



Characters Welcomed!!

Resident Assistant Training 2014

Now Presenting:

**Clifton G.
Gibbons IV**

**Residence Life
Coordinator**

Welcome to



Resident Assistant Training 2014-15



Resident Assistant Manual



“Characters Welcomed!”



Resident Assistant Training – Fall 2014

“Characters Welcomed”

August 1 – August 16



***All training sessions, unless otherwise indicated, will be held in The Landing...Located in the Nest**

August 1st

8:30am – 1:30pm	<i>The Justice League</i> – Check-in for Resident Assistants
1:30pm – 3:30pm	<i>Figure it Out</i> – Employment Paperwork / Presentation Overviews
3:30pm – 5:30pm	<i>Futurama</i> – Contracts, Expectations and Duties Clifton G. Gibbons and Lancelot Darville
6:00pm – 9:30pm	<i>Animate Your Future</i> – Dinner and Theme Party

August 2nd and 3rd

Have a great weekend and get settled in!

August 4th

9:00am – 11:30am	<i>The Angry Beavers</i> – General Procedures and Community Standards Lancelot Darville and Clifton Gibbons
12:00pm – 1:00pm	<i>Scooby Snacks</i> – Lunch
1:15pm – 5:00pm	<i>Harold and the Purple Crayon</i> – Davies School Supplies Trip
6:00pm – 8:30pm	<i>Krabby Feast</i> – Dinner and a Movie (Meet in The Landing)

August 5th

9:00am – 9:20am	<i>Hey Arnold!</i> – Team Builder
9:30am – 11:45am	<i>Inspector Gadget</i> – Health and Safety Inspections Chasity Sanders and Kayla Wilkinson
12:00pm – 1:00pm	<i>Scooby Snacks</i> – Lunch
1:15pm – 2:15pm	<i>Handy Manny</i> – Maintenance Seminar and Walk Through Sodexo Maintenance Staff
2:30pm – 5:45pm	<i>Little Einsteins</i> – uCondition RCF { <u>Rent Ready</u> } Training Seminar Lancelot Darville, Jr. (<u>Complete RCF's by 6pm {DOCUMENT TROUBLED SPACES}</u>)
6:00pm – 9:00pm	“The Proud Family” – Dinner and Talent Show

Get Ready for Camp!!



August 6th

6:45am	<i>Go, Diego, Go!</i> Meet in the Nest Lobby
7:00am – 8:00am	“The Boondocks” Depart for Camp Chandler
8:30am – 9:30am	Breakfast
9:45am – 11:30am	Fun Activity
11:30am – 12:00pm	Break and Clean-up
12:00pm – 1:00pm	“Scooby Snacks” - Lunch
2:30pm – 3:30pm	“I Choose You...” – Community Building Meredith Foresee, Nicolas Piñones and Samantha Blakely ~ Located in the Chapel ~
3:45pm – 4:45pm	“Here I Come to Save the Day!” – Emergency Procedures Lancelot Darville, Jr. ~ Located in the Chapel ~
5:00pm – 6:00pm	“Krabby Feast” – Dinner
6:30pm – 8:00pm	“Enforcers Assemble” – Staff Bonding/Campfire

August 7th

8:30am – 9:30am	Breakfast
9:45am – 11:30am	Fun Activity
11:30 – 12:00pm	Break and Clean-up
12:00pm – 1:00pm	“Scooby Snacks” - Lunch
1:15pm – 2:15pm	“The Bear Necessities” – Positivity Presentation & BCD Meeting Tamario Harris ~ Located in the Chapel ~
2:30pm – 3:30pm	“Welcome to My La-bora-tory” – RA/Housing Programming Seneithia Parker and Clifton Gibbons ~Located in the Chapel
3:45pm – 4:45pm	“Booya!” – Pack and prepare for departure from camp
5:00pm – 6:00pm	“Krabby Feast” – Dinner
6:30pm – 8:00pm	Game Night

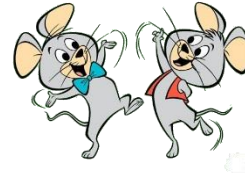


August 8th

7:30am	Report to Bus
8:00am – 9:00am	Depart for Auburn Univ. Montgomery
10:00am – 11:45am	“The Watchtower” – Front Desk and Duty Rounds Cheize Brown and Nichole Weyant – Meet in Warhawk Lounge
12:00pm – 1:00pm	“Scooby Snacks” / Housing Staff Retreat – Lunch
1:15pm – 2:15pm	“In Brightest Day...In Blackest Night” – Incident Reports Meredith Foresee and Sara Homsher
2:30pm – 3:30pm	BCD – Prep
3:45pm – 5:45pm	BEHIND CLOSED DOORS
6:00pm – 7:30pm	“Krabby Feast” – Dinner

August 9th & 10th

Enjoy Your Weekend Off



August 11th

9:00am – 9:20am	“Wake Up” – Team Builder
9:30am – 11:45am	“Characters Welcomed” – Move-in Preparations (Re-evaluate Bedrooms) <u>Evaluations must be completed and submitted by 11:45am</u>
12:00pm – 1:00pm	“Scooby Snacks” – Lunch
1:15pm – 2:15pm	“I Have the Power” – Conflict Resolution Ms. Lakecia Harris
2:30pm – 3:30pm	“Eh, What’s Up Doc?” – Mental Health and Housing Counseling Center
3:45pm – 5:45pm	“Blue’s Clues” – Selfie Scavenger Hunt Meet in the Landing
6:00pm – 9:30pm	“Krabby Feast – Super Size It” – Dinner and Staff Meeting

***** Be sure to bring copies of your class schedules, campus work schedules and known off day requests. *****

August 12th

9:00am – 9:20am

“Wake Up” – Team Builder

9:30am – 11:45am

“Characters Welcomed” – Move-in Preparations

Keys and Swipes – Meet in the Landing

Evaluations must be completed and submitted by 11:45am

12:00pm – 1:00pm

“Scooby Snacks” – Lunch

1:15pm – 2:15pm

“Blind Justice” – Housing Security

Campus Police & Public Safety Awareness Seminar

6:00pm – 7:30pm

“Krabby Feast” – Dinner

August 13th

9:00am – 11:30am

“Characters Welcomed” – Move-in Preparations

Maintenance and Cleaning

11:45am – 12:45pm

“Scooby Snacks” – Lunch

1:00pm – 2:00pm

“Characters Welcomed...cont” – Move-in Preparations

Maintenance and Cleaning

2:00pm – 4:45pm

“Characters Welcomed...cont” – Move-in Preparations

Pack Envelopes – Meet in the Landing

6:00pm – 7:30pm

“Krabby Feast” – Dinner

August 14th

9:00am – 11:30am

“Characters Welcomed” – Move-in Preparations

Maintenance and Cleaning

12:00pm – 1:00pm

“Scooby Snacks” – Lunch

1:00pm – 5:45pm

“Characters Welcomed...cont” – Move-in Preparations

Decorations

6:00pm – 7:30pm

“Krabby Feast” – Dinner

READY.... SET..... GO!!



HAPPY MOVE-IN!!!

August 15th

8:00am – 8:50am	Breakfast
9:00am – 11:45am	Move-in
12:00pm – 1:00pm	“Scooby Snacks” – Lunch
1:15pm – 3:00pm	Move-in

August 16th

8:00am – 8:50am	Breakfast
9:00am – 11:45am	Move-in
12:00pm – 1:00pm	“Scooby Snacks” – Lunch
1:15pm – 3:00pm	Move-in



The Courtyards, The Commons, and Warhawk Hall

2014 – 2015



Expectations of Resident Assistants Employed with
Auburn Montgomery *Housing and Residence Life*

Under the Supervision of
Lancelot Darville, Jr. and Clifton Gibbons
Residence Life Coordinators

“Ignorantia legis neminem excusant”

Ignorance of the law excuses no one

The following sections address areas of importance associated with student employment around which guidelines have been established and will be upheld.

Role Model

- Completely and consistently support Housing and Residence Life and Auburn Montgomery. Support is not indicative of approval, acceptance, or embracing, but encourages professional tolerance.
- Be a positive role model in every aspect of your existence in the residence hall and campus or outside community. Watch what you do because people watch what you do. Regardless of your situation, you are subject to the judgment of others.
- **Practice what you preach!** Do not expect residents to exhibit characteristics or follow rules that you are not willing to abide by/uphold yourself.
- Exhibit responsible attitudes of your own use of alcohol. Under **NO** circumstances should you be under the influence of alcohol when performing any University responsibility. **At no point** should you offer or provide alcohol to any resident who is under the legal drinking age. Doing so can result in termination of your position.
- Maintain confidentiality with staff and residents and understand the limits of that confidentiality. Remember there are certain situations in which confidentiality must be broken. If an incident or issue involving a resident or fellow staff member exceeds your expertise, forward the issue to the Residence Life Coordinator.
- Disagreements and discontent with University Housing and Residence Life policies and procedures should be dealt with through the proper channels; **always follow protocol first.**
- Do not allow personal/intimate relationships with other residents and/or staff members to impair your judgments. Thoughtfully consider the implications before cultivating such a relationship; our actions carry heavy consequences.

Communication/ Interaction

- Support each other. If you disagree with the manner in which a fellow RA approaches a situation, handle the situation in a professional manner and address the discrepancy in private with the RA in question.
- Remember that handling disagreements in a public arena can be seen as a threat to the residential community and will be handled as such.
- If you have a problem with another staff member, please take that concern to that person and not to other staff members. If the two of you cannot resolve the conflict, seek the assistance of your Supervisor. Please resolve conflicts as soon as possible and do not allow issues to build up. Being a negative influence affects the positive energy of our staff and will not be tolerated in our community. This behavior will be considered a legitimate staff concern.

- Become familiar with campus resources so that you can inform residents.
- If you are unclear about the answer to a question, avoid offering incorrect information; ask another RA or forward the request to your Supervisor.
- Use discretion with what you say on your voicemail and how you say it. This message can be reflective of your demeanor and/or attitude.
- Check your staff mailboxes, located in The Commons RA Office, **every** Wednesday and when requested by a Housing staff member. Mailboxes will be used to distribute sensitive information that must be delivered in a timely manner. An empty mailbox is an indication that you have picked up the information that has been left for you. **Failure to check the box will result in disciplinary action.**
- Check your email at least once daily. There will be times when messages are left that must be retrieved immediately.
- Email is regarded as the official form of communication, but we all, as a staff, also use *GroupMe* to send out reminders and remain in contact as a team. You do not have to download the *GroupMe* App, but doing so makes it more user-friendly.

Community Responsibility

- You are expected to treat each resident fairly and with respect even if they do not reciprocate the same. Always be aware of negative perceptions you may give off and remember your role as a RA in the community.
- Weekday duty begins at 5:00 p.m. and lasts until 8:00 a.m. the next day. Weekend duty begins 5:00 p.m. Friday through 8:00 a.m. Monday. You are expected to be in the building (preferably), or on campus at ALL TIMES while on duty. Do not go to class or leave campus with the duty phone. Anytime these requirements cannot be met, you must secure someone to cover you while you are gone. Failure to uphold duty obligations may result in disciplinary action.
- There should be at least three rounds completed and documented of the building when you are on-duty. The last round Sunday-Thursday should be done no earlier than 10:00pm; Friday-Saturday no earlier than 12am. Note anything out of the ordinary, including any maintenance issues and follow up with each situation properly.
- Duty reports must be submitted electronically by **10am** the following morning. If you are on weekend duty, duty reports for all 3 nights must be submitted by **10am** the following Monday morning.
- Even if you are **not** on-call, you are **not** excused from dealing with situations that occur in your area. Do not forward all situations to the on-duty RA. The on-duty RA is there to cover for you in case you are out of the area.
- Consistency is the key when dealing with resident or staff interactions. Wavering or inconsistent behavior can be misread or misunderstood.

- Please be careful not to discuss resident disciplinary actions w/ other residents. When addressing resident issues with staff, it should be done in a controlled situation, ie. Staff meeting, one-on-ones, etc. **Refrain from frivolous GOSSIP!**

Emergencies, Conduct, Documentation

- Incident reports should be filed on all out of the ordinary situations that occur in the residence halls.
- Follow-up reports should be completed, within 12 hours, on any major housing issue that occurs and/or by request of a Housing staff member.
- **Without timely, proper, and correct documentation**, the appropriate action cannot be taken for the situation(s) in which a policy is broken.
- **Even if you don't know who broke the policy**, IRs will be kept on file in case the violator is later determined.
 - An IR should be filed for any emergency or unusual situation that arises in the halls. These will also be kept on record in case a similar situation occurs in the future.
 - If you are uncertain about whether or not to submit an IR, complete one anyway, for good measure.
 - Reports should be submitted within 12 hours of the incident, although a Housing staff member may request that you complete it sooner.
- Don't try to be the "good guy." It makes life difficult for the rest of the staff, places countless potential burdens on you, and could ultimately jeopardize your job security. Whenever you are tempted to "let something go this one time," think about the ramifications that could come from this oversight.
- If you deal with a situation that is in another area, be sure to notify and include an RA in that area, if possible.
- **DONT'S:**
 - Don't allow your peers to make you feel guilty for doing your job.
 - Don't say "I'm sorry...it's my job." If you regret enforcing policies, then maybe you should evaluate your ethics and seek alternative employment.
 - Don't not try to predict the sanction that a person might receive. The Residence Life Coordinator may ask your opinion concerning a case, but ultimately have sole authority to make decisions on a resident's status.
 - **Don't risk your own personal well-being** as it relates to incidents involving violent acts, illegal substances, threats of danger, etc. Contact Campus Police immediately. Never place yourself in the line of fire.
 - Don't be a broken record. If you threaten to document residents for violating community rules, then do so. **Repeated warnings will weaken your credibility as a Resident Assistant.**

Time Commitment/ Administrative Issues and Responsibilities

- Each RA will be responsible for working during one of three breaks – Christmas, Thanksgiving, and/or Spring Break.
- Please set aside the following amount for time for each of the following engagements/activities:
 - Staff Meeting: Approximately Two Hours Biweekly
 - One-on-One Meeting: Approximately 30 minutes monthly
 - Departmental/Committee Meetings: As Scheduled
 - RA Desk Hours: Four Hours Weekly
 - On-Duty: As Scheduled
 - Time for Residents: As Much as Possible
- **Be prompt to all meetings!** Failure to attend without prior consent or arriving more than five minutes late is not acceptable, but rather inappropriate, and will result in disciplinary action. If you are going to be late, please call in advance.
- Deadlines have a distinct purpose and are expected to be met when assigned. Failure to meet deadlines will be considered a neglect of duty and will result in disciplinary action.
- **All paperwork/reports should be correct, neat, timely, and thorough.** Housing staff members reserve the right to require an RA to redo incorrect or untidy paperwork.
- The RA position requires you to work 4 desk hours per week. RAs are allowed to hold other forms of on-campus employment provided this employment does not negatively affect RA performance. As a desk assistant, your total salaried hours per week must not exceed 20 hours. Exceeding 20 salaried hours per week will result in disciplinary action and possible termination as a Desk Assistant.
- Desk shifts are an essential element of your employment with Housing and Residence Life. When you fail to fulfill desk responsibilities, you deny the citizens of our residential community of their rights. Tardiness, misbehavior, or absence from desk shifts may result in termination of employment.
- With regards to professional work behavior, please abide by the following guidelines when serving at the front desk:
 - **Be on time without exception!**
 - Dress appropriately. You are coming to work and are expect to wear tasteful and appropriate attire.
 - Answer the front desk phone and monitor its usage to maximize its availability; limit personal conversations to 3 minutes on the university phone.
 - **Limit cell phone usage and use all electronic devices appropriately.**
 - **Homework, phone calls, television, etc. are “perks” of the position, not to be confused as the purpose of your performance.** RAs serve at the front desk to assist students in various areas including visitation, hall concerns, campus questions, policy explanation, etc.
 - If you choose to watch movies via laptop, surf the web, or play music beware of the volume and content. Do not let this recreational device damage or destroy customer service.
 - Only Residential Life staff may be behind the desk area at any time.

- You should not abandon the visitation desk at any time. When emergency circumstances arise, contact another DA or RA for assistance.
- If you wish to exchange shifts with another staff member (RA or DA), please do so in writing by emailing your Supervisor and carbon copying (CC) the individual that has agreed to exchange shifts with you. This must be done at least **48 hours** in advance. The role of the Residence Life Coordinator does not include the facilitation of any shift changes to accommodate any personal preferences.

Safety and Security

- You are expected to assist in maintaining the safety and security of the hall. Be attuned to open doors and windows, disruptions outside the building, and maintenance issues.
- Educate your residents on how they may maintain security in their area. Encourage them to lock their doors and confront the unsafe acts of others.
- Formulate a functional relationship with Campus Police Officers. If at any point you feel that they are not acting appropriately, report to your supervisor privately regarding the issue.

Communication/Interaction with Residence Life Coordinator

- Text messages will not be considered an official form of communication; telephone calls, emails, and personal conversations will.
- Allow your RLC to be your advocate, not your adversary. The RLC will work to protect your rights as you strive to enhance our community through your performance as a resident assistant.
- Honesty is the only policy in dealing with our work. Feel free to give your RLC constructive feedback in order to complete his job effectively.
- RLCs are in office hours between 8:00am-5:00pm, Monday-Friday. Feel free to drop in with questions and comments, for counsel, or friendly advice.
- Issues may arise involving University activities or issues that exceed the RLC's ability to share information with you. Please respect professional confidentiality, even when you may not completely understand its rationale.
- The best source of information is the original source. If you ever have any questions or concerns about something that has been done, "said", or "unsaid" **please address those issues with the RLC** so that we can grow in communication with one another.

Programming

- The key to effective programming is meeting the needs of the residents.
- You are responsible for 1 active program per month, participation in 1 housing-wide program per month, and conducting 1 floor meetings per semester.

- Resident Assistants are required to passively program through use of bulletin boards. Bulletin boards should include some sort of educational and/or informational element.
- Program proposals must be submitted to the Residence Life Coordinator for the entire semester using the schedule below. Programs must be approved before you may start planning and advertising. Please note that supply-requests take additional time.
 - Fall Semester: The Friday following the first full week of classes.
 - Spring Semester: The Monday before the first full week of classes.
- Monthly programs are allocated a budget of approximately \$25.
- Effectively publicize your programs; one flier is not effective or acceptable. Flyers or anything used to promote your program must be up **at least one week** prior to the programming event.
- Each month your program must address a different dimension of information: Learning, Educational, Awareness, Responsibility or Needs.
- Evaluations must be completed for every RA program. RAs are required to provide a QR Code sheet to the residents attending their program and encourage them to complete the evaluation honestly. **Failure to do so will result in disciplinary action.**
- The attendance sheet (*with resident signatures in their handwriting*) must be submitted to the Residence Life Coordinator (in his/her mailbox) within 24 hours of program completion.
- In addition to your programming requirements, you may be asked to participate in special projects throughout the semester.
- Be creative with your programs and make the experience enjoyable for all those involved!
- RAs are highly encouraged to attend each hall program unless you are in class or working. It's very important that we support each other in this area.

Additional Items

- **STUDY!** First and foremost, you are a student. Academic performance takes all precedence in your student position; all RAs must maintain a minimum of 2.5 GPA. Remember that extracurricular activities are only aspects of the collegiate experience and not regarded as academic requirements by the Department. Poor academic performance can result in a probationary work status.
- **NO GOSSIP!** It is nobody's business what any other staff member or resident is doing in his/her free time.
- Explore your own personal creativity. Monitor and enrich your emotional health.

- Please try to do more than just the minimum requirements. “When you exert the minimum effort to move something that requires force, the object will never budge.” This is also true in your role as an RA.
- Please avoid the following words or phrases:
 - “Kids” or other phrases that might describe our residents as anything less than adults.
 - Any comments that would demean someone because of their race, background, gender, culture, or sexual orientation.
 - Watch your language when speaking to residents, parents and other University staff. What you find offensive, may be different than what they find offensive.
 - Don’t embellish anything that happens. Stick to the facts and the truth.
- Please use the Master and Sub Master Keys appropriately. **You will be held financially responsible for any lost Master keys.**
- **Always include another RA or staff member before keying into a room.**
- Most importantly, keep your sense of humor and HAVE FUN! If you do not enjoy what you are doing, you will not do it well. We all, as a team, should strive to do our jobs to the best of our abilities. This means occasionally taking some time to rejuvenate, recover, and relax.

Resident Assistant Resources

- **Reslife.net**
This website offers cool informational pieces on programming, self-help materials, how to take the RA position to the next level, ideas for door tags, a listserv to join to communicate with other RAs across the country, sample icebreaker activities, tools to be successful in the RA position, and more. This site is great just to get some foundational information and learn some of the common practices throughout the country of RAs like yourselves.
- **Residentassistant.com**
This is where you can get a bulk of information that you will ever need to see sample products other RAs have submitted from across the world. This is great if you are having no creativity and need to get a jump on your work. This interface is one of the easiest to navigate and is maintained the most frequently with updates. It is also the most user-friendly in that it categorizes subject areas of the RA position that you may want to learn more about. It has a built-in internal search engine that will enable you to find just what you may be looking for.
- **National Residence Hall Honorary (NRHH)**
Are you stuck on a programming idea? Maybe you don’t know where to begin or just need an extra push? Have no fear... The National Residence Hall Honorary is here to save the day! The NRHH is the only nationwide organization that exclusively recognizes leaders in the residence halls. Although AUM does not have a chapter, we can still benefit from the services offered. NRHH offers an “Of the Month” Database electronically (<http://www.nrhh.nacurh.org/otms>) that catalogs all of the archived winners across the nation for various programs that was put on at their respective campus locations. <http://www.nrhh.nacurh.org/otms>

**Auburn Montgomery
Housing and Residence Life
Expectations Affirmation**

I, _____, have read and do hereby acknowledge my
(print name)
understanding of the ideas expressed through the expectations of my Supervisor.

Furthermore, I pledge to uphold these expectations to the best of my ability in my service to the Department of Housing and Residence Life at Auburn Montgomery throughout the 2014-2015 academic year. I understand that failure to meet the expectations of my supervisor will result in corrective action.

I hereby agree to the above conditions on this, the _____ day of August, 2014.

(Signature of Respondent)

(Date)

(Signature of Supervisor)

(Date)

