Eastern Connecticut State University
2014-2015
Resident Assistant Manual

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RESIDENT ASSISTANT POSITION OVERVIEW

Resident Assistants are students that are hired to play the role of a live-in peer mentors and role models for students that live on-campus. Resident Assistants help students by being a resource and referral agent. If anyone were asked to sum up the Resident Assistant position’s main responsibilities, ideally they would say: community builder, educator, and policy enforcer.

This manual will cover various aspects of the Resident Assistant position from dealing with crisis situations to daily operations and clear up any confusion as to what is acceptable behavior while in the RA position. It is often said that RAs live in a fishbowl because the residents, or other students who recognize them as a Resident Assistant constantly watch their actions. With that said, it is imperative that you as an RA remain aware of your behavior and the impact it will have on your community.

The RA position is not your normal nine to five job where you punch in/out and go back to your apartment and are off the clock. Situations can occur at any hour of the day or night. We expect RAs to be a student first, and immediately second is your RA position. RAs seek to promote a sense of community within the residence hall fostered by individual responsibility, mutual respect and the pursuit of mutual interests.

RAs are expected to have an open door policy (i.e. Have schedule outside of their room or when in their room have the door physically open during appropriate times) for students with questions or concerns. If you are in your room or apartment and a situation occurs it is expected that you will address it, whether it’s a policy violation, a student with a question, or a health/safety matter, regardless of your being on duty or not.

The remainder of this section details the expectations of Resident Assistants, starting with the.

RA TRAINING:
RA training takes place prior to the start of the semester; it is two weeks in the fall and one week in the spring. Staff members are trained in all areas of policies and procedures of the University, focusing on Housing and Judicial policies/procedures. RA Training is a mandatory function of the RA position. In addition to the normal training sessions, new RAs are required to register for the Eastern Student Leadership Program (LEAP), which takes place on Wednesdays at 5pm.

IN-SERVICES AND ADDITIONAL TRAINING:
In-services are additional trainings that are mandatory for the RAs to attend throughout the semester. These in-services provide further trainings in areas that may need to be revisited or to meet the needs of the RAs in specific areas. Currently we do not have any scheduled for the upcoming year, if necessary trainings will be scheduled and as much notice as possible will be given.

RA SELECTION:
The RA Selection process for new RAs is broken into two parts, Fantastic Friday (a group dynamics portion) and an interview. Fantastic Friday is an opportunity for current RAs to observe the candidates in various situational exercises. The current RAs are responsible for rating the candidates and documenting positive or concerning behavior during Fantastic Friday.
All returning RAs are required to participate in the reapplication process, where they are required to create and present about their RA experience. More specific details are located in the manual on page 20.

COMMUNITY BUILDING:
In an effort to create the best possible community on your floor, it is your responsibility to create innovative programs and make an effort to create a sense of community through interactions with residents formally (RA Resident One on Ones and Community Development Activities) and informally. Keeping your door open while watching T.V., etc., will allow residents to understand your role as a person and student as well as to have proper access to you. Learning how to balance your time with your door opened and closed is a good skill for you to gain. Studying or doing homework in common areas and being visible in the building, and attending other RA programs/University Events are other important methods of building a community. Part of building a community means knowing the names and something about each of the residents in your area, your supervisor will ask you at several points throughout the semester about your residents.
MISSION STATEMENTS

UNIVERSITY MISSION
Eastern Connecticut State University is the state’s designated public liberal arts college. Within the Connecticut State University System, Eastern, a predominantly undergraduate institution, attracts and welcomes a diverse community of learners, supported by a teaching faculty, staff, administrators, and a residential campus, all of which promote intellectual curiosity, integrity, and social responsibility.

Eastern’s commitment to a liberal arts education is exemplified in its Liberal Arts Core Curriculum, a sequenced, interdisciplinary program that all students share, independent of their majors and career aspirations. As a result of this foundation, our students apply a broad range of theoretical approaches in a variety of active learning settings to cultivate the knowledge, skills, and perspectives necessary to prepare them for their personal, professional, and public roles.

In its role as a public university, Eastern develops students who can become productive, engaged community leaders. Eastern also serves as a social, cultural, and economic catalyst for the region and the state of Connecticut.

Eastern’s programs in the arts and sciences, teacher education and professional studies prepare students for careers or advanced study while providing them with the lifelong skills and confidence needed to succeed in a world of constant economic, social, and technological change.

UNIVERSITY VISION STATEMENT
Aspiring to be a public liberal arts college of first choice, Eastern Connecticut State University will create an unparalleled college experience for its students and achieve national distinction for its academic programs. Eastern’s faculty, students and staff will enhance the University’s position as an intellectual community, acknowledged for its engaged teaching, learning, research and creative work. Advancing its position as a model for social responsibility, environmental stewardship, and educational access, the University will be recognized as a resource that is responsive to the needs of the region and the state.

DIVISION OF STUDENT AFFAIRS MISSION
The Division of Student Affairs creates a supportive and challenging environment that is conducive to academic achievement and is responsive to inclusive excellence. The Division prepares students to be successful leaders in a global society through programs and services that enhance student learning, personal and professional development and civic responsibility.

DEPARTMENT OF HOUSING AND RESIDENTIAL LIFE MISSION
The Office of Housing and Residential Life strives to provide a nurturing, safe, enriching environment that fosters lifelong learning and allows students to grow intellectually and socially. Students will be exposed to an interactive living-learning experience that provides hands-on opportunities to interact with students in the residential communities designed to make their college experience meaningful.
DEPARTMENT OF HOUSING AND RESIDENTIAL LIFE VISION STATEMENT
Housing & Residential Life will be considered an integral component of the collegiate experience at Eastern wherein students will be engaged holistically to aid in their overall development and academic success. Acknowledged for our first-class facilities, student-centered staff, high achieving residents, innovative programs, and trendsetting initiatives, our assessed outcomes will demonstrate that we are a vibrant residential community of scholars who meaningfully contribute to the overall mission of Eastern Connecticut State University.

UNIVERSITY CORE VALUES
As members of a learning and teaching community committed to academic excellence, we the faculty, students, staff and administration of Eastern Connecticut State University, the state’s public liberal arts institution, share this set of values:

Academic Excellence:
Eastern embraces rigorous academic standards and intellectual inquiry as a benchmark for educational achievement for all of its students, faculty, and staff. This expectation informs every mode of learning on campus, from individual courses and degree programs to university presentations and cultural events.

Engagement:
Members of the university community develop intellectually, creatively and socially through active and reflective learning in and outside the classroom, interdisciplinary studies, and individual and collaborative research.

Inclusion:
Eastern is committed to providing educational access while building a campus community that embraces diversity and differences, enriched by a global perspective.

Integrity:
Members of the university community are expected to behave ethically and honorably. Learning encompasses both intellectual and character development.

Empowerment:
Eastern fosters a safe, nurturing environment that promotes intellectual curiosity, student achievement and lifelong learning. Through rigorous inquiry and personal interaction, members of the community grow confident as independent, critical thinkers.

Social Responsibility:
Social responsibility is promoted and encouraged at Eastern through service to those in need, being active in the community, protecting our natural resources, engaging in the democratic political process, and other socially responsible actions. Social responsibility includes an ethical commitment to oneself and the community at large.
2014-2015 Resident Assistant Contract

Resident Assistants (RAs) are members of the Housing and Residential Life Office at Eastern Connecticut State University. The Professional Staff members of the department supervise RAs. This contract lists the areas that are the direct responsibility of the Resident Assistants during their employment. A detailed explanation of these areas can be found in the Resident Assistant Manual.

DUTIES:

Health, Safety, and Security
- Assist in maintaining a healthy, safe and secure environment for residents.

Student Engagement/Visibility
- Develop a positive rapport with residents in their section and be a visible leader.

Resource and Referral
- Familiar with resources on and off campus and serve as a referral agent for residents as needed.

Programming
- Provide programming as directed by the Department and Professional Staff.

Policy Enforcement
- Enforce and follow university and housing policies.

Positive Attitude and Commitment
- Maintain a positive attitude and commitment to one’s self, the position, and department.

Administrative Duties
- Complete necessary “paperwork” in a timely manner as directed.

Weekly Staff Meetings/One-On-Ones
- Communicate effectively with staff of all levels and attend scheduled meetings.

Selection of New Staff
- Assist as directed in the hiring/evaluation of potential new staff as requested by the Department.

Other Duties as Assigned
- Additional staff duties may be necessary due to inclement weather, holidays, or crisis situations due to the fact that Resident Assistants are considered essential personnel.

ADDITIONAL INFORMATION:

Terms of Appointment and Service
- Serve the Department of Housing under the guidelines listed in the Resident Assistant Manual.
- Resident Assistants are provided an electronic copy of the Resident Assistant Manual on the RA Resource page: http://www.easternct.edu/housing/_private/RAresources.htm. By initialing this I acknowledge that I am expected to read and understand its contents.

Resident Assistant Assessment and Evaluation Process
- RAs knowledge will be assessed at several points throughout the year. Formal evaluations will occur at least once each semester.

Progressive Discipline Process
- Discipline is on a progressive basis (as necessary) dependent on the infraction to the contract.

In return for my work as a Resident Assistant, the Office of Housing and Residential Life will provide employment for the 2014-2015 academic year beginning August 11, 2014 and ending May 18, 2015 (or until the Professional Staff releases the workers) unless I fail to honor its terms as outlined in the Resident Assistant Manual. Benefits for this position include a waiver of room fees and board charges (if applicable) and bi-weekly pay depending on the area served.

By signing this contract, the Resident Assistant agrees to abide by the above listed terms and those explained in depth in the Resident Assistant Manual.

RA Signature: __________________________
Office of Housing and Residential Life  
Student Staff Key Policy

This policy relates directly to the work done in all residence hall offices and to the following staff members, specifically Office Assistants (OAs) and Duty Assistants (DAs), as well as serving as an addendum to the Resident Assistant (RA) key policy. The term key covers all types of keys used by Eastern Connecticut State University to gain access to areas.

FAILURE TO ADHERE TO THE POLICIES IN THIS DOCUMENT WILL RESULT IN TERMINATION FROM YOUR POSITION AND CAN RESULT IN JUDICIAL CHARGES BEING FILED AGAINST YOU.

MASTER KEY POLICY

Whenever a master key is lost or stolen, it places both the residents and the University’s property in jeopardy. To reduce the possibility of such a loss, the following rules should be adhered to in handling master keys:

1) All master keys should be secured by the professional staff and used for emergency use only.
2) Master keys should never be taken out of the building/area.
3) The master keys should not, under any circumstances, be loaned to a resident. If a door needs to be unlocked, the staff member should go personally and unlock it, using a spare key, NOT the master.

LOST KEYS

When a student worker (OA, DA, RA) loses or suspects that they have lost an office key, he/she must report it immediately to the Hall Director so a lock change/new keys can be ordered immediately. The staff member will be responsible for paying for the replacement/re-coring of the lock/keys necessary for the hall (actual cost of room keys and cost for complete re-coring). When a Hall Director is notified of a lost key for the hall office/master key, he/she must immediately call in a lock change to facilities.

FAILURE TO IMMEDIATELY REPORT A LOST/STOLEN KEY MAY RESULT IN SUSPENSION OR DISMISSAL FROM THE POSITION AFTER CONSULTING WITH STUDENT EMPLOYMENT.

I agree that I have been given a copy of this policy and had an opportunity to ask any questions for clarification. I understand that I may be terminated from my position as an OA, DA, or RA for failure to report that my keys were lost/stolen.

_________________________  _______________________
Staff Member’s Name (print)  Signature

_____________________
Date
Explanation of RA Contract and Responsibilities

Resident Assistants (RAs) are members of the Housing and Residential Life Office at Eastern Connecticut State University and are supervised by the Professional Staff members of the department. RAs are directly supervised by, and responsible to, the Professional Staff member (ProStaff) of the assigned residence hall. RAs play an integral role in the establishment of an environment that is conducive to maximize academic, personal and social development, while maintaining healthy and safe living conditions.

HEALTH, SAFETY, AND SECURITY:

- Encourage residents to maintain rooms and public areas in a clean and orderly fashion and foster accountability on the part of students in relations to health, safety and security concerns.
- Ability to instruct residents on procedures for bomb threats, fires, evacuations, and the location and proper use of fire-fighting equipment.
- Report to the ProStaff any situations which may jeopardize the health and/or safety of the residents, or which threaten the security of personal or University property.
- Knowledgeable of various channels or procedures to be followed in an emergency situation and follow-up emergency situations in an appropriate and responsible manner.
- Be available during weather closings. All housing personnel are considered essential employees and are expected to be available to work when the University is closed.
- Conduct monthly health and safety inspections as scheduled. The date listed on the annual calendar is date range, however, each specific floor/area Health and Safety Inspections will be scheduled with the ProStaff and given to students during the first floor meeting of the semester.

STUDENT CONTACT/VISIBILITY:

- Assist in the planning and implementation of the initial welcome and orientation of students to on-campus living.
- Present an image of an individual who wants to help. You will be capable of identifying and facilitating solutions for students’ needs.
- Develop personal rapport with the individuals in your section and building as a whole.
- Promote a community atmosphere in the residence hall with an emphasis on courtesy and consideration and participation in programs/University events.
- Make yourself available/visible as much as possible and be prepared to conduct floor/section meetings whenever necessary.
- Educate residents in the area of University/Housing and Residential Life policies.
- Convey an atmosphere that is open-minded and approachable for all residents in the hall, including those of a different race and/or lifestyle than you.
- Attend campus programs throughout the academic year when requested to encourage student attendance at significant events
- Only utilize the main entrances (same entrances all residents have access to) for entry and exit of the building, except in the case of emergencies.

RESOURCE AND REFERRAL:

- Be aware of the various resources and services available on-campus and in the Willimantic/Windham area. Please see Appendix on page 60 and 69.
• Know the students in your building/section well enough to recognize changes in behavioral patterns or problems for which professional counseling or assistance may be necessary.
• Realize that you are not a professional counselor, but you do possess the skills to assist and refer. You should be aware of your personal limitations in a helping situation and should know when and how to make referrals.
• Maintain confidentiality and refer residents to the ProStaff and/or Student Affairs personnel and/or University Police when appropriate.

PROGRAMMING
• Actively support the Residence Hall Association and other committees as deemed by the Professional Staff member. You will convey active interest through participation in meetings and functions sponsored by these groups and will encourage the participation of students in these groups.
• Encourage participation in on-campus, University-sponsored events.
• Be responsible for creating programming as outlined in the programming section of the RA Manual, further details are in the RA Programming supplement which is on the RA Resource page.
• Utilize the RA Resources Room for its intended purposes. The Resource Room is located in Niejadlik Hall. Please contact the Hall Director before visiting the Resource Room.

POLICY ENFORCEMENT
• Follow University/Housing and Residential Life Policies as stated in university publications.
• Consistently enforce policies, follow-up on (which includes filing the appropriate paperwork) and report violations according to established University/Housing and Residential Life procedures.
• Maintain a standard of personal conduct commensurate with the responsibilities of a Resident Assistant, as outlined by the Resident Assistant Manual.
• Act as a responsible role model for the Office of Housing and Residential Life both on and off campus.

POSITIVE ATTITUDE AND COMMITMENT
• Engaging in destructive gossip about residents or fellow staff members either in your or other buildings is unacceptable and will be addressed using progressive discipline.
• Work with the ProStaff to mutually understand and support all members of the Housing & Residential Life staff; provide each other with feedback, and work together in establishing a positive atmosphere in the residence hall.
• RAs with Facebook accounts are expected to like the Housing and Residential Life Department Fan page as a way to be aware of information that is being distributed to students. RAs are expected to read the RA News emails as they contain information that is pertinent to their position and possible changes in responsibilities and expectations.
• Several times a year surveys will be sent to students in an attempt for Housing and other Eastern departments to get data from students to improve services. It is expected that RAs complete all surveys sent to them and encourage other students to complete them.
• Realize that the following expectations will contribute to your success as an RA:
  o Consistently displaying a positive attitude toward the position and its responsibilities.
- Remaining in constant, active and open communication with the ProStaff and other staff members.
- Contributing to the development of a consistent, cohesive staff.
- Acting in accordance with the philosophy, objectives and policies of the University and Office of Housing and Residential Life and educating students in these areas in a positive manner.
- Recognizing your personal strengths and limitations and actively make attempts to work on both.
- Understanding and accepting that the position demands commitment in terms of flexibility, honesty, sincerity and time.
- Demonstrating good judgment in balancing academic, personal and position-related responsibilities.
- Maintaining confidentiality consistent with University policies.

**ADMINISTRATIVE DUTIES**

- Complete Room/Apartment Condition Reports, lounge inventories and related paperwork prior to opening and after closing your building(s).
- Assist in the administration of the following procedures: openings, closings, room changes, health and safety inspections and residence hall damages.
- Submit and follow up on maintenance requests.
- Be responsible for the timely and efficient completion of various reports, such as incident reports, weekly staff reports, duty logs, etc. More specifically, all written warnings and incident reports are to be completed IMMEDIATELY or with extenuating circumstances within twenty-four (24) hours of warning or incident occurrence.
- Submit paperwork and the necessary copies for needed funds at least two (2) weeks (or more, as according to the forms) prior to the event date.
- Submit receipts to your Hall Director within 24 hours of any purchase you make using housing/programming funds.
- A phone is provided in all RA rooms. It is expected that RAs activate the voicemail, plug in the phone, and check the voicemail daily. (Password is RA plus the extension).
- RAs are expected to keep consistent communication with their staffs and supervisors to remain aware of announcements and calls for support. RAs should be sure to consistently check their Eastern email accounts, mailboxes, and Eastern provided voicemail, and if staff protocol dictates, personal cell phone text messages and voicemail.

**STAFF MEETINGS/ONE-ON-ONES**

- Staff meetings and One-on-Ones are crucial elements to ensuring effective communication of issues in the residence hall.
- Report & discuss with the ProStaff regarding issues as building problems, concerns, current housing information, programming, staff issues and concerns, etc. The ProStaff will provide directions regarding how to handle specific situations in your building.
- Staff meetings will occur on a weekly basis and will cover the topics above in addition to team building and additional activities to aid in the overall success of the staff.
• Attend one-on-one sessions with the ProStaff on a biweekly basis, or when any member of the Professional Staff deems necessary. Regular One-on-Ones with ProStaff may be less frequent for returning RAs later in the semester at a rate of one per month.
• During these sessions you will discuss issues that deal with your section/floor and any personal or job-related concerns/problems that you or your ProStaff would like to cover.

TERMS OF APPOINTMENT AND SERVICE
• Serve in the position for the length of the agreement, which is one (1) academic year. Continuing appointment by semester is dependent upon satisfactory or better overall evaluation and based upon the re-application process for the following Fall semester.
• Any additional employment outside of the Resident Assistant position must be approved by the ProStaff and the Assistant Director of Housing and Residential Life. Participation in any co-curricular activities such as varsity athletics teams, intramurals, clubs, etc. are encouraged and supported by your ProStaff and the Central Office. You will notify the ProStaff of any activities beyond the RA position in the spirit of professional courtesy and cooperation. It should not be assumed that you will be allowed to maintain these activities if they interfere with the time commitment necessary to complete the responsibilities of the RA position.
• Consult with the ProStaff before committing to student teaching, co-ops, field placement or other similar academic program requirements.
• Any RA that is on a varsity sports team, student teaching, fulfilling an internship etc… will still be expected to complete all of the same RA duties and responsibilities as any other RA. Some provisions may be made to for the RAs responsibilities i.e. the nights they have duty may be adjusted, but the volume of work will remain the same.
• Be a full time, matriculated student and have a GPA of at least 2.7 throughout my service. If a current RA’s GPA drops between a 2.5 and 2.69 they will be given one semester of academic probation. If they do not have a 2.7 GPA by the next check point their position will be rescinded. Check points are the release of grades at the end of the fall semester and the first summer session. Any RA with under a 2.5 GPA will have their position rescinded.
• RAs are expected to:
  o Return to campus early before each semester for training.
  o Be available until your assigned hall is officially closed for each vacation period and return prior to the opening of the hall after vacation periods as assigned by the ProStaff in the closing and opening of the halls at these times. Emergency circumstances may require additional coverage, to be established by the appropriate ProStaff.
  o Be available for assignments that include holiday & vacation periods when the University may require on-campus housing to be available.
  o Attend and participate in weekly staff meeting with the ProStaff;
  o Serve on assigned and voluntary committees and work on projects within the context of duty depending on the needs of my building. Any assigned committee work is approved by the Assistant Director of Housing prior to assignment on a case by case basis, possible assignments include:

  Dean’s Cup  Newsletter
  FAD  Office Manager
  RA Council  Paperwork Assistant
  Budget Assistant  Program Assistant
  Duty Scheduler  Theme Housing
o Understand that the RA is expected provide coverage at the discretion of the ProStaff member of that area.
o Be timely with duty switches. Appropriate duty switches, barring emergencies, may be approved by ProStaff member no later than Wednesdays at noon (12:00 pm) of the same week this is due to the fact that duty schedules are shared with other departments.
o Be officially on duty according to the building’s duty schedule (often this is at least one night per week and at least one weekend per month so that every weekend there will be at least two RAs available during evening hours). During duty hours, the following should be followed:
  ▪ Remain in the building:
    • Sunday through Thursday nights from 7:00 pm to 7:00 am
    • Friday and Saturday nights from 7:00 pm to 7:00 am
  ▪ Complete rounds of the building a minimum of once per hour and check outside doors throughout the course of the duty night. The number of rounds completed throughout the night should be a minimum of 5 Sunday-Wednesday and a minimum of 6 Thursday-Saturday.
  ▪ Be aware of student conduct, excessive noise, parties, individuals not signed in or any other occurrences during each round. These things should be reflected in the duty log.
o Spend a minimum of two weekends a month on-campus;
o Spend special weekends on campus when all staff will be expected to be available as needed.
  • Complete intent form to continue or leave the position by the date specified.
  • Assume responsibility for all equipment, supplies, manuals and other resource materials issued to you to be used in conjunction with the RA position. These items are to be returned to the ProStaff or appropriate office upon resignation or termination from the position or at the completion of spring semester building closing. Phones must be returned to the hall office upon each end of the semester closing.

RESIDENT ASSISTANT EVALUATION PROCESS
  • See pages 19 and 64 in regards to assessments and evaluation tools utilized for Resident Assistants.

EASTERN RESPONSIBILITIES
In return for your work, the Office of Housing and Residential Life of Eastern Connecticut State University agrees to provide the following:
  • The RA Manual electronically on the RA Resource page and RA Contract, outlined in the RA Manual and a signed copy returned to you;
  • Employment for the academic semester covered by the RA Contract unless you fail to honor its terms, in which case you will relinquish your position immediately and follow the outlined procedures for termination;
  • Remuneration as follows:
    o All room fees and board charges (if applicable).
    o Staff members assigned to Burnap, Burr, Constitution, Crandall, Mead, Niejadlik and Winthrop Halls will receive twelve (12) hours per fourteen (14) day pay period.
Staff members assigned to Laurel, Noble, Nutmeg, and Occum Halls, and Low Rise and High Rise Apartments will receive eighteen (18) hours per pay period. RAs in these areas seeking a meal plan (paid by the department) will receive twelve (12) hours per fourteen (14) day pay period.

Staff members assigned to Best Western will receive eighteen (18) hours per fourteen (14) day pay period and a meal plan.

The RA is responsible for paying the social fee established in each area.

Upon your acceptance of this appointment, you will complete, sign, and return the following when instructed to do so;

- One copy of this agreement;
- The W-4 Form;**
- The Connecticut W-4 Form;**
- The Employment Verification Form**
- Student Employment Policies**

** If you have not previously been on the student payroll.

You understand that your building may have specific needs and responsibilities that are not covered in this list of requirements, but will be discussed and available to you in writing from the ProStaff. You have read and understand the terms and requirements of the RA position as outlined in the RA Contract. You have discussed the RA responsibilities with the ProStaff and understand that failure to meet any of them may result in a verbal or written warning, a developmental plan, probation or termination at any time.

In light of the above, as a Resident Assistant for the Department of Housing & Residential Life at Eastern Connecticut State University, you realize that you must meet these expectations in order to serve as an effective staff member and to retain your position.
LAWS & POLICIES IMPACTING RESIDENT ASSISTANTS

The following section covers policies and legal matters that impact how RAs interact and operate within their position. If you ever have a question about how to handle a situation relating to this section or any other element of the RA position you are strongly encouraged to contact your supervisor or the Assistant Director of Housing.

ETHICS STATEMENT

RAs are required to uphold standards above and beyond what residents are required. RAs are subject to discipline and possible termination for unethical behavior or for behavior that compromises the integrity of the RA position.

You should NOT engage in the following activities, as they most likely will result in termination from the position:

- Drinking with residents of your hall (on or off campus)
- Having illegal items (drugs, fireworks, etc.)
- Making poor decisions, including, but not limited to:
  - Keying into a room in a way that violates protocol
  - Buying alcohol for a resident
  - Leaving your building when on duty, either active or passive
  - Violating the Consensual Relationship and Dating Policy
- Failing to notify your ProStaff/ProStaff on duty of incidents/issues

CONFIDENTIALITY

While building rapport and respect with residents is important, RAs have a responsibility to report concerns, disclosed information, FileMaker data, and incidents. Therefore, an RA should never promise confidentiality to residents as they may need to report the information or incident to Professional Staff or other relevant campus resources. These incidents must be kept private and confidential to respect the privacy of those involved and to abide by the Family Education Rights to Privacy Act (FERPA).

Details of such incidents should not be discussed with other residents, other RAs, OAs, DAs (either in your own staff or others), or with friends.

Sometimes, it can be difficult for an RA to hold sensitive information as it can be emotionally charged and draining. In that case, RAs are encouraged to seek out support from their Hall Director, CAPS, or other on campus resources.

THE FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

The Family Education Rights and Privacy Act applies to all institutions of higher education. It states that once a student reaches the age of 18 or is a student at a post-secondary institution all rights formally given to parents, under FERPA, transfer to the student. The student has the right to access his/her educational records, to have them amended, and the right to control what of their information is disclosed over personally identifiable information.

In other words, parents and all others do not have access to their student’s grades, judicial record, or other information stored by the University besides directory information.
RAs are not permitted to give out a student’s grades, class schedule, financial status, employment, judicial records, phone numbers, home addresses, or living assignment to anyone inquiring about this information besides a University official who has a “legitimate educational interest” or a need to know basis essential to carrying out their job responsibilities.

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations, Health Services and CAPS are also not permitted to release details of appointments or records to anyone other than the patient/client.

Curiosity is not a legitimate educational interest. RAs have access to these records, however they are expected to not use the FileMaker database to view resident profiles outside of their duties or to share this information with anyone.

**CONSENSUAL RELATIONSHIPS-HOUSING & RESIDENTIAL LIFE DATING POLICY**

**Housing & Residential Life Policy:**
Adhering to the policy above, no residence life staff member may enter into a romantic, dating, or sexual relationship with a resident student over whom you exercise direct supervision (i.e., a resident residing in the building to which the RA is assigned). In the event of a violation to the policy, the following action will be enforced:

1. The staff member will be given the opportunity to resign and/or be subject to termination.
2. If a relationship has not begun, but there is interest between a staff member and a resident, the staff member is required to notify their direct supervisor and the Assistant/Associate/or Director of Housing. A relocation of the employee may be required in order for the individual to pursue the relationship. If relocation is not possible, the resident must agree to relocation to any available spot on campus in order to pursue the relationship. If any of these steps are not feasible the relationship is prohibited and subject to the outcomes listed above in item 1.
3. In the event of any rumored relationships, the staff member will meet with their direct supervisor to determine an appropriate course of action if necessary. The direct supervisor will also notify the Assistant Director of Housing.
4. Staff members within a residence hall are strongly discouraged from dating. Any issues that may arise (either perceived or real) from a consensual relationship between two staff members will be handled on a case-by-case basis. Additionally, staff changes may be made at the discretion of the Department of Housing to remedy issues from the termination of consensual relationships.

If an RA is or is considering dating another RA in the same building, they are responsible for having a conversation with their ProStaff member to discuss this.

**Policy on Consensual Relationships between Employees and Students of the CSU System:**
The University's educational mission is founded on an atmosphere of mutual trust and respect between all members of the academic community. Faculty members, as well as those individuals upon whom the University confers managerial, supervisory, or evaluative responsibilities, (including graduate assistants or undergraduate teaching assistants) carry a special responsibility to adhere to the highest ethical and professional standards and to avoid any actions that may appear to undermine this atmosphere of trust and respect and thereby hinder the University's educational mission.

Due to the inherent imbalance of power and need for trust, Codes of Ethics for most professional associations forbid professional-client sexual relationships. Similarly, faculty members, supervisory staff, and those with evaluative authority should be aware that dating or sexual relationships that might be appropriate in other circumstances have inherent dangers when they occur between a staff member and a student. Such relationships
are susceptible to an appearance of exploitation and can impair the trust and integrity of the teaching, coaching, or other supervisory or evaluative relationship and may cause a perception of favoritism or bias on the part of the staff member. In addition, although these relationships may begin and remain consensual, they may easily be later characterized as non-consensual given the inherent power differential between the parties, and such relationships could potentially lead to sexual harassment charges.

Romantic, dating, or sexual relationships between an employee and a student over whom said employee exercises supervisory or evaluative authority is prohibited at the Connecticut State University.

In addition, Connecticut State University strongly discourages romantic, dating or sexual relationships between employees and students over whom said employee does not have supervisory or evaluative authority. Such relationships are not only susceptible to future conflicts of interest, but also may present the appearance of impropriety.
RESIDENT ASSISTANT SPECIFIC PROCESSES

This section of the RA Manual covers items specific to the RA position and continued employment within the role.

RESIDENT ASSISTANT EVALUATION PROCESS

- RAs are required to complete a series of announced and unannounced assessments of their job knowledge and knowledge of their resident population.
- Be formally evaluated once a semester. This evaluation will be completed through the use of the Resident Assistant Evaluation Form in FileMaker.
- RAs are required to submit a completed self-evaluation prior to the ProStaff completing a formal evaluation.
- The ProStaff will provide you with a copy of the Resident Assistant Evaluation Form, which will be completed prior to the evaluation meeting. A copy of the evaluation form is located in the appendix of this manual on page 64.
- ProStaff will keep the original copy of the evaluation. All evaluation forms are placed in your permanent file in the Office of Housing and Residential Life.
- Your eligibility for rehire will be based in part on an evaluation of satisfactory or better.

PROGRESSIVE DISCIPLINE PROCESS

- A system of Progressive Discipline will be used in dealing with any alleged violations of the RA agreement and University policies. Most infractions will be dealt with in a progressive fashion in which three steps occur:
  1. Verbal Warning*
  2. Written Letter of Warning*
  3. Termination
  *Steps 1 and 2 may include probation and/or a developmental plan.
- The following behavior by an RA will often fall under the outline below, but may be moved to a higher or lower level based on previous progressive discipline, work history, communications, and severity of offense:

<table>
<thead>
<tr>
<th>Administrative</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing a deadline for the first time</td>
<td>Already having a verbal warning on file</td>
<td>Already having a written warning on file</td>
</tr>
<tr>
<td>Failing to follow protocol in a minor manner i.e. not announcing self during an incident or Health and Safety Inspection</td>
<td>Already having a written warning on file</td>
<td>Failing to follow protocol in a major manner i.e. not documenting an incident, confiscating alcohol when it should be destroyed, calling campus police/ProStaff when required</td>
</tr>
<tr>
<td>Missing a single meeting i.e. ProStaff One on One, LEAP</td>
<td>Missing a Staff Meeting without prior communication</td>
<td>Failure to communicate with your supervisor i.e. major incident</td>
</tr>
<tr>
<td>Arriving late to duty (under 15 minutes)</td>
<td>Arriving late to duty (over 16 minutes)</td>
<td>Failing to show up to duty or abandoning duty (leaving while on active or passive duty without approval)</td>
</tr>
<tr>
<td>Not completing normal administrative tasks as per protocol i.e. nightly duty log, submit programming paperwork</td>
<td>Failure to address a health/safety situation i.e. a critical incident like a physical altercation, intoxicated individual, sexual assault or threat.</td>
<td></td>
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</tbody>
</table>
Behavior that impacts the reputation of the RA

<table>
<thead>
<tr>
<th>Verbal Warning</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gossiping about residents, RAs, Staff</td>
<td>Violating confidentiality in regards to a minor matter i.e. alcohol incident</td>
<td>Violating confidentiality in regards to a major matter i.e. physical altercation, sexual assault, self-harm, or mental health</td>
</tr>
<tr>
<td>Violating quiet hours</td>
<td>Having prohibited items in your room will fall here or under termination</td>
<td>• Violating the Student Code of Conduct</td>
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<td></td>
<td></td>
<td>• Appearing in a police report in a negative capacity</td>
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<tr>
<td></td>
<td></td>
<td>• Assault</td>
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<tr>
<td></td>
<td></td>
<td>• Larceny</td>
</tr>
<tr>
<td>Returning to a residence hall under the influence of alcohol without going directly to your room</td>
<td>• Returning to a residence hall under the influence of alcohol and interacting with residents</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Returning to a residence hall under the influence of illegal drugs (including alcohol for RAs under 21)</td>
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<td></td>
<td></td>
<td>• Violating the department’s ethics policy</td>
</tr>
<tr>
<td>Not completing a RA Resident One on One</td>
<td>Boundary issues between RA and resident</td>
<td>Violating the Department Consensual and Sexual Relationship Policy</td>
</tr>
<tr>
<td>Talking about alcohol (unhealthy conversation) with residents or in the presence of residents</td>
<td>Irresponsible drinking with residents of your hall that are older than 21 off campus (non-university event) when you are older than 21 (first offense)</td>
<td>• Buying alcohol for residents</td>
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<tr>
<td></td>
<td></td>
<td>• Drinking on-campus (non-university event)</td>
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<tr>
<td></td>
<td></td>
<td>• Drinking with underage individuals regardless of your age</td>
</tr>
</tbody>
</table>

Building and Master Keys

<table>
<thead>
<tr>
<th>Verbal Warning</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failing to document a lockout</td>
<td>Sharing your keys with another RA</td>
<td>Misuse of building and card keys (depending on severity of issue) including but not limited to: loss of keys, keying into a room without authorization</td>
</tr>
</tbody>
</table>

• The Office of Student Employment will conduct discipline that could result in termination.
• The following procedures will occur if you are terminated from your RA position:
  o You must vacate your room and building within twenty-four (24) hours. There is no guarantee of being placed in another room on-campus.
  o Immediately upon notification of termination, return all keys, housing materials, etc. to the ProStaff of your building, or, in her/his absence, to the ProStaff on duty.
  o You may be subject to the University Judicial System and/or a Police investigation of any activities for which you may have been terminated.
  o Compensation/waiver package will be revoked.

RESIDENT ASSISTANT REAPPLICATION PROCESS
Any RA wishing to return to the position for the fall semester must complete the reapplication process which is broken down into the following items:

Questionnaire – in which the RA addresses questions similar to the following at time of expressing interest in reapplication, this portion will take place in FileMaker:
  1) Please discuss your programming experiences since the last hiring process.
  2) Reflect on your community development experiences since the last hiring process.
  3) Please share what you have experience and learned in regards to conflict and crisis management experiences.
4) Are you interested in working with any theme housing areas? If so, which ones and what skills do you bring to help make that community successful?
Questions 1-3 will be scored for all RAs and question 4 will be scored but will only be utilized in the selection of theme housing RAs.

**Presentation** - each RA is required to provide a presentation about why they want to be an RA for the upcoming year. This presentation can take place in any medium (i.e. song, video, portfolio, poster board, monologue) and is to be no longer than 5 minutes. This presentation will be scored in regards to reflection, creativity, and message with each section being scored on a set scale. After the presentation the Hall Director Panel will ask any follow up questions specific to the presentation.

**Formal Interview – (sample questions)** each RA will have a formal interview with questions similar to the following:

1) Discuss a program that you are proud of and what made it successful.
2) Share some of your strengths as they relate to the RA position.
3) What is an area that your hall director has asked you to improve upon and what have you done up to this point and what are your plans going forward.
4) Discuss your performance on the RA Assessments and what you learned from them.
5) Summarize one of your RA Resident One on Ones and why you chose to share it.
6) What community of students do you feel you should work with next year and why?
7) What are your goals for the upcoming year and how do you hope to achieve them?
8) If the RA expressed interest in Theme Housing, Please share how you intend to make ___ theme successful in the upcoming year.

Each question will be scored on a set point scale.

**Supervisor’s Recommendation** - each supervising hall director will provide a score on a set point scale and a narrative covering the RAs strengths, areas for improvement, two things the RA should be expected to contribute to a team, any progressive discipline, and student populations the RA would be successful working with.
STUDENT ENGAGEMENT AND PROGRAMMING

Residence Life Staff is responsible for educating students in a holistic manner through active and passive programs, daily interactions, and providing leadership opportunities. The residence halls act as a laboratory for students to develop their sense of self and leadership skills in a safe environment.

COMMUNITY DEVELOPMENT ACTIVITIES AND RA RESIDENT ONE ON ONES

A major component of the Resident Assistant position is engaging students. This is done through daily interactions with students, programs, and informal interactions. To ensure that RAs have intentional and meaningful interactions with their residents each RA is required to engage their residents in two capacities and record them in FileMaker: Community Development Activities and RA-Resident One on Ones. Additional information is available on the RA Resource website.

Community Development Activities

5 required per semester; 2 in first month, 2 in the second month, 1 in the third month

These are pseudo-spontaneous events with residents that develop the community of your floor/area by engaging students with one another and helping them to become active members of the campus community. These activities can be meals, events on campus (educational or social), conversations in the common lounges, etc. Each RA should get as many of their residents to participate in these activities as possible to help them connect with one another. Below are general expectations:

- A minimum of four residents must attend and never the same resident more than twice.
- There should be some conversation or interaction between everyone present.
- Up to two of these activities can be meals.

RA Resident One on Ones

Each RA is expected to have at least one meaningful interaction with each of their residents. These events are entitled RA-Resident One on Ones and are intentional one on one conversations with the residents on their floor or in their section in order for the RA to connect with their residents. During the conversation the RA should find out how the resident is doing in regards to the following items:

- Academics
- Adjustment/Engagement
- Mental Health
- Substance Abuse
- Roommate(s)

Within 24 hours of the conversation the RA must summarize the conversation into FileMaker and identify any issues that arose, advice given, and anything else the ProStaff needs to know. It is imperative that these conversations be genuine and that notes not be taken during them. Information that comes up in these meetings is confidential and is only used to address any issues that arise. Mental Health and Substance Abuse issues require an FYI entered into FileMaker also. Most other issues will not require an FYI, unless normal protocol dictates so.

The amount of time an RA has to complete these conversations is based on the volume of residents they have and is outlined below:

- 20 residents: 1 month
- 21-30 residents: 5 weeks
- 31-40 residents: 6 weeks
- 41 and above: 9 weeks
RA PROGRAMMING

Resident Assistants are more than just policy enforcers, in fact; equally as important is the responsibility of educator and community developer. There are many opportunities to educate both formally and informally. Formal examples are programming and bulletin boards and informally through daily interaction and role modeling. Resident Assistants have the unique ability to connect what the residents are learning in the classroom to their daily lives. RAs are also able to further the University’s mission and core values through their programming. Resident Assistants are required to facilitate six programs a semester. The six programs per semester will consist of one social program, three educational programs, and two adopted programs. It is very important, regardless of the program type, the evaluations be completed within 24 hours of the event. Additional information regarding RA programming is available on the RA Resource Website.

Socials: The purpose of social programs is to build community within your floor and building and to help students get to know one another. Socials should consist of some assortment of ice breakers and team building exercises. They should focus on something that allows residents to get to know one another on a deeper level. The social should occur within the first 2 weeks of the semester.

Educational: It is imperative for you as the RA to realize you are not an expert on every topic. It is important that an appropriate facilitator be used for educational programs. Examples of topics where a facilitator is necessary would be: health, sexuality, and moral and ethical programs. The purpose of educational programs are to provide residents with information and not to pass judgment.

Resident Assistants are required to address each of Eastern’s core values within their educational programs throughout the school year. The Department of Residential Life has two curriculums in place to respectively aid first year and upperclassmen with their overall development.

The curriculum covers the majority of Eastern’s Core Values; Academic Excellence, Empowerment, Engagement, and Integrity. The corresponding core values are written in parentheses below.

<table>
<thead>
<tr>
<th>Fall</th>
<th>First Year</th>
<th>Uppermanen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Resource (Engagement)</td>
<td>Personal Goal Setting (Academic Excellence)</td>
<td></td>
</tr>
<tr>
<td>Roommate Communication (Integrity)</td>
<td>Interpersonal Communication (Integrity)</td>
<td></td>
</tr>
<tr>
<td>Study Skills (Academic Excellence)</td>
<td>Career Building (Engagement)</td>
<td></td>
</tr>
<tr>
<td>Time Management (Academic Excellence)</td>
<td>Personal Budgeting (Engagement)</td>
<td></td>
</tr>
<tr>
<td>Personal Budgeting (Engagement)</td>
<td>Health and Wellness* (Empowerment)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spring</th>
<th>First Year</th>
<th>Uppermanen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid (Engagement)</td>
<td>Financial Aid (Engagement)</td>
<td></td>
</tr>
<tr>
<td>Interpersonal Communication (Integrity)</td>
<td>Ethical Decision Making (Integrity)</td>
<td></td>
</tr>
<tr>
<td>Selecting a Major (Academic Excellence)</td>
<td>Leadership Development (Empowerment)</td>
<td></td>
</tr>
<tr>
<td>Health and Wellness* (Empowerment)</td>
<td>Resume Writing (Engagement)</td>
<td></td>
</tr>
<tr>
<td>Gambling Awareness (Integrity)</td>
<td>Gambling Awareness (Integrity)</td>
<td></td>
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</table>

*The Health and Wellness program must be facilitated by a professional from the community or campus agency.

Adopted Programs: Resident Assistants are required to complete two adopted programs throughout the semester from the following categories with at least one program from the Unity Wing category. RA Responsibilities include: the RA advertising the event within their hall, taking residents to the event, and
taking attendance of the residents that attend because of the RAs efforts. The three categories for the Adopted Programs are:

- Unity Wing
- Social Responsibility & Community Engagement
- Educational

**Unity Wing Adopted** - events sponsored by the Intercultural Center, Pride Room, and Women’s Center or another event specifically supplied on the RA Resource Page or via the RA News. Special exceptions can be made for other events at the discretion of your ProStaff supervisor. It is the RAs responsibility to promote the event within their hall, attend, participate, and facilitate conversation with the residents afterwards.

**Social Responsibility & Community Engagement Adopted** - organized by the Center for Community Engagement. It is the RAs responsibility to assist with coordination of the event with the CCE, attend, participate, and facilitate conversation with the residents afterwards. The Center for Community Engagement is located in the new CCE Building at 333 Prospect Street. It is staffed by a Director, an Assistant Director, and one VISTA volunteer. Additional information available on-line at: [http://www.easternct.edu/depts/community_service/index.htm](http://www.easternct.edu/depts/community_service/index.htm)

**Educational Adopted** – educational events sponsored by any campus entity. Approval is at the discretion of your ProStaff supervisor. It is the RAs responsibility to promote the event within their hall, attend, participate, and facilitate conversation with the residents afterwards.

*If there are any issues that occur during a program please include that in your post program report and inform your ProStaff directly.*

**RA Program Checklist**

1. Brainstorm ideas for your program. What category will you fill with this program? Are there any specific needs for the hall at this point (e.g. communicating with your roommate)? What do your residents want to see? Will you need an outside speaker or presenter? Determine the objectives of your program and how you might assess them.
2. Turn in your Program Request form on the due date and know how you intend to assess the program.
3. If you need an outside speaker, performer or presenter, get in touch with them to be sure that they can attend the program on the date you would like to have it. See your ProStaff for additional paperwork if you need to pay a speaker.
4. Ten days (this may be earlier depending on your ProStaff) prior to your program, turn in copies of your advertising to your ProStaff. Whether you've made posters, fliers, invitations, hand-made designs or another creative idea, be sure you turn in what you will be distributing to entice residents.
5. One week prior to your program, confirm with speakers, presenters or performers. Be sure that they are prepared and have the information on how to get to the location of the program and that you know if they have any special needs (water, presentation materials). Check with your ProStaff to be sure that their paperwork is completed if they are being paid for their performance.
6. A week prior to the event, post or distribute advertisements.
7. One day in advance, remind residents about the program and invite other appropriate guests. Also, touch base with performers or presenters one last time. Assessment materials should be designed after the program request is submitted.

8. Have the program!!

9. Don’t forget to collect any assessments and feedback forms from residents.

10. Within 24 hours of the completion of your program, turn in your program evaluation, participant assessments and any receipts you have not already copied.

**Priority Point Programs:**

It is very important to take attendance at all your educational or community service programs and correctly input the students ID #’s so that they can receive the correct number of Priority Points. Turn in any hard copies of program attendance sheets to your ProStaff so that if a resident comes to them with a question they have a method of tracking attendance.

Priority Points are only earned from August 25, 2014 through April 1, 2015 and do not roll over from year to year. After April 1, students will be given an opportunity to appeal/confirm their point total.

Your ProStaff member will make the final decision as to whether or not an educational or community service program will count for priority points. It is very important that you carefully log Student ID numbers in FileMaker in order for residents to get the correct amount of points for a given program. See the section on the Housing Priority Point System for full details about the amount of points awarded for each type of program.

**RA Programs in FileMaker from Start to Finish:**

Step One: Fully complete a program request in FileMaker and submit to your ProStaff. Make sure you develop a well thought out goal and objectives for your program that are assessable.

Step Two: Fully complete the program assessment page in FileMaker and submit it to your ProStaff. You will be able to develop your assessment questions based off your objectives and print it out in order to use at your program, if appropriate. After the program is complete, you will be able to go back to this page and type in some of the residents’ response, if appropriate.

*Both step one and two need to be approved by your ProStaff before you can move on in the stages of the program.*

Step Three: Complete the post program report within 24 hours of the completion of the program. Make sure you take the time to reflect on the program and the residents’ responses on the assessment sheets.

Promotion of programs is a crucial element of programming. Residents need to be made aware of programs in a responsible, timely and appropriate way. They will never attend a program they did not know about. ProStaff members are responsible to work with their RA staff to ensure adequate promotion of programs occurs. Programs should be advertised at least a week in advance for optimal success.
Programming Paperwork

BIG-Y CARD: Each hall has a Big-Y card for RA Programming. Reserve the Big-Y card with your ProStaff member. Give the cashier the tax exempt card before they begin processing your order. The Big-Y form (see appendix) needs to be filled out with original receipts turned into Housing, there is a bin marked specifically for RA/HD paperwork. Your program request and calendar request must be attached as well. Make sure you make a copy of everything for your ProStaff. If you are using the Big-Y card for RHA programming it must be reserved through Housing in advance. Each Big Y card can only be used for two transactions per day.

WAL-MART CARD: Housing has three Wal-Mart cards that can be utilized for RA or RHA programs. The card needs to be reserved through Housing in advance with the appropriate paperwork. The SABO voucher, program request, and calendar request must be given to Housing. Before the cashier begins checking your items out, be sure to give them the tax exempt card or they will have to rescan your order. Return the card and receipt to Housing and make a copy for your ProStaff (see appendix for SABO voucher). There is a $300 limit when using the card.

PURCHASE ORDERS: Many of your halls will have open purchase orders for their RAs to utilize such as Tony’s Pizza, Papa Ginos etc. Many companies take purchase orders. When doing a program through a company that takes a purchase order but you do not have an open PO with, fill out a purchase requisition form (see appendix). You will need a quote for the amount from the company attached to the form. It must be turned into Housing no later than 2 weeks in advance.

CASH ADVANCES: These should be only if ALL other options have been exhausted. Cash advance paperwork, SABO Voucher, must be turned in no later than 2 WEEKS IN ADVANCE! A cash advance must be reconciled the following business day and copies of receipts must be turned in to the Housing Office and your ProStaff.

FUND RAISERS: Any time money is collected for any event or purchase of something it is called a fund raiser activity, even if the event/sale is not meant to turn a profit. All fund raiser activities are done with Eastern Express Cash ONLY, with the exception of CCE events. In the event that an event cannot utilize Eastern Express cash i.e. a Penny War competition or a problem with the card reader system, special exceptions may be made. Poor planning in which a card reader is not secured due to a last minute request of Card Services will result in the event being cancelled, not an exception to the policy being made. In the event spots on a trip or something is being sold i.e. clothing, halls are strongly encouraged to pre-sell items as a way to ensure student interest and control costs.

TRAVEL AUTHORIZATION (TA): A vehicle request form must be filled out by your ProStaff and approved before any paperwork can be completed. TAs must be complete no later than 14 business days prior to the trip (see appendix). A list of the riders attending the program must be attached to the TA when you turn it in. Any out of state travel must have a full time employee of the University as a chaperone.

Any university vehicles must be driven by a member of the Housing Staff (RA or ProStaff).

UNIVERSITY VANS: If you need a van for an RA or RHA program it is essential that you reserve a van at least 2 weeks in advance with Sonya Alicea. In order to drive a van, you must be an employee of the University and have passed the University Van Safety Test. You are in charge of the residents that are in the van, therefore it is expected of you to ensure the safety of all residents. This means you are
expected to follow the speed limit and follow all traffic laws. The day of your trip, you are to go to the University Police with your student ID and pick up the keys for the van. **Make sure the gas tank is full before leaving campus and fill it upon your return to campus.** Directions on how to use the gas pump are on the side of the tank. Make sure you return the keys to the police station to get your ID back. It is expected that everyone using the van take all of their trash and personal belongings with them after using the van.

Each RA is responsible for completing the Van safety module during RA training prior to driving a university van. See Travel Authorization (TA section for Housing Specific policies for drivers/staff ratios).

**DRIVERS FOR EASTERN HOUSING TRIPS**

- All Housing trips using University vehicles must be driven by a University employee that has passed the University Van Safety Test
- When vans are traveling **within the state** of Connecticut, at least one Housing staff member, either an RA or HD, must accompany the trip
- When vans are traveling **out of state**, a Hall Director must be on the trip, although a second van may be driven by an RA.
RESIDENTIAL LIFE GOVERNANCE STRUCTURES

There are three areas of governance within Residential Life, which are as follows: RA Council, Residence Hall Associations, and University Residential Outreach Council (UROC).

RA COUNCIL
RA Council – The purpose of the RA Council is to plan and implement social events for all RAs and serve as a forum for RAs to discuss any issues they may have with the RA position, the Housing Department, the University, or any other staff-related matters. RA Council may also be asked to give input related to departmental decisions and serve in an advisory capacity to RA Training, RA Selection, RA Recognitions, and RA Receptions/Banquets. It is hoped that there will be a minimum of one RA from each building to represent the interests of their hall’s RAs to this council. The council will be advised by Housing Staff and will meet as necessary to conduct its business.

RESIDENCE HALL ASSOCIATION (RHA)
Students living in a residence hall are automatically members of their hall’s Residence Hall Association (RHA). As such, students are able to be a part of their hall’s decision making process as the residence hall social funds cannot be spent without students voting on how it is to be used. RHAs are officially advised by the building’s ProStaff, who attends all meetings. They are funded by the $40.00 Residence Hall Social Fee residents pay and they have regular meetings where hall decisions are made. Thus, student input is needed to approve expenditures, plan residence hall events, to resolve residence hall issues, and to propose residence hall community standards. $10 of each Residence Hall Social Fee will be utilized to fund the UROC budget.

Residence Hall Associations should meet on a weekly basis throughout the semester. The primary purpose is to plan and implement social events that build community, discuss issues of relevance, and promote the Dean’s Cup in the residence halls.

The ProStaff will be responsible for insuring that an open environment exists and minutes of the meetings are taken. The meetings will be facilitated by the President. The treasurer will prepare financial paperwork and vouchers to then be reviewed and signed by the ProStaff advisor. The ProStaff has the right to veto an event that does not comply with the University or department policies or expectations. RHAs are not permitted to give funds to student clubs/organizations. Please refer them to UROC.

All RAs in the buildings are expected to promote and support their hall RHA which will be included as part of their RA evaluation process.

Emphasis is placed on establishing community and addressing community issues and the ProStaff is charged with supporting them with this mission. All community damage billing that occurs in the semester will be voted on by the RHA (if there are any remaining meetings in the semester) to determine which population of students will be responsible for the charge within the hall. The RHA does not have the ability to cancel the charge, only to assist in assigning responsibility for community damage without a responsible party.
UNIVERSITY RESIDENTIAL OUTREACH COUNCIL (UROC)

UROC works in collaboration with the individual Residence Hall Associations, Housing and Residential Life, Athletics, academic departments and other university departments to enhance programming for residence hall students. All students who live on-campus are encouraged to participate in the University Residential Outreach Council (UROC). UROC provides students with the opportunity to enhance campus life for residential students by remaining in direct communication with the Director of Housing & Residential Life as well as sponsoring large scale events, trips, and initiatives for residential students. UROC programming has an emphasis on academic, cultural, social, and weekend events and programs. UROC membership includes representatives of each of the twelve Residence Hall Associations and Resident Assistants. In order for official votes to take place at UROC meetings at least ¾ of the residence halls must be represented. Any residential students who show interest in assisting UROC are more than welcome to participate.
DUTY AND STANDARD OPERATING PROCEDURES

DUTY PROCEDURES

Each Resident Assistant serves duty on a rotating basis with either another RA or a Duty Assistant. While on duty, you will do rounds of the building, sign out hall recreational items and equipment, and be responsible for the general well-being of the building. Duty Assistants are not to do duty rounds or address policy violations that occur within student rooms; that is the responsibility of Resident Assistants. When you first begin duty, you should make sure you are aware of which ProStaff member is on duty since you will contact them in case of emergency.

Each duty shift is broken down into two categories: Active Duty and Passive Duty.

1. **Active duty** is when an RA is at the desk, conducting rounds, monitoring in and out traffic, and observing the condition of the building. Hours for active duty are:
   - Sunday through Wednesday: 7:00pm to Midnight
   - Thursday through Saturday: 7:00pm to 1:00am

2. **Passive duty** is served from an RA’s room, after the front desk has been closed for the night. If an RA becomes aware of a situation in the hall during this time, they still have a responsibility to address it per department protocol.
   - Passive duty hours start when the RA(s) on duty close the front desk, and ends at 7:00am the next morning.

3. The RA(s) on duty is (are) expected to stay within their building or area until both active and passive duty is completed at 7:00am.
   - If two RAs are on duty and one needs to leave their building or area before 7:00am, after receiving prior approval of either their Hall Director or the Hall Director on duty, they must make sure that the duty phone is left with the RA staying in the building and a sign placed on the RA’s door indicating that if a resident needs assistance, they can find it with the RA staying in the building.

Duty Rounds

Duty Rounds are to be done hourly when on duty and logged into FileMaker immediately following the completion of your rounds. The purpose of rounds is to become aware of what the condition and activity level of the building is and to address anything that may need your attention. Rounds are to begin at the top floor of the building and walk through the entire building to the ground or basement level then continue outside of the building for a perimeter tour. While walking the building, be attentive to anything that is out of order or that needs to be addressed. If you see any trash on the floor please pick it up, by doing so the hall will remain cleaner and people will be less likely to make a mess, this is the Broken Window Theory.

Duty Cell Phone

The Duty Cell Phones should be on during the entire night. They are only to be used for work related communications, primarily when touring the building inside and out. Each phone is a full functioning cell phone to allow you instant access to the front desk of your hall, your hall director, the hall director on duty and campus police. Do not use the text messaging, GPS, or other application features of the phone.
It is meant to be a way to facilitate communication in the event of an emergency with the other staff members while you’re doing rounds or addressing a situation. When dealing with a situation that requires Campus Police call Campus Police at 465-5310 or 911 for extreme emergencies.

Always take the duty cell phone with you while doing rounds. When logging the round into FileMaker indicate what was noticed and addressed and if the ProStaff on duty or a University Police officer visited your building.

The duty phone is to remain in the RA’s possession during rounds and passive duty to then be returned to the building’s main office the next morning.

During the weekend, Friday at noon through Monday at 8:00am (unless otherwise notified) there is a ProStaff member who is responsible for the campus. If there are any emergencies and your ProStaff member is not present follow the contact methods below:

**To Contact the ProStaff Duty Phone**
Call the ProStaff member on duty. Each ProStaff has an office line and work cell phone. If they do not answer, leave a message on the voicemail. In the event a Graduate Intern is on-duty they are to be called after contacting the Hall Director on-duty.
* ProStaff numbers can be located in the appendix on page 59.

**THE FOLLOWING ARE EXAMPLES OF CASES WHEN YOU SHOULD ALWAYS INFORM THE PROSTAFF ON DUTY:**
Notification of police, medical transport, physical or verbal assault (including threats of harm), stalking, harassment, drug incident, alcohol incidents, fire (alarms: local, building, drill, and emergency), attempted suicide, and student death.

**On-Duty Dress Code**
In order to best serve the campus community it is important that staff be presentable and identifiable when they are on duty. Many residents in your building will know that you are a Resident Assistant; however, visitors to the building will not necessarily know that you are a staff member. It is important that you are dressed appropriately with clean clothes that cover your body. It is not appropriate to be on duty with low-cut and/or stomach showing shirts. Closed-toe shoes or sneakers should be worn at all times while on duty; this is to ensure your safety and mobility. Please make sure that you are wearing presentable pants or shorts while on duty. The following are not appropriate: pajama pants, ripped or torn pants, and short shorts. Staff should not be wearing sunglasses or baseball caps while on duty.

Each staff member will be supplied two RA shirts and a name tag at the beginning of their employment. RAs are strongly encouraged, but not mandated, to wear shirts provided by the department while they are on duty. Staff members are required to wear their staff name tag while on duty.

RAs are responsible for the name tags that they receive and if they are lost and need to be replace for reasons other than normal wear and tear, they will billed the cost to replace it, which is approximately $15.
There are some weekends when staff members are required to wear their RA Shirt i.e. Open Houses, Parent’s Weekend, Fall/Spring Fest, or a Concert is occurring.

**RA Guest Policies While On-Duty**
Resident Assistants are permitted to have guests in their buildings and rooms, however RAs should be aware of the following:

- Guests should never be behind the duty desk or in areas where master keys, information and equipment is stored.
- The RA is responsible for the actions of their guest(s).
- When on active duty, RAs should not have guests for a lengthy period of time, 20 minutes or when active duty ends, whichever comes first.
- When on passive duty, RAs should not have any guests in their room as it creates a barrier for residents to be able to approach them.
- Be aware of how often you have guests so that it doesn’t impact the resident’s perception of your availability.

**Social Media in Relation to Policy Enforcement**
Facebook and similar social media communities exist and we understand that students use them for various purposes including the advertisement of programs and events. In regards to your position as a Resident Assistant see below for the use of social media communities with your position.

- You are not to use these in the performance of your job duties with respect to violations of rules and regulations; in particular to investigate your residents i.e. contacting students who violated University policy.
- You can use these to advertise programs in appropriate circumstances, but you must get approval from your ProStaff member.
- If it comes to your attention that a student may be at risk of self harm please notify your Hall Director or the Hall Director on duty.
- You take a risk of violating your Ethics Statement (page 16 of the RA Manual) and contract of being an RA if you post information on your personal pages that is determined to be in conflict with your position as an RA at Eastern.

**Contacting Campus Police**
University Police is the law enforcement agency on campus. Their job includes investigations of reported violations of the law, enforcement of motor vehicle laws and the assurance of the security of University persons and property. The department consists of sworn police officers, several dispatchers, student patrol members and Buildings and Grounds officers. During warmer weather, officers may utilize a bicycle for faster response. Officers will come to the aid of the Housing staff when they need assistance enforcing policy.

*You can reach University Police by calling: 860-465-5310 from your personal phone or you can reach University Police by dialing: 55310 from any on-campus phone.*
When you call, a recording with options will present itself. Dial “3” to skip this recording and reach the dispatcher.

Should an emergency occur, be it a major or minor emergency, law enforcement must be notified immediately. In the event of a minor emergency (example: wellness check for an intoxicated person, physical altercation, or suspected marijuana use) call the University Police Department and they will arrive to assist.

In the event of a major emergency (example: broken bones, excessive bleeding, non-responsive person) where the situation calls for Emergency Medical Services or the Willimantic Fire Department, dial 911. The dispatcher at the Willimantic Police Department will send those services to your location and patch you through to the Eastern Police Department for you to have a University Police Officer sent to your location.

When speaking to a dispatcher, you will need to clearly and calmly give them the following information:
1. Your name and location (Building, Floor, Room Number)
2. That you are an RA responding to an emergency
3. The nature of the incident

For example:
“My name is Joe and I’m located at Eastern Connecticut State University, in Mead Hall, on the third floor, room 324. I’m an RA responding to an emergency where a resident has fallen, hit their head, and is not responding. I need an ambulance to assess and treat the resident.”

At this point, follow the directions of the dispatcher so that help can get you as soon as possible.

After you finish your phone call with the police:
1. Call the ProStaff member on duty immediately after you call the University Police so they can also respond to the emergency.
2. Follow any directions given by the dispatcher or ProStaff (example: wait in the lobby or by the room for the police officer)
3. Address the incident as is appropriate.
4. If this occurs during duty hours, record your phone call into the FileMaker duty log including time, reason, and action taken.
5. Create an incident report or FYI in FileMaker as appropriate.
   a. When documenting emergencies, properly refer to University Police staff by their titles and last names.

Do NOT call University Police for residence hall violations (i.e., noise or roommate conflict) until you have tried to resolve the problem yourself. Use other Resident Assistants or your ProStaff for assistance in these matters. If you and your staff are unsuccessful in your attempts to resolve the problem, then call University Police for assistance.
EXAMPLES OF APPROPRIATE INCIDENTS TO CONTACT UNIVERSITY POLICE IMMEDIATELY:

- Alcohol incidents
- Bomb threat of unknown substance
- Suspicion of a controlled substance
- Death of a student
- Fights, assault, violence of any kind
- Fire or suspicion of fire
- Large parties/gatherings – Noncompliance
- Medical emergency
- Suicide attempt
- Suspicious persons
- Theft
- Vandalism

You should also notify the appropriate ProStaff of these situations once emergency personnel have been called. Do NOT leave the area unless you are in immediate danger.

Giving student information from FileMaker to University Police

There may be times during an incident where a University Police Officer needs information on a resident that they do not typically have access to. This is usually information regarding their birthdate, home address, or contact information. Without printing the student’s profile from FileMaker, you may give a University Police Officer the information aforementioned.

Under no circumstance should you give anyone, including a member of law enforcement, a copy (electronic or printed) of an incident report, warning letter, or any other documentation from FileMaker.

STANDARD OPERATING AND EMERGENCY PROCEDURES

One of the most important roles of Residential Life Staff is dealing with crisis situations. There are going to be a variety of situations that you will deal with ranging from counseling students with roommate conflicts to activities resulting in arrests.

Below you will find our departmental protocol for dealing with various potential incidents and emergency situations. **In all of the situations in the Emergency Protocol Section you should contact the ProStaff member on duty IMMEDIATELY.** It is always better to ask questions and be cautious than to not act or ask and endanger yourself or others.

**Common Incidents**

Resident assistants will have varying degrees of involvement with different types of policy violations. There will be incidents where an RA is fully capable of handling it in its entirety and others where an RA will need to call up on the ProStaff or the University Police for assistance. In either case, should an RA be uncertain of how to handle an incident, they should call the ProStaff on duty.

Violations that would result in a warning letter is usually a due to a small infraction such as violating quiet hours or not escorting a guest through the residence hall. Alcohol, drug and other violations that may be considered more serious resulting in an incident report usually require the presence of a ProStaff member.

**Alcohol**

Eastern Connecticut State University has a dry residence hall policy, meaning that alcohol is not permitted in any of the residence halls and this applies to all residents regardless of their age. This policy is in place to promote a healthy living environment with opportunity to focus on their personal
and academic goals. In the event that an RA sees, hears, or suspects alcohol use, they must do the following:

1. Before addressing the incident, call the other RA on duty and ask them to assist with the incident, as needed based on the severity of the situation and your comfort level.
   a. In buildings with one RA on duty for the night, call the either another RA that’s available or the ProStaff on duty and they will assist.

2. Knock on the door, and announce yourself.
   a. Make note of how long it takes for the door to be answered and if you hear anything on the other side (i.e. bottles clinking, residents speaking, someone coming up to the door but not answering it).

3. When someone answers the door, explain why you are there and notify them that you need to enter the room.
   a. If the resident or guest does not allow you in the room, inform them that you will be calling the ProStaff on duty and/or the University Police and they will key into the room. In this case, do not leave the door and continue to make note of what you hear and if anyone leaves the room.
      i. First-year buildings with guest-sign in policies should then call the front desk to have the IDs of guests held until ProStaff and University Police arrive.

4. When you enter the room, ask all students and guests to gather in one area and produce their IDs.
   a. If someone claims to not have an ID and it is not at the front desk, call the University Police for them to report and positively ID the student or guest.
   b. First-year buildings with guest-sign-in policies should then call the front desk and have the IDs of residents and guests held until the incident is over.

5. Visually scan the room/area to look for the following:
   a. Safety concerns including injured or ill persons, or covered smoke detectors.
   b. Prohibited items such as alcohol/alcohol containers, drug paraphernalia, extension cords, beer/water pong set up, tapestries etc.
   c. Damages to the room and/or furniture.

6. If you find any prohibited items, DO NOT TOUCH THEM.

7. Inform all students and guests present that they will be included in the documentation.
   a. Those that are present but are not necessarily responsible for the violation must still be included in the documentation.

8. If alcohol is present and there are residents or guests under the age of 21, call University Police to have them report.
   a. DO NOT HAVE RESIDENTS DUMP ALCOHOL UNTIL UNIVERSITY POLICE AND PROSTAFF HAVE ARRIVED. Police need to take photographs of prohibited items.

9. Call the ProStaff on duty.

10. Wait for University Police and Prostaff to arrive. Take note of any out of the ordinary behavior that could be documented later.

11. Assist the ProStaff and University Police as asked.

12. DOCUMENTATION: Incident report in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident.
Quiet Hours
Quiet hours are in place so that we can promote a living environment that is conducive to learning, and rest. They are as follows:

Sunday to Thursday: 10:00pm to 8:00am
Friday & Saturday: Midnight to 8:00am

During this time, it’s important to be aware of any out of the ordinary noise that could disturb surrounding residents. Should an RA come across a room or suite that is violating quiet hours, they should address the violation as follows:

1. Knock on the door of the room that the noise is coming from.
2. Notify the residents that quiet hours have started and inform them that they need to keep their volume down
   a. If it is the first time you have to address the residents, give them a verbal warning and reminder of when quiet hours start, when they end, and their purpose.
   b. If you have had to address the room more than once either in an evening or if it’s a consistent issue throughout the semester, notify the residents that they will be receiving a warning letter.
3. **DOCUMENTATION:** Warning letter submitted in FileMaker immediately and completely.
   Follow warning letter protocol as established by your Hall Director.
   If residents are not compliant or responsive or any other violations are present documentation escalates to an incident report.

Guest Policies
While first-year residents are expected to follow guest sign-in procedures, all residents are to abide by the following policies.

1. All residents are allowed no more than 2 guests at a time, at any point in the day. This is to ensure that the rooms or suites do not exceed their maximum appropriate capacity. Exceeding this capacity could result in fire code violations, and unsafe conditions should an emergency present itself.
2. All guests must be escorted at all time by their resident-host. This includes when a resident or guest goes outside to smoke, or even down the hall to get a soda. At no time should a guest be wandering the building or area on their own.
3. All overnight guests must be at least 18 years old. Any guest staying overnight that is under 18 but be at least 16 years old, be a brother or sister to the resident-host, and have a form signed by a parent or legal guardian submitted to the Hall Director at least 48 hours prior to the guest’s arrival.

Residents in first-year buildings are expected to sign their guests using a photo-ID when the RAs are at the duty desk. Those procedures should be conducted as follows by RAs and Das

1. Greet the resident and their guest(s) while monitoring the activity at the front desk.
2. Ask for the photos of IDs from the resident and the guest.
   a. Eastern students must use their Eastern ID.
   b. The only forms of identification that are acceptable for non-Eastern students are a government or state issued ID. Acceptable forms of ID that may be used include driver’s licenses, passports, or military IDs. **We do not accept IDs from other colleges or universities, high schools, international IDs, credit/debit cards, or anything without a photograph of the holder.**
c. If a resident arrives without a proper ID, do not let them into the building. If they traveled a great distance without proper ID, call the ProStaff on duty and they will determine if the guest may stay or not.

3. Log their IDs using the system established by your Hall Director.
4. At the end of the evening, you may find that there are guests staying in your building. In that case, place the IDs in the host-resident’s mailbox and indicate that the guest stayed after hours in the log.

Should you find any violation of the guest policy, RAs should do the following:
1. Remind the resident of the guest policy and how they have violated it.
   a. If the guest(s) is well and sober, ask them to leave. If guests are otherwise unfit to leave on their own, they may stay; we don’t want to send anyone that is unwell off campus, jeopardizing their safety.
   b. If the resident(s) or guest(s) is non-cooperative, call the ProStaff on duty and University Police if necessary.
   c. **DOCUMENTATION**: If the guest policy is the only violation present, document the resident-host with a **warning letter**. If there are additional, more severe violations also present, include the guest policy violation in the **incident report**.

**Prohibited Items**

There are items that students may want to bring to campus, however because they may not be safe or violate the rights of other students, they are prohibited. Those items are as follows:

- Air guns/rifles**
- Paintball guns/markers**
- Firearms of any sort**
- Fireworks/explosives**
- Combustible liquids
- Tapestries
- Flags on the walls, from ceilings or over lights
- Wicker waste baskets/furniture
- Halogen lamps
- Spider/octopus lamps with plastic shades
- Lava lamps
- Candles
- Tart or wax warmers
- Hookahs**
- Incense
- Air Conditioners**
- Electric heaters or blankets
- BBQ Grills**
- Extension cords
- Alcohol**
- Alcohol containers**
- Alcohol paraphernalia
  *(shot glasses, flasks, water pong)*
- Drugs/narcotics**
- Drug paraphernalia**
  *(bongs, pipes, vaporizers)*
- Water beds**
- Wooden futons**
- Weight lifting equipment
- Cinder blocks
- Official or public street signs**
- Darts/dart boards
- Wireless routers
- Microwaves
  *(prohibited from Burr, Winthrop, Constitution, Burnap, and Crandall)*
- Pets**
  *(other than fish in a tank up to 10 gallons, and service/therapy animals, staff will be aware of service and therapy animals at the beginning of the semester)*

Should any of these items be found, it must be confiscated by you, a ProStaff member, or a member of the University Police Department. Once an item is confiscated, it should be labeled with the owner’s information, logged into a system and then stored in a location established by your Hall Director.

** = **Call the ProStaff on duty to determine how to further handle the item, otherwise confiscate and document the item.**
DOCUMENTATION: Most items will require a warning letter when documented. Those that will be documented as an incident report are as follows:

- Air guns/rifles
- Paintball guns/markers
- Firearms of any sort
- Fireworks/explosives
- Alcohol
- Alcohol containers
- Drugs/narcotics
- Drug paraphernalia
- Pets

Media

Usually requests for information that will be printed or broadcast for public scrutiny will come from the Campus Lantern, The Chronicle or other local stations/newspapers. Use caution when dealing with the press. You need to make it clear that your views are your own, though readers may perceive your comments as being representative of the department or university. It is recommended that you hold interviews only in person and ask the reporter to read any quotes that they plan to use in the article. Additionally, you always have the option of “no comment” and refer them to University Relations.

If you receive a call from an off-campus news agency, please direct them to University Relations in Gelsi-Young. Ed Osborn, Director of University Relations, can be reached at 465-5043. Media members for publications are not permitted in the residence halls without the permission of the Director of Housing & Residential Life, you will receive notification through your ProStaff.

Medical Concerns and Emergencies

If it becomes necessary to transport an injured/ill resident(s) to Health Services or to Windham Hospital CALL UNIVERSITY POLICE (860) 465-5310 or IN EXTREME EMERGENCIES, 911.

EXTREME CASES OF MEDICAL EMERGENCIES INCLUDE:

- If the resident has a broken bone or is bleeding excessively.
- If the resident is unconscious, not responsive, or is not breathing.

At no time should a Housing Staff Member transport a resident requiring medical attention.

University Police will assist you in getting to the hospital if you need to accompany the student. In cases of minor medical needs, the officer may determine that they will transport the resident instead of calling for the ambulance.

Intoxication

If an RA, either on or off duty, learns of a person who is clearly intoxicated, as represented by but not limited to the following they must contact at minimum the ProStaff on Duty:

- Belligerent or non-cooperative behavior
- Can’t answer simple questions
- Exhibits behavior out of character
- Slurred speech
- Unable to walk unassisted
- Vomiting
All RAs, whether on or off duty, have a responsibility to address intoxicated persons and seek a medical consultation, through the protocol below.

When dealing with an intoxicated student/individual, follow these steps:
1. If it is not an immediate emergency, contact the ProStaff member on duty. They will respond and decide if University Police or Emergency Medical Services need to be contacted.
2. Check for obvious symptoms of immediate mortality or emergency.
3. If an immediate emergency presents itself, contact, or direct someone else to contact, emergency services (911). After calling 911 call the ProStaff member on duty if you have not done so already.
4. Do not leave the person in need of medical attention.
5. Assist University Police, EMS, and ProStaff as instructed.
6. Ambulance personnel will determine if the person should be taken to the hospital.
7. **Documentation**: Incident Report in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident.

**SIGNS OF ALCOHOL POISONING:**
If a student exhibits any ONE of these signs, call 911 immediately:

- Cannot be roused and are unresponsive to your voice, shaking, or pinching their skin.
- Skin is cold, clammy, pale, bluish, and/or blotchy.
- Breathing is slow - eight or fewer breaths per minute.
- Experience lapses in breathing - more than 10 seconds between breaths.
- Exhibits mental confusion, stupor, or coma.
- Have seizures, convulsions, or rigid spasms.
- Vomiting while asleep or unconscious and does not awaken

**Suicide/Depression/Self-harm**
If a student expresses suicidal ideation, follow these steps:
1. Determine if the student is depressed or suicidal. If you think that this is a possibility, do not avoid the issue, rather approach it head-on. Be direct. Has the student mentioned self-harm? Have they determined a way to harm/kill themselves? Do they have the means to do so?
2. Call the ProStaff on duty immediately and inform them of the situation.
3. Evaluate the room. Are the means to commit self-harm present? Determine if the person has already inflicted harm upon themselves, such as taking pills or other substances, drinking, cutting, stabbing or shooting themselves. If you determine one of these things has already been done, contact 911 immediately. If they have not, you may take more time to evaluate the situation before making a referral.
4. Remember not to promise confidentiality. You may only promise that you will tell only those who need to know according to your job (your supervisor, the police and medical professionals).
5. Call Campus Police for assistance if you are unsure. Call 911 if you determine it is necessary.
6. **Documentation**: FYI in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident.
Physical Altercations
When dealing with a physical altercation, follow these steps:
1. Remember your safety comes first. Do not physically intervene or put your safety at risk.
2. Do your best to determine the following:
   a. Number of people involved
   b. Location of the incident
   c. What is actually occurring
   d. If weapons are present
3. Call the police and the ProStaff on duty immediately
4. Keep others away from the situation
5. Encourage those involved to stop and notify those involved that the police have been called.
6. When police and ProStaff arrive, assist them as necessary
7. **Documentation**: Incident Report immediately or if extenuating circumstances are present, within 24 hours of the incident.

Missing Person
In the event someone reports to you that they have not seen a person for a while or thinks they may be missing, follow these steps:
1. Immediately, go to your ProStaff or the ProStaff on-duty and report to them who informed you the student was missing and at what time.
2. **Documentation**: The responding ProStaff will take care of further investigation and documentation.

Roommate Issues and Room Change Process
Roommate conflicts can range from something as minor as someone borrowing a plastic fork to something as serious as damaging or stealing property and threats of or actual physical violence. Determining where the residents are on this spectrum will help you to evaluate whether or not the students can meet with you to begin a conversation, whether they should speak with the ProStaff or whether the police need to be brought in.

If the residents involved are not able to speak to one another in a respectful way that would work towards a resolution, it is then best to first meet with each resident separately to get all of the information about the situation before deciding what action to take.

When the roommates can speak to one another in a respectful way and in a structured environment:
1. Establish a safe place for both (or more) parties to meet and speak. This should not be in their room/suite/apartment (unless necessary) and it should not be in your room/apartment. Ideal places for mediation include spaces that are neutral, safe, and allow for privacy. Office space or private lounges are acceptable.
2. Establish ground rules for the conversation, emphasizing respect and the use of language that is sensitive to the situation
3. Hear both/all parties to get all the information about the situation before deciding what action to take
a. Make sure that the information you gather is based on facts and actual events that either have occurred or are ongoing.
b. Determine if the conflict is due to:
   i. Differences in goals (ex: one roommate is here to study, the other to party)

4. Use one of the following methods to further address or even resolve the issue:
   a. Have residents fill out the Roommate Expectation Form or other documentation that can be created to move towards resolution, this can involve an RA or not depending on the comfort level of the residents.
   b. Complete a peer mediation (with you or another RA)
   c. Group mediation (with you or your ProStaff)
   d. Judicial Hearing (for judicial issues – only handled by ProStaff or Judicial)

5. **Documentation:** FYI in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident

A great way to avoid roommate conflicts from the beginning is to have your residents fill out a Roommate Expectation Form example on page 66. This allows for each roommate to express their expectations of the other person and try to find common ground. The primary benefit of residents completing a REF at the beginning of the semester is it opens the lines of communication between the residents.

**Do not promise that one roommate can be moved.**
Moving a roommate due to their preferences in regard to social standing, ethnicity or personal beliefs is not an acceptable response. If the situation is violent contact the ProStaff member. It is acceptable for the student to feel this way, and discussing these issues in an educational moment is key. Making sure that you follow-up after whatever action has been taken is important to ensure that it works.

**Room Change Process**
Should a student wish to change rooms, the student may contact the ProStaff member in charge of the area in which the student wishes to move. Room changes will not be permitted during the first two weeks of the semester. Room changes will not be made on the basis of race, national origin, religious affiliation or sexual orientation. If the student locates a suitable space, he/she must complete paperwork with his/her ProStaff and properly check out of their current assignment.

**Unauthorized Gatherings/Large Crowds**
Unauthorized gatherings are those that have not been approved by University personnel or departments. These range from a crowd walking back from an off campus party, to inappropriate celebratory events after a big game, to politically driven protests.

In case of an impending or actual unauthorized gathering RAs must immediately notify ProStaff and/or the University Police and address the following:
   1. Ensure your own safety. Do not join or physically intervene with the unauthorized gathering.
   2. Contact Campus Police and the ProStaff on Duty to disperse the gathering.
3. If there are any immediate medical emergencies, do your best to address them appropriately so that they injured may receive medical attention when it arrives.
4. Assist ProStaff, Police and Emergency Medical Services as necessary.
5. **Documentation:** FYI in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident. If you are able to identify any of the participants be sure to include this information.

At all times students should be treated with respect and in a polite manner. No physical contact, either intentional or implied, should occur between staff and students. Staff should request students to please return to their rooms. If a given student refuses a second polite invitation, the staff member should record the student’s name and make similar inquiry of others they may know.

**Controlled Substances**
Should you suspect a resident is using a controlled substance other than alcohol, contact **University Police 55310 or 911 in extreme emergencies.**

**If you have not confronted the situation yet:**
1. Call University Police immediately, informing the dispatcher that you suspect a resident is using a controlled substance. Reasons for you to believe that this activity is going on includes:
   a. The smell of marijuana coming from a specific room
   b. Seeing or otherwise detecting that a resident(s) is using a controlled substance while conducting external rounds
   c. Smoke detector alarms in a single room
2. Wait for the police officer to arrive and notify the ProStaff member on duty to assist.
   a. Confer with the police officer before entering the area on how to proceed.
   b. *Housing staff should not confront a controlled substance/drug situation without the presence of a police officer.*
   
   **See bullet number 3 below.**

**If you have confronted the situation:**
1. Do not leave the resident(s).
2. If you need to call the police and/or ProStaff member on duty, insist that the resident(s) accompany you.
   
   **See bullet number 3 below.**

**Procedure continued whether or not you have already confronted the situation:**
3. Do not touch any surface as several substances may be ingested through skin contact.
4. Visually scan the area for drug paraphernalia (bongs, pipes, syringes, drug material etc.).
   - You are not permitted to open drawers, go into cabinets, or personal storage containers, however you may ask the resident to open these spaces for you. Should the resident refuse to cooperate, notify them that their lack of cooperation will be included in the documentation.
5. Visually scan the area for covered smoke detectors (either with plastic, paper, clothing, or other materials) as someone who smokes in the room may choose to cover the smoke detectors
   - Should you discover this, do not draw attention to it until a police officer is present to take note of it.
6. Visually scan the area for other evidence of smoking in the area such as:
   - Open windows on a bad weather day
   - Fans propped strategically to keep smoke away from smoke detectors or doors
   - Towels rolled up behind doors
   - Toilet paper rolls with paper and/or dryer sheets inside of them to catch smoke
7. Assist police and ProStaff as they request assistance
8. **Documentation:** Incident Report in FileMaker immediately or if extenuating circumstances are present, within 24 hours of the incident.

Sometimes an RA will find a hallway that smells like marijuana but cannot pin point where the smell is coming from because the smell is too faint or the ventilation system has wafted the smell. If it cannot be narrowed down at all, contact campus police and the ProStaff on duty and they will try to narrow it down or potentially knock on all doors in the area. If the smell can be pinpointed to 2 or 3 specific rooms, you should still contact campus police.

**Fire Safety**
Fire safety is a major concern for everyone. It is our responsibility to educate residents on all elements of fire safety in their living environment which includes safe use of electrical appliances, extension cords/surge protectors and responding to fire alarms. Residents are to become familiar with the exit routes to utilize during evacuation. Evacuation procedure instructions are posted on the back of each apartment/ residence hall room door.

During any Housing event or program with more than 15 people present an announcement must be made as to where the exits are located in the event of an emergency, fire or otherwise.

Each residence hall will hold at least one planned fire drill each semester. Due to the nature of these drills, we will not be informed when these drills will occur. Staff should discuss fire safety and fire drill procedures with residents at the first floor/ hall meeting and at other appropriate times. Educational programs regarding fire safety can be arranged by contacting the University Police at x-55310.

The Health and Fire Code was established in order to further promote fire safety. Enforcement is meant to be educational in nature whenever possible. However, no student under any circumstances will be permitted to endanger the safety of others and, if necessary, the disciplinary system may be utilized to enforce compliance with the code. Risks which individuals may take on their own are not tolerated within a group living - learning environment.

The enforcement of the Fire Code will not be accomplished by simply conducting room inspections. It is much more important to educate, motivate and address students whenever dangerous practices are observed.
Any individual who is responsible for setting a false alarm is subject to arrest, disciplinary action and a University fine of at least $350.00. If the responsible individual is unknown, the students in the residence area will be charged with the minimum $350.00 fine as a group.

**Tampering with the fire safety equipment is a violation** of State Law as well as the Office of Housing and Residential Life on-campus living contract. A very dangerous situation is created whenever this equipment is rendered inoperative. Disciplinary procedures should be taken against students who discharge fire extinguishers for other than emergency use. Any inoperative equipment should be promptly reported to University Police. University Police will have a refill sent to the building as quickly as possible. This is important because in the event of a fire, it is imperative that an extinguisher is available. Resident Assistants should check all fire extinguishers in public areas of their residence hall during their evening rounds. Resident Assistants should check all fire safety equipment (detectors, extinguishers) in individual rooms during monthly health and safety inspections. In the event that any fire safety equipment is found covered or inoperative it should be documented in FileMaker and a call should be made to campus police.

**Instructions for using fire extinguisher (PASS):**
- **PULL** – the plastic ring away from the fire extinguisher. It will break off easily.
- **AIM** – the hose towards the base of the fire
- **SQUEEZE** – the handle to discharge the fire extinguisher.
- **SWEEP** – the hose and spray in a gentle side to side fashion to cover the area of the fire. You do not need to empty the fire extinguisher, however use as much as you need to extinguish the fire. *Anytime a fire extinguisher is used, it must be reported to your Hall Director and University Police. Leave the used fire extinguisher in your Hall Director’s office for it to be replaced.*

**In the event that smoke or fire is detected:**
1. Pull the fire alarm
2. Meet at previously determined area outside of the building.
3. Engage in your staff-established protocol.

**An RA on Duty or Otherwise Covering the Building Must:**
1. Contact the ProStaff member on duty.
2. Call University Police x-911 (x-55310)
3. Meet police officers and fire department personnel.

**Other RAs and staff must:**
1. Evacuate the building immediately.
2. Instruct residents to move to a safe area away from the building. Ensure that residents do not block emergency vehicle access to the building.
   a. In cold or inclement weather, residents should be allowed to wait in nearby buildings.
   b. **While waiting outside with residents, be attentive to any related information that you can share with the ProStaff.**
3. Follow any other needs specific to the building as determined by the ProStaff or emergency responders.
4. Housing staff will re-enter briefly before students are allowed back into the building.
5. Make sure all building entrances have a staff member posted in front of them to prevent residents from entering the building.

**DO NOT** let residents re-enter building until *fire department personnel* have cleared the building!

**NOTES:**
If you hear the fire alarm or locate a fire, **stay calm.** The fire alarm system has been installed for your protection and safety. Fire doors at the end of the corridors and between sections should be closed. Be aware of the locations of fire extinguishers and fire hoses.

Try to use the nearest exit, yet be prepared to use an alternate exit if yours is blocked by fire and smoke. If you wish to open a closed door, feel the door before opening. If hot, do not open. If not hot, open slightly.

**If you are trapped in your room**

1. Keep door closed,
2. Seal cracks with clothes, sheets, towels, etc.
3. Open windows slightly if there is no smoke outside,
4. Hang an object from the window, such as a sheet, to attract attention,
5. Use a wet cloth over your mouth and nose to help you breathe,
6. Stay low to floor if smoke is in your room.

7. **DO NOT USE THE ELEVATORS**

**Assisting Disabled Students in the Event of a Fire Alarm**
Be aware of disabled students in your building and assist them in exiting the building if it is safe to do so, otherwise they should remain in their room and alert campus police of their location when they arrive.

**Bomb Threats and Unknown Substances**
As staff members of the university it is our job to be attentive to things that are out of the usual, and this means if we see something out of the usual to make others aware so we can address the potential situation.

Should you receive a phone call where the caller is threatening a bomb attack:

1. Be attentive to the incoming phone number.
2. Take note on the caller’s characteristics (male, female, deep voice, angry, calm, laughing, shouting etc.) and what they say (location of bomb, time, etc.)
3. Immediately contact University Police

During rounds you may come across unknown dry or wet substances. It is imperative that you do not touch unknown substances with your hands as it could be hazardous. If you do come across an unknown substance while on a round immediately call campus police and the ProStaff on Duty and inform them of the situation and they will provide you with further instructions. Please note if you know a substance is not hazardous i.e. laundry detergent (in the laundry room) or a water spill there is no need to call campus police, just clean the substance and document it as an FYI in FileMaker.
Sexual Assault

Should an RA become aware that a resident may have been through a sexual assault, they must engage the Sexual Assault Response Team (SART) immediately. An RA may learn information either directly from the victim-survivor themselves, or indirectly through another resident, or social media (Facebook statuses, Twitter tweets, etc). If this were to happen, the RA must respond as follows:

1. Ensure the immediate safety of the victim-survivor, making sure that they aren’t injured or require medical attention.
   a. If medical attention is needed, call either Campus Police (860-465-5310) or Emergency Medical Services (911) immediately.
2. Make it clear to the resident that you, as an RA, CANNOT KEEP ANY CONFIDENTIALITY and that you are mandated to report this incident to a Hall Director or ProStaff member. In this phone call, DO NOT MENTION THE VICTIM-SURVIVOR’S NAME or other identifying information.
   a. Express to them that you are here to support them, but that you can connect them with someone (a Hall Director, Police Officer, Health Services, or CAPS) that is trained to handle these situations and may be able to help them better than you can.
   b. DO NOT ASK PROBING QUESTIONS once you know you are dealing with a sexual assault. Inform the victim/survivor that you are not requesting details because you do not have confidentiality.
   c. Inform the resident that they do not have to file a police report or pursue the incident further if they either don’t want to, or they are not ready to. You must, however, inform someone on SART, who will respond and go over the victim-survivor’s options.
   d. If possible, use name(s) of the campus official you are calling with the victim-survivor as opposed to their title or position.
      i. An example: “I want you to know that I’m here to support you and make sure that you are safe, however I cannot keep this confidential. I know someone that can help you more than I can right now, her/his name is ______. They have more specialized knowledge in how to support you through this. I’m going to call them so that they can also help and see what options we have from here.”
3. Do not leave the victim survivor until you have been instructed to do so.
4. Assist responding ProStaff and additional SART members as instructed.
5. DOCUMENTATION: As an FYI into FileMaker, without using the victim-survivor’s name immediately. When addressing the victim-survivor in the documentation, address them as “Resident X”, if you are informed of a potential assailant’s name do not include their name, address them as “person Y”.

Please see APPENDIX page 62 for more information on Sexual Assault Response Procedures, Relationship Violence, and Title IX.

REPORT WRITING

The following are some of the instances of when you might submit an FYI versus a Judicial Affairs report in FileMaker. Every incident is different; if you are ever uncertain which to write, ask the ProStaff member on duty. Remember, all reports should be submitted immediately after an incident, unless
there is an extenuating circumstance. Appropriate extenuating circumstances to delay documenting a situation in FileMaker are: you are in the process of walking to class or you need to address another situation, in either of these events you must make sure that the ProStaff on duty is aware of the situation and when you will be documenting it.

All reports are to be documented in the third person, must have all individuals (students and non-students) involved indicated in the top portion of the report, and should only reference facts and information relevant to the situation. Relevant information includes if people are cooperative, description of alcohol/drug items present, what behavior caused you to address the situation and anything else that occurred. Please note any titles of individuals involved i.e. officers and housing staff.

Before submitting any report you should copy and paste the narrative of the documentation into Word so you can spell check the document and make sure any errors are addressed. After spell checking your report paste the revised text in FileMaker and read the narrative aloud slowly to ensure that it makes sense and flows correctly.

Any report written in this section of FileMaker becomes an Official record of the university.

<table>
<thead>
<tr>
<th>FYI/STUDENT AFFAIRS</th>
<th>JUDICIAL AFFAIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is often for when an issue arises, but specific policies are not violated or a responsible party cannot be identified.</td>
<td>Typically this is for when a University policy is violated by residents and/or guests.</td>
</tr>
<tr>
<td>Smell of marijuana in the hallway</td>
<td>Student found with marijuana</td>
</tr>
<tr>
<td>Roommate issue which requires a mediation</td>
<td>Roommate threatened violence</td>
</tr>
<tr>
<td>Student with mental health concern</td>
<td>Student has a weapon in their room</td>
</tr>
<tr>
<td>Resident lost room keys</td>
<td>Another resident had keys stolen from him</td>
</tr>
<tr>
<td>Student is transported to the hospital</td>
<td>Student vandalizes University property</td>
</tr>
<tr>
<td>Minor maintenance issues (Issues where no responsibility is or can be laid on a resident)</td>
<td>Major maintenance issues (Resident responsible for damages)</td>
</tr>
</tbody>
</table>
Building Operations

BUILDING OPENINGS AND CLOSINGS
During Fall and Spring Training each staff will be allotted Building Prep time. This time is set up to do room inspections and inventories, room and mailbox keys, and setting up the offices for the semester. RAs should go to each apartment or room with an Apartment Condition Report (ACR) and/or Room Condition Report (RCR). On these reports, staff members need to document the condition of every item in the apartment or room. Key numbers are also documented on these reports and must be verified by staff members when residents check in and out of their assigned space. All residents must sign these reports at the beginning and end of each semester. Accurate documentation is crucial for appropriate and accurate damage billing.

CLOSING
Generally, University Housing never closes entirely. When the University is closed for designated breaks and Food Services is not open, all Housing facilities that do not have kitchens will be closed. The facilities that do have kitchens may stay open pending approval by the Director of Housing and Residential Life. Staff in those areas will be expected to work; notification will be given as early as possible to accommodate schedules and arrangements.

When the semester ends, students are required to remove all of their belongings from their rooms and vacate the facilities within 24 hours of their last exam or no later than the last day of exams, whichever comes first. When the students leave, the staff inspects each room to look for maintenance issues and to document the condition of the rooms. RAs should explain in detail to the students that the final inspection of each area by the ProStaff determines the damage billing. During check outs, the RAs should be noting the condition and bringing any issue to the attention of the students so that when billing does occur, it is not a surprise to the students. It is not at the RAs discretion to determine charges. Also, RAs should NEVER tell a student that they will not be billed or that their rooms are “perfect” at any time. ProStaff will make final assessments after the building/area has officially closed.

After each area officially closes, staffs will complete walkthroughs of their areas. It is up to the discretion of the ProStaff of that area to determine when this is complete and thus, when the RAs are eligible to be dismissed. RAs should not make plans to leave prior to that time. ProStaff will dismiss RAs when the entire area walk-through is complete.

PROTOCOL FOR HANDLING KEYS AND STAFF ENTRY INTO ROOMS

MASTER KEY POLICY
Whenever a master is lost or stolen, it places both the residents and the University’s property in jeopardy. To reduce the possibility of such a loss, the following rules should be adhered to in handling master keys, fobs and cards:

- All building master keys should be secured by the professional staff and used for emergency use only. Room/suite master keys, master fobs and master cards should be secured in office lock boxes to be used only by area staff or ProStaff.
- Master keys should never be taken out of the building/area.
• The master keys **should not** under any circumstances be loaned to a resident. If a door needs to be unlocked, the staff member must go personally and unlock it, using a spare key, NOT the master. In some cases, the only spare key will be a master fob or key card. Use of the fob or card is appropriate in this instance.

• If the master key, fob or card is somehow lost or stolen, it should be reported to the ProStaff of that area or the ProStaff on duty **IMMEDIATELY** so that the doors can be re-cored or the fob or card can be deactivated.

• In the event that anything strange or out of the ordinary happens with a master key or fob it is expected that you will notify the ProStaff on-duty immediately.

• You should **never** keep the master key with you. Return it to its locked location as soon as you are done completing a lock out.

**MISUSE OF MASTER KEYS, FOBS OR CARDS IS AN OFFENSE WHICH WILL RESULT IN SUSPENSION OR DISMISSAL FROM THE POSITION AND POTENTIAL JUDICIAL CHARGES.**

**Keys (Lock Out and Lost)**

**LOCKOUTS**

Office, Duty and Resident Assistants perform lockouts on a regular basis as part of their job.

When a resident comes to the desk or to your door to notify you that they have been locked out of the room, you must complete the following:

1. Positively identify the resident making the claim that they are locked out and that they actually do live in the room they are locked out of. You may use the database in FileMaker, or your building’s roster(s) to do so.

2. You should always use a spare room key whenever possible to address lockouts.  
   a. If a spare room key is not available, utilizing your building sign out procedure for the master key.

3. Go to the room with the resident to let them into their room.

4. Return the spare or master key to its proper location immediately.

5. If your building keeps a log of who has been locked out, fill it in with the resident’s information immediately.

At no time is any Housing Staff member to allow access to a room to anyone other than those living in that room. Should someone approach an RA asking to be let into a friend’s room, suggest to them that they call the resident of that room to be let in and that you are able to let them in.
Protocol for Staff Entry into Rooms

Health and Safety Inspection (Scheduled Room Inspection)
**Purpose** – To discover and address any health or safety concerns (fire hazards, illegal items, tampered safety equipment to mention a few), maintenance requests, status of maintenance requests, and provide housing staff (resident assistants and hall directors) an opportunity to connect with residents.

**Advanced Notification** – Scheduled Health and Safety Inspections will take place at least once per month and will be stated at the beginning of the semester.

**Minimum Staff Presence** –
- 2 Resident Assistants, or
- 1 ProStaff Member and 1 student worker

**Protocol**
1) Resident Assistant/Professional Staff knocks, waits for response, if no response
2) Resident Assistant knocks a second time and announces herself and purpose for knocking “RA (your name), Room Inspections”, if still no response
3) Resident Assistant knocks a third time and states “Staff keying in Room Inspections”

**IMMEDIATE HEALTH / SAFETY CONCERN**
**Purpose** – To investigate and address an immediate perceived Health or Safety concern including but not limited to: physical altercation, threat of self-harm, maintenance issue, fire alarm, room/apartment inspection after a fire alarm.

**Advanced Notification** – None

**Minimum Staff Presence** –
- 2 Resident Assistants, or
- 1 ProStaff Member

**Protocol**
1) Resident Assistant/Professional Staff knocks and announces herself and purpose for knocking “RA (your name), (Health or Safety Concern)”, if still no response
2) Resident Assistant knocks a second time and states “Staff keying in (Health or Safety Concern)”.

**ALLEGED POLICY VIOLATION**
**Purpose** – To investigate and address an OBVIOUS violation of University Policies, including but not limited to: Violation of Alcohol Policy or Excessive Noise (Visible or directly over heard evidence of policy violation). Specifically when residents fail to answer you and open the door.

**Advanced Notification** – None

**Minimum Staff Presence** –
- 1 Resident Assistant and 1 ProStaff Member

**Protocol**
1) Resident Assistant/Professional Staff knocks, waits for response, if no response
2) Knock a second time and announces the purpose for knocking “Staff Title” (your name), (purpose of entry)”, if still no response
3) Staff knocks a third time and states “Staff” keying in (purpose of entry)”
4) If the noise is from a stereo system that was left on intentionally turn the unit down and document the incident and leave a note, if it was from an alarm clock going off accidentally just leave a note stating that the unit was turned down.

Please note that for illegal drugs including the smell of marijuana, you are to call campus Police and wait for their arrival before you can key-in
SITUATIONS WHERE IT IS INAPPROPRIATE TO KEY INTO A RESIDENT’S ROOM

Purpose –
- To retrieve an object from the room (whether it’s yourself, a resident of the room, girlfriend/boyfriend, or friend).
- To search for an illegal guest (unless special permission is given by ProStaff).
- Suspicion of Drugs (drugs are reported to the Hall Director and campus police for investigation)
- To surprise someone
- To play a prank on a resident or fellow staff member

RA Key Loss Policy
Lost or left unattended room, entrance, office or master keys, fobs or cards will result in billing for lock changes and replacements and potential disciplinary action up to termination. Determination of disciplinary action is subject to the discretion of the ProStaff and Central Housing Staff.

Lost Keys

Hard Keys (room or mailbox):
- Place a work order in the system to order a new key and let the resident in their room using the spare key.
- Inform the resident that there is a fee that the ProStaff will apply
- Notify your hall’s ProStaff member that the resident lost their key and a work order has been placed.

Student ID
- The student should contact Card Services the next business day.
- Encourage the resident to visit the Card Services website so that they can freeze the funds in their Express Cash.

Bedroom Fob
- Contact the ProStaff on duty to deactivate the fob.
- Enter a work order to order a new bedroom fob.
- If resident needs to get into their room, let them in after positively identifying that they live there, using the spare key/Master Key/Fob.

Campus Fob
- Notify the ProStaff on duty so access can be deactivated.
- Inform the resident they need to go to Card Services to order a new one.

<table>
<thead>
<tr>
<th>Item</th>
<th>Price to Replace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td>$10</td>
</tr>
<tr>
<td>Campus FOB</td>
<td>$15</td>
</tr>
<tr>
<td>Bedroom FOB</td>
<td>$15</td>
</tr>
<tr>
<td>Mailbox Key</td>
<td>$10</td>
</tr>
<tr>
<td>Bedroom Key</td>
<td>$30, does not include rekeying door</td>
</tr>
</tbody>
</table>
FLOOR MEETINGS

Floor meetings may be necessary at several points throughout the semester. Floor meetings are a time to disseminate information, build the floor community, and address any concerns. You must get permission from your ProStaff Supervisor prior to holding any floor meetings. Remember to advertise your floor meetings 24 hours in advance to ensure residents attend.

Your first floor meeting is an important time to get to know your residents; signs should be up prior to move-in taking place. It is going to be the first impression that they have of you. Being organized and relatively quick will help you keep their attention and get the most information across. You will discuss your meetings and how they are to be scheduled during Building Prep time during RA Training. Your ProStaff may want to have an all-building meeting prior to the floor meetings or may want to visit all of the floor meetings to introduce themselves. Your ProStaff will have other suggestions for you for your first meeting as well as areas that you will need to touch upon during that time. Your fellow RAs, especially those returning to the position, are good resources for you to help you determine how you are going to organize your meeting. The following is an outline of a first floor meeting.

1. Say Hello
   - Introduce yourself! Tell residents a little bit about who you are, major, class status, where you are from, hobbies and interests, etc.
   - Tell residents about the job, what it means to you and how you hope to carry it out
   - Tell residents about your floor vision and expectations and how you hope they will feel about living on your floor and in your area

2. Ice Breaker Time!
   - The purpose of ice breakers is to help residents to get to know one another. A strong sense of community is inversely related to the amount of issues that occur on a floor
   - This may also be a good time to have your residents fill out the roommate expectation form.

3. Hall Staff Descriptions
   - What is an RA? What do they do?
   - Who are the other RAs in the area?
   - Who is the Hall Director? What do they do?
   - What is an OA? A DA? What do they do?
   - What is duty and how do you know who is on duty?

4. Policy Discussion
   - Health and Safety Inspection dates for the semester and the fact that Housing staff will key in, if students are not present.
   - Fire Safety (what is and isn’t allowed, tips to be safe, violations)
     This is a good time to bring up areas of personal responsibility and community living (rather than “you can’t/don’t do this”) with such topics as:
     - Alcohol
     - Drugs
     - Smoking
     - Hall Sports
     - Noise
     - Pets
     - Guest Policy
     - Trash

5. Other Useful Information
   - Lock Outs
   - Internet Access
   - Mail
   - Programs
   - Residence Hall Association and meetings
   - Housekeeper and Zone Maintainer Info
6. What’s Happening?
- Inform residents of what’s happening on campus in the early days of the semester, both in the building and on the campus.
- You may want to start discussing ideas of what you’d like to do for programs during the semester.
- Go over the Housing Priority Point System, new students need to know about it and returners need to know about it because of any changes.

HEALTH & SAFETY INSPECTIONS
The Room’s Health, Fire and Safety Inspection Checklist is for the purpose of checking on the physical, safety and sanitation standards of each residence hall room on a periodic basis. There will be no search of residents’ personal property, drawers, or closets. A minimum of one room inspection is to be held monthly. The Director of Housing and Residential Life will provide a schedule when the inspections are to occur (review the “Year In Preview” schedule). Each area may have its own form, which is to be approved by the Director of Housing and Residential Life.

*It should also be noted that all Resident Assistants will have Health & Safety Inspections on a monthly basis with notification provided at the beginning of the semester. These will be performed by the ProStaff in each area; any policy violations will be dealt with as a staffing issue and potential judicial matter.*

The following procedure should be utilized in conducting Room Health and Safety Inspections:
1. The date of each inspection is to be posted at the beginning of the semester and shared during the opening floor meeting.
2. Inspections are to concentrate on the following items:
   a. Potential fire hazards (i.e., electrical cords, candles, debris, overloaded electrical sockets)
   b. Potential safety hazards (i.e., entrance blockage, covered smoke detectors, broken furniture, waterbeds, cooking appliances in residence halls, etc.).
   c. Potential health hazards (i.e., un-refrigerated food, pets, accumulation of scum in sinks, showers, toilet bowls, etc.).
   d. General physical condition check for items that need repair/replacement.
   e. Unacceptable living conditions: clothing piled on the floor, general trash/garbage, and exit ways being blocked.
3. The inspection team must knock before entering a resident’s room. The team shall enter as a group. An individual team member is never to enter an unoccupied room alone. Resident’s personal belongings are not to be searched. Desks, wardrobes and refrigerators cannot be opened (only items within public view can be noted). Storage rooms in a suite or apartment must be checked and are not considered closets.
4. An inspection team of at least two staff persons shall be created if the resident of an inspected room is not present. The rationale for this measure is to protect the staff member from any liabilities raised by the Student(s) as it pertains to the allegation(s) of theft or damage to student personal property. *(see Protocol for Staff Entry into Rooms)*
5. Secondly, this is a good time to connect with students you may not interact with as often as others.
When doing Health & Safety Inspections, Openings and Closings, you may encounter items that are damaged or in need of repair. It is important to understand that while some of this is due to the intentional actions of residents, some is also due to general wear and tear. Refer to your coworkers and your ProStaff to help you evaluate which is true. It is also important to make sure that you document ALL damaged items on ACRs/RCRs so that future damages and repairs will be very evident when walkthroughs are done. Once you have determined that something is damaged or in need of repair/replacement, you will need to do a work order as well as to let your ProStaff know. It should also be noted on the ACR/RCR. The following is an example of a work order.

MAINTENANCE REQUEST PROCEDURES:

**Step One:**
Go to the main Eastern webpage. Click on the Faculty and Staff page and then facilities or click this link

http://www.easternct.edu/facilities/workrequest.htm
Sign in using your hall account.

**Step Two:**
Indicate the location of the service request i.e. Burnap Hall room 125.

**Step Three:**
Thoroughly describe the service request in the description box. Type the name of the resident who brought the work order to your attention for a student room along with their cell phone number so facilities can contact them if necessary. Lastly, include RA (your name) at the end of the description so they know who put in the work order.

**Step Four:**
Click the “submit” button in order to process your request.
Step Five:
Your Professional Staff may ask you to print out the request for them for tracking purposes.

**CABLE ISSUES** are not addressed through the maintenance request system. They are addressed by emailing your ProStaff the location and description of the issue (more than just cable does not work) and the name and cell phone number of the student bringing the issue to our attention.

**INTERNET ISSUES** are not addressed through the maintenance request system. Residents must contact the HELP Desk on their own by emailing helpdesk@easternct.edu from their student email address. Remind them to include their name, hall, room number, and cell phone number so they can be reached to set up an appointment. If a student does not hear back in 24 hours, please call Hema Nathan at 860-465-5731.
APPENDIX

JUDICIAL AFFAIRS AND JUDICIAL PROCESS

Angelo Simoni
Director Judicial Affairs
Wood Support Services room 240, 246, 247
Phone: (860) 465-0063
E-mail: Simonia@easternct.edu

Types of Hearings:
If a student is alleged to have violated a provision of the Student Code of Conduct, he or she will be referred to the Office of Judicial Affairs. A student may be asked to attend either a formal hearing or an informal meeting. If a formal hearing is scheduled, the student has certain rights which are outlined in the Student Code of Conduct section of the Student Handbook. Additional copies of these rights are available in the Office of Judicial Affairs. If a student is scheduled for an informal meeting, he or she will be contacted to set up an appointment at a convenient time. Students may speak to the hearing officer privately or with others who were charged with the same violation. If a student chooses to speak privately with the hearing officer, the student should make that request when the meeting is being scheduled and an individual meeting will be held. The purpose of an informal meeting is to determine whether the student accepts responsibility for the alleged violation(s) and to discuss the incident as well as the student’s rights and responsibilities as an Eastern Connecticut State University student. An appropriate sanction will be ordered at that time. Students will be asked to sign a Disciplinary Agreement outlining the charges and the sanctions. A student may rescind the agreement and proceed to a formal hearing by providing written notice within 24 hours from the date the agreement is signed.

Sanctions:
The Student Code of Conduct contains definitions of general disciplinary penalties including Expulsion, Suspension, Disciplinary Probation, Disciplinary Warning, Residence Hall Separation, Residence Hall Probation and Residence Hall Warning. Within these broad categories, the hearing officer may impose additional sanctions, including but not limited to personal essays, community service, parent notification, and other appropriate sanctions.

Persona Non Grata (PNG):
A non-student who is charged with a violation of university policy will be sent a letter informing him that s/he is considered Persona Non Grata or PNG from the Eastern campus. A student at Eastern will be afforded a hearing (or informal meeting) before any sanction is imposed. PNG status means that the individual is not permitted in designated areas on the Eastern campus. Violation of this sanction will result in the individual’s arrest and possible prosecution for criminal trespass.

Community Restitution:
The Community Restitution Program at Eastern is distinctly different from and should not be confused with the Community Service Program. The purpose of Community Restitution is to offer a student who has been involved in violation of University polices the opportunity to give back to the Eastern
community, through service that the student would not otherwise be performing. Students who are ordered to complete a certain number of hours of Community Restitution will be advised that the work will be done on campus or, at the hearing officer’s discretion, at other locations off-campus with pre-approval of the location.

**Alcohol and/or Drug Assessment:**
Students who have been found responsible for violating the Eastern restrictions against alcohol or drugs may be required to meet with the Coordinator of Wellness Promotion, Counseling and Psychological Services, or to complete an on-line alcohol/drug program.

**Parent Notification:**
The 1998 Higher Education Amendment to FERPA (Family Education Right in Privacy Act) permits colleges and universities to notify parents of dependent students under the age of 21 when those students are found responsible for alcohol and other drug related offenses. Eastern Connecticut State University endorses this policy while encouraging students to take responsibility for their actions. Students under 21 who have been found responsible for drug and alcohol violations will be asked to discuss the incident with their parent(s) or guardian(s) and to have the parent or guardian telephone the hearing officer to confirm the discussion by a certain date. If a phone call is not received, the parent(s) or guardian(s) will be sent a letter informing them of the violation.

**Other Sanctions:**
Depending on the circumstances of the violation(s), sanctions other than those listed above may be imposed. The University reserves the right to impose sanctions not delineated herein as is appropriate.

**Penalties for Failure to Complete Sanctions:**
When a student is ordered to complete sanctions, the sanctions will have to be completed by a certain date. Students are advised that failure to complete sanctions will result in further sanctions being ordered. Generally, a student who fails to complete sanctions will have a “hold” placed on his/her official student record. The student will then be prohibited from registering for classes, participating in add/drop, and residing on campus until the sanction is completed. If the student is a residential student, she/he will be required to reapply for housing at that time.
Below is a flow chart for student code of conduct violations:

1. Incident Occurs (Documented by Resident Assistant, RA) → RA enters incident report into FileMaker → Hall Director (HD) receives email that an incident report has been entered
   - HD reviews the report and edits report as necessary (spelling, grammar, incident type, etc.)
   - HD applies appropriate judicial charges (as applicable) to case and submits report
   - Director of Judicial Affairs reviews the incident report and assigns case to HD to hear (if applicable) or the Director of Judicial Affairs hears the case
   - HD sets up hearing with all students involved by sending notification via email
   - HD meets with students, hears case, and determines if a violation of student code of conduct has occurred
   - DJA reviews sanctions to ensure they meet requirements for case

2. Any pertinent sanctions (ex. reflection paper) are forwarded to the Judicial Office for official record keeping

For more information visit:
www.easternct.edu/judicialaffairs
# HOUSING PROSTAFF PHONE LIST FALL 2014

## Burnap Hall

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Burnap Hall</td>
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<tr>
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## Burr Hall

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<th>Name</th>
<th>Phone</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Joshua Sumrell</td>
<td>(860) 234-0605</td>
<td>55241</td>
</tr>
<tr>
<td>RA Office</td>
<td>(860) 234-3278</td>
<td>55202</td>
</tr>
<tr>
<td>Joshua Sumrell Apt.</td>
<td></td>
<td>55261</td>
</tr>
<tr>
<td>Fax</td>
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## Constitution Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Edili Lopez</td>
<td>(860) 234-0477</td>
<td>51010</td>
</tr>
<tr>
<td>Reception Desk</td>
<td>(860) 234-3606</td>
<td>50155</td>
</tr>
<tr>
<td>Edili Lopez Apt.</td>
<td></td>
<td>50681</td>
</tr>
<tr>
<td>Fax</td>
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## Crandall Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Eunice Omega</td>
<td>(860) 234-0890</td>
<td>55357</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-3289</td>
<td>54089</td>
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<tr>
<td>Eunice Omega Apt.</td>
<td>(860) 234-0829</td>
<td>55070</td>
</tr>
<tr>
<td>Fax</td>
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## High Rise Office

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Hafez Alavi</td>
<td>(860) 234-0838</td>
<td>55299</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-5096</td>
<td>53792</td>
</tr>
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## Laurel Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Tony Gleason</td>
<td>(860) 234-0875</td>
<td>54419</td>
</tr>
<tr>
<td>Reception Desk</td>
<td>(860) 234-4264</td>
<td>54401</td>
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<tr>
<td>Tony Gleason Apt.</td>
<td></td>
<td>54250</td>
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<tr>
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## Low Rise Office (in High Rise)

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Jeffery Massanelli</td>
<td>(860) 234-0663</td>
<td>53767</td>
</tr>
<tr>
<td>Nicole Vitello</td>
<td></td>
<td>TBD</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-3195</td>
<td>53792</td>
</tr>
<tr>
<td>Fax</td>
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<tr>
<td>Jeffery Massanelli Apt.</td>
<td></td>
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## Mead Hall Office

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Blaine Fisher</td>
<td>(860) 234-0828</td>
<td>50704</td>
</tr>
<tr>
<td>Nick Carpio</td>
<td>(860) 234-3455</td>
<td>TBD</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-3735</td>
<td>50701</td>
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<tr>
<td>Blaine Fisher Apt.</td>
<td></td>
<td>50705</td>
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<tr>
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## Niejadlik Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Emma Blandford</td>
<td>(860) 234-0826</td>
<td>50502</td>
</tr>
<tr>
<td>RA Office</td>
<td>(860) 234-3735</td>
<td>50500</td>
</tr>
<tr>
<td>Emma Blandford Apt.</td>
<td></td>
<td>50164</td>
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## Noble Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Alicia Dixon</td>
<td>(860) 234-0844</td>
<td>54994</td>
</tr>
<tr>
<td>RA Office</td>
<td>(860) 234-3940</td>
<td>54990</td>
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<tr>
<td>Alicia Dixon Apt.</td>
<td></td>
<td>54646</td>
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## Nutmeg Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Amelinda Vazquez</td>
<td>(860) 234-0808</td>
<td>50098</td>
</tr>
<tr>
<td>Reception Desk</td>
<td>(860) 234-4186</td>
<td>50364</td>
</tr>
<tr>
<td>Amelinda Vazquez Apt.</td>
<td></td>
<td>50700</td>
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<tr>
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## Occum Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Jennifer O'Neil</td>
<td>(860) 234-0837</td>
<td>55312</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-4065</td>
<td>55231</td>
</tr>
<tr>
<td>Jennifer O'Neil Apt.</td>
<td></td>
<td>52921</td>
</tr>
<tr>
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## Winthrop Hall

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Ricardo Barrett</td>
<td>(860) 234-3181</td>
<td>55249</td>
</tr>
<tr>
<td>Ricardo Barrett Apt.</td>
<td></td>
<td>55233</td>
</tr>
<tr>
<td>RA Desk</td>
<td>(860) 234-3370</td>
<td>50079</td>
</tr>
<tr>
<td>Fax</td>
<td></td>
<td>54143</td>
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## Housing Main Office Numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Extension</th>
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<tbody>
<tr>
<td>LaMar Coleman</td>
<td>(860) 377-1355</td>
<td>50072</td>
</tr>
<tr>
<td>Angela Bazin</td>
<td>(860) 558-0847</td>
<td>50147</td>
</tr>
<tr>
<td>Paul Serignese</td>
<td>(203) 415-3111</td>
<td>50012</td>
</tr>
<tr>
<td>Sonya Alicea</td>
<td>(860) 55297</td>
<td>55151</td>
</tr>
<tr>
<td>Student Workers</td>
<td>54641, 54643</td>
<td></td>
</tr>
</tbody>
</table>
Office of the Vice President of Student Affairs
Ken Bedini, VP of Student Affairs  
bedini@easternct.edu  
465-5247

Karen Mason, Administrative Assistant  
masonka@easternct.edu  
465-4412

Dean of Students  
Dr. Walter Diaz, Dean of Students  
Diazw@easternct.edu  
465-5244

Karen Mason, Administrative Assistant  
masonka@easternct.edu  
465-4412

Accessibility Services  
Jen Boylan, Interim Coordinator  
boylanj@easternct.edu  
465-5573

TBA, Secretary  
TBA@easternct.edu  
465-0189

Campus Ministry  
Father Larry LaPointe  
lappointel@easternct.edu  
423-0826

Joyce Sagal, Administrative Assistant  
sagajl@easternct.edu  
423-0856

Center for Community Engagement  
Kim Silcox, Director  
silcoxk@easternct.edu  
465-4426

Luis Rodriguez, Assistant Director  
rodriguezlu@easternct.edu  
465-0103

Irene Cretella, Administrative Assistant  
cretellai@easternct.edu  
465-0090

Center for Internships and Career Development  
Cliff Marrett, Director  
marrettc@easternct.edu  
465-0306

PJ Rossitto, Assistant Director  
rossitto@easternct.edu  
465-5361

Trish Thomas, Assistant Director  
thomaspwa@easternct.edu  
465-55129

Lana Pontbriant, Administrative Assistant  
pontbriant@easternct.edu  
465-4436

Counseling and Psychological Services  
Dr. Mercy Arias, Director  
arias@easternct.edu  
465-5778

Kathy Parmalee, Administrative Assistant  
parmalee@easternct.edu  
465-0181

Health Services  
Dr. Robert Jennette, Director/University Physician  
jennetter@easternct.edu  
465-5263

Kristen Flower, Secretary  
flowerk@easternct.edu  
465-5263

Inter Cultural Center  
Kemesha Wilmot, Coordinator  
wilmotk@easternct.edu  
465-4421

Judicial Affairs  
Angelo Simoni, Director  
simonia@easternct.edu  
465-0063

TBA, Secretary  
TBA@easternct.edu  
465-0405

Student Activities  
Michelle Delaney, Director  
delaneym@easternct.edu  
465-5104

Candace DeAngelis, Associate Director  
(Student Leadership and SOAR)  
deangelisc@easternct.edu  
465-4446

Casey Bandarra, Assistant Director  
(CAB)  
bandarrac@easternct.edu  
465-0198

Chris Ambrosio, Coordinator of Clubs  
ambrosioc@easternct.edu  
465-4304

Margo Mulholland, Secretary  
mullhollandm@easternct.edu  
465-4450

VETS Center  
Lawrence Schmitz, Veterans Coordinator  
vetsstu@easternct.edu  
465-0401

Lana Pontbriant, Administrative Assistant  
pontbriant@easternct.edu  
465-4436

Women’s Center  
Starsheemar Byrum, Coordinator  
byrums@easternct.edu  
465-4314
Administration
Jeffrey A. Garewski: Director of Public Safety/Chief of Police
Thomas A. Madera: Lieutenant/Operations Commander
Karen L. Collins: Administrative Assistant

Records and Parking
Jo-Ann Pomo: Secretary 1

Environmental Health and Safety
Eric Germain: Environmental Health & Safety Coordinator
Jean Jakoboski: Environmental Health & Safety Assistant

Patrol Supervisors
Sgt. Steven Schneider 216
Sgt. Lawrence Botting 217
Sgt. Lisa Hamilton 219

Investigative Services
Det. Kevin Snow 300

Communications
B&G Ofc. Lisa Lester 502
B&G Ofc. Heather Rohan 512
B&G Ofc. Mark Sullivan 509
B&G Ofc. Reed Seitz 519
Wayne Fletcher 518

Parking Authority
Rick Boardman 402
Rick Nadeau 401

Shuttle Services
Richard Balogh
William Decyk
Philip Desrosiers
James Flores
Shirley Krause
Nicholas Lucas
Rene Pageau

Shuttle Tracker Information: http://easternct.transloc.com/

*If you ever have a concern or problem with an officer, please notify your ProStaff member.*
SEXUAL ASSAULT RESPONSE PROCESS

Procedures for Responding to Sexual Assault and Relationship Violence

1. Ensure the immediate safety of the victim
2. Assess any immediate physical and mental health needs (i.e. broken bones, bleeding, suicidal). Address these by contacting the Campus Police at 55310 or 911.
3. Inform the victim that you have a responsibility to share this information with a member of the Sexual Assault Response Team. Contact a ProStaff member

Please use the following guidelines when assisting a student who is reporting an assault. Remember to contact your Hall Director regarding the incident.

1. When made aware of a sexual assault or relationship violence, your first responsibility is ALWAYS to ensure the immediate safety of the victim. *Regardless of when the assault occurred.
2. First, assess any immediate physical and mental health emergency needs (i.e. broken bones, bleeding, recent loss of consciousness, suicidal, alcohol poisoning). Address these critical and/or life threatening needs by contacting the police via 911 or 860-465-5310.
3. While being supportive, remember, as a Hall Director and/or Resident Assistant, you do not have the privilege to offer confidentiality to a victim-survivor. If you witness or receive a report of sexual assault or relationship violence, you must report the incident (to the ProStaff on duty and Campus Police, the following information is to be stated in person) including, but not limited to: the date, time, and location of the incident, the date the incident was reported to you, and the identities of the victim(s), and if disclosed, the alleged perpetrator(s).
4. Resident Assistants, remain supportive of the victim-survivor with the assumption that the victim-survivor is telling the truth, all while referring the student to the Hall Director present or on duty.
   a. I am here to listen and support you, but it would be helpful for you to talk with someone who has specialized knowledge in this area.
   b. Even if you don’t know what you want to do right now, it can be helpful to speak with someone about your options.
5. Inform the student of the option for a medical care at Willimantic Community Memorial Hospital. Encourage the student to do this as soon as feasible and explain that a support person can be present, a friend, counselor or advocate.
6. Encourage the student to contact:
   a. Member of the Sexual Assault Response and/or Resource Team and/or
   b. The community Sexual Assault Crisis Center of Eastern Connecticut at 860-456-3595 which offers a 24 hour hotline (888-999-5545) as well as free counseling and advocacy.
   *Students may feel more comfortable calling the Crisis Center since it is off campus.
7. Inform the student of their right to file a report with Eastern Police. Eastern Police have officers trained to explain the options and how to report. Speaking with Campus Police does not mean they have to press charges. They may simply talk with the police about their options.
a. When contacting the police about an incident of sexual assault: “I have received a report of sexual assault can you please send an officer? (*only if the victim has decided to speak with the police).

b. When contacting the police about an incident of relationship violence: “I have received a report of relationship violence, can you please send an officer?” (University Police are mandated to respond to incidents of partner violence).

8. Inform the student that Judicial Affairs can be contacted to discuss a university disciplinary process for incidents of sexual misconduct and relationship violence. Inform the student that this process is separate from filing charges with the police.

9. Confirm whether the student has a safe place to stay and/or if they are comfortable returning to their room. If not, please express these concerns with the Director of Housing and Residential Life.

10. Inform the student you will have to complete an incident report with residential life. Please inform the student that their name will NOT be in the report and discretion will be used as to who has access to this information and the report.

11. Tell the student that an anonymous report will be filed as part of the Clery Act, which is a federal law that requires colleges and universities to disclose information about crime on and around their campuses. This report serves to track incidents within the Eastern Community. No identifying information will be included. If the student has additional questions, encourage the student to contact the Sexual Assault Response Team (SART) Coordinator (465-4314) so this can be further explained and support can be provided.

12. Complete a Violence Incident Report within 24 hours of the incident with the Sexual Assault Response Team (SART) Coordinator.

13. Provide your name and phone number for the student in case the student has further questions.
RESIDENT ASSISTANT EVALUATION

Use the following scale to evaluate performance in each category, and provide comments for each section:

1. Needs Improvement: Does not meet expectations in this area.
2. Satisfactory: Meets expectations in this area.
3. Good: Exceeds expectations in this area.
4. Excellent: Far surpasses expectations in this area.

I. Assessment Scores, Feedback, and Expectations
   a. RA Manual - actual score - comments
   b. RA Training - actual score - comments
   c. Driver Safety - actual score - comments
   d. Student Engagement Basic - actual score - comments
   e. Student Engagement Enhanced - actual score - comments

II. Student Engagement and Community Development
   a. Is approachable both on and off duty.
   b. Promotes a community based on the encouragement and support of a diverse population; including differences in gender, sexual orientations, socioeconomic status, religious beliefs, ethnicity and country of origin.
   c. Assists students in their roles as members of a living/learning environment and with their responsibilities inherent in living in a community.
   d. Makes an effort to connect with and engage residents.
   e. Knowledge of residents in area based on assessment scores and other observations.
   f. Quality of Community Development Activities.
   g. RA Resident One on Ones.

III. Resource and Referral (these items are meets expectation or doesn’t meet expectation)
   a. Maintains confidentiality at all times.
   b. Acquires knowledge of, and refers to resources in the ECSU and surrounding communities.
   c. Recognizes and maintains personal boundaries with residents.
   d. Has a basic understanding of peer counseling/listening skills.

IV. Administrative Duties
   a. Maintains ongoing information distribution of Housing and University Policies to residents.
   b. Submits paperwork in a timely and complete manner.
   c. Uniformly and routinely conducts Health and Safety inspections to determine and correct any situations which may jeopardize the health and safety of residents.
   d. Assists in the administration of room changes, and residential area damage.
   e. Initiates and follows up with maintenance requests.
   f. Assists in opening and closing duties of the Residence Hall.
   g. Participates in professional development including RA Training, In-Services, Pathways to Leadership, and RA Selection.

V. Policy Enforcement
   a. Follows University and Housing Policies as stated in the Student Handbook and Residence Hall handbook.
   b. Consistently enforces policies and follows up on incidents according to established Housing and University procedures.
c. Maintains a standard of personal conduct commensurate with the responsibilities of a Resident Assistant, as outlined by the Office of Housing and Residential Life.
d. Uses an educational and respectful approach to address issues/situations in the area.
e. Provides accurate information when notifying hall director and campus police.
f. Understands when to appropriately contact HD on duty and campus police.

VI. Communication
   a. Maintains ongoing communication with supervisor.
   b. Actively and constructively participates in weekly staff meetings.
   c. Offers and accepts constructive feedback relating to job performance.
   d. Maintains ongoing and appropriate communication with staff.
   e. Maintains appropriate communication with residents within their hall/area.

 VII. Programming
   a. Supports the Residence Hall Association through active promotion and participation.
   b. Meets programming requirements and expectations
   c. Provides community service programs and resources for residents
   d. Promotes participation in on-campus, University sponsored events through activity programs.
   e. Submits programming proposals and evaluations in a timely and complete manner.
   f. Creates and implements well thought out and innovative programs that meet the needs of the area’s target population.
   g. Designs and posts publicity in a timely manner to sufficiently advertise programming.
   h. Goal and Objectives of programs are well developed, assessable, and relate to the University core values.
   i. Understands and effectively completes assessment of programs.
   j. Creates and maintains bulletin board(s) and door decorations, which meet professional staff expectations, on a regular basis.

 VIII. Duty
   a. Consistently punctual to duty night rotations.
   b. Completes all responsibilities while on duty, including but not limited to: rounds, duty logs, incident reports and ensuring building flyers are up to date.
   c. Engaged and attentive to resident’s needs while on duty.
   d. Attentive & aware of University wide and building wide activities while on duty.

 IX. Attitude and Commitment
   a. Works with HD and other staff to mutually understand and support each other, providing each other with feedback, and work together in establishing a positive atmosphere in the residence area.
   b. Displays a positive attitude.
   c. Displays ability to manage roles of Resident Assistant with academic, personal, and outside commitments.
   d. Positively contributes to development of a cohesive and consistent staff.
   e. Acts in accordance with Eastern’s core values, the objectives and policies of the University & Housing Office, and educates students in these areas in a positive manner.
   f. Preparedness to in-services, trainings and other department initiatives.
   g. Actively works to grow within the position.
   h. Displays a positive attitude during training, in-services, and other department initiatives.

 X. Overall Comments
ROOMMATE EXPECTATION FORM (REF)

The Department of Housing and Residential Life would like to welcome you to Eastern Connecticut State University. It is our hope that your experience living on campus is a safe and enjoyable one. There are various staff members who can assist you with any questions or concerns you may have regarding housing and on campus living. The Roommate Expectation Form (REF) is provided to help create a comfortable living space for all. Please take time with your room and or suitemates/apartment mates to complete this form. Resident Assistants are also available to help you if needed.

Hall: ___________________________  Room: ___________________________

Schedule
1. Are there designated times when we will keep the room quiet for studying, relaxing, or other activities?
2. When and where will we study? What is okay in the room while others are studying?
3. Are there designated times when we will keep the room quiet for sleeping? What is okay when we are sleeping?
4. What sort of activities do you feel comfortable with occurring in the room, i.e. game nights, club members planning for meetings, movie nights?
5. Will we designate specific times to watch television and listen to music?

Cleaning
1. How often will we clean? Who is responsible for cleaning what?
2. How do we want to keep the room – messy, neat, etc. and how do we define that?
3. Who will be in charge of purchasing cleaning supplies and toilet paper? Will we share this expense?

Guests
1. How do you feel about overnight guests? Is there a difference between guests and significant others staying overnight?
2. How often can guests visit? How long can they stay?
3. Where do guests sleep?

Sharing
1. What are the rules for borrowing personal items like clothes, shoes, CDs, etc?
2. Is it okay to eat another person’s food? If so, should it be replaced or paid for?
3. Who is responsible for purchasing groceries for the room and or suite/aptartment? Are we dividing the cost of any commonly shared items?

Other items discussed
1. ________________________________________________________________
2. ________________________________________________________________

After discussing these issues with my roommate(s),
I pledge to honor the expectations we have agreed upon to the best of my ability.

Signed: Roommate ___________________________ Date __________
Roommate ___________________________ Date __________
**DEPARTMENT PROGRAMMATIC INITIATIVES**

This section contains initiatives that were designed to increase student involvement, satisfaction and persistence.

**Housing Priority Point System**

Students wishing to live in Housing for the Fall can accumulate priority points throughout the year. Points can be accumulated in the following ways:

<table>
<thead>
<tr>
<th>Category</th>
<th>Explanation and Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credits</td>
<td>Equal to the earned credits on your Eastern transcript, maximum value of 90 points.</td>
</tr>
<tr>
<td>Cumulative GPA</td>
<td>The cumulative GPA is cubed for priority points.</td>
</tr>
<tr>
<td>Housing Educational Programs</td>
<td>1 point per program as listed on flier</td>
</tr>
<tr>
<td>Community Service Programs</td>
<td>Only C.C.E. &amp; Housing programs count and the value of program is posted on the flier. Each program is worth 1 point, programs longer than 3 hours are worth 1 point for each additional hour i.e. 5 hours = 3 points.</td>
</tr>
<tr>
<td>Conduct Score</td>
<td>Zero infractions = 20 pts., one = 15 pts., two = 5 pts., three or more = 0 pts.</td>
</tr>
</tbody>
</table>

**Campus Engagement**

<table>
<thead>
<tr>
<th>Category</th>
<th>Explanation and Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Club</td>
<td>5 points for an Eastern SGA club (10 point cap) as of January 1</td>
</tr>
<tr>
<td>Athletic Team</td>
<td>10 points for an Eastern varsity sport (20 point cap)</td>
</tr>
</tbody>
</table>
| LEAP into Leadership              | 5 points for Tier 1  
10 points for Tier 2  
15 points for Tier 3 |
| IDEAL Portfolio                   | 20 points |

**Residential Leadership**

<table>
<thead>
<tr>
<th>Category</th>
<th>Explanation and Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>RHA Hall Governance</td>
<td>10 points for President, 5 points for VP, Secretary, Treasurer, or Public Relations.</td>
</tr>
<tr>
<td>RHA Meeting Participation</td>
<td>Residents can earn ½ point for attending and participating in their respective Residence Hall Association (10 point cap).</td>
</tr>
<tr>
<td>UROC Meeting Participation</td>
<td>Residents can earn ½ point for attending and participating in University Residential Outreach Committee meetings (10 point cap).</td>
</tr>
</tbody>
</table>

**New**

<table>
<thead>
<tr>
<th>Category</th>
<th>Explanation and Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service to the University</td>
<td>Several different activities/volunteer leadership positions on campus award no form of financial compensation and have been approved to award Housing Priority Points, applications by departments for said activities are due by September 15 and approved by October 1. Points vary by experience.</td>
</tr>
<tr>
<td>Dean’s Cup</td>
<td>Each resident in the hall in first place as of April 1 in the Dean’s Cup Competition will receive 5 points.</td>
</tr>
</tbody>
</table>

It is very important to take attendance at all your educational or community service programs and correctly input the students ID #’s so that they can receive the correct number of points. Turn in any hard copies of program attendance sheets to your ProStaff so that if a resident comes to them with a question they have a method of tracking attendance.

Priority Points are only earned from August 25, 2014 through April 1, 2015 and do not roll over from year to year. After April 1, students will be given an opportunity to appeal/confirm their point total.
F.A.D. (Friday After Dark)
The Friday After Dark series (F.A.D.) is a series of programs intended to provide weekend social events, activities and opportunities for resident students in order to continually increase the quality of their liberal arts co-curricular educational experience.

There is a ProStaff committee made up of volunteer members that will be responsible to administer the programs from planning to implementation to evaluation. If you would like to volunteer to assist with any of the programs please contact your ProStaff member and they will direct you to a committee member.

IDEAL Residential Portfolio (Individualized Developmental Experiences And Learning)
A liberal arts education focuses on well-rounded, holistic learning where students are intentional about the education they receive, both inside and outside of the classroom. The I.D.E.A.L. Residential Portfolio encourages students to sample a variety of Eastern’s offerings, exposing them to useful resources and activities of interest after taking part in the activities they then write a reflective essay to further determine their thoughts and feelings about Eastern. Incentives for participating in this program are in place due to the value of the program, any student that completes an IDEAL Residential Portfolio earns 20 Housing Priority Points and there are prizes for the top First Year, Sophomore, and Junior portfolios. This is a program that RAs should encourage residents to sign up for prior to the mid-September deadline.

Theme Housing
Eastern provides several theme housing units to allow students the opportunity to live with people who have similar interests that want to further explore a topic. Theme Housing communities strive to create opportunities that will enhance the out of classroom experiences for students. Theme housing communities range from being academic in nature (Honors Scholars, Education and Math, SophMORE Experience) to extracurricular activities (Fun and Games, Food for Thought) to helping students become responsible citizens (Cultural Celebrations, Civic and Community Engagement, Men on a Mission). Students work closely with other offices on campus through participation in theme housing and students also have the opportunity in the spring to apply for and create new theme housing communities.

Dean’s Cup
The Dean’s Cup is an annual competition between all 12 Residence Halls, giving each the opportunity to display their commitment to personal and academic success along with demonstrating hall and school spirit. This year each student that lives in the hall in first place as of April 1 will receive 5 Housing Priority Points. RAs are expected to positively promote the Dean’s Cup and get residents involved. It is expected that RAs are actively involved in the Dean’s Cup as well.
RESOURCES AND ACTIVITIES IN WILLIMANTIC AND WINDHAM CONNECTICUT

Banks
Bank of America
1589 Main St. Willimantic CT 06226
Phone: 800-432-1000

Liberty Bank
679 Main St. – Ste. 1 Willimantic CT 06226
Phone: 860-456-5900

Savings Institute
803 Main St. Willimantic CT 06226
Phone: 860-423-4581

People’s United Bank
1391 Main St. Willimantic CT 06226
Phone: 860-450-0087

Medical Services and Pharmacies
CVS Pharmacy | Photo
1200 Main Street, Willimantic CT
Website: www.cvs.com
Phone: 860-456-5931

Walgreens Store
1475 Main Street, Willimantic
Website: www.walgreens.com
Phone: 860-423-6304

Medical Pharmacy
1213 Main Street, Willimantic
Website: www.medicalpharmacyct.com
Phone: 860-423-1661

Willimantic Pharmacy
972 Main Street
Website: www.willimanticrx.com
Phone: 860-423-1410

Windham Memorial Hospital
112 Mansfield Ave., Willimantic CT 06226
Website: http://www.windhamhospital.org/
Phone: 860-456-9116

Parks and Recreation
Windham CT Parks and Recreation
Kramer Building – 322 Prospect St. Willimantic, CT 06226
Website: http://www.windhamrec.org/
Phone: 860-465-3046

Nipmuck Trails
(Hiking, Walking, Blue-Blazed Trail network)
Trail heads at various locations in Willimantic and Windham - Connects Bigelow Hollow State Park with Mansfield Hollow State Park
Website: http://ctxguide.com/nipmuck_002.htm

Mansfield Hollow State Park
(Hiking, Walking, Fishing, Volleyball, Field Sports, Pic-Nic Area)
Bassetts Bridge Road, Mansfield CT
Website: www.ct.gov

Churches and Places of Worship
First Spiritualist Church
268 High St. Willimantic CT 06226
Phone: 860-423-4923

Christian Life Assembly of God
142 Windham Rd. Willimantic CT 06226
Phone: 860-423-4923

First Congregational Church
199 Valley St. Willimantic CT 06226
Phone: 860-423-6827

Light on the Hill Christian Church
Willimantic, CT 06226
Phone: 860-456-4626

St. Joseph Church
99 Jackson St. Willimantic CT 06226
Phone: 860-423-8439

Temple Bnai Israel
345 Jackson St. Willimantic CT 06226
Phone: 860-423-3743

WilliBowl
292 Boston Post Rd. North
Windham, CT 06226
Phone: 860-456-2695

Windham Drive-In Movie Theatre and Flea Market
228 Stafford Rd., Mansfield CT
Website: www.mansfielddrivein.com
Phone: 860-423-4441

Shopping/Retail
The Eastbrook Mall
(Kohls, TJ Maxx, Michaels, GameStop)
95 Storrs Road, Mansfield CT
Website: 860-456-3066

Willimantic Records
(New/Used CDs, Vinyl, Small Music Events)
744 Main St. Willimantic CT 06226
Website: www.willimanticrecords.com
Phone: 860-450-7000

Swift Waters Artisans’ Cooperative
(Artisan Crafts and Goods)
866 Main St. Willimantic CT 06226
Website: www.swiftwaters.org
Phone: 860-456-8548

The Lily Pad
(Art Supplies)
34 North St. Willimantic CT 06226
Website: www.lilypadart.com
Phone: 860-423-3223

The Willimantic Food Co-Op
(Strictly organic and local foods)
91 Valley St. Willimantic CT
Website: www.willimanticfood.coop
Phone: 860-450-3611

WalMart
Pharmacy, Vision, Salon, Auto
474 Boston Post Rd. North
Windham CT
Website: www.walmart.com
Phone: 860-456-2116

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**Museums**
CT Eastern Railroad Museum  
55 Bridge St. Willimantic CT  
Website: www.cteastrrmuseum.org  
Phone: 860-456-9999

Windham Textile and History Museum  
157 Union St. Willimantic CT  
Website: www.willmuseum.org  
Phone: 860-456-2178

**Grocery Stores**
Big Y  
141 Storrs Rd, Mansfield Center CT  
Website: www.bigy.com  
Phone: 860-456-8051

Stop and Shop  
1391 Main St Willimantic, CT  
Website: www.stopandshop.com  
Phone: 860-456-8768

Price Right  
60 Cantor Dr. Willimantic CT  
Phone: 860-450-1624

The Willimantic Food Co-Op  
(Strictly organic and local foods)  
91 Valley St. Willimantic CT  
Website: www.willimanticfood.coop  
Phone: 860-450-3611

**Municipal Services**
Willimantic Town Hall  
979 Main Street, Willimantic CT  
Website: http://www.windhamct.com  
Phone Number: 860-465-3009

Willimantic Public Library  
905 Main Street, Willimantic CT  
Website: willimanticlibrary.org  
Phone Number: 860-465-3079

Willimantic Post Office  
919 Main Street, Willimantic CT  
Phone Number: 860-456-4270

**Restaurants (Delivery)**
Dominos  
241 Valley St. Willimantic, CT  
Website: www.dominos.com  
Phone: 860-456-0306

Papa Ginos  
95 Storrs Rd. Mansfield Center, CT  
(Eastbrook Mall)  
Website: www.papaginos.com  
Phone: 860-456-1884

Tony’s Pizza  
117 Main st. Willimantic CT  
Website: www.tonyspizzaplace.com  
Phone: 860-423-7717

China East  
135 Storrs Rd. Mansfield, CT  
Phone: 860-423-1606

New China  
1320 Main St. Willimantic CT  
Phone: 860-456-2788

Greg’s Pizza  
109 Valley St. Willimantic, CT  
Phone: 860-450-1226

China East  
135 Storrs Rd. Mansfield, CT  
Phone: 860-423-1606

New China  
1320 Main St. Willimantic CT  
Phone: 860-456-2788

Greg’s Pizza  
109 Valley St. Willimantic, CT  
Phone: 860-450-1226

**Restaurants (non-delivery)**
A Cupcake for Later  
798 Main St. Willimantic CT  
Website: www.acupcakeforlater.com  
Phone: 860-456-2224

Jamaican Me Crazy  
776 Main St. Willimantic, CT  
Website: www.jamaicanmecrazyllc.com  
Phone: 860-942-8831

Maharajah Fine Indian Cuisine  
466 Storrs Rd. Mansfield Center, CT  
Website: www.466maharaja.com  
Phone: 860-924-8325

The Willimantic Brewing Co.  
967 Main St. Willimantic, CT  
Website: www.willimanticbrewingcompany.com  
Phone: 860-423-6777

Cafemantic  
948 Main St. Willimantic, CT  
Website: www.cafemantic.com  
Phone: 860-423-4243

The Aero Diner  
361 Boston Post Rd., North Windham CT  
Website: www.aerodiner.com  
Phone: 860-450-1959

Bagel One  
351 Boston Post Rd., North Windham CT  
Website: www.bagelone.com  
Phone: 860-456-9505

Asian Bistro  
95 Storrs Rd., Mansfield CT  
Website: www.asianbistromansfield.com  
Phone: 860-456-8316

Oriental Café  
1257 Main St., Willimantic CT  
Website: www.originalorientalcafe.com  
Phone: 860-456-8883

Angelino’s  
135 Storrs Rd., Mansfield CT  
Website: www.angelinos.com  
Phone: 860-450-7071

Yellow Rose BBQ  
81 Union St., Willimantic CT  
Phone: 860-456-4655
### RELEVANT STUDENT & GROUP DEVELOPMENT THEORIES

<table>
<thead>
<tr>
<th>Theory</th>
<th>Author</th>
<th>Summary</th>
<th>How It Relates to the RA Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Challenge &amp; Support</td>
<td>Sanford</td>
<td>Students grow when they experience a continuous balance of challenge and support. However, timing is everything; they have to be ready for the challenge. Environments that are weighted too heavily with challenge are toxic and promote anxiety and defensiveness. Too much support causes boredom.</td>
<td>RAs can keep this model in mind when helping students. Sometimes a student needs to be challenged and coddling them isn't helpful. Other times, a student who is very overwhelmed with other things in life might need more support in that moment.</td>
</tr>
<tr>
<td>Theory of Involvement</td>
<td>Astin</td>
<td>A student's amount of learning and personal development is directly proportional to the quality and quantity of their involvement. In other words, the more physical and psychological investment a student puts into an activity, the more they get out of it.</td>
<td>Interactive, intentional RA programs help students become more engaged when they participate. RAs can also help students find student organizations to join and take residents to other campus events.</td>
</tr>
<tr>
<td>Marginality &amp; Mattering</td>
<td>Schlossberg</td>
<td>A sense of not fitting in and can lead to self-consciousness, irritability, depression, disconnection, and alienation. Students need to feel like they are noticed, cared about, needed, appreciated, and that someone will be proud of them.</td>
<td>RAs are some of the first to notice when students feel like they are on the outskirts. By building a genuine relationship with residents and checking-in, RAs can also help students feel like they matter to the community and to the greater university.</td>
</tr>
<tr>
<td>Group Development</td>
<td>Tuckman</td>
<td>It's inevitable and necessary for groups to go through the stages of forming, storming, norming, and performing in order to grow, face challenges, and do their most effective work.</td>
<td>RA staffs are teams which go through the development process too. Conflict is inevitable and, when handled properly, can help increase the group's overall productivity and effectiveness.</td>
</tr>
<tr>
<td>Hierarchy of Needs</td>
<td>Maslow</td>
<td>Individuals are motivated to fulfill needs, starting with the most basic ones. As these needs become reasonably satisfied, they can move up to the next one. The needs are: Physiological (food, sleep, shelter, warmth); Safety needs (protection, stability, order); Social (belonging, affection, community); Esteem (achievement, independence, respect from others) and Self-Actualization (realizing personal potential, fulfillment, creativity)</td>
<td>RAs have the ability to address an aspect of every level of need: mediating roommate issues and addressing facility concerns (physiological), enforcing quiet hours (safety), building community (social), treating students like adults and with respect (esteem), and creating intellectually stimulating programs (self-actualization). Being mindful of the foundational, low-level needs can be helpful when addressing concerns and helping students grow.</td>
</tr>
</tbody>
</table>
### Transition Theory

**Schlossberg**

Events or non-events, whether anticipated and not, can result in changed relationships, routines, and roles for a person. To this transition, every individual brings with them factors that help and hinder the process. Major categories of these factors are the 4 S's: Situation (timing, duration, role change, concurrent stress, previous experience); Self (personal demographics, self-efficacy); Support (types [friends, network, institutional, etc.] and amount); and Strategies (coping methods, information seeking).

First-year and transfer students are transitioning into the University while seniors are transitioning out of Eastern. RAs can help ease this process by individually looking at each person's transition through the factors that may help or hinder the student personally.

### Broken Windows

**Wilson & Kelling**

Consider a building with a few broken windows. If the windows are not repaired, the tendency is for vandals to break a few more windows. Eventually, they may even break into the building. In environments with few/no people around, people look for signals on how to act, such as the area's general appearance. A broken window sends the message that the area isn't cared for, is vulnerable, and the residents are not cohesive. If left unfixed for a while, it changes the way the residents see the community and they may distance themselves from the area.

It is extra important for staff to keep up with submitting work orders and ensuring the building is kept well maintained. Common area damages should be addressed in a timely manner to show that Housing is aware of the issue and it is being fixed. If you see a wrapper or trash on the floor during rounds, please pick it up. Taking pride in our environment helps perpetuate this message.

### Retention Theory

**Tinto**

Several key factors impact a student's decision to leave the university - feeling isolated, having difficulty adjusting to a new environment, and an inability to integrate new information and knowledge with previous information and knowledge.

RAs can introduce students to resources, encourage involvement in organizations and promote campus events, which prompt students to become engaged in their experience. Ultimately, this enhances their learning and development.

### Validation

**Rendon**

Validation is a process, not just a goal, where students feel supported inside and outside of the classroom. This helps foster academic and interpersonal development and is especially critical in the first few weeks.

RAs see residents regularly and can offer a few words of encouragement. To someone with no other source of support this can make a significant impact.

### OTHER KEY CONCEPTS

<table>
<thead>
<tr>
<th>Theory</th>
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<th>Summary</th>
<th>How It Relates to the RA Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement</td>
<td>Kuh</td>
<td>Student engagement occurs when students make a psychological investment in learning, understand the material, and internalize it in their life. Engagement represents the time and energy students invest in educationally purposeful activities.</td>
<td>Engagement has been shown to be positively related to first year students' grades, persistence at the University, gains in critical thinking, and greater application to learning.</td>
</tr>
<tr>
<td>First 6 weeks</td>
<td>Noel &amp; Levitz; Tinto; Gardner; Upcraft; Pascarella &amp; Terenzini</td>
<td>Especially for first-year students, the most critical transition period is the first 2 to 6 weeks, as this sets the tone for behavior yet to come. A student's initial interactions with the University and staff can have major effects on their subsequent levels of involvement and aspirations for intellectual achievement. This is also an important time for first-years to make friends. Other research suggests this time is most critical when determining if a student will persist until graduation.</td>
<td>RAs can focus on using these first 6 weeks wisely by encouraging program attendance, keeping doors open, learning students' names, and having RA Resident One on Ones and CDAs early in the semester.</td>
</tr>
</tbody>
</table>
YEAR IN PREVIEW CALENDAR
The Year in Preview Calendar is located on the RA Resource Page.
NEACUHO
NorthEast Association of College and University Housing Officers
www.neacuho.org
NEACUHO is an organization of housing, residential life, and student services professionals and paraprofessionals within the Northeast region dedicated to providing opportunities for colleague support, professional development, sharing of information, collaboration, communication, research, and recognition of outstanding contributions to the field. Each semester NEACUHO facilitates a one day conference called RD2B for students who are interested in becoming Resident Directors with workshops, mentors, and resume critiques.

NASPA
Student Affairs Administrators in Higher Education
www.naspa.org
NASPA, student affairs administrators in higher education, is the leading voice for student affairs administration, policy and practice and affirms the commitment of student affairs to educating the whole student and integrating student life and learning. With over 9,400 members at 1,400 campuses, and representing 29 countries, NASPA is the largest professional association for student affairs administrators, faculty and graduate students. NASPA members are committed to serving college students by embracing the core values of diversity, learning, integrity, service, fellowship and the spirit of inquiry.

NASPA members serve a variety of functions and roles including the vice president and dean for student life as well as professionals working within housing and residence life, student unions, student activities, counseling, career development, orientation, enrollment management, racial and ethnic minority support services, and retention and assessment. NASPA serves its members through a wide range of services, including outstanding quarterly publications such as the NASPA Journal and Leadership Exchange, a management magazine, a variety of professional development opportunities for student affairs individuals at all levels within the profession, and a comprehensive, content-rich website that is the most widely accessed website in the student affairs association community.

ACPA
College Student Educators International
www.myacpa.org
ACPA, headquartered in Washington, DC at the National Center for Higher Education, is the leading student affairs Association that advances student affairs and engages students for a lifetime of learning and discovery.
ACPA, founded in 1924 by May L. Cheney, has nearly 8,000 members representing nearly 1,500 private and public institutions from across the U.S. and internationally. In addition, members include companies and organizations who are engaged in the campus marketplace. Our members include graduate students enrolled in student affairs/higher education administration programs as well as faculty who are teaching and researching in this area to student affairs professionals from entry level to senior student affairs officers.

Vision: ACPA leads the student affairs profession and the higher education community in providing outreach, advocacy, research, and professional development to foster college student learning.

Mission: ACPA supports and fosters college student learning through the generation and dissemination of knowledge, which informs policies, practices and programs for student affairs professionals and the higher education community.

Governance: ACPA is governed by an Executive Council, which has representatives from Core Councils, Standing Committees, Commissions, State/International Divisions, in addition to the Presidents', Treasurer and Executive Director (ex-Officio). The Executive Council meets twice a year, at the Annual Convention and at the Summer Leadership Meeting. In between these meetings, the association's affairs are handled by the Executive Committee. The Executive Committee consists of (8) eight members: Presidents (3), Treasurer, Director of State and International Divisions, Director of Commissions, Standing Committee Representative, Core Council Representative and the Executive Director (ex-Officio).

ACPA
One Dupont Circle
NW, Suite 300
Washington, DC 20036-1188
Phone: 202.835.2272
Fax: 202.296.3286

OPE
OshKosh Placement Exchange
www.theope.org/
OPE has provided an efficient means for college and university Residence Life employers to meet and interview candidates from across the country. Most employers interview for entry level and/or Graduate Assistant positions, however, some mid-level positions may also be posted. One may also find limited Student Activities, Programming, or Greek Affairs positions.

NACA:
National Association for Campus Activities
www.naca.org/

Mission Statement
NACA links the higher education and entertainment communities in a business and learning partnership, creating educational and business opportunities for our student and professional members. Eastern Connecticut State University has an institutional membership in NACA. The organization also has
individual professional memberships. If a professional staff member wishes to enroll as an individual member, that person will be responsible for their own membership. For a list of benefits as an institutional and individual member, as well as a listing of conferences, please refer to the NACA website.

AAC&amp;U:  
*Association of American Colleges and Universities*  
www.aacu.edu  
AAC&amp;U is the leading national association concerned with the quality, vitality, and public standing of undergraduate liberal education. Its members are committed to extending the advantage of a liberal education to all students, regardless of their academic specialization or intended career. Founded in 1915 by college presidents, AAC&amp;U now represents the entire spectrum of American colleges and universities—large and small, public and private, two-year and four-year. AAC&amp;U comprises more than 1000 accredited colleges and universities that collectively educate more than five million students every year.

AAC&amp;U organizes its work around four broad goals:
- Preparing All Students for an Era of Greater Expectations
- Educating Students for a World Lived in Common
- Making Excellence Inclusive
- Taking Responsibility for the Quality of Every Student’s Liberal Education

Eastern Connecticut State University has an institutional membership in AAC&amp;U. Member campuses designate a team of 5 representatives who receive AAC&amp;U's quarterly publications, AAC&amp;U's online newsletter, invitations to apply for grant-funded initiatives, advance notice and calls for proposals for institutes and meetings, and other regular communiqués.

- Additional faculty or administrators may be added to the campus team through AAC&amp;U's Associate program.

AAC&amp;U member discounts on meeting and institute registrations apply to everyone on campus.

NACAS:  
*National Association of College Auxiliary Services*  
www.nacas.org  
NACAS is committed to enhancing the profession of auxiliary and campus support services in higher education. The Association strives to create a better higher education environment by providing timely information, new knowledge and better networking opportunities for its members. Membership includes colleges and universities throughout the United States, Canada, United Kingdom, Ireland, Australia and New Zealand.

Eastern Connecticut State University has an institutional membership in NACAS. Individual memberships are not necessary for the member benefits which are located on the NACAS website along with information about workshop and conference opportunities.
EXTREME EMERGENCY PROTOCOL FOR RESIDENT ASSISTANTS

The following are procedures RAs and residents are expected to follow in the event of an unlikely emergency. Often times you will learn of these incidents either through the Eastern Alert System or from a resident.

*Please remember that YOUR SAFETY COMES FIRST and that you are only expected to directly help others when it is safe to do so.*

Campus Police Phone Number: 860-465-5310
Facilities Phone Number: 860-465-5348

<table>
<thead>
<tr>
<th>LOCKDOWN</th>
<th>INTRUDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All FOBs will be deactivated by the University.</td>
<td>1. Close and lock all doors and windows.</td>
</tr>
<tr>
<td>2. Get to a secure location with a locking door.</td>
<td>2. Turn off all lights.</td>
</tr>
<tr>
<td>4. Secure the location by closing and locking all doors and windows. Close blinds.</td>
<td>3. Silence cell phones and all other electronics.</td>
</tr>
<tr>
<td>5. Remain calm, quiet and out of sight.</td>
<td>4. Stay away from doors and windows.</td>
</tr>
<tr>
<td>6. Silence cell phones and all other electronics.</td>
<td>5. Call 911 if it is safe to do so.</td>
</tr>
<tr>
<td>7. Take cover behind or under solid objects that can provide protection.</td>
<td>6. Stay in your location and remain quiet until a University official gives you an “All Clear” notification.</td>
</tr>
<tr>
<td>8. If someone in your location is injured, place a sign in an exterior facing window.</td>
<td></td>
</tr>
<tr>
<td>9. Stay in your location and remain quiet until a University official gives you an “All Clear” notification.</td>
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</tbody>
</table>

**FIRE EMERGENCY**

*When a fire is detected:*
1. Pull the fire alarm.
2. Call 911 and the ProStaff on duty.
3. Meet at previously determined area outside of building.
4. Keep residents away from the building.
5. Assist emergency crews as needed.
6. Do not re-enter the building until an official gives you an “All Clear” notification.

*When Using a Fire Extinguisher, use the PASS System:*
1. Pull – the plastic ring away from the fire extinguisher
2. Aim – the hose towards the base of the fire
3. Squeeze – the handle to discharge the fire extinguisher
4. Sweep – the hose and spray in a gentle side to side motion

**ACTIVE SHOOTER**

If an active shooter is present and exiting your residence hall is not possible, the following actions are recommended:
1. Get to a secure location with a locking door.
2. Secure the location by closing and locking all doors and windows. Close blinds.
3. Remain calm, quiet and out of sight.
4. Silence cell phones and all electronics.
5. Take cover behind or under solid objects that can provide protection.
6. If someone in your location is injured, place a sign in an exterior facing window.
7. Call 911 if it is safe to do so.
8. Stay in your location and remain quiet until a University official gives you an “All Clear” notification.

**POWER OUTAGE**

1. RAs should report to their building’s main office to receive directions from a ProStaff member.
2. Make sure that the building’s duty phone is charged and on.
3. Complete a round of the building and take note of where there is no power.
4. Note if emergency lighting has been activated.
5. If power outage occurs after 5:00pm, contact the University Police to inform them of the issue. If power outage occurs before 5:00pm, contact the Facilities office.
6. Inform residents to unplug any items that were running when the power went out.
7. Remain visible and available to residents so that you may assist as necessary.

**BOMB THREAT**

If an RA receives a phone call or a written bomb threat:
1. Pay careful attention to the caller’s voice. If possible, take note of their tone and quality of their voice (i.e. male vs. female, raspy, angry).
2. Also take note of date, time, and length of the call.
3. Ask the caller when the bomb will explode, where it is, what does it look like, if the caller placed it, and their current location and name. Don’t be discouraged if the caller doesn’t offer this information.
4. Immediately call University Police to notify them of the threat.
5. Follow the directions given by the University Police Dispatcher.
6. If you are in the building that the threat is made against, pull the fire alarm to evacuate the building.
7. Keep yourself and residents at least 300 feet away from the building and any receptacle that could conceal a bomb.
8. Assist authorities as necessary.
9. Do not re-enter the building until a University Official gives you an “All Clear” notification.
BUG INFESTATION
1. If a resident reports that there are bugs in their apartment (i.e. bed bugs, ants, ear wigs, centipedes), ask for their name, room number, phone number, and location of the infestation.
2. Call Facilities (before 5:00pm) or University Police (after 5:00pm).
3. If bed bugs are found, have the resident put all cloth-based belongings (i.e. bed sheets, clothing, towels) into plastic bags.
4. Have the resident wash all of these items in HOT water. If there are items that cannot be washed, have them put these items in the dryer for at least 30 minutes, as long as they will not come out of the dryer damaged.
5. Place all belongings under the bed in plastic bags, leave bags in the middle of the room.
6. Do NOT promise a new mattress, carpeting, or room to a resident.

SNOW CLOSURE
1. Post signs to inform residents of the closure and parking ban, as instructed by ProStaff.
2. Facilities is responsible for snow removal, but check entrances periodically to make sure that snow is not blocking them from closing properly.
3. Call Facilities if residents are slipping/falling on icy sidewalks.
4. Report to duty as normal.

EXTREME WEATHER CLOSING
In the event of a hurricane, tornado, or other extreme weather, all RAs are expected to report to their building’s office to assist ProStaff in the following procedures:
1. Notify residents of the expected weather via rounds, email, and/or flyers.
2. If it is safe to do so, encourage residents to leave campus and go home. If it is safer for residents to stay, they are allowed to do so.
3. Make sure that all windows and blinds in the building are closed.
4. If glass breaks, remove residents from that area and call facilities to board up the window.
5. Assist ProStaff as asked.
6. Prepare for building evacuation, should it be necessary.

WEATHER ALERTS
During extreme weather, it is important to remain aware of changes in alerts from the National Weather Service. Below are the differences between weather advisories, warnings and watches:

ADVISORY: Hazardous weather is likely, however this is for less serious conditions than warnings and are of no threat to life or property.

WATCH: Conditions are favorable for dangerous weather. Under these conditions, you should be aware of quick changes that lead to dangerous weather.

WARNING: Dangerous weather is imminent or occurring somewhere in the area. This can present threats to traveling, property or even life if conditions are bad enough.

EVACUATION
In the event of an evacuation, ProStaff will need your assistance in transporting residents to an alternate location safely. Those alternate locations are as follows:

<table>
<thead>
<tr>
<th>Residence Hall</th>
<th>Evacuation Location</th>
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</thead>
<tbody>
<tr>
<td>Burnap and Crandall</td>
<td>Niejadlik Commons</td>
</tr>
<tr>
<td>Burr</td>
<td>Laurel Meeting Room</td>
</tr>
<tr>
<td>Noble</td>
<td>Laurel Game Room</td>
</tr>
<tr>
<td>Occum</td>
<td>Mead Commons</td>
</tr>
<tr>
<td>High Rise</td>
<td>Constitution Game Room</td>
</tr>
<tr>
<td>Low Rise</td>
<td>Nutmeg Meeting and Game Room</td>
</tr>
<tr>
<td>Winthrop</td>
<td>Constitution Meeting Room</td>
</tr>
</tbody>
</table>