously. You can make your own twister mat out of an old vinyl tablecloth.

Name Game: Form a circle. Start with yourself and say your name with a descriptive adjective that begins with the same letter. For example: Jolly Judy. The next person in the circle must say the pervious person's name, plus their own name until you get all the way around. the final person will be saying everyone's name.

Brainstorming: Divide your audiences into smaller groups and then give them a common household object. Ask them to come up with a different way it could be used.

Candy Pieces: Go around the room and pass out candies to everyone. Pour them out until they say stop. Make sure that each person has at least one. Once you pass them out explain how the game works. For each candy that they took, they need to tell the group something about themselves. Make sure that they do not eat the candy before it is their turn.

Many more at residentassistant.com

Bulletin Boards

Each RA has three bulletin boards on their floor for which they are responsible for.

1. Policy 2- Theme Board 3. Events

The following is a brief description of each bulletin board:

Policy – This board should have the flyers that you receive in your RA mailbox. This

would include club meetings and campus event flyers or major hall closings. The policy section of this board should have the flyers that pertain to Residence Hall policies. An example would be quiet hours, alcohol policy, guest pass, etc.

Theme – The purpose of this board is to dress up the appearance of your floor. The floors need to look appealing to the residents and outside guests (i.e. parents, tours and administrators). ***This board has to be changed the 1st of every month by 10:00 a.m.!*** Ideas for this theme board could be shamrocks in March, hearts in February, pumpkins in October, etc. You are not limited to just holidays. Use your imagination. If you need ideas, feel free to stop by the Residence Hall Office.

Events- This board is to give you more space for event fliers. We know that at some points in the semester there are a lot of event fliers. Please try and keep them on the two boards and not spread out all over the walls.

Door Tags

There will be no lists of residents' names next to quad room numbers.

Each **room door** has to have a door tag and the door tag could be a big one with all the occupants' names or a smaller individual one. *The door tags need to be changed the 1st of every month by 10:00 a.m.* An idea for door tags is that they can match your theme board.

*Note: You should not include the resident's last names on the tags. New Hall RA's are not to put door tags on the suite doors. They should only be taped to the room doors.

FIRST FLOOR MEETING – SUGGESTED AGENDA

It is wise to prepare an outline of what you want to say at your first floor meeting. Make a good first impression, be prepared.

1) Introductions (introduce yourselves to your residents). Take attendance.

2) Complete an icebreaker

3) Review Room inventory sheets – responsibility for room damage.

4) Review and emphasize Room and Board Agreement.
   - Review the no cooking regulations and the no heat producing appliances regulations. Read directly from Room and Board Agreement.
   - Review the extension cord regulation. Read directly from the Room and Board Agreement.
   - Review the no candle/incense/halogen lamp policy. Read directly from the Room and Board Agreement.
   - Remind them that it is a two semester FINANCIAL agreement.

5) Discuss consideration and respect for others/community living.

6) Safety and security:
   a) Avoiding accidents (water fights, raids, running in halls, etc.)
   b) Prowlers (closing blinds, locking windows) Shut and lock windows. Explain 1st floor window 4" lock features (1st floors only)
   c) Fire drill procedure – especially location of emergency exits **READ THE PROCEDURE FROM HANDBOOK. Show the evacuation routes posted on the suite/gathering room doors.**
   d) Tell them they cannot loan their key to anyone except their roommate. Their Proximity Card cannot be loaned to anyone.
   e) Locking doors AT ALL TIMES (like when in shower, down the halls, ALWAYS)
   f) Carry I.D. at all times
   g) Discuss not letting non-residents in (if they do, THEY are responsible for their actions).
   h) Discuss Medical Emergency: Who do they contact in event of emergency (i.e. 5777).
   i) Per NYS Fire Code there cannot be any fabric on the walls. (Flags or Tapestries etc.)

7) Identify maintenance staff and explain their duties.

8) Discuss Drug/Alcohol Policy

9) Discuss Residence Council

10) General announcements/instructions (Use handbook to say exact sentence)
   a) On-Line Work orders
   b) Meal hours
   c) Mail
   d) Telephones
   e) Guest procedures
   f) Locating the Director and making appointments. Explain who their RD is.
   g) Locating you or the R.A. on Duty at ext. 5310/Residence Hall Office
   h) Bulletin boards
   i) Noise (quiet/courtesy hours)
   j) Pets Policy
   k) Window screens
   l) Do not remove property of Dining Hall
   m) Care of hall property
   n) Check parents' homeowner's insurance coverage.

11) Stress importance of Student Handbook – ignorance of rules is not an excuse. Show/discuss handbook and Room Safety Policy.

12) Discuss Specialized Housing rules if applicable.
   a) Hand out Specialized Housing Agreement and collect them at the end of your meeting.

13) Bathroom cleanliness, i.e. flush toilet, do not leave personal property.

14) Review "room/suite trash removal" procedure as in Residence Hall Handbook.

15) Review telephone and internet system – read brochure.

16) Review cable T.V.

17) End with a QUICK/FUN development. THEY WILL APPRECIATE IT ☺

SECTION 5

Civic Responsibility & Policy enforcement

CONFRONTATION GUIDELINES
General Rules

As an RA, part of your responsibility is to confront policy violations. Keep this in mind:

1) Always knock and announce who you are before entering student's rooms – even if

the door is open or ajar.
2) Never become hostile or aggressive.
3) Be assertive, not aggressive.
4) Never be afraid to leave the situation and call for help if you feel unsafe.
5) Be clear. Why are you there?

Alcohol Violations

TYPE 1: Suspicion Incident: You all know the sounds of a party – loud music and talking, the clink of a glass or the sound of opening beer bottles. If you notice students sneaking around, closing and locking their door or frequent trips by people to the bathroom, chances are they're drinking alcohol.

You can't unlock the door and barge in. **Here is the expected procedure.**

1) Call 5310 and have the "Response RA" respond for back-up. If the "party" sounds like more than a few students are present, contact Public Safety too.
2) With your "back-up" knock on the door. If they open it, go in. If they refuse, identify yourself and knock again. If they won't let you in, tell them you will have Public Safety key in. Count Down "5, 4, 3, 2, 1" and then have the officer key in.
3) **CONCENTRATE** on the owner. Inform the owner of the room that there is a suspicion of alcohol in the room or suite.
4) Ask if there is alcohol present.
5) Ask if you may look around the room or suite.
6) One staff member must remain by the door at all times. The other staff member (& Public Safety) can look around the room in plain sight. Do not open anything. ANYTHING!
7) Ask the owner if they would open up the refrigerator. If no, it may not be opened. (Don't tell them they will get in less trouble: they won't)
8) The second staff member (at door) must picture I.D. any person in the room and write down names.
9) Confiscate any alcohol found and put it in the Residence Hall Confiscation Closet. You can empty anything that is opened (you must be 21 years old to confiscate alcohol WITH A WITNESS. If you are not 21, you must get an RA who is or call the DOD or Public Safety).

TYPE 2: You just "Come Across" an Incident: Here you are, simply going to a room to deliver a letter and they are drinking. You are already in the room. **Here is the procedure:**

1) **CONCENTRATE** on the owner. Inform the owner of the room that you see alcohol in the room or suite.
2) USE JUDGMENT! If you can handle by yourself?
    i. Ask the owner if there is alcohol present/more alcohol present.
    ii. Ask the owner if he/she would open up the refrigerator.
    iii. Confiscate any alcohol found and put it in the Residence Hall

Confiscation Closet. You can empty anything that is opened (you must be 21 years old to confiscate alcohol WITH A WITNESS. If you are not 21, you must get an RA who is or call the DOD or Public Safety).

iv. Inform the owner they are being written up.

***** If you CAN'T handle on your own (too many people, uncooperative, etc.):** You will need to leave the scene and call 5310 and ask for Public Safety and the Response RA.

1) With your "back-up" knock on the door. **CONCENTRATE** on the owner. Inform the owner of the room that you are confronting the alcohol in the room or suite.
2) Ask if you may look around the room or suite.
3) One staff member must remain by the door at all times. The other staff member (& Public Safety) can look around the room in plain sight. Do not open anything. ANYTHING!
4) Ask the owner if they would open up the refrigerator. If no, it may not be opened. (Don't tell them they will get in less trouble: they won't)
5) The second staff member (at door) must picture I.D. any person in the room and write down names.
6) Confiscate any alcohol found and put it in the Residence Hall Confiscation Closet. You can empty anything that is opened (you must be 21 years old to confiscate alcohol WITH A WITNESS. If you are not 21, you must get an RA who is or call the DOD or Public Safety).

HOW TO DEAL WITH AN ALCOHOL-INTOXICATION INCIDENT

1) KEEP CALM, TAKE A DEEP BREATH, don't let your anxiety transfer to the individual in trouble.
2) ASSESS THE SITUATION. **Is the person displaying any sign of alcohol overdose? Signs include physical or mental difficulty,** i.e. a student needs to be carried to their room, cannot speak clearly (slurring), is semi or completely unconscious, is vomiting, cannot walk normal (staggering), etc. **IF ANY OF THESE SIGNS ARE PRESENT, the Director on Duty and Public Safety must be called immediately.**

We DO NOT just "put the person to bed" EVER. If there is any sign of danger or medical concern, CALL THE DIRECTOR ON DUTY SO THEY CAN ASSESS THE SITUATION!!!

RUMORS: If you hear "rumors/joking/stories" about a student being currently intoxicated, YOU MUST ASK WHERE THAT STUDENT IS (OR FOLLOW THEM) and **GO TO ASSESS AS STATED ABOVE.** If you don't know where the student is, **CALL PUBLIC SAFETY and DOD IMMEDIATELY.**

Drug Violations

Type 1: If you suspect someone is selling drugs, document it and notify the Resident Director. If you know the person is in the hall right then selling drugs, notify the Director on Duty immediately.

Type 2: *You smell pot. What do you do?* Almost 10 cases out of 10, you won't catch anyone smoking pot in their room. However, it always appropriate to follow-up on your suspicions. Contact Public Safety immediately.

1) Call 5310 and have the "Response RA" and Public Safety respond for back-up.
2) With your "back-up" knock on the door. If they open it, go in. If they refuse, identify yourself and knock again. If they won't let you in, tell them you will have Public Safety key in. Count Down "5, 4, 3, 2, 1" and then have the officer key in.
3) **CONCENTRAT**E on the owner. Inform the owner of the room that there is a suspicion of drugs in the room or suite.
4) Ask if there are drugs present or recently used.
5) Ask if you may look around the room or suite.
6) One staff member must remain by the door at all times. Public Safety can look around the room in plain sight. Do not open anything. ANYTHING!
7) The second staff member (at door) must picture I.D. any person in the room and write down names.

IF YOU ACTUALLY FIND DRUGS, ***DO NOT CONFISCATE THEM!*** *ONLY PUBLIC SAFETY CAN CONFISCATE DRUGS!!!*

Medical Emergencies

If you become aware that someone is having a medical emergency (injury or illness) you need to do the following:

What to do:

Go to the student, if you are not already there to assess the situation.

TYPE 1: If IMMEDIATE MEDICAL ASSISTANCE is necessary:
Immediately call 5310 and tell them to call DOD and PUBLIC SAFETY.

TYPE 2: GENERAL ILLNESS OR INJURY
For general illness call DOD or Health Center (or walk student to the Health Center)

In any case, anyone calling someone must:

Give exact location of person needing assistance.
Describe the problem.
If possible, give the name of the victim.
Stay calm and reassure the victim who may be upset.

If it is during a business day, the Resident Director may have the College Nurse Respond.

How do you help the DOD and Public Safety?

- While waiting for help to arrive, politely ask on lookers to give person some privacy.
- Re-assure the person that you are getting them assistance.
- Stay at the scene with the Director on Duty and Public Safety leave the scene.
- STAY VISIBLE AND HELP!!!
- Immediately write an incident report.
- "Check-up" on the student later.

What not to do:

- DO NOT TREAT THE STUDENT! You are not a doctor or nurse in this case. DO NOT PERFORM ANY ACTIONS THE YOU BELIEVE MAY HELP!!!
- Do not move the person, unless it is a life-saving measure.
- Do not arrange for private transportation to the hospital.
- Do not accompany the student to the hospital.
- It is AGAINST THE LAW to discuss this incident with ANYONE other than your college supervisors. (HIPPA LAW)

If it is during a business day and the emergency is more of a "general" minor illness, you may choose to simply walk with the student to the Health Center. In this case, you would call a Resident Director as well.

Quiet Hours

When dealing with quiet hours you have to be assertive in your approach or you won't get anything accomplished.

You hear noise or are called for a noise violation:

- Report to scene.
- Identify yourself (if it is in a room, knock).
- Tell the students why you are there: i.e. "The Staff Office received a complaint about noise in this room".
- Tell them what you want: i.e. "The noise has to stop".
- Give suggestions: i.e. Shut the door, turn down the TV, etc.
- Give the students 1 chance to keep it quiet, and make sure it's only one.
- If the noise continues and you warned them, **WRITE THEM UP**. You have

to have bite behind your bark.

- When writing them up, ask for ID and write an incident report.
- Follow up with the student(s) the next day. This is often the hardest, but most important part.

Vandalism

You come across vandalism: what to do?

- Check all around the area and building and see if there is any other damage/mess.
- Attempt to find who has done the damage/mess.
  Ask people in the area.
  Walk around a little and see if you hear anyone talking about it.
- If damage/mess is **extreme,** contact your DOD so a picture can be taken.
- **If you find out who created a mess, make them clean it** UNLESS THERE IS RISK OF INJURY.
- If you are unable to find out who did it:
  Hang up a flier giving them a deadline of when it needs to be cleaned by.
  Give a realistic deadline, i.e., 3 hours.
  Walk around to "announce" the deadline.
  Linger in the lounge: your presence may initiate action.
  Make sure the students know that if it is cleaned up, THEY will not be fined.
  When the deadline nears, put up a follow-up flyer, whether it was cleaned or not.
- Make sure that you fill out an Incident Report.

Confrontation "Hints"

1) After all confrontations (especially those which you filled out an incident report for), you need to follow-up. Speak to the students involved the next day. Tell them about the report. Tell them the rationale for the rule they broke. When in doubt, get help.
2) Keep "notes" for yourself on student issues that you don't write an incident report for. Often students have several notes with different RA's. You can use those notes in potential future incidents and share them with your co-RAs at staff meeting.
3) Keep your eyes open – pay attention. If you suspect a major rule violation, but are hurrying off to a class, call the RA on Duty or Resident Director and tell them. Don't be made a fool of because you're in a hurry.
4) **Don't gossip about incidents!** Word gets around fast enough.
5) If you're sick, un-alert or "impaired", call another staff member. If you are intoxicated and you try to handle a situation, chances are your judgment will be affected. Let the RA on Duty handle it.

DO NOT HANDLE SITUATIONS WHEN YOU HAVE BEEN DRINKING!

Officer Chauncey Cheat Sheet

1. ***Introduction***
   (Good evening my name is Joe and I am the RA)
2. ***Purpose and question – (The reason I am here is because)(Is there any reason why)***
3. ***Focus Phrases – (I appreciate that, I understand that) (That may be true, etc.)***
4. ***Paraphrasing***
5. ***Choices- (One that sucks to them, one that you want them to do)***
6. ***Gather Information***
7. ***Inform of possible outcome/consequences***
8. ***Is there anything else I can do for you tonight?***

CONFLICT RESOLUTION & MEDIATION

Before Mediation:

1) An RA becomes aware of a conflict situation.
2) The RA attempts to determine if the situation or parties involved may benefit from his/her involvement.
3) Whether or not you become involved, prepare an incident report. Update the incident report as you go through the process.
4) The party(s) involved is approached. Encourage them to utilize the concepts of conflict resolution: listening, assertiveness, counseling, feedback, paraphrasing, open-ended question, etc.

Mediation Steps

1) Get everyone together involved in the conflict.
2) Each person should take a turn describing his/her perception of the situation, how he/she feels about it and what he/she wants. THEY SHOULD NOT BE INTERRUPTED.
3) Together come to an agreement on what the conflict is.
4) Everyone should agree to compromise to help develop a solution. (The alternative is continued nastiness and other unpleasant things.)
5) Together describe a situation which would be a compromise solution to the conflict and which would be acceptable to everyone. If you cannot agree on the compromise among yourselves, use fair competition (the toss of a coin) or use a third party to mediate in order to come up with a solution to the conflict.
6) Set a future date to evaluate the situation and to renegotiate if that's necessary.

When to Refer

1) When the student presents a problem or a request for information which is beyond your level of competency, express your limitations and suggest the Counseling Center.
2) When you feel that personality differences (which cannot be resolved) between you and the student will interfere with his/her effectiveness.
3) If the student is reluctant to discuss his/her problem with you for some reason.
4) If, after a period of time, you do not believe your efforts with a student have been effective.
5) When in doubt.

How to Refer

1) Do not make the appointment for the student. Offer him/her the phone number, your phone, your support, but do not make the appointment for someone else.
2) If you are not sure about the proper referral, consult with the Resident Director.
3) After a sufficient amount of time, ask the student if the appointment was kept but do not probe for information.

SELF-DESTRUCTIVE BEHAVIOR/SUICIDE CRISIS OVERVIEW

Some Common Warning Signs

1) Major withdrawal or rejection of loved ones.
2) Outright suicide threats. People who talk about suicide may commit suicide and succeed!
3) Any questions regarding ways of committing suicide.
4) Putting one's effects in order – e.g. student makes will, wants information on donating body parts.
5) Giving one's possessions away or discussion of what will happen with belongings.
6) Feelings of hopelessness, helplessness and extreme depression.

7) Depression has been persistent followed by sudden lift in spirits; person is relieved because problem will "soon be ended".

SELF-DESTRUCTIVE BEHAVIOR PROCEDURE

Any behavior exhibited by a student which might be indicative of a self-destructive act or suicide potential, endangering the student themselves, or as a threat to the College

community, **should be reported immediately to the Director on Duty.**

Details

- NEVER LEAVE THE STUDENT ALONE.
- ANY CONDITION OR BEHAVIOR REQUIRING IMMEDIATE MEDICAL ATTENTION MUST BE ADDRESSED FIRST, i.e. AMBULANCE, EMT's, PUBLIC SAFETY AND THE HEALTH CENTER.

SEXUAL ASSAULT INFORMATION PROCEDURE

Sexual assault is a major crisis in the life of a victim. In the midst of this crisis, a victim often reaches out to someone (often an R.A.) asking for help. Generally, the victim requests complete confidentiality AND THAT SHOULD BE HONORED. The Residence Life policy outlined here seeks to assist the victim and protect their rights while alerting administration to the existence of potential danger.

Procedure

1) An R.A. who is approached by a victim should:
   a) Listen to the victim in a non-judgmental caring way.
   b) Advise any victim that important evidence will be lost if they bathe, douche, urinate or change clothing.
   c) Explain that the R.A. would prefer to report the incident to a Resident Director as well as to Public Safety. Will the victim allow their name to be given to the RD? Will the victim go with the RA to meet with the DOD in a private location?
   d) Offer/assist the victim to call Rape Crisis.
   e) Honor the victim's decision.
2) The Resident Assistant must inform their supervisor of the assault. This insures that the R.A. has sufficient support and information to handle the situation well. **THE RA DOES NOT NEED TO PROVIDE THE STUDENT NAME UNLESS THE VICTIM ALLOWS THE RA TO DO SO.**

RESIDENT ASSISTANT CONFIDENTIALITY AGREEMENT

Congratulations on becoming a Resident Assistant for Mohawk Valley Community College! We are all very happy to have you working for us as a Resident Assistant for the upcoming year.

As an RA you will learn many tools to help assist you in problem solving and interpersonal skills that will last you a lifetime. You are also in a position where Confidentiality is **EXTREMELY** important. Confidentiality is very important when dealing with your student's personal problems. The information that is given to you throughout the course of this position is very sensitive in nature and confidential. If you ever have a question concerning confidentiality, please ask your Resident Director.

As a condition of your employment, any documented violation of confidentiality could result in an immediate termination of your employment. A violation constitutes any written or oral breach of confidential information.

Signing below means that you understand the terms and conditions as outlined and that you agree to comply with them. If you have any questions regarding these guidelines, please ask prior to signing below

_____	_____
RA Name Printed	RD Name Printed
_____	_____
RA Signature	RD Signature
_____ ____	_____
Date	Date

RESIDENT ASSISTAN

STUDENT LEADER AGREEMENT

As a Resident Assistant of Mohawk Valley Community College being conditionally hired, I understand as a student leader I am held to a higher standard than other students;

- If I am found in violation of the Drug and Alcohol Policy or found in a room where alcohol is present, I will be immediately terminated **and** will be dismissed from the Residence Halls.

- I understand that my Financial Aid package can be affected with the acceptance of this position.

- I need to provide a list of addresses I have lived at the past 10 years on the attached sheet for the criminal background check discussed in my hire letter.

_____	_____	_____
RA Name Printed	RA signature	Date

SECTION 6

HEALTH CENTER

STUDENT HEALTH CENTER

Location
Room 104 Alumni College Ctr.

Hours
Monday- Thursday: 9:00 a.m. – 4:30 p.m.
Friday: 8:30 a.m. – 4:30 p.m.

*Hours are subject to change

The following services are available to students free of charge:

1) First aid for injuries
2) Evaluation of illness
3) Health counseling
4) Nutrition counseling
5) Health pamphlets
6) Physician's referral
7) Community agency referrals
8) Vision and hearing tests
9) Blood pressure monitoring
10) Mononucleosis tests

SECTION 7

Residence hall facilities

Proximity Cards

- Proximity cards are used in order to gain access to the front doors of the complex a student lives in. A student cannot loan their card to any other person.

BROKEN CARDS:

- The DOD or an RD (if during the day) should be contacted by the RA if a student reports their card is not working (Don't send them to Payne Hall - Student

Service Center).

LOST CARDS:

- DAYTIME: If a student loses their proximity card during the workday they should be directed to Payne Hall - Student Service Center for a new card.

- NIGHT/WEEKEND: If a student loses their card after hours, contact the DOD for assistance and they will be provided with a free temporary card. Within three days, they must RETURN the car or they will be charged.

Any proximity card that is found and returned to the office should be put in the Grey Key Box located on the office wall.

Room Keys

- Each student is issued a room key.

Lost Keys:

- Should the student lose their key you should contact the Director on Duty (nighttime) or any Resident Director (daytime) immediately.
- A new key or lock set will be issued.
- Students will be given a three day grace period after which they will be billed.
- Should the student find their key, they should return it to the Facilities Office or the Residence Hall Office immediately.
- Any keys that are returned to the office should be put in the Grey Key Box located on the office wall.

Note; if you are suspicious that a resident lost keys, ASK THEM.

Lock-Out Policy

LOCKOUTS ARE THE RESPONSIBILITY OF THE DORMITORY CORPORATION STAFF. HOWEVER, DURING LATE NIGHT HOURS, STAFF MAY CHOOSE TO CONTACT THE PUBLIC SAFETY OFFICER ASSIGNED TO THE RESIDENCE HALLS FOR ASSISTANCE. IN THIS CASE, THE STAFF MEMBER CONTACTED BY THE STUDENT WILL CONTACT PUBLIC SAFETY. ***THEY WILL NOT SIMPLY TELL THE STUDENT TO CALL PUBLIC SAFETY.***

Inevitably, students will forget/lose their keys and be unable to get into their room. When this happens, the utmost care must be taken to ensure that the student wanting to gain entry into the room is in fact a resident of that room. The Dormitory Corporation is liable any time a non-occupant is let in a room. The procedure is as follows:

1) If you know the student and are 100% sure they live in that room, let them in by using the proper master key, as instructed.
2) If you are not 100% sure they reside in the room, ask for their I.D. and verify their room by either:
   a) Calling the staff office so it can be looked up on the roster.
   b) Look it up on the web site under Staff Log-on.
3) If the student does not have his/her I.D., let them in on their word. You must see the I.D. (any picture I.D. if College I.D. is lost with keys) as soon as you enter the room. You must make sure that they do not take anything from or do anything to the room until they show you I.D. If they can't find an I.D., ask them for their M number. Confirm via call to office.
4) If the lock-out occurs while you are on duty, log it in the duty log.

PROCEDURE FOR A MID-SEMESTER WITHDRAWAL:

During the semester, you may have to sign-out students who wish to leave the Residence Halls, or who have been dismissed. Many times, the RA is the only staff member that the student will advise of his/her departure. Therefore, we ask that you secure as much information as you can if the student is unwilling to notify the Resident Director.

Staff Steps for a mid-semester withdrawal:

TYPE 1: **Student tells you they are leaving later that day or the next day**:

- Review the check-out procedure with the student.
- Give the student a Student Check-Out Form or refer student to The Residence Hall Office or The Residence Life Office for a form.
- Notify RD (via immediate e-mail) that the student informed you that they were going to be leaving. This will alert the RD to follow-up as necessary.
- Remind student to contact the Residence Hall Office, when ready to fill out their inventory sheet.

TYPE 2: **Student is ready to leave**:

- Get the student inventory sheet from the Residence Hall Office.
- Go to student's room.
- Assess room for damages and inventory.
- Fill out the Check-out side of Inventory Sheet.

- Collect keys from student.
- Note if the meal plan should be cancelled.
- Collect Student Check-Out Form. IF IT IS DURING A WEEKDAY DAYTIME, MAKE THEM GET THE FORM. If it is a night or weekend, they can leave without it.
- Take their keys
- Have them AND you sign the Inventory Sheet
- Give resident WHITE COPY of Inventory Sheet
- Put the signed Inventory Sheet in your RD Mailbox and the key in the gray box on the wall.

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