Eastern Connecticut State University
2013-2014
Resident Assistant Manual

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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.

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.

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

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.
DEPARTMENT OF HOUSING & RESIDENTIAL LIFE

This section should give you a general overview of how the Department of Housing & Residential Life operates and our expectations for a successful department and residential life. This document is a good place to start when looking for information regarding your position. Should you have questions, please refer to your Professional Staff member.

Wood Support Services houses the central office for the Department of Housing and Residential Life and the offices of the Director, Associate Director and Assistant Director. Throughout the year they are responsible for overseeing all aspects of housing such as staff training, housing placements, and departmental programming to mention a few.

Resident Assistant Expectations

Resident Assistants are students that are hired to play the role of Big Brother/Big Sister 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. 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.

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 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 Contract and proceeding into the RA Job Description. Below you will find detailed explanations for each of the RA responsibilities. All trainings are mandatory.
2013-2014 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 and a hard copy is kept in each hall office. By initialing this I acknowledge that I am expected to read and understand its contents.

Resident Assistant 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 **Fall 2013 semester beginning Monday August 9, 2013 and ending Monday, December 23, 2013** (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/recorthing 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

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**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. 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 (Semester 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 behavior during Fantastic Friday.

All returning RAs are required to participate in the re-application process, where they are required to create and present a portfolio. Portfolio details are located in the appendix of the manual on page 44.

**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. 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.

**RESIDENT ASSISTANT POSITION REQUIREMENTS**

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 (Pro Staff) 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 Pro Staff 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 Pro Staff and given to students during the first floor meeting of the semester.

STUDENT CONTACT/VISIBILITY

- 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.
- Assist in the planning and implementation of the initial welcome and orientation of students to on-campus living.
- 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.

RESOURCE AND REFERRAL

- Be aware of the various resources and services available on-campus and in the Willimantic/Windham area.
- 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 Pro Staff 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

- Work with the Pro Staff 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:
  - Consistently displaying a positive attitude toward the position and its responsibilities.
  - Remaining in constant, active and open communication with the Pro Staff 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.
- 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.
- 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)

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

- Report & discuss with the Pro Staff regarding issues as building problems, concerns, current housing information, programming, staff issues and concerns, etc. The Pro Staff will provide directions regarding how to handle specific situations in your building.
- Attend one-on-one sessions with the Pro Staff on a biweekly basis, or when any member of the Professional Staff deems necessary.
- 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 Pro Staff would like to cover.

**TERMS OF APPOINTMENT AND SERVICE**

- Serve in the position for the length of the agreement, which is one (1) academic semester. RA contracts may be extended at the mutual agreement of the RA and Housing Department for the following semester. Benefits for this position include a waiver of room fees and board charges (if applicable) and bi-weekly pay depending on the area served. 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 Pro Staff and the 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 Pro Staff and the Central Office. You will notify the Pro Staff 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 Pro Staff 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 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:
  - Return to campus early before each semester for training.
  - 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 Pro Staff in the closing and opening of the halls at these times. Emergency circumstances may require additional coverage, to be established by the appropriate Pro Staff.
  - Be available for assignments that include holiday & vacation periods when the University may require on-campus housing to be available.
  - Attend and participate in weekly staff meeting with the Pro Staff;
  - Serve on assigned and voluntary committees and work on projects within the context of duty depending on the needs of my building including;
    - Dean’s Cup
    - FAD
    - RA Council
    - Budget Assistant
    - Duty Scheduler
    - Newsletter
    - Office Manager
    - Paperwork Assistant
    - Program Assistant
    - Theme Housing
  - Understand that the RA is expected provide coverage at the discretion of the Pro Staff member of that area;
  - Be timely with duty switches. Appropriate duty switches, barring emergencies, may be approved by Pro Staff 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;
  - Be officially on duty according to the building’s duty schedule at least one night per week and at least one weekend per month, or per a pre-arranged schedule 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 7:00pm to 7:00am
      - Friday and Saturday nights from 7:00pm to noon
      - 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.
  - Spend a minimum of two weekends a month on-campus;
  - Spend special weekends on campus when all staff will be expected to be available as needed.
  - Notify the Pro Staff about weekends you wish to spend away from campus; any extended absences from campus and if you are going to be out of the hall overnight during the week.

- 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 Pro Staff 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
- 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 Pro Staff completing a formal evaluation.
- The Pro Staff 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 48.
- Pro Staff 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.

RESIDENT ASSISTANT RE-APPLICATION PROCESS
- Any RA wishing to return to the position for the fall semester must complete the re-application process by putting together a professional portfolio and presenting it to a group of Pro Staff members.
- The following components must be included in the portfolio:
  - A professional cover letter stating the skills and qualities you bring to the position, how you have developed in the position, and areas of improvement for next year.
  - A professional resume.
  - Your RA Assessment Summary Sheet with a reflective essay.
Examples of programs you have done that address how the program came about, how it met the needs of your residents, what the program accomplished, how you assessed your program, photos of the program and advertisements.

Examples of the Community Development Activities that you completed and a reflection on them individually or collectively.

Evidence of your bulletin boards, the purpose of the board, and why it was useful to your residents.

Evidence of your door decorations.

Evidence of personal growth and development within the position.

Your portfolio presentation will play an important role in the decision of whether or not the department feels you should return to the position. Professionalism is expected. More specific information is indicated in the appendix on page 44.

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 items may result in immediate termination:

- Assault
- Misuse of building and card keys
- Misuse of fire safety equipment
- Drug possession
- Alcohol use and violations
- Larceny
- Violating the department's ethics policy
- Dealing with incidents in a manner that does not follow protocol.

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:

- You must vacate your room and building within twenty-four (24) hours. There is no guarantee of being placed in another room on-campus.
- Immediately upon notification of termination, return all keys, housing materials, etc. to the Pro Staff of your building, or, in her/his absence, to the Pro Staff on duty.
- You may be subject to the University Judicial System and/or a Police investigation of any activities for which you may have been terminated.
- Compensation package will be revoked.
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:
  - All room fees and board charges (if applicable).
  - 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.
  - 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 Pro Staff. 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 Pro Staff 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.

ETHICS CLAUSE

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.
**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 get on-duty you should make sure you are aware of what Pro Staff person is on duty, since you will contact them in case of emergency.

**When you are duty:**

1. Duty starts at 7:00pm and goes until 7:00am the following morning, except Saturday and Sunday mornings when duty goes until noon.
2. The breakdown of duty is Sunday through Wednesday 7:00pm- midnight and Thursday through Saturday 7:00pm- 1:00am. Duty is broken down into two categories: active and passive duty.
3. Active duty is when you are in the office from 7:00pm-midnight or 7:00pm -1:00am.
4. Passive duty is when you leave office duty and serve duty from your room. Passive duty goes until 7am on Monday – Friday mornings, and noon on Saturday and Sunday.

Please note that you cannot leave the building until the following day. You are to remain in the building until your entire duty shift is over. The duty phone is to remain in your possession during rounds and passive duty and returned to the office the following morning.

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

**To Contact The Pro Staff Duty Phone:**

1) Call the Pro Staff member on duty. Each Pro Staff 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.

* Pro Staff numbers can be located in the appendix on page 40.

**The following are examples of cases when you should always inform the Pro Staff on duty:**

Notification of police, medical transport, physical or verbal assault (including threats of harm), stalking, harassment, drug incident, major alcohol incidents, fire (alarms: local, building, drill, and emergency), attempted suicide, and student death.

*Don’t forget to document the situation in FileMaker.

**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.

Always take the duty cell phone with you while doing rounds. When logging the round into FileMaker indicate what was noticed and addressed.

**DUTY CELL PHONE**

The Duty Cell Phones are not toys and 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 feature 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.

**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 are required to wear their staff name tag while on duty. 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.

**Social Media**

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 regard 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 professional staff member.

• You take a risk of violating your Ethics Clause (page 15 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 on this campus.

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.

University Police should be notified immediately of any emergency situation. Dial 911 (which will contact Willimantic Police and be directed to ECSU Police) or x55310, after recording press 3 (routine calls should be made here) and give the dispatcher the following information clearly and calmly:

1. Your name
2. RA in (residence area)
3. Location of the incident
4. Nature of the incident

Record all calls in the RA duty log, including the time, reason for call and action taken. Notify your Pro Staff or the Pro Staff on call any time you contact the police. Write an incident report as soon as possible.

Do NOT call University Police for residence hall violations (i.e., noise or small quantities of alcohol) until you have tried to resolve the problem yourself. Use other Resident Assistants or your Pro Staff 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:

<table>
<thead>
<tr>
<th>Incident Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bomb threat of unknown substance</td>
<td>Medical emergency</td>
</tr>
<tr>
<td>Suspicion of a controlled substance</td>
<td>Suicide attempt</td>
</tr>
<tr>
<td>Death of a student</td>
<td>Suspicious persons</td>
</tr>
<tr>
<td>Fights, assault, violence of any kind</td>
<td>Theft</td>
</tr>
<tr>
<td>Fire or suspicion of fire</td>
<td>Vandalism</td>
</tr>
<tr>
<td>Large parties/gatherings – Noncompliance</td>
<td></td>
</tr>
</tbody>
</table>

You should also notify the appropriate Pro Staff of these situations once emergency personnel have been called. Do NOT leave the area unless you are in immediate danger.
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 emergency situations. **In all of the situations in the Emergency Protocol Section you should contact the Pro Staff 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.

**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 Pro Staff.

**Medical Concerns**

**Intoxication**
When dealing with an intoxicated student/individual, follow these steps:
1. If it is not an immediate emergency, contact the Pro Staff member on duty.
2. Check for obvious symptoms of immediate mortality or emergency. Contact, or direct someone else to contact, emergency services (911). Once EMS has arrived, they are in charge. After calling 911 call the Pro Staff member on duty. Assist as directed.
3. Pro Staff will come and determine if the police need to be called. You are there to assist. Call the police if directed.
4. File an incident report as directed.
5. Ambulance personnel will determine if the person should be taken to the hospital.

**Suicide/Depression/Self-Harm**
If a student is suicidal, 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 straightforward. 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 Pro Staff 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. Explain to the student what their options are and what you are going to do. Give the student a sense of control and inclusion in the process in the best way that you can.

5. 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).

6. Call Campus Police for assistance if you are unsure. Call 911 if you determine it is necessary. Complete an incident report.

Physical Altercations
In dealing with physical altercations, the safety of you, the staff person, is of the utmost importance. Determine in the best of your ability the details of the situation (number of people involved, location, what is actually occurring, whether or not weapons are present, etc.). Call the Police and then immediately call the Pro Staff on duty and inform them of the situation. STAY AWAY from those involved and do your best to get others away from the situation. Once the police have arrived, assist as instructed. Once the situation has been contained, wait until the police have completed their investigation. Complete an incident report that references the police report.

Roommate Issues
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 Pro Staff or whether the police need to be brought in.

In some cases, the best situation is to simply provide a structured environment where the roommates can speak with each other in respectful way. In others, it is best to separate the roommates. Try to get all the information before making a decision (unless there has been a major incident) about what action should be taken. Hear both/all parties. Those involved are all going to have their own accounts on what has occurred.

A great way to avoid roommate conflicts from the beginning is having them fill out a Roommate Expectation Form (see appendix). This allows for each roommate to express their expectations of the other person and meet on common ground.

Since often times you will not have been present when the situation in question occurred, it is important to take everyone’s perspective into consideration. There are several ways to handle roommate issues. Examples include a Roommate Expectation Form, peer mediation (with you or another RA), group mediation (with you and your Pro Staff), and/or a judicial hearing (for judicial issues). It is very important that you attempt to recognize whether the problem is due to fact (a situation that actually occurred that can be proven and cannot be denied), differences in goals (one roommate is here to study, the other to party), differences in values (one roommate has sexual relations in the room, the other is morally against this) or differences in methods (roommates have different ways of doing similar things).
**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 Pro Staff 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. Document any conversations you have with roommates as an FYI incident report.

**MEDICAL EMERGENCIES**

If it becomes necessary to transport an injured/ill resident(s) to Health Services or the hospital:

*Call University Police x55310 or in extreme emergencies 911*

First Aid is defined as the immediate and temporary care given the victim of an accident or sudden illness until the services of a trainer or physician can be obtained.

**At no time should Housing staff members 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 the ambulance. Any medical emergency needs to be documented as an FYI incident report.

**UNAUTHORIZED GATHERINGS**

1. In case of an impending or actual unauthorized gathering, immediate notification should be made in this order:

   Pro Staff, who will then immediately call or arrange to have the following called
   a. University Police (x-55310)
   b. Additional Pro Staff, if group seems inclined to move to other residence areas
   c. Director of Housing

2. 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, wait for the police officer to arrive. Notify the Pro Staff member on duty to assist. Confer with the officer before entering the area on how to proceed. Housing Staff should not confront a drug situation without the police being present.
If you have confronted the resident, do not leave the resident. If you need to use the phone, insist that the resident accompany you.

Do NOT touch any surface. Several substances may be ingested through skin contact.

Specifically for marijuana incidents: observe the area for drug paraphernalia (bongs, pipes, etc.). Note the smoke detectors - smokers will often cover the detector with plastic. Windows may be open and towels stuffed under the door to reduce the smoke and smell.

Proceed as instructed by the Officers and Pro Staff. Write an incident report immediately.

**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.

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 inoperable it should be documented in FileMaker and a call should be made to campus police.

Instructions for using fire extinguisher:
- Hold the extinguisher upright before use.
- Break plastic string (located around lever).
- Stand 10-20 feet away from fire, aim at base of fire, pull safety pin, squeeze lever and sweep side-to-side

In the event that smoke or fire is detected:
1. Pull the fire alarm
2. Meet at previously determined area outside of the building.

Staff members present will need to
1) Contact the Pro Staff member on duty.
2) Call University Police x-911 (x-55310)
3) Meet police officers and fire department personnel.

Other staff should:
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. In cold or inclement weather, residents should be allowed to wait in nearby buildings. While waiting outside with residents be attentive to any related information that you can share with the Pro Staff.
3. Follow any other needs specific to the building as determined by the Pro Staff.
4. Housing staff will re-enter briefly before students are allowed back into 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 -
- keep door closed,
- seal cracks with clothes, sheets, towels, etc.
- open windows slightly if there is no smoke outside,
- hang an object from the window, such as a sheet, to attract attention,
- use a wet cloth over your mouth and nose to help you breathe,
- stay low to floor if smoke is in your room.

**DO NOT USE THE ELEVATORS**

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.

Make sure all building entrances have a staff member posted in front of them to prevent residents from entering the building.

**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.

In the event of a bomb threat being called in, it is important to be attentive to the phone number that the call originated from and any characteristics of the caller (gender and tone of voice) and what information was stated (location, type of threat, etc...). Immediately after receiving the call you are going to contact the campus police at x55310 and inform them of the situation and then the Pro Staff on Duty and follow the instructions you are given.

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 Pro Staff 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.

**BUILDING OPERATIONS**

**BUILDING OPENING & CLOSING**

**Building Prep and Opening**

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 Pro Staff 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 RA’s discretion to determine charges. Also, RA’s should NEVER tell a student that they
will not be billed or that their rooms are “perfect” at any time. Pro Staff 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 Pro Staff 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. Pro Staff
will dismiss RAs when the entire area walk-through is complete.

KEYS (LOCKOUTS & LOST)
LOCKOUTS
Office, Duty and Resident Assistants perform lockouts on a regular basis as part of their job.
Staff members must be able to identify the student, as a resident in that room through
identification and/or the building alpha roster.

When unlocking a door for a student who is locked out of his/her room, the Resident Assistant
must be positive the student is a resident of the room or require identification upon entering the
room. At no time is any Housing Staff member to allow access to a room to anyone other
than the resident of the room.

PROTOCOL FOR STAFF ENTRY INTO ROOMS
(Please see the appendix for the protocol regarding entry page # 43)

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 Pro Staff.
- 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 Pro Staff of that area or the Pro Staff 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 Pro Staff 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.

**RA KEY LOSS POLICY**
Lost or left unattended room, entrance, office or master keys, fobs or cards will result in restitution for lock changes and replacements and potential disciplinary action up to termination. Determination of disciplinary action is subject to the discretion of the Pro Staff and Central Housing Staff.

**LOST KEYS**
When a student reports a lost key, the RA places a work order in the system to replace the key. Let the resident in their room using the spare key. The resident should be informed that there is a fee that the Pro Staff will apply. Inform your Pro Staff member that the resident lost their key and a work order has been placed.

**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 Pro Staff 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 Pro Staff 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 Pro Staff 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.

**ROOM CHANGE PROCESS**

Should a student wish to change rooms, the student may contact the Pro Staff 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 Pro Staff and properly check out of their current assignment.
HEALTH AND 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 Pro Staff in each area; any policy violations will be dealt with as a staffing issue first 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. Secondarily, this is a good time to connect with students you may not interact with as often as others.
Programming, Student Engagement, Governance and Committees

In June of 2006 the Connecticut State University Board of Trustees passed a resolution affirming its commitment for its campuses to become more student centered. The Office of Housing and Residential Life has developed the following initiatives to increase student engagement and improve the quality of residential life functions.

**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 Pro Staff 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 Pro Staff member and they will direct you to a committee member.

**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 seven programs a semester. The seven programs per semester will consist of **two social programs, 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. One of the socials 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 aid first year and upperclassmen in their overall development which is facilitated by the
Resident Assistants of each hall under the direction of their Pro Staff. These curriculum programs have lesson plans in place to help ensure that each of their objectives are achieved. 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></th>
<th>First Year</th>
<th>Upperclassmen</th>
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</thead>
<tbody>
<tr>
<td><strong>Fall</strong></td>
<td></td>
<td></td>
</tr>
<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>
<tr>
<td><strong>Spring</strong></td>
<td></td>
<td></td>
</tr>
<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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</tbody>
</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 which consists of 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 two categories for the Adopted Programs are:

- Social Responsibility & Community Engagement
- Inclusion & Diversity

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. Inclusion & Diversity Adopted - events sponsored by the Intercultural Center or 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 Pro Staff supervisor.

*If there are any issues that occur during a program please include that in your post program report and inform your Pro Staff 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 Pro Staff for additional paperwork if you need to pay a speaker.
4. Ten days (this may be earlier depending on your Pro Staff) prior to your program, turn in copies of your advertising to your Pro Staff. 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 Pro Staff 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:** Your Pro Staff 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.

**RA Programs in FileMaker from start to finish:**
Step One: Fully complete a program request in FileMaker and submit to your Pro Staff. 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 Pro Staff. You will be able to develop your assessment questions based off your objectives and print it out in order to use at your program. After the program is complete, you will be able to go back to this page and type in some of the residents’ responses.

*Both step one and two need to be approved by your Pro Staff 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. Pro Staff 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.
Student Engagement
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; 3 in first month, 2 in the second 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 five 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
- Mental Health
- Substance Abuse
- Adjustment/Engagement
- 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 Pro Staff 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

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 Pro Staff, 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 Pro Staff 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 Pro Staff advisor. The Pro Staff 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 Pro Staff is charged with supporting them with this mission.

**RA Council**
RA Council – One RA from each building will be assigned to this council. The council will be advised by Housing Staff and will meet as necessary to conduct its business. 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 may also be asked to serve in an advisory capacity to RA Training, RA Selection, RA Recognitions, and RA Receptions/Banquets.

**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 meetings a ¾ of the residence halls must be represented. Any residential students who show interest in assisting UROC are more than welcome to participate.
**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. The RAs job is 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.

**Programming Paperwork**

**BIG-Y CARD:** Each hall has a Big-Y card for RA Programming. Reserve the Big-Y card with your Pro Staff 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 Pro Staff. 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 Pro Staff (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 Pro Staff.

**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. 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 Pro Staff and approved before any paperwork can be completed. TAs must be complete no later than 2 weeks 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.

Housing specific policies - All Housing Trips and Travel require the presence of at least one Resident Assistant or Housing Pro Staff per university vehicle. Out of state travel requires a minimum of one Housing Pro Staff per vehicle. Any university vehicles must be driven by a member of the Housing Staff (RA or Pro Staff).

**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 your Pro Staff member. In order to drive a van, you must be an employee of the University. You are in charge of the residents that are in the van. 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 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. Make sure you return the keys to the police station to get your ID back. The van should be returned in better condition than which you picked it up in.

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).

**COMMUNITY SERVICE**

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)

Each RA must organize one community service activity with the CCE per semester, which fulfills an adopted program requirement. Please contact the CCE office for more information.
**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 to one infraction = 20 pts., two = 10 pts., three or more = 0 pts.</td>
</tr>
<tr>
<td>Campus Engagement</td>
<td>Club 5 points for an Eastern SGA club (10 point cap) as of January 1</td>
</tr>
<tr>
<td></td>
<td>Athletic Team 5 points for an Eastern varsity sport (10 point cap)</td>
</tr>
<tr>
<td></td>
<td>LEAP into Leadership 5 points for Tier 1 10 points for Tier 2 15 points for Tier 3</td>
</tr>
<tr>
<td></td>
<td>IDEAL Portfolio 20 points</td>
</tr>
<tr>
<td>Residential Leadership</td>
<td>RHA Hall Governance 10 points for President, 5 points for VP, Secretary, or Treasurer</td>
</tr>
<tr>
<td></td>
<td>RHA Meeting Participation Residents can earn 1/2 point for attending and participating in their respective Residence Hall Association.</td>
</tr>
<tr>
<td></td>
<td>UROC Meeting Participation Residents can earn 1/2 point for attending and participating in University Residential Outreach Committee meetings.</td>
</tr>
</tbody>
</table>

**TOTAL**

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 Pro Staff so that if a resident comes to them with a question they have a method of tracking attendance.

Priority Points are earned from August 26, 2013 through April 1, 2014. After April 1 students will be given an opportunity to appeal/confirm their point total.
Appendix

CONSENSUAL RELATIONSHIPS- HOUSING & RESIDENTIAL LIFE DATING POLICY

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.

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 than the relationship is prohibited and subject to number one listed above.
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 Pro Staff member to discuss this.

**JUDICIAL SYSTEM**

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

**THE JUDICIAL PROCESS**

**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 policies 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 to 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:

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

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

For more information visit: www.easternct.edu/judicialaffairs
FACILITIES/WORK ORDER SYSTEM

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 Pro Staff 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 Pro Staff 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. 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 Pro Staff 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.
# Housing Pro Staff Phone List Fall 2013

<table>
<thead>
<tr>
<th>Building</th>
<th>Office/Room</th>
<th>Phone 1</th>
<th>Phone 2</th>
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<tbody>
<tr>
<td><strong>Burnap Hall</strong></td>
<td>Edili Lopez Office</td>
<td>55380</td>
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<tr>
<td></td>
<td>(860) 234-0890</td>
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<tr>
<td></td>
<td>RA Desk</td>
<td>54109</td>
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<td></td>
<td>Edili Lopez Apt.</td>
<td>54110</td>
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<tr>
<td><strong>Burr Hall</strong></td>
<td>Jennifer O’Neill Office</td>
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<td>(860) 234-0605</td>
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<td><strong>Constitution Hall</strong></td>
<td>Carrie Robinson Office</td>
<td>51010</td>
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<td>Hatef Alavi Office</td>
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<td>Emma Blandford Office</td>
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<td>Dean Walter Diaz</td>
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<td>Karen Mason</td>
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<td>John Beck Office</td>
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<td>Jasmine Ranjitsingh Office</td>
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<td>Jasmine Ranjitsingh Apt.</td>
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<td>Amelinda Vazquez Office</td>
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<tr>
<td><strong>Occum Hall</strong></td>
<td>Tony Gleason Office</td>
<td>55312</td>
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<td>Tony Gleason Apt.</td>
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<tr>
<td><strong>Winthrop Hall</strong></td>
<td>Ricardo Barrett Office</td>
<td>55249</td>
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<tr>
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<td>Ricardo Barrett Apt.</td>
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<tr>
<td></td>
<td>(860) 234-3370</td>
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<td></td>
<td>Fax</td>
<td>54143</td>
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| **Housing Main Office Numbers** | LaMar Coleman | 50072 |
|                                 | Cell (860) 377-1355 | 50147 |
|                                 | Angela Bazin | 50147 |
|                                 | Cell (860) 558-0847 | 50012 |
|                                 | Paul Serignese | 50012 |
|                                 | Cell (203) 415-3111 | 55297 |
|                                 | Sonya Alicea | 55297 |
|                                 | Student Workers | 54641, 54643 |
|                                 | Fax           | 55151   |
**DIVISION OF STUDENT AFFAIRS CONTACT SHEET**

<table>
<thead>
<tr>
<th>Office of the Vice President of Student Affairs</th>
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</thead>
<tbody>
<tr>
<td>Ken Bedini, VP of Student Affairs</td>
</tr>
<tr>
<td><a href="mailto:bedini@easternct.edu">bedini@easternct.edu</a></td>
</tr>
<tr>
<td>465-5247</td>
</tr>
<tr>
<td>Karen Mason, Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:masonka@easternct.edu">masonka@easternct.edu</a></td>
</tr>
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<td>465-4412</td>
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<thead>
<tr>
<th>Dean of Students</th>
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<tbody>
<tr>
<td>Dr. Walter Diaz, Dean of Students</td>
</tr>
<tr>
<td><a href="mailto:Diazw@easternct.edu">Diazw@easternct.edu</a></td>
</tr>
<tr>
<td>465-5244</td>
</tr>
<tr>
<td>Karen Mason, Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:masonka@easternct.edu">masonka@easternct.edu</a></td>
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<tr>
<th>Accessibility Services</th>
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<tbody>
<tr>
<td>Marianne Ciardullo, Interim Coordinator</td>
</tr>
<tr>
<td><a href="mailto:ciardullom@easternct.edu">ciardullom@easternct.edu</a></td>
</tr>
<tr>
<td>465-5573</td>
</tr>
<tr>
<td>TBA, Secretary</td>
</tr>
<tr>
<td><a href="mailto:TBA@easternct.edu">TBA@easternct.edu</a></td>
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<th>Campus Ministry</th>
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<tbody>
<tr>
<td>Father Larry LaPointe</td>
</tr>
<tr>
<td><a href="mailto:lapointel@easternct.edu">lapointel@easternct.edu</a></td>
</tr>
<tr>
<td>423-0826</td>
</tr>
<tr>
<td>Joyce Sagal, Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:sagalj@easternct.edu">sagalj@easternct.edu</a></td>
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<th>Center for Community Engagement</th>
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<tr>
<td>Kim Silcox, Director</td>
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<tr>
<td><a href="mailto:silcoxk@easternct.edu">silcoxk@easternct.edu</a></td>
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<tr>
<td>465-4426</td>
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<tr>
<td>Luis Rodriguez, Assistant Director</td>
</tr>
<tr>
<td><a href="mailto:rodriguezlu@easternct.edu">rodriguezlu@easternct.edu</a></td>
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<tr>
<td>Irene Cretella, Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:cretellai@easternct.edu">cretellai@easternct.edu</a></td>
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<th>Center for Internships and Career Development</th>
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<tr>
<td>Cliff Marrett, Interim Director</td>
</tr>
<tr>
<td><a href="mailto:marrettc@easternct.edu">marrettc@easternct.edu</a></td>
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<tr>
<td>465-0306</td>
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<tr>
<td>PJ Rossitto, Assistant Director</td>
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<tr>
<td><a href="mailto:rossittop@easternct.edu">rossittop@easternct.edu</a></td>
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<tr>
<td>465-5361</td>
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<tr>
<td>Lana Pontbriant, Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:Pontbriant@easternct.edu">Pontbriant@easternct.edu</a></td>
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<th>Counseling and Psychological Services</th>
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<tbody>
<tr>
<td>Dr. Mercy Arias, Director</td>
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<tr>
<td><a href="mailto:ariasm@easternct.edu">ariasm@easternct.edu</a></td>
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<td>Dr. Robert Jennette, Director/University</td>
</tr>
<tr>
<td><a href="mailto:jennetter@easternct.edu">jennetter@easternct.edu</a></td>
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<tr>
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<tr>
<td>Kristen Flower, Secretary</td>
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<td><a href="mailto:flowerk@easternct.edu">flowerk@easternct.edu</a></td>
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<td>LaMar Coleman, Director</td>
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<tr>
<td><a href="mailto:colemanl@easternct.edu">colemanl@easternct.edu</a></td>
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<tr>
<td>Angela Bazin, Associate Director</td>
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<tr>
<td><a href="mailto:bazina@easternct.edu">bazina@easternct.edu</a></td>
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<td>Paul Serignese, Assistant Director</td>
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<td><a href="mailto:serignese@easternct.edu">serignese@easternct.edu</a></td>
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<tr>
<td>Sonya Kutschker, Administrative Assistant</td>
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<tr>
<td><a href="mailto:kutschkers@easternct.edu">kutschkers@easternct.edu</a></td>
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<tr>
<td>Kemesha Wilmot, Coordinator</td>
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<tr>
<td><a href="mailto:wilmotk@easternct.edu">wilmotk@easternct.edu</a></td>
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<td>Angelo Simoni, Director</td>
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<tr>
<td><a href="mailto:simonia@easternct.edu">simonia@easternct.edu</a></td>
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<tr>
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<tr>
<td>Hazel Gage, Secretary</td>
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<tr>
<td><a href="mailto:gage@easternct.edu">gage@easternct.edu</a></td>
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<td>Michelle Delaney, Director</td>
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<td><a href="mailto:delaneym@easternct.edu">delaneym@easternct.edu</a></td>
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<tr>
<td>465-5104</td>
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<tr>
<td>Candace DeAngelis, Associate Director</td>
</tr>
<tr>
<td>(Student Leadership and SOAR)</td>
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<tr>
<td><a href="mailto:deangelis@easternct.edu">deangelis@easternct.edu</a></td>
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<tr>
<td>465-4446</td>
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<tr>
<td>Casey Bandarra, Assistant Director (CAB)</td>
</tr>
<tr>
<td><a href="mailto:bandarrac@easternct.edu">bandarrac@easternct.edu</a></td>
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<tr>
<td>465-0198</td>
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<tr>
<td>Chris Ambrosio, Coordinator of Clubs</td>
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<tr>
<td><a href="mailto:ambrosioe@easternct.edu">ambrosioe@easternct.edu</a></td>
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<tr>
<td>465-4304</td>
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<tr>
<td>Margo Mulholland, Secretary</td>
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<tr>
<td><a href="mailto:mullhoollandm@easternct.edu">mullhoollandm@easternct.edu</a></td>
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<td><a href="mailto:vetstu@easternct.edu">vetstu@easternct.edu</a></td>
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<td>465-0401</td>
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<tbody>
<tr>
<td>Starsheemar Byrum, Coordinator</td>
</tr>
<tr>
<td><a href="mailto:byrums@easternct.edu">byrums@easternct.edu</a></td>
</tr>
<tr>
<td>465-4314</td>
</tr>
</tbody>
</table>
Administration
Jeffrey A. Garewski: Director of Public Safety/Chief of Police
Gregory B. Sneed: Associate Director of Public Safety/Deputy Chief of Police
Thomas A. Madera: Lieutenant/Operations Commander
Karen L. Collins: Administrative Assistant

Records and Parking
Jo-Ann Pomo: Secretary 1

Investigative Services
Det. Kevin Snow 300

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

Investigative Services
Det. Kevin Snow 300

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

Patrol Services
Ofc. Jene Comstock 375
Ofc. David DeNunzio 347
Ofc. Timothy Flynn 369
Ofc. Kelly Gerent 365
Ofc. Mark Kuchta 367
Ofc. Gilbert Miranda 344
Ofc. Jennifer Murphy 349
Ofc. Nancy Purvis 335
Ofc. James Salvatore 374
Ofc. Bruce Tyler 372

Communications
B&G Ofc. Lisa Lester 502
B&G Ofc. Heather Rohan 512
B&G Ofc. Mark Sullivan 509
Jaye Fletcher 517
Wayne Fletcher 518
Reed Seitz 519

Shuttle Services
Richard Balogh
William Decyk
Philip Desrosiers
David Gadoury
Paul Generous
Vincent Ives
Shirley Krause
Nicholas Lucas

Parking Authority
Rick Boardman 402
Rick Nadeau 401

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

*If you ever have a concern or problem with an officer, please notify your Pro Staff member.*
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 resident assistants an opportunity to speak informally 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 Pro Staff 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 Pro Staff 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 Assistants and 1 Pro Staff 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 Pro Staff).
- 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 Portfolio Checklist**

**Cover Letter**

1. One page
2. What skills do you bring to the position (give examples)?
3. Where and how have you grown within the RA position?
5. Application of what you have learned throughout training, LEAP, one on ones, conferences, and developmental theory; First Year Students, Transfer Students, Students in Transition, Seniors.

**Resume**

1. Resume for the RA position
2. Speak with Career Services and/or your Pro Staff for assistance

**RA Assessment Summary Sheet**

1. Copy of your RA Assessment Summary Sheet
2. Reflective Essay

**Programming**

1. Examples of your programs:
   - Educational, Inclusion, and Social
   - First semester RAs must have at least Educational and Inclusion examples
2. Different Aspects (only 5-8 sentences for each, be concise and to the point)
3. Program Request – How did you come up with the program? What needs were you aiming to fulfill? What was the thought process behind the creation of the program?
4. Program Evaluation – Did the program achieve the impact you were looking for? What went well? What would you have done differently?

5. Program Assessment – What was the goal of the program? What were the Objectives that lead to the goal? How did you assess your objectives? How did you know you achieved the objectives?

6. Pick good examples from programs you have done. If you were less than great at programming, highlight what you learned and how you will improve.

Community Development Activities and RA-Resident One on Ones

1. List of the Community Development Activities that you conducted
2. Reflective essay on your Community Development Activities collectively or individually.
3. Reflection on your RA-Resident One on Ones

Bulletin Boards

1. Photos and/or portions of a board
2. What was the purpose of the board
3. How was it intended to meet the needs of the community?
4. Why is the information relevant?
5. What did you learn from this?

Door Decs

1. Copies and/or photos of Door Decs
2. What did you learn from these Door Decs?

Anything else

1. Did you handle any incidents or crisis situations
2. Professional development
3. Personal growth
4. RHA or UROC experience
5. Theme housing interest
6. Other responsibilities

**Portfolio Presentation**

Portfolio Presentations are approximately 15 minutes of the RA presenting and 5-10 minutes of questions from the committee. The questions will occur after each section of the presentation as outlined below, please stop so the committee does not interrupt you. Please practice your presentations as this is a professional interview.

You are welcome to use a visual aid such as PowerPoint, photos, handouts or poster boards.
• PowerPoints should not be used for the entire presentation, but rather as a guide for showing key points and/or photos. Limit 10 slides
• PowerPoints must be emailed to TBD by TBD. All PowerPoints will be already downloaded and ready for you at your interview time.
• Posters and other handmade visual aids should be neat, organized and easily read

This section is intended for you to highlight your growth as an RA and person at Eastern
Highlight portions of your cover letter
1. What was the most beneficial portion of your training? (Could be RA Training, one-on-ones, professional development opportunities, etc.)
2. What have you learned from this training?
3. How has this experience helped you to grown in the position?

This section is intended for you to highlight your creativity, follow through and resident education
Highlight two of your programs
1. What did the program consist of?
2. How did you assess the program?
   How did you know that residents learned something
3. How involved were the residents?
4. What did you take from the program? What did you learn? How can you use this to improve with future programs?

How did you build your floor area community and engage your residents
1. What did the Community Development Activities consist of?
2. How were your RA Resident One on Ones
3. What did you learn?

This section is intended for you to present what you are capable of doing through your experiences
Future Goals
1. How will you use what you have learned to progress in the RA position?
2. What’s new for next year?
   • Ideas for programming, door decs, etc
   • Personal development
     1. What will you be involved with in order to further develop as an RA
     2. How will your time management and prioritizing change after being in the position for a semester or more

What type of community do you see yourself working with? Why?
SEXUAL ASSAULT RESPONSE PROCESS
Procedures for Responding to Sexual Assault
and Relationship Violence

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 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
Best Western Staff Coverage Plan - Fall 2013

8/30-9/1  Best Western
9/6-8     Best Western
9/13-15   Burr
9/20-22   Crandall
9/27-29   Burnap
10/4-10/6 Winthrop
10/11-13  Laurel
10/18-20  Mead
10/25-29  Occum
11/1-3    Niejadlik
11/8-10   Noble
11/15-17  Nutmeg
11/22-24  Best Western (Thanksgiving)
11/29-12/1 Low Rise (Friday, Saturday) High Rise (Sunday)
12/6-8    Constitution
12/13-15  Best Western

Weekend Coverage at the Best Western is identical to coverage on-campus starting in the RA Office, Best Western room 137.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Friday</td>
<td>7pm-1am</td>
</tr>
<tr>
<td>Saturday</td>
<td>7pm-1am</td>
</tr>
<tr>
<td>Sunday</td>
<td>7pm-midnight</td>
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</table>

It is expected that any visiting RA coverage will conclude with the covering RA sleeping in that room until duty concludes at 7am the following day.

Your first back up is the Pro Staff on Duty due to the fact that campus police do not have jurisdiction at the Best Western. In case of emergency as always dial 911 and then the director on duty.
Roommate Expectation Form

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/apartment? 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 _________