

HELLO!

Welcome to the RA team for PNW's University Village! We're thrilled to have you join us and can't wait for you to jump into this exciting role.

As a Resident Assistant, you're going to be the heart and soul of our community of over 800 students, an all time record! Your job isn't just about making sure rules are followed - it's about creating a welcoming and fun environment where everyone feels at home and ready for the crazy college journey. You'll be making a big impact on our residents' lives, and we know you'll bring a lot of positive energy to the job. Here's a small sneak peek at what's coming up:

- **Make Lifelong Friends:** You'll have the chance to connect with a bunch of amazing residents and help them feel settled in during Welcome Week
- **Plan Cool/Interactive Events:** From game nights to Club UV to Friendsgiving, you'll get to organize events that bring everyone together.
- **Learn and Grow and Eventually Graduate:** There's plenty of training and development ahead to help you shine in your role and beyond.

We're here to support you, so if you ever have questions or need a hand, just reach out. As former RAs at PNW, we understand exactly what you're going through and are here to help! Remember, you've got a whole team cheering you on and so many potential new friends among our residents!

Thanks for jumping in and bringing your enthusiasm. We're excited to see what you'll do this year!

Sincerely,

Viv and Gerald
Residential Learning Coordinators

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Purdue University Northwest

University and HRE Mission Statements

University Mission

Purdue University Northwest, in the land grant tradition of learning, discovery, and engagement, provides high-quality, innovative undergraduate and graduate education to students of northwest Indiana and beyond. We create a welcoming environment that promotes critical inquiry through experiential learning, faculty scholarship, civic engagement, and community partnerships.

Housing and Residential Education Mission Statement

The Department of Housing and Residential Education at Purdue University Northwest seeks to create an inclusive and positive student-centered environment by providing affordable, safe, and convenient apartment-style living. Through high-quality, interactive, and relevant programs, we support and complement each residential student's academic experience. With our dedication to co-curricular practices, we will continue to build and enhance the PNW on-campus experience, equipping our residents to become productive global citizens.

HRE Personnel

Department Organization

The Department of Housing and Residential Education employs approximately 20-55 students and University staff. Each position is an important link in the Department. Each employee is an important human resource. We can only meet the needs of the residents and the University community by working together.

Resident Assistant Position Description

The Resident Assistant Staff are paraprofessional graduate and undergraduate members of the Department of Housing and Residential Education. Resident Assistants report directly to the Residential Learning Coordinator and are responsible for establishing and maintaining an atmosphere that promotes the educational, social, cultural, and personal development of residents. The Resident Assistant must project a sense of caring and concern for each resident. The following enumerated responsibilities comprise the significant duties assigned to Resident Assistants. Other duties may be assigned to the Resident Assistants by any Senior Staff member.

Community Development

- Establish and maintain a cohesive community whose members share personal responsibility for the development of behavior norms and appropriate resident conduct.
- Promote and maintain a living environment that meets the physical safety, emotional security, and comfort needs of all residents.
- Develop and maintain an environment that promotes respect for individual rights, promotes community development, and respects the dignity of all members.
- Assess community growth and development needs by sharing interactions with individual students and spending time in the University Village Community.
- Meet regularly with individual residents and groups to explain and promote policies and programs, assess needs and community goals, and respond to student concerns.
- Learn and share with the Residential Learning Coordinator the names, background information, and the academic/personal goals of residents.
- Conduct weekly interactions with each resident assigned to their floor.

Leadership Development

- Identify potential student leaders. Support and direct their involvement in University Village Hall Council and during floor or hall activities.
- Promote and encourage resident participation in University and community organizations and leadership roles therein.
- Attend leadership development activities and conferences as requested by the Assistant Director for Residential Education and/or Residential Learning Coordinator.
- Attend all Resident Assistant and Community Assistant Training events.
- Participate in Resident Assistant In-services as assigned by the Residential Learning Coordinator.

Residential Education Opportunities

- Resident Assistants are responsible for contributing to a beneficial living/learning atmosphere on their wing/floor. Specifically, a Resident Assistant is expected to:
 - Initiate and implement Residential Education opportunities and activities to address the needs, interests, and concerns of the residents. Specific Residential Education opportunity requirements are outlined in the Residential Education section of the RA Manual.
 - Assist with responses to immediate community concerns such as fire, environmental safety issues, personal or property safety issues, and other crisis situations as indicated by Senior Staff members.

- Assist and support the University Village Hall Council while completing Residential Education requirements as outlined in the Residential Education model.

Mentoring

- Resident Assistants are responsible for effectively initiating the appropriate referral procedures affecting students experiencing personal crises. Specifically, a Resident Assistant is expected to:
 - Provide basic personal care and appropriately refer students experiencing a crisis or exhibiting need, which means making student referrals to counselors, advisors, and professional staff as necessary.
 - Complete an Incident Report (IR).
 - Respond immediately and directly to crisis situations and take appropriate action in accordance with policies and procedures.
 - Follow the directions of the Senior Staff Member on Duty and all other professional staff members.
 - Report all pertinent information immediately.
 - Notify the Senior Staff Member on Duty of all appropriate referrals.

Resident Conduct

- Resident Assistants are responsible for responding to student behavior to ensure an atmosphere conducive to living and learning. Resident Assistants enforce the rules and regulations fairly throughout The University Village community and report incidents that occur on campus. Specifically, a Resident Assistant is expected to:
 - Abide by and enforce all university policies and procedures, residence hall policies, and local, state, and federal laws as outlined in the Student Code of Conduct, the Resident Handbook, and the HRE Staff Manual(s). Under no circumstances should a Resident Assistant ignore the violation of a regulation or policy committed by a resident, guest, or fellow Resident Assistant, nor violate regulations or policies that residents are expected to follow. Instead, Resident Assistants should confront behavior inconsistent with these policies and submit proper documentation.
 - Consult with a Senior Staff Member before, while, and after enforcing policies and procedures.
 - Maintain accurate records of confrontation and student behavior inconsistent with the Student Code of Conduct and the HRE Resident Handbook.

Duty

- The Resident Assistant will partake in the duty rotation.
- See duty expectations for full list of expectations

Administration

- Resident Assistants are called upon to provide administrative support, which is important to the operation of The University Village Community and the Department. A Resident Assistant is expected to:
 - Attend all weekly staff meetings and bi-weekly one-on-one meetings.
 - Maintain timely written and verbal communication with the Residential Learning Coordinator.
 - Complete all assigned administrative tasks thoroughly, accurately, and on time (such as incident reports, duty logs, unit condition checklists (RCRs), and other reports).
 - Perform proper check-in and check-out procedures of residents.
 - Check and empty staff office mailboxes on a daily basis. Post PNW and Housing and Residential Education information in designated areas daily. Respond to all messages and notes promptly (i.e. email, phone messages).
 - Maintain daily contact with immediate supervisors and discuss concerns relative to job performance and academic performance.
 - Participate in fire drills. Lead and organize residents during and after fire alarms, tornado warnings, and other community crisis situations.
 - Provide timely and accurate information regarding residence hall physical facilities, maintenance needs, and student safety concerns.

Additional Duties

- Participate in committee assignments designated by the Residential Learning Coordinator.
- Participate in departmental initiatives that include but are not limited to Welcome Weekend, Resident Appreciation Week (fall and spring), Resident Satisfaction Survey, and Priority Placement Process.
- Work five (5) hours each week at the Service Desk.
- Assist in the coordination and implementation of the turn process of The University Village Community at the beginning and end of each school year as well as during breaks.
- Participate in the selection process of paraprofessional and professional staff as directed by the supervisor.
- Help with facilities-based concerns and safety issues.
- Additional duties assigned as needed.

Community Assistant Position Description

Community Assistant positions are held by both graduate and undergraduate students. Community Assistants are members of the Department of Housing and Residential Education team who are compensated hourly for working at the University Village Service Desks. Community Assistants report directly to the Assistant Director for Residential Education. Community Assistants are available at the Service Desks to assist students, staff, and visitors. The following responsibilities comprise the significant duties assigned to Community Assistants. Other duties may be assigned.

General Responsibilities

- Assist in maintaining 24-hour service desks by arriving 5 minutes prior to the start of assigned shifts.
- Complete an accurate inventory of all items at the desk at the start of every shift according to prescribed guidelines.
- Keep an accurate account of all hours worked by clocking in on Webclock at the beginning of their shift and clocking out on Webclock at the end of their shift.
- Keep confidential all information discussed in meetings, memos, or anything overheard from any of the staff offices unless directed to share the information with residents by a supervisor.
- Maintain clean and orderly service desks by adhering to the Assistant Director for Residential Education, and Front Desk Residential Learning Coordinator Guidelines for maintaining logs, guest check-in, temporary IDs, lock-out cards, etc.

Customer Service Responsibilities

- Assist Purdue University Northwest and the Department of Housing and Residential Education in answering questions from students, staff, and visitors or directing them to the appropriate means of obtaining the requested information, whether in person or via phone conversation.
- Greet everyone who enters the University Village with a smile and acknowledgment.
- Ensure that all administrators, faculty, and staff are greeted with a smile and asked if they need assistance.
- Correctly answer residents' questions concerning vending machine and laundry refunds due to machine malfunctions. HRE does not supply refunds. Residents may contact the vendor and request a refund by calling the vendor listed on the designated machine.
- Assist residents with lock-out cards when locked out.

Administering Services Responsibilities

- Answer the service desk telephones and transfer calls according to guidelines and procedures outlined by the supervisor and the Community Assistant Manual.
- Accurately check guests in and out at the desk through StarRez.
- Ensure that resident IDs that are given in exchange for equipment, games, etc., are not lost or stolen and are stored according to guidelines.
- Direct students to the Housing and Residential Education forms as needed and advise students to contact the appropriate administrator if they have questions regarding the forms. Please consult the list of Staff responsibilities to accurately assess their needs.

Residence Hall and Community Leadership Responsibilities

- Assist in the implementation of departmental surveys, research studies, University Village Hall Council elections, etc.
- Adhere to the University Student Code of Conduct, all HRE rules and regulations, and Community Assistant expectations and policies.
- Other duties as assigned by the Department of Housing and Residential Education and its administration.

Terms of Employment

- Community Assistants are required to be enrolled in at least 1 credit hour (this is during the academic year; Summer CAs need only to be enrolled in school for the fall) to maintain re enrollment status. Must maintain a

good conduct standing with Purdue University Northwest, as discerned by the Department of Housing and Residential Education. Failure to maintain each of these standards will result in termination from the Community Assistant position.

- Maintain at least a 2.3 cumulative grade point average and a 2.3 semester grade point average. Community Assistant grades will be checked at the end of each semester and summer session.
- Must maintain a good conduct standing with Purdue University Northwest, as discerned by the Assistant Director for Residential Education.
- Period of employment is determined by the need of the Department and the applicant's preference. Typically, the employment term is for the academic school year (Fall & Spring). Training and preparation for Service Desk operations will require the Community Assistant's attendance and participation in training and activities prior to the start of the fall semester.
- The Community Assistant staff is responsible for maintaining 24-hour coverage of the Service Desks of The University Village. This will necessitate weekend responsibilities and assistance in covering vacant shifts.
- Pay is \$10.00 per hour for the hours worked between 6 a.m. and midnight. Hours worked between midnight and 6 a.m. are paid \$12.25 an hour. Community Assistants eligible for college work study will be paid at the equivalent rate.
- Any student employee is allowed a maximum of 25-30 hours per week for all campus employment combined during the academic year.
- International student employees cannot exceed 20 hours per week.
- If you qualify for Federal Work Study, please notify the Assistant Director for Residential Education.

Purdue University Northwest is an Equal Access/Equal Opportunity/Affirmative Action Employer that is Committed to a Diverse Workplace.

Resident Assistant

The Resident Assistant (RA) Terms of Employment

The Resident Assistant Staff members are paraprofessional graduate and undergraduate members of the Department of Housing and Residential Education. Resident Assistants are responsible for establishing and maintaining an atmosphere that promotes the educational, social, cultural, and personal development of residents. The Resident Assistant must project a sense of caring and concern for each resident. The following enumerated responsibilities comprise the significant duties assigned to Resident Assistants. Other duties may be assigned by any professional Housing staff member. The position requires dedication, flexibility, commitment, and enthusiasm. As student leaders, RAs will actively work to incorporate HRE's mission and values into their daily work.

Qualifications

- Undergraduate Resident Assistants must enroll and successfully complete at least twelve (12) academic credits at Purdue University Northwest. Graduate student Resident Assistants must enroll in and complete three academic credits. Courses must be taken for a letter grade. If a Resident Assistant falls below these required credits, they will need to resign from their position.
- Maintain at least a 2.5 cumulative grade point average and a 2.5 semester grade point average.
- Resident Assistant grades are checked at the end of each semester and summer session. All staff must maintain a 2.50 cumulative and semester grade point average. If either grade point average falls below this requirement, Resident Assistants will be placed on Academic Probation, or continued employment will be assessed. Resident Assistants whose grade point averages fall sharply between semesters may be removed from their position until they have demonstrated sustained academic recovery. If the Assistant Director of Residential Education retains the Resident Assistant, they will be placed on Housing and Residential Education Academic Probation.
- Although the Department of Housing and Residential Education may contact faculty throughout the semester to solicit academic progress reports, it is the responsibility of each individual Resident Assistant to track and manage their own academic success. Each Resident Assistant should express their academic progress during 1:1 meetings with the Residential Learning Coordinator.
- Maintain good Housing and Residential Education resident conduct and PNW student conduct standing.
- Applicants must have completed two (2) semesters as a fully enrolled student at Purdue University Northwest or any other institution of higher education.
- Must hold a Housing and Residential Education Contract throughout the term of employment. Each Resident Assistant will also need a \$200.00 housing deposit on file.

Community Development

- Establish and maintain a cohesive community whose members share personal responsibility for the development of behavior norms and appropriate resident conduct.
- Complete the required number of programs based on the housing programming model each semester that are thoughtful/intentional based on the needs of the community.
- Complete the required number of bulletin boards monthly.
- Promote and maintain a living environment that meets the physical safety, emotional security, and comfort needs of all residents.
- Develop and maintain an environment that fosters respect for individual rights, promotes community development, and respects the dignity of all members.
- Assess community growth and development needs by sharing interactions with individual students and spending time in The University Village Community.
- Meet regularly with individual residents and groups to explain and promote policies and programs, assess needs and community goals, and respond to student concerns.
- Learn and share with the supervisor and Senior Resident Assistants the names, background information, and the academic/personal goals of residents.
- Conduct monthly "side-chat" conversations with each resident assigned to the floor.
- Participate in departmental initiatives including Welcome Weekend, Resident Appreciation Week, Resident Satisfaction Survey, and Reapplication Process.

- Support and attend University Village Council (UVC) by attending events and meetings.
- Elect University Village Council (UVC) floor representatives at the beginning of each year.

Residential Education Opportunities

- Resident Assistants are responsible for contributing to a beneficial living/learning atmosphere on their wing/floor. Specifically, a Resident Assistant is expected to:
- Initiate and implement Residential Education opportunities and activities to address the needs, interests, and concerns of the residents. Specific Residential Education opportunity requirements are outlined in the training materials provided on Brightspace or in the Residential Education section of the RA Manual.
- Assist with responses to immediate community concerns such as fire, environmental safety issues, personal or property safety issues, and other crisis situations as indicated by Senior Staff members.

Leadership Development

- Attend all Resident Assistant and Community Assistant Training events and meetings.
- Participate in Resident Assistant in-services as assigned.
- Identify potential student leaders. Support and direct their involvement in University Village Council (UVC) and floor/hall activities.
- Promote and encourage resident participation in university and community organizations and leadership roles therein.
- Attend leadership development activities and conferences as requested.
- Complete Safe Zone Training each year of employment.
- Participate in committee assignments designated by the supervisor.
- Participate in the selection process of paraprofessional and professional staff as directed by the supervisor.

Mentoring

- Resident Assistants are responsible for effectively initiating the appropriate referral procedures affecting students experiencing personal crises. Specifically, a Resident Assistant is expected to:
- Provide basic personal care and appropriately refer students experiencing personal crises or exhibiting needs, which means making student referrals to counselors, advisors, and professional staff as necessary.
- Complete Incident Reports (IR) and provide information to Housing professional staff promptly.
- Lead and organize residents during and after fire alarms (drills), tornado warnings, and other community crisis situations.
- Respond immediately and directly to crisis situations and take appropriate action in accordance with policies and procedures.
- Follow the directions of the Senior Staff member on duty and all other professional housing staff members.
- Report all pertinent information/referrals immediately by notifying the Senior Staff member on duty.
- Complete QPR (Question, Persuade, Refer) training each year of employment.

Resident Conduct

- Resident Assistants are responsible for addressing student behavior to ensure an atmosphere conducive to living and learning. Resident Assistants enforce the rules and regulations fairly throughout The University Village community and report incidents that occur on campus. Specifically, a Resident Assistant is expected to:
- Abide by and enforce all university policies and procedures, residence hall policies, and local, state, and federal laws as outlined in the Student Code of Conduct, the Resident Handbook, and the HRE Staff Manual(s). Under no circumstances should a Resident Assistant ignore the violation of a regulation or policy committed by a resident, guest, or fellow Resident Assistant, nor violate regulations or policies that residents are expected to follow. Instead, Resident Assistants should confront behavior inconsistent with these policies and submit proper documentation.
- Consult with a Senior Staff member before, while, and after enforcing policies and procedures.
- Maintain accurate knowledge of the Student Code of Conduct and the Resident Handbook to ensure proper policy education during confrontation.
- Maintain confidentiality for all information learned by/through the Resident Assistant position.
- Understand the PNW & Housing Conduct process.

- Complete Campus Safety Authority, FERPA, QPR, and Title IX trainings each year of employment.

Duty

- See duty expectations for full list of expectations

Administration

- Resident Assistants are called upon to provide administrative support, which is important to the operation of The University Village Community and the Department of Housing and Residential Education. A Resident Assistant is expected to:
 - Attend all weekly staff meetings and one-on-one meetings.
 - Maintain timely written and verbal communication with the supervisor and Senior Resident Assistants via email.
 - Work five (5) required hours each week at the front desks.
 - Complete all assigned administrative tasks thoroughly, accurately, and on time.
 - Perform routine health and safety inspections and the proper check-in and check-out of residents.
 - Check and empty staff office mailboxes daily. Post PNW and Housing and Residential Education information in designated areas daily. Respond to all messages and notes promptly (i.e., email, phone messages).
 - Maintain daily contact with the immediate supervisor and discuss concerns relative to job performance and academic performance.
 - Provide timely and accurate information regarding residence hall physical facilities, maintenance needs, and student safety concerns.
 - Assist in coordinating and implementing the turn process of The University Village Community at the beginning and end of each school year and during breaks.
 - Be able to access and be knowledgeable of the Housing Website and all Housing processes/procedures.
 - Additional duties as assigned as needed.

Overall Remuneration (Annually)

- Each Resident Assistant will receive a free room along with a monthly stipend. This is outlined and approximated in your Employment Agreement.
- This remuneration is contingent upon the following:
 - Resident Assistants are not allowed to hold any additional employment (including external and on-campus positions) without the direct permission of their Residential Learning Coordinator. The CD will determine how additional employment will affect their job performance and may approve or deny additional employment.
 - Resident Assistants may not be a part of internships, academic commitments, or leadership positions that would affect their job performance. Resident Assistants must discuss and gain approval from the Residential Learning Coordinator to participate in extracurricular activities.

Resignation

If a Resident Assistant must resign from their position, they will need to contact their supervisor directly. The supervisor will coordinate the steps of the resignation with the Assistant Director. Resident Assistants may resign from their position but are still held to the terms and conditions of the Resident Housing Agreement (housing contract) and the rates for the resident will change. The resident may have to move out of their apartment immediately upon resignation.

Termination

Resident Assistants who fail to perform the duties of the position or meet any of the conditions listed in the position description or resident housing agreement may be terminated. Failure to meet the terms and conditions of the Resident Housing Agreement may also result in contract termination and residents will be held to the terms and conditions of the agreement. The resident may have to move out of their apartment immediately upon termination.

Performance Reviews

Resident Assistants are reviewed every semester for their job performance. RAs who receive unsatisfactory performance reviews may be terminated or placed on probation. In either case, Resident Assistants will meet with their supervisor to discuss the performance review and the next steps.

These guidelines and expectations ensure that Resident Assistants at University Village maintain a high standard of conduct and performance, fostering a supportive and effective residential community.

Resident Assistant Training Expectations

As Resident Assistants, we are confident that you will exceed expectations to reflect positive examples for the residents in our community. Please remember that you represent the Department of Housing and Residential Education and Purdue University Northwest. We believe in your ability to meet those expectations.

1. Be on time for ALL sessions. A good rule to live by is “to be early is to be on time... to be on time is to be late.” Arrive 5 minutes early.
2. Respect every presenter and session. We are grateful for those who have taken time out of their day to come help us train.
3. Please put all distracting objects away. This includes tablet devices, laptops, hand held games, etc. Cell phones must stay on the table in front of you. This ensures we have your full, undivided attention.
4. Challenge one another to live up to each of these expectations (through conversations and confrontation). Positive constructive criticism is the key & this helps us be better versions of ourselves.
5. You are expected to attend all training sessions. Each session is designed to help you become a skilled RA. The more you learn, the more effectively you can help our residents & campus constituents.
6. Be involved in the training process. After each training session, we will review the material by asking questions, discussing real-world applications, & sometimes conducting evaluations. Share your experiences & ideas. Ask questions & be enthusiastic! At the same time, give others a chance to speak
7. Ask yourself, “How can I use this information this year?” Relate discussions and presentations to your RA responsibilities.
8. ALWAYS keep a pen/pencil, paper and calendar handy to take notes.
9. Be enthusiastic and ready to learn. Make the decision right now to enjoy yourself. Your attitude will determine how much you enjoy training and ultimately how much you learn.
10. Understand you won't always agree with others' opinions.
11. Be understanding, patient, and flexible. Life is full of unexpected twists and turns. Because of this, we ask that you be understanding & ready for changes in the training schedule.

Remember that if at *any time* during training you feel uncomfortable or unsure about anything, PLEASE know that we are here for you! Feel free to discuss anything with us so that we can work through the situation.

Goals and Strategies

1. Community Building
 - a. Enhance knowledge of resources, make friends, and foster cultural understanding.
 - i. Attend intramurals, school events, and RA programming.
 - ii. Get to know residents' names and faces through small talk at the desk.
 - iii. Hang out in lobbies, chat, and play games to interact with residents.
 - iv. Be open-minded and create a safe space for all.
 - v. Remind residents that you are a safe space.
2. Customer Service
 - a. Maintain a positive attitude and provide excellent service to all.
 - i. Greet everyone with a "hi" or "thank you," even in challenging situations.
 - ii. Keep a positive attitude, especially when working with others.
 - iii. Smile consistently.
 - iv. When on call, respond promptly and professionally, even at inconvenient times (e.g., 4 a.m.).
 - v. Prioritize mental health and self-care by taking time off and combining days off for breaks.
 - vi. Avoid overloading yourself. Use a planner to stay organized and manage commitments.
 - vii. If stressed, take a break and return to tasks with a fresh perspective.
 - viii. Communicate with mentors or RLCs about issues for support.
3. Communication
 - a. Foster open and effective communication within the team.
 - i. Be honest and transparent in interactions.
 - ii. Understand that everyone makes mistakes; don't hold one mistake against someone.
 - iii. Ask for help when needed and remember that teamwork is essential (cue High School Musical: "We're All In This Together").
 - iv. Avoid overcommitting to prevent burnout. Help out when possible without taking on too much.
 - v. Don't push responsibilities onto others; handle your own duties.
 - vi. Have fun and be cordial, even if not best friends with everyone.

Expectations

1. Communication
 - a. Good Communication:
 - i. Provide heads-up for issues and important reminders.
 - ii. Inform the team when you need help or have questions.
 - iii. Ask for guidance before taking action if unsure.
 - b. Bad Communication:
 - i. Avoid withholding information, even if it may lead to trouble.
 - c. SRAs are mentors, not supervisors; use their experience for guidance.
2. Timeliness
 - a. Expectations:
 - i. Start meetings or tasks within 5 minutes of the scheduled time.
 - ii. Respect others' time by being punctual and not canceling last minute.
 - iii. Schedule meetings properly and adhere to deadlines.
3. Task and Job Responsibilities
 - a. Responsibilities:
 - i. Do not complain about tasks that are part of your job responsibilities.
 - ii. Be proactive and take initiative, but remain within the scope of RA/student staff duties.
4. Kitchen and Cleanliness
 - a. Kitchen Use:
 - i. Ask before using food or resources in the kitchen.
 - ii. Keep the kitchen clean and dispose of expired items.
 - b. Clean-Up:
 - i. Clean up after yourself in common areas (resource room, desk, office space).
 - ii. Return resources to their proper places.
5. Teamwork

- a. Expectations:
 - i. Work collaboratively to complete tasks more efficiently.
 - ii. Maintain a positive mentality and support colleagues.
 - iii. Participate in events and assist with mediations or difficult conversations.
 - iv. Do not talk down to CAs or undermine their roles.
 - 1. Think of Nurses and Doctors
- 6. Professionalism
 - a. Office Behavior:
 - i. Do not park in staff parking.
 - ii. Remember you are a student first; maintain your GPA.
 - iii. Pay attention during training and meetings; take notes.
 - b. Role Representation:
 - i. Be aware that you are the face of the department.
 - ii. Report issues up the chain, not out to peers.
 - iii. Complete duty logs and note-taking during rounds or calls (avoid using headphones in both ears).
 - c. Communication Protocol:
 - i. Email the correct people professionally.
 - ii. Respond promptly in chat and other communication channels.
 - iii. Speak up if something is not right.
- 7. Additional Responsibilities
 - a. Shift Coverage:
 - i. Help with open shifts and swap shifts when possible.
 - ii. Take advantage of opportunities to earn extra money.
 - b. Decorations:
 - i. Put effort into decorating as it reflects your care for the position and residents.

Community

Diversity Statement

Celebrating the Dignity of All People

- The Department of Housing and Residential Education recognizes and celebrates that the University community is made up of people who represent diversity at many levels – diversity of thought, belief, race, ethnicity, culture, gender and sexual orientation. All members of the University community are equal and accountable to each other.
- Housing and Residential Education embraces the philosophy that all persons who are ridiculed and demeaned for their differences are entitled to “places where allies dwell” – by definition, this includes The University Village and the offices of each HRE administrator.
- In a community of scholars, there is no place for hateful behavior. The Department of Housing and Residential Education affirms the dignity of all people.

~ Attribution with permission from Dr. David B. Stephen, the Director of University Housing & Food Service, California State University, Chico

Community Building

Establishing Community

- Developing a strong sense of community at The University Village is crucial for creating an environment where students can study effectively, feel safe and comfortable, connect with Purdue University Northwest, and receive support towards graduation.
- The University Village plays a key role in retaining students at Purdue University Northwest and should focus on fostering an environment that encourages students to become dedicated scholars and responsible adults.

Goals of Community Development and Programming:

1. Academic Support: Assist students in achieving their academic goals.
2. Sense of Community: Build a strong, supportive community.
3. Personal Growth: Enhance residents’ growth and development as individuals.

Impact on Students:

- Students will likely spend several hours in the community for every hour spent in class. Thus, a significant portion of their learning and development will occur in the residential environment.
- Student staff members have a valuable opportunity to impact residents’ personal and academic development and to help them connect with both The University Village community and PNW.

Programming and Opportunities:

- Educational Programs: Design programs that support academic and personal growth.
- Activities: Plan activities that foster community engagement.
- Community Service Projects: Organize projects to build connections and give back to the community.
- Leadership Opportunities: Provide chances for residents to develop leadership skills.
- Bulletin Boards: This allows students to learn about different topics in a creative measure.

Overall Strategy:

- Community development and programming are essential tools for residence life staff to create opportunities for growth and enhance the overall community experience.

Determining the Needs of the Community

The Director and Assistant Director will guide the community development and program planning process throughout the academic year. A number of factors will influence programming efforts. The Director and Assistant Director will review past programming efforts and successes, community needs, judicial trends, and collaborative efforts between The University Village and the Purdue University Northwest campus.

The strategy behind planning for the needs of the residents of The University Village involves some reflection on past behavior, trends, needs, and wants, and the vision of where we would like to go with community development. The following list includes information that was taken into consideration before mapping out the Programming Plan for the academic year:

- Judicial Record Tabulations from the previous academic year – issues/trends that need to be addressed early in the following academic year.
- Comments, questions, concerns gathered during Chancellor Cohen's Open Forum this past spring.
- Programming Plan for the academic year.
- Feedback from other departments on the Purdue University Northwest campus.

Community Development Expectations

“Making the Connection through Sidechat Conversations”

- Resident Assistants and The University Village staff will learn the names of our residents to the best of our ability. Resident Assistants, specifically, will have the responsibility of knowing the names of the residents in the floor communities.
- Resident Assistants and The University Village staff will strive to be efficient in providing accurate information to our residents. We will strive to be good campus resources for each of our residents. We will provide educational programs, activities, and community service opportunities to promote the benefits of living on campus.
- Resident Assistants and The University Village staff will be proactive in dealing with questions, concerns, and feedback to show that we truly care about those who are a part of The University Village community.
- Resident Assistants and The University Village staff will be efficient in resolving questions, issues, and feedback that is brought to our attention.
- Side Chats with Residents will be conducted on a monthly basis.

Each of these points helps to build the connection between The University Village (Purdue University Northwest) and the student. It shows to each of our residents that we care about them as individuals and we want to provide an environment that helps them to succeed. The effort put forth by both parties will determine the success of these community development endeavors.

Programming Expectations

The Programming Plan will enhance the community development efforts of The University Village staff. The Resident Assistants in particular will be required to fulfill the Programming Plan that addresses needs and trends of the community to provide opportunities for personal growth in a multitude of areas.

Requirements:

- Each Resident Assistant will be required to complete a specific amount of programs each semester. Finally, each Resident Assistant will be required to complete new Bulletin Boards every month.
- There will be four special focuses in regards to meeting the goals of the Programming Plan.

A. Establishing Tradition

- a) The University Village staff will make every effort to reinforce positive events from the first year that could become traditions for The University Village. The Director, Assistant Director and Residential Learning Coordinator will work collaboratively with Athletics, Student Activities and other offices to provide traditional events and school pride.

B. Addressing Community Needs

- a) The University Village will establish programs that address trends/issues that were evident last year in the community, as well as address feedback that was given to administration.

C. Intentional Outreach to International Students

- a) The University Village staff will maximize the opportunity to integrate our international students with American students through our community development and programming efforts. This opportunity will allow for some exceptional opportunities in regards to cultural awareness.

D. Social Activities

- a) The University Village staff will plan and implement fun community building activities to encourage residents to get to know one another.

Bulletin Board Expectations

General Board Expectations

- There are 3 Bulletin Boards on every floor of both buildings.
 - o Each Board needs to be locked when not in use.
 - o For Peregrine Hall, the bulletin board locks are off so just make sure your glass is closed on both sides. In Griffin Hall the bulletin board key is in the lock-box in the RLC office.
 - o 2 out of the 3 Bulletin Boards will need to be changed every Month.
- If you share your floor with another RA it is both RAs responsibility to have boards completed. If you split up the work that is up to you, but 1 RA is not only responsible for 1 Board.

Bulletin Board Topics/Due Dates

- Each Bulletin Board will feature a specific Topic. Use your creativity to follow the theme and avoid simply adding generic information.
- Bulletin Boards will be due on the due date given by _____. Boards will be inspected. Failure to meet expectations may lead to having to edit or redo the bulletin board.
- 1 Bulletin Board on each floor will be Meet the Staff Boards
 - o ***For Griffin Hall Only***
 - The Meet the Staff Bulletin Board will be the small Bulletin Board next to the elevators on every floor.
 - o ***For Peregrine Hall Only***
 - SRAs will decorate the board next to RLC Office 125. This will include RAs in both buildings.
 - Third and Fourth Floor RAs will decorate the board in the Floor Lobbies. This will just include Peregrine RAs only.
 - First and Second Floor RAs will decorate the board down the South hallway. This will just include Peregrine RAs only.
 - o This Board does not need to be changed every month, but will need to always reflect the current staff, theme, and be in good condition. If the board is not in good condition you may be asked to refresh it with a new background, pictures, borders, people, etc.
- 2 Bulletin Boards on each floor will be RA Topic Boards
 - o **January - (May Reuse August/September's Board)**
 - 1 Half - Meet Your RA
 - 1 Half - Welcome/Policies/Resources/Tips For Success/Etc.
 - o **February**
 - Black History Month
 - Safe Relationships/Consent
 - Self Love
 - Midterms??
 - RA Job - Want This To Be You??
 - o **March**
 - Alcohol Awareness***
 - Women's History
 - o **April**
 - Study Tips
 - Packing/Cleaning
 - Year In Review
 - Environment
 - o **May**

- **Move Out Process**

Bulletin Board Quality

- Please make sure that you are using good judgment when making a bulletin board.
 - No profanity, nudity, or offensive language/topics should be displayed on the board
 - Please refrain from specifically religious, political, or sensitive subjects.
 - If you are not sure, please always ask the RLC for approval. This will save you time later.
- Bulletin Boards should be legible.
 - Others may not be able to read your handwriting - Send any text to RLCs to print - No handwriting.
 - Make sure spelling is correct.
 - Don't use clashing colors.
 - Do not just print PowerPoint presentations/text and post them to your board.
- Bulletin Boards should look neat.
 - All content on the Bulletin Board needs to be completely taped, glued, or stapled down. Nothing should be hanging unless it is a 3D item on the board.
 - There should not be letters or paper leaning off of the Bulletin Board.
 - Use more than one staple, piece of tape, or make sure that the glue is on the entire back of the item
 - No cork (brown on the board) should be visible.
 - Fill up empty space on the board - No more than hands length between items.
 - Have Fun!!!
- Boards should be secure.
 - Please make sure that the glass is not removed from the bulletin board.
- When in doubt, add a sticker to fill in space!

Leadership Development

Part of your role as a Resident Assistant is to help foster leadership within your community and to identify potential hall leaders. There are no tangible procedures that you can use to accomplish this task. Instead, you might look to refer certain students to participate in leadership opportunities within the residence hall environment or within the greater campus community. Look for students who may exhibit the following:

- Interest in doing something but not quite sure what;
- Boredom;
- Ideas or suggestions for improving the residence hall;
- Ideas or suggestions for programs or activities that may attract students;
- Interest in meeting new people;
- Outgoing personality and a willingness to get to know people and become visible; and/or
- Shyness or a reluctance to get to know people.

Clearly, these traits are subjective and difficult to gauge. Also, especially with the last two traits, these are potentially contradictory. However, a group can benefit from the energy that an outgoing person can offer but also can benefit from the quiet tenacity that a more reserved person can offer.

For these residents in particular but also any other resident, encourage them to participate in other leadership activities.

University Village Hall Council (UVHC)

UVHC is the student government in the residence hall. It provides a forum to increase communication among students, staff, faculty and administration. UVHC also offers educational, service, leadership and recreational programs to meet the needs and interests of University Village residents. UVHC has several unique positions open for residents to run for. They are president, vice president, secretary, treasurer, recreational chair, birthday chair, and publicity chair.

Community Assistant

Community Assistant positions are held by both graduate and undergraduate students. Community Assistants are members of the Department of Housing and Residential Education who are compensated hourly for working at the University Village Service Desk. Community Assistants report directly to the Housing Operations Coordinator. Community

Assistants are available at the Service Desk to assist students and staff as well as visitors. This is a great way for students to get involved in the Department and within The University Village.

Opportunities Outside of HRE

Students can engage in student leadership positions outside the UV. Encourage students to inquire about these opportunities by visiting other offices such as Student Life, New Student Orientation, Upward Bound, etc. Many students also benefit from being involved in Student Organizations.

Programming

General Expectations

- If any written or attached information is missing or incomplete when a program proposal is submitted it will not be approved by the Residential Learning Coordinator.
- If information is distributed at a hall program via a handout it must be pre-approved and integrated into the program presentation in some way. This information must also be verified with a scholarly source.
- “Word of Mouth” and flyers may be used as portions of advertising plans but together still do not meet advertising requirements.
- Residential Learning Coordinator will discuss track programming and social activities programs with Resident Assistants during 1:1 meetings.
- If an outside presenter is used during a hall program, the track programming group is still required to help facilitate and/or present at least 50% of the program.
- Residential Education Programming proposals and purchase request forms for all programs for the month are due 2 weeks before the planned event by 5pm. This includes the fliers. Please note time is given during training to plan for each event. Use this time wisely.
- Advertising plans must be developed and approved and posted ten to fourteen days before the program.
- Support for all programs will include attendance and participation at programs unless excused by the Residential Learning Coordinator distributing publicity, and generating enthusiasm within the floor and hall community.
- Residential Education Program attendance sheet and evaluations should be distributed to participants at the conclusion of all programs via MyPNW Life.
- Program assessment will be completed by a member of the track programming group or for social programs/current events programs; the individual RA will submit the assessment. The group will also send thank you notes to the presenter(s), follow-up with the staff team to see how the event went, review program evaluations, and complete outcome assessment under the direction of the Residential Learning Coordinator.
- The determination that programming requirements have been completed successfully will be made by the Residential Learning Coordinator. It is the responsibility of the Resident Assistant to ensure that they have met their supervisor’s expectations.
- Photographs should be taken at each Residential Education Opportunity and provided to the Residential Learning Coordinator.

Peer Advising

- Core Responsibility:
 - As an RA, your primary duty is to know and assist your residents effectively. You are not expected to act as a counselor but to serve as an advisor and/or referral agent.
- Providing Accurate Assistance:
 - You are a key source of information for residents on various matters. Ensure that the advice you provide is accurate and within your scope of capabilities.
- Mediations and Conflict Resolution:
 - Part of your role includes mediating conflicts between residents within their apartments or with neighboring rooms. This helps maintain a harmonious living environment.
- Building Community:
 - Establishing a positive community on your floor is crucial. This involves:
 - Getting to Know Your Residents: Build relationships to understand their needs and concerns.
 - Building Trust: Show that you are genuinely concerned and trustworthy.
 - Creating a Supportive Environment: Foster an atmosphere where residents feel safe and comfortable sharing their problems.
- By fulfilling these responsibilities, you help create a supportive and connected community where residents feel valued and supported.

Assisting with Mediations - Roommate Mediation Process

1. Resident Reports Issue
 - Residents report the issue to an RA or RLC.
2. Assign Mediators
 - RLC assigns 2 RAs or an RA and Senior Staff Member to mediate with all residents in the apartment.
 - For major issues, the RLC participates and/or reports to a supervisor.
3. Schedule Mediation
 - RA/SRA schedules the mediation ensuring all residents can attend.
 - May request assistance with getting class availability from RLC.
 - If needed, notes may be placed on the apartment door and locks outs can be arranged (approval needed)
 - Conduct in a neutral space (e.g., Room 434, private study space, apartment common area).
 - Keep an email trail to document scheduling attempts and issues.
4. Place Meeting on Outlook Calendar
 - RA/SRA finalizes the mediation time and sends a calendar invite to all residents involved, copying the RLC.
5. Prepare for Mediation
 - Review the roommate agreement and any previous documentation of issues before the meeting.
 - Gather any necessary materials (e.g., pens, paper for notes).
 - Go over the plan.
6. Conduct Mediation
 - RAs/SRAs conduct the mediation, reviewing the roommate agreement with the residents.
 - Allow each resident to express their concerns and listen actively.
 - Amend or uphold the roommate agreement as needed.
 - Remind students they have a week to adhere to the agreement or go through the conduct process.
 - If issues persist, report to the RLC.
7. Document Mediation
 - Take detailed notes during the mediation.
 - Document any changes made to the roommate agreement.
8. Follow-Up
 - RLC follows up after the mediation or receives an update from the RA.
 - RLC provides next steps or seeks input from Suzette if the situation escalates.
 - Schedule a follow-up meeting with the residents if necessary to review progress.
9. Monitor and Support

- RA/SRA checks in regularly with the residents to ensure the agreement is being followed.
- Provide ongoing support and address any new issues promptly.

10. Escalation Procedure

- If mediation fails, escalate the issue to professional staff or involve additional resources such as PNW PD as needed.

Student Conduct

Student Code of Conduct

The Student Code of Conduct governs all student behavior. It is your responsibility to enforce policies and standards outlined in the Code. Before you will be able to do this you must first read and understand the information contained in the Code. If you have any questions please see your supervisor immediately for assistance.

To view the Student Code of Conduct, please refer to the Student Code of Conduct exhibit in your RA Manual or visit The Office of the Dean of Students website: <https://www.pnw.edu/dean-of-students/code-of-conduct-4/>

Residence Hall Rules and Regulations

The Department of Housing and Residential Education outlines all of its policies, rules and regulations in the Housing Contract and [The University Village Resident Handbook](#). All University Village residents must abide by the rules and regulations outlined by the Department of HRE. RAs are expected to become familiar with and promote all of the policies of The University Village as it will help them effectively address policy violations and build consistent communities.

General Reminder (Post Inspections) From Resident Handbook

- No Open Flames - including candles/burnt wicks, lit cigarettes & burning incense.
- No Smoking - Including smoking e-cigarettes, & hookahs; smoking done at designated area (corner near Griffin & St)
- Alcohol - Regardless of age, students are prohibited from consuming, transporting, & distributing alcohol unless staying in 400-403, rooms that are designated to have alcohol allowed in their apartments. When alcohol is present in an apartment only those above the age of 21 are allowed to be in the apartment. No common source containers (keg, party balls, etc...) of alcohol will be allowed in 400-403 at any time.
- Drug Paraphernalia - Possession of illegal substances & related paraphernalia, such as bong & pipes, is strictly prohibited. Items found will be confiscated by PNW PD, leading to conduct proceedings & potential eviction from UV.
- Drugs - Residents and/or guests caught or suspected (e.g. smell of drugs or identification of possible paraphernalia) of using drugs will face resident conduct proceedings and/or student conduct disciplinary action which will likely include separation from Housing & issuance of a no trespass order.
- Trash - Do not leave trash in the UV or any common areas, hallways, or outside residential units.
- No Weapons - Including all firearms, pellet guns, stun guns, paintball guns, slingshots, martial arts devices, switchblades, swords, decorative knives & clubs.
- No Unregistered Animals - All animals, except fish, are prohibited from being brought into the UV without the expressed written consent of the Director of HRE. Pet prohibitions apply to all mammals, reptiles, birds, & insects.
- Quiet Hours - Everyone in the building must comply with quiet hour policies in the UV & on the premises. This also includes the surrounding parking lot areas, & the Griffin Hall Patio. Quiet Hours are from 11:00 p.m. to 8:00 a.m. seven days a week. If sound from your apartment can be heard from outside of your apartment, you're in violation of this policy.
- Courtesy Hours - They're 24 hours a day, 7 days a week. Residents must cooperate with requests to reduce noise for a conducive learning environment, & are expected to respect & comply with requests from other residents & HRE staff.
- Music Room - Music may not be played in the music practice room during hall quiet hours or during business hours.
- Security Measures - Examples of such behavior include propping open exit-only doors, allowing unauthorized access to the building, neglecting to escort guests, duplicating or loaning keys, tampering with windows or doors that hinder emergency entry, & damaging lock mechanisms or security devices.
- Laundry Room Use - Residents must promptly remove their laundry at the end of a cycle. If left unattended, others may unload the machine & place clothes on top. Unattended items for over two days will be stored for 30 days then donated/discarded.

- Identification - Residents & their guests must provide accurate identification upon request by HRE staff or University officials. Access cards must not be shared or used by anyone other than the assigned student. Guests impersonating residents may face HRE conduct actions or be banned from visiting the UV.
- Failure to Comply - All residents & residents' guests are expected to comply with reasonable requests of HRE staff and/or University officials. Failure to comply with violations may result in removal from UV.
- Guests - Guest policies apply when residents are not in their own units. Residents must respect roommates' comfort when hosting guests. Guests must behave respectfully & not disturb the community. Guests must register at the front desk, present valid ID, & be checked in by a resident host of that building. Guest ID must be state/federally legal/official or from PNW (can be photo copied). Residents are accountable for their guests' behavior, & both are subject to conduct proceedings.
 - Overnight guests staying past 2:00 am are limited to three consecutive nights or 12 nights per semester, with no more than four nights per month.
 - Checking In - Minors aged 15-17 must follow guest policies with written/signed/dated parental consent/parental ID photocopy. Minors under 14 can't visit without a guardian present & must leave by midnight. HRE may require a guest to leave for policy violations or complaints. Residents violating guest policies risk losing privileges & eviction from UV.
 - Guests entering through exit doors will be asked to leave and could be trespassed by PNW PD. All guests must enter through and be checked in at the Front Desk. Anyone letting others in through exit doors will face a \$50 fine and conduct process.
- Fire Alarms - In the event of a fire alarm or drill, residents & guests are to vacate the premises immediately. Residents & guests will be instructed by HRE staff on when they will be allowed to return to their apartments.
 - Residents who do not vacate their apartments during a fire alarm or drill are subject to resident conduct proceedings / student conduct disciplinary action.

Statement on Alcohol

Commitment to a Safe Campus

- Objective: The Department of Housing and Residential Education (HRE) is committed to maintaining a campus free from tobacco, illegal drugs, and alcohol.
- Roles: HRE staff are expected to fulfill multiple roles: student, helper, administrator, community member, and programmer.
- Guidelines for Alcohol Use:
 - Education: The department provides guidelines to help student staff make responsible choices regarding alcohol.
 - Responsibility: Educated decision-making and responsibility for personal and community behavior are central to our approach to alcohol.

Alcohol Policy (A level)

- Prohibitions:
 - Consuming, transporting, and distributing alcohol, regardless of age.
 - Possessing or being in the presence of alcohol.
 - Exhibiting disruptive behavior influenced by alcohol.
 - Off-campus alcohol consumption causing incidents or disruptions in The University Village is also prohibited.
 - Unused alcohol must be disposed of under supervision by Purdue University Calumet Police Department (PUCPD) or HRE staff.
- Violations:
 - May require completion of the E-Checkup To Go alcohol education program and referral to the Office of the Dean of Students.
 - Repeated violations could lead to separation from housing.
- Alcohol Displays:
 - Empty alcohol containers are not allowed.
 - Shot glasses are allowed if free of alcohol residue and not used for consumption.

Graduate Community (Griffin Hall 400-409, South Wing)

- Policy:
 - Alcohol is allowed in graduate community apartments.
 - Only individuals over 21 years old may be present in apartments with alcohol.
 - Common source containers (kegs, party balls) are not allowed.
 - No one under 21 is permitted in an apartment where alcohol is present.

Procedure for Confronting Alcohol Use

- Outside the Apartment:
 - Note any sounds or smells indicating alcohol consumption (e.g., glass clinking, loud noises).
 - If a large group is suspected, call for another RA/SRA to assist and bring the master key/card.
- Approaching the Apartment:
 - Decide who will lead and knock on the door, introducing yourselves.
 - If residents do not open, inform them you will contact the Senior Staff member on duty.
 - If non-compliance continues, call the Senior Staff for assistance.
 - Key into the apartment with PD presence if necessary.
- Inside the Apartment:
 - Gather everyone into the living room; one RA stays at the door while others knock on bedroom doors.
 - Note the apartment's condition and the residents.
 - If the apartment becomes rowdy or noncompliant, call PD immediately.
- Questioning and Gathering Information:
 - Ask about activities and what was heard in the hallway.
 - Inquire if anyone has been drinking and gather details about the gathering.
 - Collect and inspect all alcohol; ask residents to bring it to a central location.
 - Check the fridge/freezer for more alcohol.
- ID Collection and Alcohol Disposal:
 - Collect IDs from everyone present; PD needs birth dates.
 - If someone lacks an ID, contact the desk or PD for identification.
 - Take pictures of the alcohol and note bottle levels.
 - Ask a resident to pour out the alcohol in the sink. If they refuse, PD will handle it.
 - No HRE staff should touch the alcohol.
- Final Steps:
 - Ask residents for a bag to dispose of alcohol containers.
 - Inform residents of the policy and that a Housing Director (HD) will contact them later.
 - Take the bag of bottles to the dumpster with a resident.
 - Escort guests out and ensure they leave.
 - Write an Incident Report (IR) with all involved staff.

If No Residents Are Present:

- If alcohol is found without residents (e.g., during a health inspection), call PD for assistance in disposal.
- No HRE staff, including RLCs, should touch the alcohol.

Expectations for RA Behavior

- Do:
 - Follow guidelines, support the community, engage in positive role modeling, and contribute to the academic and personal development of residents.
 - Enforce the Resident Handbook's Rules and Regulations and The Student Code of Conduct.
 - Educate yourself and others about the effects of alcohol.
 - Make responsible, educated choices regarding alcohol.
- Do Not:
 - Engage in behavior contradicting the commitment to a drug-free, alcohol-free, and tobacco-free environment.
 - Put fellow staff in a position to confront you for violations.

- Make irresponsible choices using impaired reasoning.
- Ignore alcohol-related behaviors or fail to respond appropriately.
- Specific Examples of What Not to Do:
 - Take residents to gatherings where alcohol is present.
 - Be present where underage drinking occurs.
 - Display alcohol-related advertising or décor.
 - Engage in illegal activities or intoxicated conduct.
 - Encourage excessive drinking or break the law.
 - Bring intoxicated or disorderly guests into the community.
 - Cover for law-breaking behavior or drink with underage residents.
- Consequences:
 - HRE Senior Staff will respond to behavior that does not meet these expectations on a case-by-case basis.
 - Consequences range from feedback during supervision to immediate separation from the position.
 - For questions or clarifications, consult your supervisor immediately.

HRE Open Flame Policy and Procedure Handling Candles and Incense in Residents' Rooms

Open flame Policy (B level policy): Open flames including but not limited to candles and incense, are not permitted on the premises. Violators will be subject to an Open Flame fine and resident conduct proceedings. Due to the safety hazard posed by open flames, residents who willfully violate this policy may be removed from University Village.

If You Find a Candle with a Burned Wick or Burned Incense

1. Inspect the Area:
 - Look for wax or ashes nearby.
 - Check if the wax in the candle is warm or liquid.
 - Feel if the candle is warm.
 - Look for burn marks around the area.
2. Determine Violation:
 - YES to any of the above means the candle/incense was likely burned inside the room, indicating an OPEN FLAME policy violation.
3. Confiscate and Inform:
 - Inform the resident that the candle/incense was likely burned and must be confiscated.
 - Let them know they can discuss getting their item back during a meeting with the RLC, but it won't be returned to their apartment.
4. Label and Store:
 - Take the item to the RLC's office.
 - Label it with the room number and resident's name using tape.
 - Place the item in the "confiscated items" drawer.
5. Report:
 - Fill out an Incident Report (IR), noting any evidence of burning and where the item was stored in the RLC office.

If You Find a Candle with a Burned Wick (Not Currently on Fire)

1. Inspect the Area:
 - Look for wax around the candle.
 - Check if the wax in the candle is warm or liquid.
 - Check if the wick is black.
 - Feel if the candle is warm.
2. Determine Violation:
 - NO to all questions likely means the candle was not burned inside the room, and there is no OPEN FLAME policy violation.

3. Remind the Resident:
 - Leave the candle in the room.
 - Remind the resident that burning candles in the apartment is not allowed.

If You Find a Candle or Incense Currently Burning

1. Extinguish and Confiscate:
 - Put out the candle/incense immediately.
 - Inform the resident that the item must be confiscated.
2. Label and Store:
 - Take the candle to the Residential Learning Coordinator's office and label it with the room number and resident's name.
 - Run the incense under water and then throw it away.
 - Place the candle in the "confiscated items" drawer.
3. Report:
 - Fill out an Incident Report (IR), noting where the candle was stored in the RLC office.

If You Find a Candle Without a Burned Wick or Unused Incense

1. No Immediate Action Needed:
 - These items are allowed in the room.
2. Advisory:
 - Advise the resident to get rid of the incense to avoid any confusion about it being burned in the future.

General Notes

- Candle Warmers: Encourage the use of candle warmers instead of burning candles or incense.
- Resident Meetings: Residents can discuss getting their confiscated items back during meetings with a Residential Learning Coordinator, but items won't be returned to their apartment.

Incident Reports

An Incident Report (IR) is a tool for documenting incidents and student-related information to ensure accurate communication to Senior Staff, Professional Staff, and the University. It covers:

- Policy violations within HRE
- Suspicious behavior observations
- Tracking trends and patterns
- Reporting fire drills and emergency situations

IRs are essential for communicating policy breaches, identifying at-risk residents, and sharing information as directed by Senior Staff. IRs are public documents, so they should be:

- | | |
|-------------|--------------------------|
| ● Factual | ● In chronological order |
| ● Objective | ● Unbiased |
| ● Thorough | ● Proofread |

This means including your observations as well as direct quotes—not opinions or subjective statements.

Prior to completing an IR, it is imperative that you acquire as much information as possible, including names, addresses, contact info, date, time, locations, employees present, and any other specifics regarding an incident that could help “paint the picture.” It is highly recommended that you type your narrative of the incident in a Google/Word Document before completing an IR form. This allows for easier editing and resubmission if an error occurs within the system.

Procedure

IRs are to be submitted immediately following an incident (8 a.m. on business days or within 24 hours, whichever comes first). Senior Staff should be notified by the RA/CA when an incident report is filed. If circumstances require it, contact your supervisor or Senior Staff on duty to notify them of the status of your report. The IR Form is located at: [General Incident Report](#) or [Maxient Incident Report Form](#).

Complete the appropriate fields:

- Background Information:
 - Name: Enter both your entire first and last name.
 - Title: Enter your title (Resident Assistant, Community Assistant, or Mail Distribution Assistant, etc.).
 - Your phone number: Enter a number that you can be reached at anytime, including the area code.
 - Your email address: Enter your PNW staff email address (Students - .STW; Other Staff - @pnw.edu).
 - Your physical address: If you live in the UV, enter your building and room number (e.g., Griffin 100A); if you live off-campus, enter the address where you actually live.
 - Nature of Report: Select “Housing and Residential Education Report” unless otherwise directed by Senior Staff.
 - Urgency: Select “Normal” unless otherwise directed by Senior Staff.
 - Date of incident: Select the date by clicking on the calendar or typing in a date. The date must be in the format of YYYY-MM-DD.
 - Time of incident: Select the correct times using the drop-down options and select either AM/PM.
 - Location of incident: Select the appropriate option, usually either “Peregrine Hall” or “Griffin Hall.”
 - Specific Location: Type in the room and/or location of the incident. Specify which bedroom if possible.
 - Involved Parties:
 - List the individuals involved (excluding yourself), including as many of the listed fields as you can provide. It is crucial to gather as much information as possible while at the incident.
 - Do not list staff members who are involved in the incident (RAs, Senior Staff on Duty, Police, maintenance, etc.). These individuals are only listed in the narrative section of the report.
 - If a person is a guest and not a PNW student, type their driver’s license number in the ID Number section and enter their address in the HALL/ADDRESS section.
 - If they do not have a driver’s license or other identifying information, enter GUEST in the ID Number section and get as much of the other information as possible.
 - If there is an unknown participant, write “Unknown” in the Name field, identify their gender and their role in the incident.
- Description/Narrative:
 - Provide a detailed description of the incident/concern using specific, concise, objective language.
 - Write in a chronological manner (e.g., describe how the incident progressed from start to finish). If there is information you found out later in the incident that is helpful at the beginning, state it and write in parenthesis how you found this information. For example, if someone was unknown but you identified them later, write "an unidentified guest (later determined to be Guest/Non-PNW Student Joe Shmo...)" or something similar.
 - The incident description should begin with time, date, and place. For example, “At approximately 8:00 p.m. on Friday, August 17, 2012, in the Peregrine Lobby...”
 - The report must be written in third person. This means using names and very few personal pronouns. When introducing each person/mentioning them for the first time, state their full title and first and last name (e.g., Assistant Director Suzette Keen). For each mention afterwards, abbreviate their title and use only their last name (e.g., Asst. Dir. Keen).
 - Other common labels are: Guest/Non-PNW Student, Guest/PNW Student, Resident, Senior Staff on Duty, Resident Assistant, Assistant Director, etc.
 - This is your space to state exactly what happened by reflecting on the incident as accurately as possible.
 - This information/report must be accurate, unbiased, detailed, and objective. Keep it professional and impersonal; do not state your opinions, personal feelings/emotions, or suspicions. State the facts—things that actually happened, were said, or observable behaviors—and always include direct quotes. If someone uses foul or derogatory language, you need to spell it out; direct quotes are best.
- Supporting documentation:
 - Photos, video, email, and other supporting documents may be attached below. Maximum 12 megabytes per file. Attachments require time to upload, so please be patient after you click submit.
 - Attach any relevant items that support the incident report. You should take pictures/have supporting documentation for any of the following violations: drugs, alcohol, vandalism, harassment, etc. This is not an all-inclusive list. If you are unsure, it is always better to provide more information, and you can always ask Senior Staff.
- Click Submit!

Tips

- Complete an IR right after an incident to keep everything fresh, accurate, and to enhance credibility.
- Submit only one report.

- If multiple staff members respond, everyone should work together on the report. During any incident, especially large ones, take notes and write down basic information immediately. Leaders should assign roles on tasks. You can transfer these points to the IR later, ensuring you don't miss any details. This will also help you establish a timeline and jog your memory about the incident.
- If there are multiple confrontations, write separate reports for each. For a long incident, you can write one report after it ends.
- When in doubt, consult Senior Staff.
- Use ChatGPT! Paste your description & request a revised one written in the third person, with a detailed account of the incident or concern using specific, concise, & objective language.

Good IR Example

On Saturday, June 16th, 2016 at approximately 4:30 a.m., Resident Assistant on Duty, Braden Krein, responded to a complaint of excessive noise coming from Griffin Hall room 230. As RA Krein got closer to room 230, he heard the sound of glass bottles clinking and smelled alcohol. Prior to knocking on the door, RA Krein could hear, "shots, shots, shots, shots," and the sound of a female voice laughing. RA Krein then knocked on the door and announced himself as the RA on Duty. The loud music continued and the door did not open after a minute, so RA Krein knocked and announced his presence louder. Then the music was immediately turned down and the door opened just a crack. Resident John Donne peeked out and quickly stated that he was sorry and that he knew it was quiet hours and that they would immediately turn the music down; that they would not be a problem again. Resident Donne then shut the door.

While Resident Donne was talking, RA Krein noticed that his eyes were red and that he was slurring his words. RA Krein again knocked on the door at which time Resident Donne opened the door and asked what the problem was as they were already turning the music down. RA Krein explained that he needed to inform resident Donne and the others that he would be writing an incident report to document the noise complaint. RA Krein asked if Resident Donne could open his door fully so that RA Krein could explain to everyone the process and reason for the documentation. When Resident Donne fully opened the door, RA Krein observed guest Julia White and Guest Mark Green in the living room sitting on the couch. While explaining the reason for the conversation, RA Krein noticed a bottle of Jack Daniels Whiskey on the desk, which looked to be partially consumed (half empty). Both guests and resident Donne appeared to have difficulty standing still and were slurring words; however, they were following directions and cooperative when RA Krein asked for their IDs. RA Krein explained further that he noticed the alcohol on the desk and explained that alcohol was not permitted in the residence hall. RA Krein then asked Resident Donne to empty the container in the sink. RA Krein then asked Resident Donne to accompany him to the dumpster to dispose of the alcohol. Resident Donne complied. Before leaving, RA Krein made sure that everyone understood a staff member would contact them to discuss the situation further. RA Krein thanked everyone for their cooperation and left the apartment with resident Donne

Duty

Duty Expectations

Though duty might not seem glamorous, it is crucial for ensuring our residents feel safe. Completing rounds, engaging with residents, and updating the duty board demonstrates your commitment to the community. Understanding the building's culture, being visible, and ensuring policies are followed are key aspects of duty. Remember, you are not "policing"; you are present to support and ensure the safety of everyone. We are not looking for trouble, but it will inevitably arise.

Duty Structure

- Levels of Duty
 - Director Duty: Associate/Assistant Directors and Director
 - Senior Staff Duty: Senior RAs and Residential Learning Coordinators
 - RA on Duty: Resident Assistants
 - First Responder
 - Check-ins or Check-outs
 - Addressing behavioral problems
 - Handling policy violations
 - Reporting physical facility issues
 - Responding to emergencies (fire, tornado, etc.)
 - Meeting residents' needs in absence of floor RA
 - Assisting CA as needed
- Duty Operations
 - Duty will be performed in both Peregrine and Griffin Halls by one RA on-call per building during weekdays and weekends.
 - Weekdays: Monday - Friday from 5:00 p.m. to 8:00 a.m.
 - Weekends: Saturday & Sunday from 8:00 a.m. - 8:00 a.m.
 - Coordinate in advance to hand off the phone to the next RA on duty. This should be done by 8 a.m. unless both RAs are in agreement at a later time. Weekend RAs are still scheduled for duty from 8:00 a.m. - 8:00 a.m. the next day.
 - Duty schedules are determined during training and will be emailed and added to the Outlook calendar.
 - All duty switches must be emailed to the Residential Learning Coordinator 24 hours in advance, or sooner in emergencies.
- Rounds
 - Weekdays:
 - First round: 5:00 p.m. - 7:00 p.m.
 - Second round: 10:00 p.m. - 12:00 a.m.
 - Weekends:
 - First round: 8:00 a.m. - 12:00 p.m.
 - Second round: 3:00 p.m. - 6:00 p.m.
 - Third round: 8:00 p.m. - 12:00 a.m.
- 1. **Duty Coverage**
 - a. Shifts:
 - i. RAs on duty cannot work their 5 designated hours at the Front Desks or on weekends.
 - ii. Each night, an RA from each building will be on call.
 - iii. Duty operates as normal during holidays and breaks. Holiday pay is provided for Thanksgiving, Christmas Eve/Day, and New Year's Eve/Day. On these days, only one RA will be on call for both buildings.
 - b. Senior Staff:

- i. Senior Staff is available 24/7. Contact them first during business hours, but reach out to Professional Staff if needed.
- c. Conduct:
 - i. Be friendly, available, and engaging. Use duty time to interact with residents, plan programs, and catch up on tasks. Focus on assisting rather than policing.
- d. Incident Reporting:
 - i. You may record incidents for reporting but must inform involved parties that recording is occurring. No explicit permission is required due to Indiana's one-party law.
- e. Alcohol Policy:
 - i. Alcohol consumption is prohibited during duty hours regardless of age.

2. Duty Rounds Expectations

- a. Dress Code:
 - i. Wear closed-toe shoes and ensure your attire covers your BBBs (Boobs, Belly, and Butt). RA polos are not required, but PNW shirts are encouraged.
- b. Essentials:
 - i. Carry your access card, PriDe Card, RA key, blue tape (for flyers), and duty phone at all times.
- c. Phone Protocol:
 - i. Answer the phone with "RA on duty, this is [Your Name]".
 - ii. Respond to resident and staff contacts within 5 minutes.
 - iii. Follow up on missed calls (excluding spam).
 - iv. Keep your phone ringer on and answer texts from Senior/Professional Staff.
- d. End of Shift:
 - i. Turn off and charge the duty phone before returning it in the morning.
- e. Delivering, Reporting, and Follow-Up:
 - i. Deliver certified mail and complete tasks given by Senior/Professional Staff.
 - ii. Submit work orders and follow up via email with Senior Staff on Duty and your Supervisor.
 - iii. Submit Incident Reports (IRs) and follow up with Senior Staff on Duty and the supervising RLC immediately or by 9 a.m. the next day.
- f. Weekend Duty:
 - i. Coordinate phone hand-off to the next RA and ensure the phone is fully charged.

3. Duty/Rounds Checklist

- a. Start Time:
 - i. Begin duty at 5:00 pm (Mon. - Fri.) / 8:00 am (Sat. & Sun.).
- b. Initial Checks:
 - i. Text Senior Staff to report you are on duty, including details if you are holding the phone for another RA.
 - ii. Check the duty box, phone, chat, email, and front desk for any flyers or tasks from Senior Staff/RLCs.
- c. Flyers:
 - i. Use blue tape for flyers. Use at least three pieces per flyer to ensure they remain in place.
 - ii. Remove outdated or unapproved flyers (POOF).
- d. Security and Safety:
 - i. Walk hallways and check stairwells in both buildings.
 - ii. Ensure security cameras are working and exterior/side doors are secure and locked.
- e. Interactions:
 - i. Answer questions and calls from residents.
 - ii. Check in with front desk staff and offer bathroom breaks as required.
- f. End of Duty:
 - i. Return the phone before the next RA's duty night or coordinate a pickup time.
 - ii. Complete and submit the duty log before noon the next day.
 - iii. Stagger your rounds to avoid predictability.

Who To Call When

- **Group Chat:**
 - Bathroom Break (1st),
 - Desk/Location Questions,
 - Shift Swaps/Coverage Requests,
 - Entry To A Building Request.
- **RA Duty:**
 - Noise,
 - Check-Ins/Outs,
 - Lock-Outs,
 - Thefts,
 - Doors Not Working,
 - Maintenance Items,
 - Guest Complaints,
 - Roommate Issues,
 - Desk Issues,
 - Bathroom Break (2nd).
- **Senior Staff Duty:**
 - Drugs,
 - Alcohol (More Than Basic Situations),
 - Fights, Uncooperative Residents/Guests,
 - Ban Guests,
 - Keying Into Rooms,
 - Sexual Assaults/Domestic Violence,
 - Suicidal Ideations/Attempts,
 - Emergency Maintenance (Safety Equipment, Fires),
 - Bomb Threats,
 - Ca/Rhs No Shows,
 - Encoding/Encoder Issues.
- **Director Duty:**
 - Transported Residents,
 - Arrested Residents,
 - Sexual Assaults/Domestic Violence,
 - Suicidal Ideations/Attempts,
 - Emergency Maintenance (Safety Equipment),
 - Fires,
 - Bomb Threats,
 - Fights,
 - Power Outage.
- **Facilities Manager:**
 - Maintenance Items,
 - Running Water,
 - Excessive/No Heat,
 - Frozen Air Conditioner.

Master Keys and Room Entry

Lockouts

If a resident informs you that he or she has been locked out, but fishing the door open or getting a Lock Out Card is not an option then you may unlock the door after assuring the identity of the resident.

Follow these guidelines:

- Request a picture ID (preferably the PNW ID);
- Using the roster, verify the student's room number (to ensure that you do not unlock someone else's room);
- Have the resident complete a lockout form
- Inform the resident that repeated lockouts will result in a fine;
- Obtain the programmer and/or Master Card
- Accompany the resident to their room and unlock the door (under no circumstances should you hand the master key/programmer over to anyone, with the possible exception of another RA or PNW PD); and
- Return the master key/programmer to its appropriate location. Failure to follow any of the above policies may result in job termination.

Community Concern

At times, it may be necessary for you to enter a student's room when no one is home and without the occupant's consent. These situations would be rare and you need approval from an HRE Senior Staff Member. Examples of when this might be deemed necessary include:

- A stereo is too loud (for at least fifteen [15] minutes);
- An alarm clock is beeping incessantly (for at least fifteen [15] minutes); or
- You have a substantial reason to suspect a health or safety concern.

In all cases, you should always do the following:

1. Knock on the door to see if someone is actually home;
2. Consult with a Senior Staff member in the event you suspect a health or safety concern;
3. Find an RA or another HRE staff member to go in to the room with you (never enter the student's room alone);
4. Knock, identify yourself, and wait 20-30 seconds;
5. Knock and identify again; indicate that you will be entering the room; and
6. Complete a "Room Entry Notice" Form; leave one copy in plain sight in the student's room and put the other in the Community or Graduate Residential Learning Coordinator's mailbox.

If you have reason to suspect a health or safety concern, share the reason with an HRE Administrator before proceeding. An HRE Administrator or PNW PD may need to be present. If someone reports a resident missing, please call an HRE Administrator so that the "Missing Persons" protocol can be followed.

Always consult with an HRE Administrator prior to entering the room.

In every case that you use the programmer and/or the master card, note the following:

- You must never give the key to anyone;
- You must go with a Senior Staff member
- You must never grant anyone access to a room who does not live there (including parents or other family members);
- You MUST to return the key back to the box as soon as possible;
- Note in the Duty Log; and
- Entering a student's room for any other purpose not stated above or not following the above procedures will result in a job sanction up to and including termination.

Break Duty

- Housing Availability:
 - The University Village provides housing for students during Thanksgiving Break, Winter Break, and Spring Break.
 - If you choose to leave for over the 5 day period, your pay may be paused.
 - Students have the option to stay in the residence halls during these break periods.
- RA Coverage:

- Resident Assistants (RAs) are required to stay on duty during these breaks, including:
 - Thanksgiving Break
 - Christmas Eve/Day
 - New Year's Eve/Day
 - Spring Break
- Holiday coverage will be managed by the graduate/undergraduate staff.
- In some cases, the HRE Administration may assign coverage if necessary.
- Holiday Pay:
 - RAs who work during these holidays will receive holiday pay:
 - Thanksgiving Break
 - Christmas Eve/Day
 - New Year's Eve/Day

Evaluation

Philosophy of Performance Evaluations

Evaluations play a crucial role in the Department of Housing and Residential Education. They provide valuable feedback on what is going well and highlight areas for improvement.

- Goals of Evaluations:
 - Personal Development: Just as we aim to educate and develop our residents, we also need to focus on our own growth and development.
 - Team Responsibility: As team members, it is our collective responsibility to offer timely and constructive feedback to each other.

Mid-Year Evaluations

- Timing and Components:
 - Performance evaluations are conducted at the end of the fall semester, typically during the last three weeks.
 - The evaluation consists of:
 - Data from student evaluations.
 - A self-evaluation completed by the RA.
 - An evaluation completed by the Assistant Director.
- Purpose:
 - The evaluations aim to provide insight into your performance and identify both strengths and areas for improvement.
 - This process allows you and the Assistant Director to pinpoint areas needing improvement and develop an action plan to address them.
- Process Overview:
- Continuous Feedback:
 - The evaluation process should not be surprising. The goal of the Department of Housing and Residential Education is to provide continuous feedback throughout the semester, so the Assistant Director's formal evaluation should align with their informal feedback.
- Student Feedback:
 - While student responses may sometimes be unexpected, the Assistant Director can help you interpret and understand these comments in context.

Cycles of Supervision and Employment

These guidelines are designed to assist professional staff in evaluating the performance of paraprofessional staff and to provide a procedure for addressing cases where a paraprofessional fails to meet job requirements.

- Purpose:
 - Evaluation Basis: To offer a standard framework for assessing paraprofessional performance.
 - Procedure for Performance Issues: To outline steps to follow when job requirements are not met.
- Expectations:
 - Judgment: Supervisors should use good judgment when applying these guidelines.
 - Clarity: The guidelines provide a clear roadmap for what to expect if a paraprofessional does not fulfill the contract requirements.

Staff Assessment:

- 1:1 Meetings with Paraprofessional Staff:
 - Once every other week
 - Evaluate progress on goals and job requirements
 - Identify area/issues/students needing attention
 - Identify resources from which the paraprofessional staff can obtain assistance

Conditions for Probation and Termination

1. Duty and Desk Shifts:
 - Late 1st time: Written Warning (cc: P-P file)
 - Late 2nd time: Probation (cc: P-P file & Director)
 - Missed 1st time: Probation (cc: P-P file & Director)
 - Missed 2nd time: Termination (cc: P-P file, Director)
2. Training/In-Services:
 - Late 1st time: Verbal Warning
 - Late 2nd time: Written Warning (cc: P-P file & Director)
 - Absence without supervisor's approval:
 - 1st time: Probation (cc: P-P file & Director)
 - 2nd time: Termination (cc: P-P file & Director)
3. Administrative Responsibilities (failure to perform):
 - Examples include, but not limited to the following: checking mailbox daily, posting information as it is received, not distributing and returning surveys, failure to turn in reports (programming, weekly, etc.), completing the duty log, responding to phone calls and emails.
 - 1st time: Verbal Warning
 - 2nd time: Written Warning (cc: P-P file & Director)
 - 3rd time: Probation (cc: P-P file & Director)
 - 4th time: Termination (cc: P-P file & Director)
4. Programming (failure to complete programming requirements):
 - 1st Semester: Probation with written deadlines for 2nd sem. (cc: P-P file & Director)
 - Failure to meet written goals by re-hire review: No re-hire for following year
 - 2nd Semester: Termination for not meeting deadlines established in 1st semester
5. Violation of Contract and/or University Policies
 - Minor Violations:
 - 1st time: Verbal Warning (discussed with Residential Learning Coordinator & Director)
 - 2nd Time: Written Warning (cc: P-P & Director)
 - 3rd Time: Probation (cc: P-P file & Director)
 - 4th time: Termination (cc: P-P file & Director)
 - Major Violations: (including, but not limited to the following: drinking with residents, underage drinking, controlled substance use, unable to perform duties due to alcohol inhibition, assault of any kind, etc.):
 - Immediate Probation or Termination (depending on severity of the offense)
6. Others: At the discretion of the Assistant Director and Director.

Confidentiality

Code of Confidentiality

Code of Responsibility for Security and Confidentiality of Records and or Data Files

Security and confidentiality are matters of concern to all Department of Housing and Residential Education employees and to all other persons who have access to office facilities. The Department of Housing and Residential Education is a repository of information in either computer accessible or hard copy files for Purdue University Northwest. Each person working in the Department of Housing and Residential Education holds a position of trust relative to this information and must recognize the responsibilities entrusted to him or her as well as to the Department of Housing and Residential Education in preserving the security and confidentiality of this information. Since conduct either on or off the job could affect, or even threaten the security and confidentiality of this information, each Housing and Residential Education employee or person authorized to access Housing and Residential Education files is expected to adhere to the following:

1. No one may make or permit unauthorized use of any information in files maintained, stored or processed by the Department of Housing and Residential Education.
2. No one is permitted to seek personal benefit or allow others to benefit personally by knowledge of any confidential information which has come to him or her by virtue of work assignment.
3. No one is to exhibit or divulge the contents of any record or report to any person except in the conduct of his or her work assignment and in accordance with the Department of Housing and Residential Education and University policies.
4. No one may knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry.
5. No official record or report, or copy thereof, from the office where it is maintained may be removed except in the performance of a person's duties.
6. No one is to operate or request others to operate any University equipment for purely personal business.
7. No one is to aid, abet, or act in conspiracy with another to violate any part of this code.
8. Any knowledge of a violation of this code must immediately be reported to a person's supervisor.
 - For Department of Housing and Residential Education employees, violation of this code may lead to a reprimand, suspension, or dismissal consistent with the general personnel, student disciplinary, or other pertinent policies of the University.
 - For others, violation of this code will result in (1) denial of access to Purdue University Northwest Department of Housing and Residential Education files, and (2) reporting of the violation to the offender's office.
 - I have received a copy of, have read, do understand, and will comply with Purdue University Northwest Department of Housing and Residential Education Code of Responsibility for Security and Confidentiality of Records and/or Data Files.

FERPA

Confidentiality and FERPA

Under the Family Educational Rights and Privacy Act (FERPA), higher education institutions are limited in the information they can reveal about students. Because you are a staff member, you are bound by this act. Regarding your role and confidentiality, keep in mind the following:

- Disciplinary action is always considered confidential information and thus should never be discussed with anyone other than the resident(s) involved, a fellow staff member involved, or a professional staff member;
- Counseling-based interactions that you have with residents are considered confidential and should never be discussed with anyone other than the resident(s) involved, a fellow staff member involved, or a professional staff member (if you see it necessary or useful to talk with the Counseling Center regarding a counseling issue, you should first inform the Assistant Director that you intend to do so);
- You CANNOT guarantee that you can keep information that you learn about a resident confidential (that is, you have an obligation to inform HRE Administration of all counseling contacts and that obligation supersedes a

resident's desire for you not to share information; however, you should clearly indicate to the resident that you have a responsibility to relay such information to your supervisor);

- Please consult with HRE Administration for feedback;
- Never discuss information in public settings (e.g. dining facilities, walking to class, in the Student Union Library, at the Service Desk, in your room with a door open, to individuals that are not able to assist in your situation, or in an area in which individuals have the potential to overhear your conversation); and
- You need to take great care in talking with family members (a parent may ask what there is to do on a Friday night and you can freely respond; however, a parent may ask what his daughter did last Friday night and cannot share that information).
- There are allowable exceptions to confidentiality and to FERPA. However, as a general rule, do not share any resident-specific information with anyone other than HRE Administration. If someone else is asking for specific information, consult with HRE Administration or refer the individual to HRE Administration.
- Also, one of your primary responsibilities as an RA is to share information with residents. You need to balance that with maintaining confidentiality. At times, you will be instructed to share specific information. At other times, you will be instructed not to share specific information. Sometimes, you will be given information with no guidelines; if you are unsure if you are to share that information or not, you are expected to clarify that with HRE Administration.

Emergency Procedures

As a Resident Assistant (RA) with the Department of Housing and Residential Education, you may face a variety of emergency situations that require immediate and effective action.

Resources and Guidance:

- The following pages provide resources to assist you in handling emergencies and outline various situations you may encounter.
- Note that these Emergency Procedures are not comprehensive but offer guidance on how to address and resolve emergencies.

Key Principles:

- **Remain Calm:** It is crucial for each staff member involved in the situation to stay calm and avoid putting themselves in danger.
- **Contact Emergency Personnel:** Reach out to emergency personnel immediately when appropriate, as they are trained to handle many of the situations described.
- **Maintain Professionalism:** All HRE staff members must uphold professionalism and keep the details of any situation confidential to protect the rights of the individuals involved.

This Building's on Fire!

RA/CA Response

- **In-Building RAs**
 - Exit room.
 - Knock on apartment doors and announce the fire.
 - Meet Senior Staff at the front desk to get a fire card/assignment.
- **Out-Building RAs**
 - Report to the front desk of the building on fire to assist if necessary.
- **Notification**
 - You will be notified via cell phone by the CA or senior staff.
- **Resident Evacuation Points**
 - Griffin Hall: Lawn in front of Peregrine Hall.
 - Peregrine Hall: Back parking lot.
- **Front Desk Procedures**
 - First RA to Arrive: Retrieve fire cards from the flippy book and get the red card.
 - Subsequent RAs: Receive a fire card from the RA with the red card.
- **Fire Card Tasks**
 - RED: Retrieve master key/card and fire bag, distribute other fire cards, update Senior Staff.
 - ORANGE: Direct students at EAST exit, then move to the evacuation location.
 - YELLOW (Peregrine Only): Direct students at WEST exit, then move to the evacuation location.
 - GREEN: Direct students at SOUTH exit, then move to the evacuation location.
 - BLUE: Direct students at the front door (Peregrine back door), assist emergency personnel.
 - PURPLE: Direct students to evacuation locations from the center of the building.
 - PINK: Ensure students stay at evacuation locations.
- **Post-Evacuation Procedures**
 - Feedback and Debrief: Once residents are back inside, staff meets with Senior Staff to debrief.

Senior Staff Procedures

1. Respond to the front desk when the alarm sounds.
2. Text the RA group for assistance.
3. Stay at the desk to coordinate.
4. Identify fire location via fire box.
5. Contact PD and assist with the master key.
6. Communicate updates to RAs.
7. Handle the situation with residents responsible for the alarm.
8. Coordinate re-entry process with RAs.
 - a. Make sure laptops are nearby
 - b. Guide residents to proper lines.
9. Debrief and write incident report (IR).

Bomb Threat

RA/CA Procedures

1. Stay calm and gather information from the caller.
2. Notify Purdue Northwest Police and Senior Staff.
3. Assist in evacuating residents calmly and orderly.
4. Direct residents to the Fitness & Recreation Center.

Senior Staff Procedures

1. Ensure PD is informed and on the way.
2. Coordinate evacuation and keep everyone calm.
3. Stay at the front desk to ensure no one re-enters.
4. Await PD updates and assist with the re-entry process.
5. Debrief with staff and write IR.

Evacuations

RA Procedures

1. Knock on doors and instruct residents to evacuate using the nearest exit.
2. Designate a Safe Zone for evacuation (typically another building or Fitness Center).

Senior Staff Procedures

1. Coordinate RA response and ensure calm evacuation.
2. Communicate updates and assist residents until all is clear.
3. Debrief with staff and write IR.

Severe Weather - Tornado/Thunderstorms

RA Procedures

1. Monitor weather updates and inform residents of severe weather.
2. Advise residents to seek shelter in designated safe areas during warnings.
3. Inform Senior Staff and assist PD if an announcement is made.

Senior Staff Procedures

1. Ensure RAs are alert and informed.
2. Coordinate response and communicate updates to residents.

3. Assist with shelter arrangements and post-event debrief.

Power Outage

RA Response

1. Relay information to residents and stations in floor lounges.
2. Have games/activities available
3. Conduct hourly fire walks if necessary.
 - a. Watch Snack Shack for the first 5 hours, afterwards, no need.
4. Encourage residents to stay in suites or floor lobby.

Senior Staff Procedures

1. Keep Directors/Facilities Manager up to date on all issues.
2. Handle any maintenance issues.
3. Coordinate RA response and provide flashlights.
4. Stay accessible at the front desk and check in with staff.
5. Arrange food if outage persists.
6. Debrief with staff and write IR.

Vandalism

RA Procedures

1. Document location and time, take pictures, and notes.
2. Report to Senior Staff and write IR.

Senior Staff Procedures

1. Assist RA with documentation and IR process.
2. Communicate with PD as necessary.

Theft

RA Procedures

1. Gather detailed information about missing items.
2. Encourage residents to file a police report.
3. Report to Senior Staff and write IR.
4. Follow up with residents.

Senior Staff Procedures

1. Support RA and residents through the process.
2. Ensure follow-up and write IR.

Weapons

RA Procedures

1. Avoid touching or acknowledging the weapon.
2. Contact PNWPD and Senior Staff.

3. Keep calm and avoid discussing policies if the resident is agitated.
4. Wait for PD and Senior Staff before taking action.
5. Document and write IR immediately.

Senior Staff Procedures

1. Ensure RA has contacted PD.
2. Arrive on site to assist PD.
3. Coordinate with the Housing Director and assist residents if removal is necessary.
4. Write IR and follow up with affected residents.

Infectious Student

RA Procedures

1. Gather information and report to Senior Staff.
2. Operations Director will order temporary reassignment to a safe room if necessary.
3. Inform roommates while protecting privacy.
4. Notify the community with email and signs.
5. Conduct fire walks and post educational materials.

Senior Staff Procedures

1. Manage communication and coordination with healthcare professionals.
2. Assist RAs with educational materials.
3. Ensure follow-up with affected students.

Medical Emergencies

1. Do Not Move the Person
 - a. Do not move a seriously injured or ill person unless they are in immediate danger (e.g., falling debris, fire, explosion).
2. Stay with the Person
 - a. Remain with the injured or ill person, if possible.
 - b. Keep them calm and as comfortable as possible.
 - c. Administer CPR and AED if necessary and if you are qualified to do so.
3. Call for an Ambulance
 - a. If an ambulance is needed, dial 2911.
 - b. Be ready to provide:
 - i. The nature of the injury or illness.
 - ii. The location of the injured or ill person.
 - iii. The telephone number you are calling from.
 - iv. Any other vital information requested.
4. Notify HRE Senior Staff
 - a. After contacting emergency personnel, notify a HRE Senior Staff member for additional assistance.
5. Remain with the Person
 - a. Stay with the injured or ill person until EMS personnel arrive.
6. Arrange for Transportation
 - a. Transportation to a medical facility should only be provided by an ambulance or a private individual of the victim's choice. University Police and HRE staff cannot transport individuals for medical reasons.
 - b. If an ambulance is not required or is refused, assist in arranging alternative transportation.
7. Document the Incident
 - a. After the resident has been transported, document the situation through an incident report.

Possible Missing Person

1. Inform Senior Staff Immediately
 - a. If there's concern about a resident's location or if an HRE staff member hasn't seen a resident for an unusual amount of time, notify a Senior Staff member right away.
2. Gather Information
 - a. Collect details about the last time the resident was seen.
 - b. Find out if the resident has any time commitments that might explain their absence from the community.
3. Communicate with Roommates and Friends
 - a. Make an effort to contact the resident's roommates and friends (if absolutely possible) to find out if they know the resident's whereabouts.
4. Conduct a Health and Safety Check (if needed)
 - a. Senior Staff may decide to perform a Health and Safety check of the resident's room to try to determine their location.
5. Determine Notification and Communication
 - a. Senior Staff will decide who else needs to be informed about the situation and what information will be shared with the concerned party.
6. Document the Situation
 - a. An HRE staff member should document all details of the situation in an incident report.

Severe Weather - Tornadoes

- ★ TORNADO WATCHES - A WATCH means the conditions are favorable for a tornado to occur. HRE staff should be on alert for weather developments to occur.
- ★ TORNADO WARNINGS - Tornado warnings are issued when a tornado has actually been sighted in the area or indicated by radar and poses an immediate threat.

RA Procedures

1. Monitor weather updates and inform residents of severe weather.
2. Advise residents to seek shelter in designated safe areas during warnings.
3. Inform Senior Staff and assist PD if an announcement is made.

Senior Staff Procedures

1. Ensure RAs are alert and informed.
2. Coordinate response and communicate updates to residents.
3. Assist with shelter arrangements and post-event debrief.

Sexual Assault

- If a sexual assault has occurred, please call PUCPD (219-989-2911). After, please call the Senior Staff Member On-Call by calling 219-989-4183. Refer to the Counseling Center's Guide.

Suicidal Ideation/Attempted Suicide

- If a resident has expressed suicidal ideation or has attempted suicide, please call PNWPD (219-989-2911). After, please call the HRE Senior Staff Member On-Call by calling 219-989-4183. Refer to the Counseling Center's Guide.

Threatening Behavior

1. Observe and Gather Information

- a. If an HRE staff member observes threatening behavior or receives a report of it, gather as much information about the situation as possible.
2. Assess the Situation
 - a. Determine if PUCPD needs to be called by asking:
 - i. Will harm occur if immediate action is not taken?
 - ii. Are the parties involved harming one another or is harm imminent?
3. Prioritize Safety
 - a. Ensure your own safety and the safety of others around the incident.
4. Notify Proper Personnel
 - a. Notify either PUCPD or an HRE Senior Staff member about the situation.
5. Attempt De-Escalation
 - a. Once notifications are completed, try to de-escalate the situation if possible.
 - b. If other HRE staff members are present, attempt to separate the parties involved to better understand the situation.
6. Brief Assistance
 - a. When assistance arrives, brief the appropriate personnel on the situation and wait for further instructions.
7. Document the Incident
 - a. Once the situation is resolved, document the details through an incident report.

Questions from the Media

1. Focus on Notification
 - a. HRE staff members must prioritize notifying the appropriate personnel to handle an emergency.
2. Media Inquiries
 - a. Staff members are not allowed to discuss emergency situations with the media.
 - b. All media requests from newspapers, television, and/or radio personnel should be referred to the Office of University Relations for Purdue University Northwest.
3. Dissemination of Information
 - a. If information needs to be shared with community members, it will be handled by:
 - i. The Director
 - ii. The Assistant Directors
 - iii. The Residential Learning Coordinators
 - b. These individuals will either personally disseminate the information or instruct staff on what and how to convey important details.

Final Note

We have to be honest: the RA position won't always be a walk in the park. You'll face moments where you'll be challenged in your values, preferences, and knowledge, and there will be times when you disagree with fellow staff members, residents, or guests. This role is a fantastic opportunity to refine your communication, interpersonal, and professional skills. While we understand you're balancing this with your studies and will extend grace, we ask that you use it wisely. Remember to give grace to yourself and others, especially during this unpredictable time in the department. Don't hesitate to ask for help when you're unsure or need support—that's what we're here for. We can't help if you don't communicate your needs. Despite any challenges, we're genuinely excited to have you on board and look forward to growing and succeeding together.

Best,
Senior Staff

Appendix

Links

Resident Assistant Links:

- Duty Log - Must be done by 12pm after every duty night! - <https://docs.google.com/forms/d/e/1FAIpQLSdMvLauadn7pQRRbcsk-s86C4DrQeZF3N1q3mbOtcyVLT8zvA/vieworm>
- Housing Linktree - For Resident Use - <https://linktr.ee/pnwhousing>
- Incident Reporting Form - https://cm.maxient.com/reportingform.php?PurdueUnivNorthwest&layout_id=0
- Beginning of Desk Shift Audit - Must always be done! - <https://forms.gle/xrVcu6vmy7yonG5f6>
- End of Desk Shift Audit - Must always be done! - <https://forms.gle/iKDSLrySHSjuxbtm6>
- Charges Form - <https://forms.gle/Yxwjkae8YE9TCLY66>
- Onity Integra Light Codes / What They Mean - <https://www.pnw.edu/housing/wp-content/uploads/sites/78/2020/07/Onity-Integra-Light-Codes.docx>
- University Village Space Reservation Request - https://purdue.ca1.qualtrics.com/jfe/form/SV_5ztboSifrawhivz?Q_JFE=qdg
- MyPNWLife Login - https://mypnwlife.pnw.edu/home_login
- Commonly Forgotten Policies - https://drive.google.com/file/d/1KoWOi2ny6rcsAmNINBA224U1iU_CYpew/view?usp=sharing
- Pro Staff Information - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/about-us/>
- FAQs - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/faqs/>
- Forms - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/forms/>
- Resident Handbook - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/forms/resident-handbook/>
- PNW Housing Maintenance Requests - <https://www.pnw.edu/housing/forms/maintenance-requests/>
- Sign In - StarRez - <https://pnw.starrezhousing.com/StarRezWeb/>
- Webclock - <https://one.purdue.edu/launch-task/all/webclock>
- Linktree - <https://linktr.ee/hrestaff24>

Community Assistant Links:

- Housing Linktree - For Resident Use - <https://linktr.ee/pnwhousing>
- Incident Reporting Form - https://cm.maxient.com/reportingform.php?PurdueUnivNorthwest&layout_id=0
- Beginning of Desk Shift Audit - Must always be done! - <https://forms.gle/xrVcu6vmy7yonG5f6>
- End of Desk Shift Audit - Must always be done! - <https://forms.gle/iKDSLrySHSjuxbtm6>
- Charges Form - <https://forms.gle/Yxwjkae8YE9TCLY66>
- Onity Integra Light Codes / What They Mean - <https://www.pnw.edu/housing/wp-content/uploads/sites/78/2020/07/Onity-Integra-Light-Codes.docx>
- University Village Space Reservation Request - https://purdue.ca1.qualtrics.com/jfe/form/SV_5ztboSifrawhivz?Q_JFE=qdg
- MyPNWLife Login - https://mypnwlife.pnw.edu/home_login
- Commonly Forgotten Policies - https://drive.google.com/file/d/1KoWOi2ny6rcsAmNINBA224U1iU_CYpew/view?usp=sharing
- Pro Staff Information - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/about-us/>
- FAQs - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/faqs/>
- Forms - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/forms/>
- Resident Handbook - Housing - Purdue University Northwest - <https://www.pnw.edu/housing/forms/resident-handbook/>
- PNW Housing Maintenance Requests - <https://www.pnw.edu/housing/forms/maintenance-requests/>
- Sign In - StarRez - <https://pnw.starrezhousing.com/StarRezWeb/>
- Webclock - <https://one.purdue.edu/launch-task/all/webclock>

Scan Here for These Links



Certifications

What Do the Lights on the Doors Mean? See Attached