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WELCOME TO THE DEPARTMENT OF RESIDENCE LIFE



Mission Statement

Residence Life is committed to the enhancement of the academic and social endeavors within The University of Memphis and community through a holistic student development philosophy.

Mission of The Department of Residence Life

- o Residence Life provides an environment to enhance the educational, cultural, spiritual, social and physical/recreational growth of residents. The environment is established by exploring creative activities and experiences throughout the university and local communities.
- o Interaction among residents, faculty, and staff is a vital element in leadership development and in understanding the diversity of students. Serving as a communication link to the residence population, the department provides support and interaction to all parts of the university.
- o Being located in a large metropolitan area, Residence Life offers a number of diverse living/learning communities which are comfortable, clean, convenient, safe, and reasonably priced. Campus housing is centrally located to provide accommodations to both campus and community activities.
- o Residence Life strives to develop student leadership through student government, student employment opportunities and volunteer programs that provide outreach to the community.

This Manual

This manual is a guide and contains a lot of, but not all of the information needed to perform your duties. Be sure to ask your supervisor many questions regarding procedures and tasks. **Please note that you are expected to exercise good judgment and common sense at all times.**

Resident Advisor Job Description

Resident Advisors must be mature students, and are selected on the basis of leadership experience, residence in a hall, scholarship, and the desire to help residents realize their opportunities for self-

development through group living in the residence hall. You are responsible for a floor or building housing approximately 50 residents and are directly responsible to your Assistant Area Coordinator.

A. Administration of the Hall

1. Responsible for rotating coverage of the hall.
2. Assist in communicating policies and regulations to residents, preparing reports and records, and being aware of the general condition and atmosphere of the residence hall.
3. Achieve a detailed working knowledge of official housing publications and the Residence Life Information Brochure/Student Handbook.
4. Attend hall, area, and departmental meetings as announced.
5. Share responsibility for maintaining the hall and necessary tasks related thereto.
6. Communicate daily with your Asst. Area Coordinator in order to provide uniformity in hall operations.
7. Make contact with parents as students move into the hall.
8. Assist in departmental research as requested by your Asst. Area Coordinator

B. Work with Individual Students

1. Know students in hall, actively participate in all Residence Life functions, visit in students' rooms and generally build rapport.
2. Know what campus agencies are available to assist students who need special help.
3. Assist supervisors in handling discipline cases, counseling problems, and health problems.

C. Assist in Program Development

1. Participate in your Hall Council and RHA as directed by your Asst. Area Coordinator.
2. Work with individual student officers and fellow staff members to develop, promote, and implement programming.
3. Assist with hall and area programming.
4. Attend all residence hall programming activities involving residents of your hall. This includes activities for floor, hall, area, and RHA events.
5. Present a minimum of 3 programs per month for your residents as assigned by your AAC
6. Serve on departmental committees as assigned.

D. Obligations

1. Attend staff training and other departmental meetings scheduled during the academic year. Attendance is mandatory and provisions should be made for this time when registering for classes. Any club, sport, band, or internship, which interferes with meeting times or training, will have to be dropped.
2. RAs cannot student teach and be RAs.
3. Be in residence for fall and spring staff training for the term and through 6:00 p.m. the day following term commencement.
4. Be prepared to respond to any emergency.
5. Clear any overnight absence away from campus with your Asst. Area Coordinator.
6. Resident Advisors may be enrolled in no more than 15 undergraduate semester hours or 9 graduate semester hours. Law students are allowed to meet the minimum registration requirements of the Law School. Undergraduates must maintain a minimum of 12 hours each semester employed. Undergraduate Resident Advisors whose semester and cumulative GPA is a 2.5 or more may take up to 18 credit hours per semester. Your Area Coordinator must approve any exceptions in writing with concurrence by the Associate Dean of Students for Residence Life and Dining Services. Resident Advisors are required to take the Residence Hall Counseling course their first semester of employment. You may carry 18 credit hours during the semester you take this course.
7. Be employed by NO other campus or off-campus agency (this includes graduate assistantships and work scholarships).

8. May not hold any position in a student organization, student teach, internship, pledge a fraternity or sorority, be a member of the marching band, or play in a varsity sport without written approval from your Asst. Area Coordinator and Area Coordinator with concurrence by the Director of Residence Life and Dining Services before appointment as a Resident Advisor.
9. **All Resident Advisors must keep Tuesday and Thursday afternoons from 3:00 p.m. to 5:00 p.m. free from class conflicts for department responsibilities.**
10. Respond to all other reasonable requests by the Department of Residence Life.
11. Any additional time commitments that will take you out of the building, such as rush, must be approved by the Asst. Area Coordinator and Area Coordinator with concurrence by the Associate Director of Residence Life and Dining Services.
12. Living on campus is required. A single, furnished room, utilities and local telephone services are provided. Contracts are for one semester. Employment is contingent upon job performance.
13. Resident Advisors have an option to work at the reception desk a maximum of nine hours a week at the base student wage.
14. Resident Advisors may not be scheduled to work desk hours during duty hours.
15. Abide by all University and Department rules, policies, and procedures.
16. Have a POSITIVE ATTITUDE.

Remuneration

You will receive a stipend that will be paid on a bi-weekly basis.

Training

Resident Advisors are required to attend the following training:

1. Fall Training: this usually involves the RA returning to campus a full week before the halls officially open.
2. Residence Hall Counseling course during the first semester of employment: The schedule for this course will be announced prior to class registration. Those not taking Residence Hall Counseling must keep Tuesday afternoon open for staff meetings.
3. Spring Training: This usually involves the RA returning to campus up to a week before the halls officially open.

Academic Load

1. Resident Advisors - Resident Advisors may be enrolled in no more than 15 undergraduate semester hours or 9 graduate semester hours. Law students are allowed to meet the minimum registration requirements of the Law School. Undergraduates must maintain a minimum of 12 hours each semester employed. Undergraduate Resident Advisors whose semester and cumulative GPA is a 2.5 or more may take up to 18 credit hours per semester. Your Area Coordinator must approve any exceptions in writing with concurrence by the Associate Dean of Students for Residence Life and Dining Services. Resident Advisors are required to take the Residence Hall Counseling course their first semester of employment. You may carry 18 credit hours during the semester you take this course.
2. RA Grade Point Average - If your semester, or cumulative GPA drops below 2.25 (undergraduates) or 3.25 (graduate) you will be placed on probation until your next semester GPA can be reviewed. You may keep your job as long as your semester or cumulative GPA is not below 2.25 for more than one semester. If your semester, or cumulative GPA is ever 1.5 or lower, or the quality of your work is not satisfactory while you are on probation, you are subject to dismissal.

Position Expectations & Goals

Administrative Tasks-Administrative duties are outlined in various manuals, position descriptions, etc. In addition, staff is expected to submit written reports to their appropriate supervisor which will be forwarded

to the appropriate parties. Staff is expected to maintain appropriate records as required. Staff is expected to attend staff meetings, in-services, etc.

Approachability-Staff members need to be open to residents by being aware of each person's individuality, being sensitive to their needs and respecting confidentiality where possible.

Communication-In addition to maintaining appropriate contact with supervisors, residents, fellow staff members, resident advisors are expected to share pertinent information with other administrative staff as needed.

Community Building-Staff need to promote a concern for the rights of others in group living and work to develop a sense of unity.

Physical Condition of the Residence Hall/Apartments-Staff work closely with their supervisor regarding the physical needs of the buildings. They should point out maintenance concerns in a timely fashion and build rapport with maintenance staff.

Policy Information and Enforcement-Staff need to understand, abide by and promote adherence to hall conduct standards, policies, rules and regulations of the University and the Residence Life Department.

Programming-Staff will meet requirements of the department, making sure to do quality programs around resident needs and wants.

Relationship with Supervisor-Staff members are expected to keep their supervisor and Area Coordinator informed of significant events in their areas, both positive and negative. In addition, staff is expected to notify their supervisor of additional outside commitments and receive permission before participating in outside activities.

Staff Selection-Professional and resident advisor staff is actively involved in the development and implementation of the various staff selection processes.

Staff Training and Development-Resident Advisors are expected to play an integral part in all phases of training and to be responsible for attending training exercises and development.

Time Commitment-Understanding that academics are a first priority, resident advisors need to plan all other outside involvement around the R.A. position. During a particular week, more may be required of the position than during a following week, but regardless of the extra time that the R.A. position may require, resident advisors are expected to meet the demands of the job before other activities.

Willingness to Confront and Resolve Conflicts-Staff should possess intervention skills and be willing to deal with interpersonal and group problems directly. In addition, they should be able to confront and resolve conflicts, and refer a student to the appropriate resources as the situation warrants.

RESIDENT ADVISOR SURVIVAL SKILLS

Being A Successful R.A.



Two studies were carried out at the University of Connecticut to determine the characteristics of a successful resident advisor. One investigation studied various traits and the extent to which they contributed to the success of the resident advisor. The results were as follows:

1. Being available when needed	96%
2. Having the respect of the residents	91%
3. Treating a student fairly	81%
4. Being a good role model	78%
5. Good personal habits, neatness	70%
6. Taking extra effort to assist those having trouble adjusting to college life	70%
7. Being objective (taking discouragement in stride)	65%
8. Having a serious attitude regarding own studies	56%
9. Ability to gain students' trust to discuss personal matters	55%

The second study compared traits of a group of highly successful resident advisors through means of the rated opinions of their immediate supervisors. Some of the findings are as follows:

1. The outstanding resident advisor tended to visit all or most residents in their rooms.
2. Successful resident advisors:
 - a. Were distinguished by showing more inclination toward explaining policies, advantage, opportunities, and agencies of the University.
 - b. Were sought out more frequently when students had problems of a personal nature.
 - c. Demonstrated an effort to assist residents needing help adjusting to school.
 - d. Gave individual or group assistance with study skills.
 - e. Attended all hall functions.

This research, combined with the experience of many resident advisors, suggests that while personality itself is the central factor in successful residence hall counseling, many specific practices can be utilized by any student counselor to insure at least a moderate degree of success. Much will depend on your willingness to develop a sincere interest in your residents.

Things to do before your residents arrive

Floor/Courtyard Preparations

- Door Decorations
- Bulletin Boards
- Post Activity Schedules
- Post Community Standards

Prepare Floor/Building Meetings

- Develop Ice Breakers

Develop an agenda and be prepared

Plan Opening Programs (these are important in setting the tone of your floor/building)

Complete Personal Needs

- _____ Finalize your class schedule
- _____ Complete banking needs
- _____ Buy books
- _____ Purchase a parking permit
- _____ Organize your room

Schedule a 1-on-1 with your AAC as soon as you have your class schedule finalized.

Check/Complete Inventory Sheets

Complete a list of work orders for all maintenance needed.

Signs and posters needed:

The following items need to be posted on your floor/courtyard prior to the buildings opening. Please ask your AAC or returning staff members if you have any questions. There are a lot of creative and fun themes or designs you can use for these. Have fun with them!

- Emergency Procedures, maintenance procedures
- Posters stating alcohol/drug policy, visitation hours, noise guidelines/study quiet, smoking policy/areas
- Hall facilities locations
- University facility hours
- Hall phone numbers
- Emergency and other useful numbers (ex. Department of Public Safety, # 4357 or HELP)
- Bus schedule

R.A. Objectives

Your first objective should be to learn the names of every person on your floor/building and as many others in the hall/complex as possible. You will want to get to know each one personally, so you can best meet the needs of the residents in your area. Many students express a desire to know other students in the building. You should be instrumental in introducing residents to each other and making it easier for them to break social barriers.

A resident is expected to be the first person to handle a situation when their (or the community's) rights are being violated. If, after confronting the inappropriate behavior of another individual, the individual does not attempt to alter his/her behavior, they should take steps to visit with the resident advisor and work out alternatives. This is a very difficult step for some individuals to take. Support students by going with them to confront problems on the floor. However, know when to step in and resolve problems that need to be addressed. This will help support the students and your role as the R.A.

You will also want to develop a sense of community with fellow staff members. This is where you can get your best morale support.

Building a Community



Community Development is perhaps our most important function. Included here are tasks such as helping students adjust to roommates, floor mates, the Residence Hall complex and the University System as a whole. Staff will need to establish, develop, and maintain an open relationship with each student and assist residents in establishing relationships and building a sense of community. It is essential that staff encourage and promote involvement in Residence Hall governments, programming, and campus events.



Suggestions for Developing a Good Community

Door Tags:

Put up door tags at the beginning of each semester. During Fall semester this helps everyone get to know each other and their hometowns. During the Spring semester it shows the changes in who has moved on or off the floor. It also helps new people on the floor feel welcome.

Social Activities:

Help them get to know each other by having social events throughout the first couple of weeks. Go to the football games, do progressive snacks, have a social hour each night in the lobby/community center area during the first week, and always look for spontaneous opportunities to get to know the residents.

Availability:

Post on the floor or courtyard a set time that you will be available each day including a class schedule. We know you'll be on your floor/building more than one hour a day, but having at least one set hour each day helps increase the perception of availability.

Conflict Care:

Help residents learn to be assertive and responsible in confronting conflicts, noise problems, etc. In the beginning, they may come to you first when they have a noise problem (or other conflict). Always ask them if they have talked with the "noise maker" themselves. Have them try this first, giving them lots of suggestions and encouragement. Let them know that if it doesn't work you will be happy to step in. However, be careful not to constantly come to the rescue. If you always step in right away they will come to depend on you to fix their problems.

Bulletin Board:

Please use the available bulletin boards to establish floor themes and keep information current. Get other floor members to help and turn it into a group project.

Hall Council Expectation:

Strongly support hall council--set aside bulletin board space on your floor or wall space in your lobby areas, encourage and commend your floor representatives.

Person of the Week:

Highlight one or two floor members each week--put their names on a bulletin board or wall space, have them fill out a sheet on themselves listing their hobbies, likes and dislikes, hometown, etc. It makes that person feel special and helps floor members get to know each other better.

Your First Floor/Building Meeting



Your first floor/building meeting will be used to cover a lot of information and is an important part of establishing a good community from the beginning. You should have already met all of your residents by this time. Some things you need to accomplish at your first meeting include:

- Discuss resident expectations of the resident advisors, AAC and Residence Life in general.
- Cover the community standards and policies in the Student Handbook.
- Discuss and give directives to your residents on proper procedures during: Fire Alarms; Tornado Warnings; and Power Outages. (Nt. Reference P-30-32this manuel)
- Fire alarms and procedures---make sure they understand that they must always leave the building, if they do not, disciplinary action will be taken. Remind them to dress appropriately for a fire alarm (shoes, jacket) **and be prepared to stay outside for a while in case of a fire.**
- Kitchen use---food left unattended, cleaning up after yourself, etc.
- Maintenance & Pest control
- Fire doors are not to be used unless an actual fire is taking place. Violators will be documented. If they see someone use the door, have them report that person at the front desk.
- Visitation---remind people about getting their guests out on time, **DON'T DEPEND ON THE DESK TO CALL AND REMIND YOU TO LEAVE!** This is not the desk's responsibility, but theirs. Guests should be escorted to and from the lobby area and should remain in the resident's room while in the building. If anyone is found checking in a guest for someone **other** than himself or herself, they may also lose visitation privileges.
- Upcoming programs on your floor and building/campus.
- Information on room change dates and procedures.
- Alcohol and Drug Policies/Gray Cards/Lock Out Policy/ Safety Checks
- Questions/Concerns.

Roommate Agreement

By the time you have your first floor meeting you should have already completed most of your Roommate Agreements. This agreement is a form that your Assistant Area Coordinator will provide you. You will want to discuss items of common concern for most roommates including Visitation, Sharing Personal Item, etc. The Agreement will also cover the University's Alcohol and Drug policies. Both roommates and the RA will sign the agreement a copy will be given to the residents and the AAC will keep a copy.

Roommate Conflicts

In order to develop a healthy floor community, a resident advisor needs to get to know each community member as well as possible. Problems are more likely to be noticed and attended to before they reach crisis proportions. Minor disagreements between roommates, left unresolved, can evolve into major conflicts and have an adverse effect on the overall wellness of the community.

Dealing with a roommate conflict

Encourage the roommates to work the situation out between themselves. If that does not work, you as the resident advisor need to take action. The following are some guidelines for handling a roommate conflict:

1. Deal with behavior. Trying to get other people to change their thoughts, feelings, attitudes, or personalities is not an efficient way to reach agreements about living together. When you try to change people, they become angry, defensive and even resentful. Focusing on ways of behaving, and what each roommate will and will not do is usually more effective.
2. Remember that roommates are discussing personal preferences, not trying to settle the laws of the universe. Limit the discussion to what will happen in the space they share.
3. It is important that each person's view is respected. It is not necessary to agree with, or even understand, either point of view. However, it is necessary to respect each person's right to have his or her own point of view.
4. What if one of them will not speak up? You may want to take that person aside and relay the following: "A problem won't disappear if it is not addressed. If something is bothering you, you owe it to yourself and the community to speak up about it." Each floor member is responsible for managing relationships with other floor members, particularly their roommate(s). If a floor member chooses not to discuss a problem, they cannot expect that anything will be done about it.

**Material in this section was adapted from the "Roommate Negotiation Workbook," by Barbara Engram, Ph.D., Hood College, 1985.*

ADMINISTRATIVE POLICIES



Duty

Responsibilities

RAs will divide duty nights amongst themselves in an equitable manner with the approval of the AAC.

R.A. responsibilities regarding duty include:

1. Walking the building or grounds, and completing rounds sheets.
2. Reporting maintenance problems.
3. Maintain quiet hours and enforce policies.
4. Make sure doors are secured at the end of visitation and all non-entry doors are shut at all times.
5. Double check with desk workers at the end of visitation to see if all guests of the are checked out properly.
6. Rounds must be done 3 times a night, more if deemed necessary by your AAC.

You should not do the repair work in your hall, but it cannot get done if you do not report the need. Residents will inform you of maintenance problems in their rooms. You should also walk through your area or building “safety conscious” or aware of loose tiles, trash, burned-out light bulbs, shaky handrails, worn stair treads, etc. Report these immediately. Make mental notes of exact location and exact work to be done. A prompt and complete repair depends on an accurate work order.

Desk Assistants are an essential link in the security and communication channels of a hall. They cannot perform their duty properly if Resident Advisors and/or Asst. Area Coordinators do not keep them informed of changes in policies, regulations and procedures. It is very important that the desk assistant knows who is “on duty” and the whereabouts of the person on duty. It is not sufficient to merely be in the building area if the desk receptionist cannot reach you immediately.

Coverage

In all areas, the Asst. Area Coordinators are responsible for instituting a system of rotating the Resident Advisors evening coverage of their halls. “On-duty coverage” refers to the staff member who is personally responsible for the operation of the hall during the hours of 7:00 p.m. to 7:00 a.m. the following morning. This staff member is not to leave the building or apartment complex during their duty hours, and must be accessible by phone. The “On Call” must also be available until visitation hours have ended, to respond to emergencies, and to answer general students’ requests. **Staff not formally “on duty” is still responsible for handling problems as they occur.**



Room Entry Policy

Where it is necessary to enter a room, there should be at least 2 staff members present. The following steps should be taken:

1. The university official should knock on the door first, regardless of whether it is locked, unlocked, or ajar.
2. If the door is closed, the university official should then identify himself/herself and state the purpose of the entry. The official should then request that the door be opened.

3. If the door is open, the university official will identify himself/herself and state the purpose for the entry.
4. If the RA is refused entry they should contact their AAC for assistance and instruction.
5. AN R.A. NEVER ALLOWS ANOTHER PERSON TO ENTER A ROOM UNLESS THEY HAVE AUTHORIZATION FROM THE PROPER UNIVERSITY AUTHORITIES.



Confronting an Incident

- ◆ When you confront an incident, knock on the door and identify yourself by name and state that you are a resident advisor. Ask to speak with the resident(s) of the room and inform them that their behavior is causing a disturbance. If alcohol is involved, the resident(s) must dump the contents out in a sink.
- ◆ If possible, approach discipline problems one-on-one in the privacy of a room. This allows each person involved to be more flexible in discussion and will help avoid getting to the point of a confrontation.
- ◆ Get the names and Student I.D. numbers of all people in the room at the time of the confrontation. If they are not University students, try to get their phone numbers and addresses. This information will be put in the incident report.
- ◆ Take accurate notes throughout. These can be made in the duty log book. You may need to rely on these notes when filling out the Incident Report.
- ◆ Inform the residents that a report will be written and forwarded to the AAC. Let them know they will be receiving a letter giving them instructions for what they need to do next. Recommend that they read the Student Handbook if they have questions about policies.
- ◆ If the resident(s) of the room are not present when you confront a situation, make note of this, as they are responsible for the behavior of their guests and may be referred to the AAC.

If a resident is noncompliant with a staff member...

If you decide the person is being abusive - DO NOT PURSUE THE ORIGINAL PROBLEM.

Do NOT add fuel to the fire! Remain calm and rational. A toe-to-toe shouting match in the hall can accomplish nothing.

If the person becomes overly aggressive or violent, call Police Services and your AAC.

Residence hall judicial procedures

There are two basic methods for handling violations of university policy in the residence halls. The Office of Judicial Affairs may choose to administer the disciplinary process through university-wide established procedures or the Department of Residence Life and Dining Services may choose to administer the disciplinary process on a contractual basis.



Master Keys & Lock Outs

Resident Advisors are not issued master keys for the entire year. Master keys are checked out through your Asst. Area Coordinator for the following:

*Occupancy Checks *Emergency Situation *Room Safety Checks

- ❖ The use of master keys is left up to the discretion of your Asst. Area Coordinator/Resident Director.
- ❖ Under no circumstances is a master key ever to be given to a resident.
- ❖ Your supervisor must maintain a record of when master keys are issued and returned. If you check out a master key, log it in.

Residents will be asked to contact any RA (starting with their own) when they are locked out of their room. After 7 PM they will be directed to contact the Duty RA. The RA should use a Master Key to let them into their room. RAs should never carry the master with them. After letting the resident into their room they should write the lockout down in the log located in their AAC's office. After every 4 lockouts the resident may be billed \$15.00. You should spend a considerable amount of time during your first floor meeting explaining the lockout procedure to residents and not to expect to have immediate access when locked out. Never let a resident into a room without checking their ID and comparing their ID to the hall roster.



Incident Reports

An Incident Report is just that, a report of an incident. It is not a discipline sanction or a warning.

What to note:

1. Who -- be specific in getting correct names; check computer alpha listing for spellings.
2. What -- describe the situation in first person, policy in question, essence of conversation.
 - a. Documentation of positive behavior, achievements and personal concerns is as important as documentation of discipline concerns.
 - b. Be sure to note any one-on-one conversations which are initiated by you or one of your residents.
3. When -- state time, day and date; be specific because the event you document may correlate with another concurrent activity being reviewed by Police Services or the Counseling Center.
4. Where -- specify the exact location of the event.
5. Why: A discipline case can only be valid if the documentation is accurate and complete. All documentation -- at whatever step of the discipline process -- should aim to:
 - a. Clarify the resident's status in relation to said violation.
 - b. Be objective, clear and concise. You are not writing an editorial!
6. ALL INCIDENT REPORTS SHOULD BE WRITTEN AT THE TIME OF THE INCIDENT AND PUT IN THE AAC'S BOX.. THERE ARE NO EXCEPTIONS.

Example Incident Report:

Residence Life Discipline/Incident Report

Persons involved:

NAME	SSN	ADDRESS	PHONE
Mickey Mouse	555-55-5555	011 Richardson Towers	1234
Minnie Mouse	444-44-4444	009 Disney Hall	4321

Location of Incident: 011 Richardson Towers **Date:** 8/1/98 **Time:** 12:30 am

Incident Category: Visitation Violation

Staff Member Reporting: Donald Duck **Title:** Resident Advisor

Description of Incident (Please objectively, and professionally describe the incident. Be specific and factual and note any action taken on the spot. If Public Safety was involved, include the officer's name.)

At approximately 12:10 am the desk called me when I was on duty. They said the resident in room 001 had not checked out his guest at midnight. When I arrived at the room, I knocked on the door and identified myself as the RA. Mickey Mouse opened the door and I could see Minnie Mouse sitting on a small couch in the room. I informed them both that it was past visitation hours, and that Mickey had failed to properly check his guest out. I then escorted both of them to the lobby, and Minnie and Mickey both left the building.

Action taken

- No action taken _____
- Met with AAC _____
- Official Warning _____
- Resident Probation _____
- Restitution _____
- Referral to AC _____
- Referral to JA _____
- Sanction Issued _____
- Res Hall Suspension _____
- Trespass Notice Issued _____
- Contract Canceled _____

Staff Comments:

Dates of Probation _____ to _____

Copies sent to:

- Director _____
- Asst. Director _____
- Asst Area Coord. _____

When to ask for help and who to call...

Problem/Question	Who to Call	Numbers
Academic Advising	Academic Counseling Unit	2062
Campus Programs	SAC	2035
Campus Safety/Crime	Polices Services	4357/4553
Career Choices	Career Counseling	2068
Counseling	Psychological Counseling Unit	2068
Faith Issues	Religious Houses	2187/5551
Health Concerns	Student Health Services	2287
Intramural	Intramural Office	2802
Job Placement	Career Placement Services	2239/3217
Learning Disabilities	Educational Support Program	2704
Legal Issues	Office of Judicial Affairs	2298
Parking	Parking Services	2212
Phone Service	Telecommunications	2999
Stress	Center for Student Development	2067
Study Skills	Educational Support Program	2704
Volunteering	Volunteer Alliance	2093



Search & Seizure Policies

The University reserves the right of entry to rooms by authorized University officials for the purpose of search and seizure if there is probable cause to believe that a student is using a housing accommodation for purposes which are illegal or which would seriously interfere with campus discipline or constitute a hazard. A search will be authorized by the Director of Residence Life and Dining Services or the Dean of Students, and will be conducted in the presence of the Director or his/her designee, and a staff member from that particular building, and the resident. If the student is not present, a search may be conducted if it is necessary to complete it immediately; however, it is best to wait until the student is present.

Any areas which are used by the student and are specified on the authorization may be searched. The search should be limited to the items named on the authorization; however, if while an authorized search is being conducted, personnel come upon other “illegal” items, these items may be seized if they are in plain view and can be seen by the naked eye.

Generally items which are in “plain view,” that is, items which are visible to the naked eye and do not have to be uncovered, can be seized either with or without authorization so long as the official is properly in the room. This would include safety and maintenance inspections or other emergency situations. Any items seized should be noted and a receipt given to the student.

ADMINISTRATIVE PROCEDURES



Check-in and Check-out

Check-In: You are to assist your Asst. Area Coordinator as necessary during all hours of check-in. **Do not plan to be away from your hall during any check-in hours.** If you are not assisting in the check-in process at a central location, you should be on your floor greeting students, and being visible for information. During check-in hours, staff should be completely student oriented. Do not congregate with fellow staff members or socialize during this time. Dress appropriately for meeting the public.

Inventory Forms: It is essential that every student be given an inventory form along with their key. **RA's should fill out the form prior to check-in!** Be sure residents understand the purpose of the inventory form, check the condition of their room to verify the accuracy of the form, sign and date the form, and indicate receipt of their key before returning the form to you. The resident should be given the green copy of the inventory form at their first check-in.

Check-Out: Check-out schedule forms are provided for you to post on your door prior to the end of each term. Residents are expected to sign up for a check-out time. You may need to remind them to do so. It is recommended that residents sign up for a check-out time 24 hours in advance.

At the end of each semester, each student must officially check-out of the room in person with a staff member. *You should not "OK" anyone for check-out until all belongings have been removed from the room, the room is clean, and the key returned.* You and the resident must sign and date the inventory form after agreeing on any damages that will be charged to the resident after repairs are completed. **NO CHANGES should be made to the form after the resident signs it!** The resident should receive the blue copy of the inventory form when he/she checks out at the end of the Fall semester and the pink copy of the form when he/she checks out at the end of the Spring semester.



Fall Check-Out List

For room # _____

The following list contains items that you must check before allowing the **returning** resident to check out for Fall Semester...

- Make an appointment to check-out with a resident advisor 24 hrs. in advance.
- Check for any damages to the room. Write them on the inventory sheet and tell the resident what they will be charged.
- Did they...Defrost their refrigerator? Throw all perishable foods away? (If they are renting a refrigerator just for Fall Semester, it will be collected while they are gone. It needs to be empty.)
- Unplug all electrical plugs?
- Empty all garbage cans?
- Wash all dirty dishes?
- Lock windows, raise blinds, turn off all lights?
- If they are in a double as a single for Fall semester, did they leave one side of the room empty?
- Provide you with a room key?
- Have them sign the inventory sheet only after damages have been written on the sheet.
- Ask them if they have any questions before they leave.

During check-out, you should be in and around your building as much as possible. Don't burden your fellow staff members . . . if you don't check-out your residents, they will.

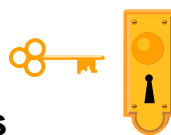
Room Safety Checks

Staff must make regular checks of residents' rooms. This is a safety check, not a "neat room contest." **Room check should be conducted once a month.** Dates and times for these checks must be posted in the hall at least 24 hours in advance. Room check must be done **with at least one of the residents of the room present.** Room Checks where a resident is not present at the time should be conducted with your supervisor or another resident advisor. **A supervisor must approve any entry into a room where the residents are not present for the purpose of completing an announced safety check.**

When making room checks, be certain to make a list of all maintenance problems and turn them in promptly to your Asst. Area Coordinator on the appropriate maintenance list or light bulb/battery list. This is the main reason for room checks. If this procedure is followed properly, all maintenance problems can be alleviated in a more timely fashion.

You will also be looking for fire and health hazards such as excessive piles of garbage and trash, illegal appliances, pets and other "Do Nots" listed in the [Residence Hall Information Brochure](#). You cannot open the closet door(s) or look under the beds, but you can open boxes where printed and/or pictures indicate an appliance. Do not open desk drawers. **If you take an illegal item out of a resident's room, you must leave a completed "Receipt for Confiscated Goods" form. You should give the confiscated item to your Asst. Area Coordinator.**

Check all bathrooms and public areas on your floor. Make a list of all maintenance problems and turn them in promptly to your Asst. Area Coordinator.



Re-keying Student Rooms

In the interest of personal safety and the security of personal belongings, a re-keying policy of student rooms is supported. When a resident reports a lost room key, it necessitates re-keying the room. In this way, the old key, if found, could not be used to gain entrance to the resident's room. **There is a charge made to the student when re-keying is needed.** That cost will vary according to hall. If an entrance key is lost, the appropriate charge should be made, and a new key requested.

- If a student comes to you with a problem of a lost or stolen key, you should:
- a. Explain to the student the policy and what must now take place to re-key the room.
 - b. Send the student to your Asst. Area Coordinator during office hours.

Room Change/Consolidation



Room Change Forms are given out the day before Room Change Day.

Room Change: Resident Advisors should assist residents desiring room changes by answering questions and checking required signatures. The forms should be picked up and submitted to the Asst. Area Coordinator of the resident hall the student is requesting permission **to move to**. When moving from one complex to another, **both Asst. Area Coordinators must sign this form.** The residents moving should check-out of their present room using their original inventory form. They should be checked into their new room with a new inventory form. *The Resident Advisor handles check-in and check-out.* The student moving must show you the completed Room Change form **before you check him/her in or out!** The Asst. Area Coordinator will submit all room change forms and fees to the Residence Life Office.

Consolidation: Sole occupants of double rooms after Room Change will be required to consolidate. During the fall semester, Residence Life will assign students living in temporary housing and on the waiting list to all available spaces in the residence halls. If there are still spaces available after these assignments, students will be offered the opportunity to keep their room as a single or be required to consolidate. During the spring semester, there usually are vacancies available for students to request single rooms. After new students have been assigned, the remaining spaces will be offered as single and consolidation will take place. The Residence Life Office makes consolidation assignments. Residents who are required to move to a new room will be notified in writing. The Resident Advisor should explain to the resident that if they declare a room single, they should go to the Bursar's Office to pay the difference in fee. They return the receipt to the Asst. Area Coordinator to show the additional fees have been paid.



All maintenance requests must be submitted on the work request system which is found on the computers in the area desk.

The Department of Physical Plant and Planning, as well as Residence Life Maintenance Staff do maintenance repairs. All RAs and Desk Workers must enter maintenance work request as received into the Residence Life Work Request System. The Assistant Area Coordinator must review and monitor the request to insure the correct instructions/information have been entered correctly so that repairs can be completed as quickly as possible. **Desk Workers and Resident Advisors should not call the Residence Life Work Control directly, except in emergencies and when your Asst. Area Coordinator is not available.**

There are two types of emergencies: Major emergencies: a) broken pipes, , b) total heat, air conditioning or electrical failure, c) flooded basement. Minor emergencies: a) broken bathroom fixtures causing overflows, b) non-functioning elevators, c) overflowing commode, d) leaking pipe under sink, e) running commode, f) overflowing sink or tub. In such emergencies during the day (8:00 AM to 4:30 PM) call Residence Life Work Control (X5941) and your AAC. After 4:30 PM for major emergencies call Police Services, X4357 who will dispatch Unit 20 for immediate assistance and call your AAC. After 4:30 PM for minor emergencies contact the General Maintenance Supervisor on night shift or on call. Hall residents and desk workers should never call Work Control. Remember even you need to call an AAC first. If not immediately available in an emergency go ahead and call one of the above depending on the type of emergency, but continue to call an AAC, AC, or Assistant Director until you speak to someone.

Telephone and Cable Repair work needs to be submitted directly by the residents to the Telecommunications Office.

Never attempt to remove someone from a non-functioning elevator, call Police Services.

Pest control

It is the responsibility of the Resident Advisor to direct residents to the hall desk if they have bug problems. The buildings will be sprayed approximately twice a month. Residents wishing to have their rooms sprayed must have their request entered on the Work Request System of Residence Life.

POLICIES AND REGULATIONS

Introduction

In cases where there is suspicion of criminal activity, the matter should be immediately referred to your AAC. The AAC will contact the appropriate staff member for assistance or direction.

R.A. Objectives:

The Residence Hall Information Brochure/Student Handbook contains a list of “Do’s and Don’ts” for residents. Enforcing these regulations is an essential part of your job. The residents in your hall have a right to expect a proper atmosphere in which to study, sleep, and live. You are expected to remind students of these regulations when necessary. If requests for cooperation are met with resistance, confrontations and/or violence, you are to refer that matter immediately to your supervisor. **You are not expected to be a disciplinarian, or to administer or threaten punishment beyond the referral stage. You are expected to maintain a pleasant attitude and exhibit proper diplomacy at all times.**

Security is everyone’s business, but you are responsible for the formal measures necessary to make the building as secure as possible against theft, vandalism, fire and personal attack. Each hall staff member must be thoroughly familiar with all entrances, locks, door alarms, fire alarms, stairways and special security measures. Your familiarity with these systems should be such that their operation is automatic, so that you can perform under the stress of an emergency situation. **Please note that you are expected to exercise good judgment and common sense at all times.**



Alcohol

Acute Alcohol Intoxication Syndrome

Alcohol depresses nerves that control involuntary actions such as breathing, the heart beat, and the gag reflex (prevents choking). A fatal dose of alcohol will eventually stop these functions. After the victim stops drinking, the heart keeps beating, and alcohol in the stomach continues to enter the bloodstream and circulate throughout the body.

As a result, the following can happen:

- Victim chokes on own vomit
- Breathing slows, becomes irregular, stops
- Heart beats irregularly or stops
- Hypothermia (low body temperature) leads to cardiac arrest
- Hypoglycemia (too little blood sugar) leads to seizures

Even if the victim lives, AOD can lead to irreversible brain damage. Rapid binge drinking (which often happens on a bet or a dare) is especially dangerous because the victim can ingest a fatal dose before becoming unconscious.

Critical signs for alcohol poisoning:

- Mental confusion, stupor, coma, or person cannot be roused
- No response to pinching the skin
- Vomiting while sleeping
- Seizures
- Slow breathing (less than 8 breaths per minute)
- Irregular breathing (10 seconds or more between breaths)
- Hypothermia (low body temperature), bluish skin color, paleness

Many people try different methods to reverse the effects of alcohol to become sober. Most of these methods are myths, and **they don't work**.

Some common myths:

- Drinking black coffee
- Taking a cold bath or shower
- Sleeping it off
- Walking it off

Students in the residence halls who are intoxicated (needing the assistance of friends, stumbling or not able to walk properly, who are passed out or not coherent) need to be evaluated by a medical professional. Contact Police Services. You are never to leave a friend to “watch” them or attempt to watch or care for them yourself. Only a medical professional should evaluate them and determine if they are not in danger of overdosing on Alcohol.

The University of Memphis Policy on Alcohol

The University of Memphis Student Handbook states, “The use and/or possession of alcoholic beverages on state property are prohibited by Board of Regents Policy.”

1. When you find someone with alcohol:
 - A. Identify yourself.
 - B. Have the person dispose of the alcohol or confiscate it (depending on the quantity and situation). Small quantities should be disposed of on the scene by either the resident or the staff member in the presence of the resident. (Strongly encourage the resident to pour it out.)
 - C. Request the person's I.D. card (if deemed necessary).
 - D. Document the incident on an “Incident Report” form.
 - E. If you confiscate the alcohol, call your Asst. Area Coordinator and Police Services. Give the alcohol to Police Services. Be sure to request a receipt from Police Services. Remember to give the resident a Receipt for Confiscated Goods.
 - F. Give a written copy of the incident to your Asst. Area Coordinator.
 - G. It is not necessary to contact police services unless severe intoxication or problem behavior occurs.
2. Use discretion and tact when dealing with this policy. Make a sound decision on how to handle the situation depending on the quantity of alcohol, number of people, rowdiness and noise.

3. In most cases involving alcohol it is best to handle the situation with at least one other staff member. This allows one RA to speak with the room residents while the other RA observes and documents what is occurring.
4. Document and confiscate alcohol containers (i.e., bottles, keg).
5. **Notify your Asst. Area Coordinator of all incidents involving alcohol** -- in a questionable incident, contact your Asst. Area Coordinator.
6. Public Intoxication is also a violation of University Policy. If students are drawing attention to themselves because they are publicly intoxicated you should document the situation. Your report will need to be very detailed and whenever possible another RA should also observe the behavior.

EXPECTATIONS REGARDING ALCOHOL!

- (1) If you are aware alcohol is present, take action.
- (2) Never say to residents, "If I don't know about it, or if I don't see it, then it's okay."
- (3) If you choose to drink alcohol in the halls or if you drink and you are underage, you may be terminated from your position.



Cooking

Cooking is allowed in the residence halls but is recommended primarily in the designated kitchen areas in each building. There are numerous reasons for this policy, but the primary ones are to control the insect problem (ants, roaches, water bugs, etc.), for fire prevention, and to prevent the clogging of sinks due to dishes being washed in room sinks. The possession of any electrical or gas cooking appliances other than approved coffee makers with enclosed heating elements, hot air poppers, and microwaves (up to .5 amperes or less with a maximum of 800 watts of cooking power) are not permitted (i.e., popcorn poppers, hot plates, toasters, toaster ovens, electric frying pans, hamburger makers, pizza ovens, cup heaters). The University will confiscate any hazardous appliances.

1. When confiscating any cooking appliances, make certain it is identified with the owner's name and room number before turning it over to your Asst. Area Coordinator. Inform the resident that they are being documented for a policy violation.
2. Always give a "Receipt for Confiscated Goods" form for any object that you confiscate.



Fighting

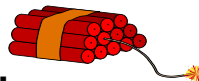
Fighting cannot be allowed or tolerated in the residence halls. Action must be taken swiftly and carefully by the Residence Life staff to prevent any injury to individuals and damage to the building.

Procedure

1. Evaluate the situation and then take action as needed.
2. Do not put yourself in a position to get hurt. Call for assistance if needed from fellow staff members or Police Services.

3. If you feel the situation is too volatile for staff to handle, call Police Services immediately.
4. File an Incident Report on the occurrence with your Asst. Area Coordinator no matter how severe you deem the problem to be. A written copy of the incident should be submitted to your supervisor as soon as possible.
5. Follow up with the people involved the next day after things have cooled down. Find out what happened and try to put an end to any further trouble.

Firearms, Explosives, etc.



All firearms, explosives, firecrackers, bottle rockets, smoke bombs and related paraphernalia are strictly prohibited in and around the residence halls. This includes BB guns, pellet guns, air guns, stun guns, and any other type of weapon.

- ❖ This policy is in effect for the obvious reasons of health and safety of all residents.
- ❖ Arrangements may be made with Police Services for the temporary storage of firearms.
- ❖ Besides common sense and concern for health and safety, individuals must be aware of the potential for psychological panic when these dangerous items are in evidence.

Procedure

1. Evaluate the situation and then take action as needed.
2. Do not put yourself in a position to get hurt. Call for assistance if needed from fellow staff members or Police Services.
3. If you believe the situation is too dangerous for staff to handle, call Police Services.
4. The item(s) involved need to be confiscated. If firearms or other weapons are present, contact Police Services Immediately. Police Services should confiscate all weapons.
5. Turn the item(s) over to Police Services immediately. Be sure to get a receipt for confiscated goods.
6. File a full report and present it to your Asst. Area Coordinator immediately.



Disturbing residents by rowdy, boisterous, or disorderly behavior is not allowed in the resident halls. While stereos and other sound producing equipment are allowed in the halls; such equipment must not be audible outside of the resident's rooms.

If a resident has a complaint about noise, have them confront the problem (in a positive manner) first. If there continues to be a problem, then you can accompany them back to the scene.

1. Be sure you know where the noise is originating. Knock on the door and identify yourself.
2. Request the occupant to turn down the stereo, lower voices, or whatever is necessary to reduce the noise level.
3. If the room door had been open, close it as you leave, explaining that this will reduce the noise in the hall. Diplomacy and a pleasant approach are essential in handling this touchy situation.
4. Make a record on the student's Personal Data Sheet each time it is necessary for you to contact a resident regarding an infraction. If the noise from the same room or resident persists, write a formal incident report and give it to your Asst. Area Coordinator.

Pets

For reason of sanitation, pest control, and order, pets are NOT allowed in the residence halls. The only exception to this policy is . . . a resident may have one aquarium containing fish only; the size of which is not to exceed 20 gallons. Aquariums must be removed during semester breaks.

1. When a pet is discovered, notify the resident of the violation and give notice of reasonable time for removal, which is no later than the following weekend.
2. Document the situation on an incident report and provide a copy to your supervisor.

Suggestions for solving pet problems:

- a. Leave it with a friend off-campus.
- b. Take it home.
- c. Find a suitable department to house the pet temporarily (i.e., psychology, biology etc..)

There is no reason for an RA to ever take in a stray animal or bring a pet into the residence halls.

Theft

Thefts can be a serious problem in any residence hall. While loss of property can be a serious problem in and of itself, a bigger problem is often the dissension and accusations that occur on floors where thefts have occurred.

To prevent theft

Encourage residents to lock their doors when the room is empty. Place signs reminding residents to lock their doors and check for unlocked doors.

Discourage residents from keeping large sums of money and jewelry in their rooms. If they must have these things, ask them to store them out of sight.

Keep your eyes and ears open. Be aware of strangers who are walking around your floor. Do not be afraid of asking them why they are there and whom they are visiting.

Plan programs on hall security and the guarding of personal property.

If theft occurs

1. If theft occurs, document the situation on an incident report. Keep an accurate record of what was lost, when and by whom. This will help identify the items if the thief is caught.
2. Call Police Services and have them complete the theft report.

3. Notify your Asst. Area Coordinator .

⌘ Vandalism ⌘

This is a problem that is usually found after the fact. When you find an area or object that has been vandalized, fill out an incident report giving as much information as possible. Turn this in to your Asst. Area Coordinator. Often the residents of the vandalized area will know who caused the damage. Talk with your residents throughout the year to develop an atmosphere of shared responsibility so they will want you to know who was responsible. This is not an “us vs. them” operation, but instead a “we” comment.

Remind people that vandalism not only causes them a great inconvenience, but also “costs them money.” Vandalism is a serious problem.

If you find someone in the act of destroying property:

1. Stop them, if at all possible.
2. If not possible, identify the person and call Police Services.
3. Document the situation on an incident report form.
4. Notify your Asst. Area Coordinator.

⌘ Trash ⌘

Residents are responsible for removing their own personal trash, and placing it in a dumpster located outside of their building. Waste cans located in public lobbies, restrooms, and shower areas are not designed for large amounts of trash. When students fail to properly remove their trash, confront the individuals when possible. File incident reports if necessary, but be very clear about this expectation at the beginning of the year. Stress to students the shared community responsibility for the clean and neat appearance of their surroundings.

EMERGENCY/CRISIS SITUATIONS

R.A. Objectives

The greatest need for most people today is to find someone to listen a way that shows caring, concern, and genuine interest. You should be that person in your hall or your floor. If you encounter student needs beyond your ability to help, convey that information to your immediate supervisor; professional help may be necessary. You should not only be available for discussions about personal problems, but also in the area of academics, finances, housing, etc., by being a resource person, a storehouse of “where to go for what” information. Helping can occur in a brief encounter in the hall if you have, during that encounter, really listened to a student express a need, a hurt, or a joy. Be sensitive to the feelings of your residents. In this sense, you are “on duty” twenty-four hours a day.

The RA Manual can’t anticipate all emergencies or crisis events. In addition, each situation emergency is unique. During some emergencies you will have to **exercise your best judgment in determining the appropriate course of action**. Always contact your supervisor/police services if time permits but if you are unable to do so, please make the best decision based on the training provided and what is in the best interests of individual safety. These situations could include when to evacuate, lock down building for securing entrances and exits.

General Emergency Procedures



An emergency is an event that has involved or has the possibility of involving injury to a student or staff member, criminal activity, or damage to the facilities. It is important that emergency situations are reported to the immediate supervisor immediately.

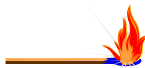
- * Contact your Asst. Area Coordinator.
- * If your Asst. Area Coordinator cannot be reached, call in the following order: any other Asst. Area Coordinator, Area Coordinator, Assistant Director of Residence Life, or Director of Residence Life.
- * Keep calling until you have made the proper contact. After you have reached them, let them handle the situation and provide any help they request.
- * Remain calm.
- * Collect all relevant information so you can describe the situation clearly. When you call, state clearly and quickly what the problem is. Tell them who you are and where you are. Be sure to wait for the person you are calling to hang up first so you will not miss any last minute instructions. Again, STAY CALM.
- * Make notes of what happens so you can report it later. Pay attention to names, time, the nature of the problem, and who was called.
- * In the Event that a building lockdown or evacuation is needed, you will be notified by professional staff or the police department.

In the event a staff member cannot be reached, or if the problem requires immediate action, call the Department of Public Safety at #4357 (HELP)

Personal Injury, Sudden Illness: If ambulance service is necessary, or if the patient needs to go to the hospital emergency room, call Police Services (4357). Police Services will contact first response. Students will be transported to the hospital by the ambulance. **Do not take an injured or ill resident to the hospital yourself.** Contact your immediate supervisor and fill out an incident report.

Suicide Attempt: Follow the above procedure for ambulance service or doctor. If no injury has occurred, stay with the resident, notify your Coordinator immediately. He/she will determine if the Counseling Center should be notified. An incident report needs to be completed.

Fires/Fire Alarms



If you observe evidence of a fire, pull the nearest fire alarm. Call Police Services to report the situation, giving the location and your name. Have someone stay near the phone if Police Services requests you to do so. In the event of a major fire, assist in determining the location of each resident assigned to that building. Do not use the elevators for fire evacuations. Do not put yourself in any danger. All fire alarms should be treated as if they are real! Every time an alarm goes off, the entire building must be evacuated.

When an alarm goes off in the building, you should:

- A. Head toward the desk area, knocking on resident's doors to help notify them.
- B. At the desk, ask if Public Safety has been called. If not, call them.
- C. Find out if you are the first R.A. to arrive at the desk. If you are, proceed with caution to the pull station that has been set off to check out the situation. If you are not, wait at the desk to see how many staff members are present.
- D. When an R.A. returns to the desk to provide information on the pull station:
 1. If there is not an actual fire, distribute master keys to all staff present. Decide who is going to Key into the rooms on each floor. Begin keying into rooms, returning to the desk area when You are finished so that the staff will know when the building is completely done.
 2. If there is a fire remove the Alpha List from the desk. Advise everyone, including the desk, to leave the building. You should also, vacate the building.

Refusal of any student to leave during a fire alarm will be documented and may result in disciplinary action being taken against the individual.

The buildings are emptied during an alarm because of concern for health and safety. Alarms must be taken seriously; laziness or lack of concern because of false alarms could cost lives if there is a fire.

Refer to specific instructions from your supervisor on how to evacuate your particular building. Refer to evacuation plans for your room, floor and building.



Evacuation procedures for handicapped students

Handicapped persons should follow the procedures posted in their rooms.

Resident Advisors who have handicapped students on their floors should familiarize themselves with the special needs and problems of those students in the event of an emergency evacuation. This should be done as soon as possible. Does the student have a manual wheelchair? Does the student have an attendant? What assistance will the student require to transfer from a bed to a wheelchair or from a motorized wheelchair to a manual wheelchair? What assistance will be required to get the student from his or her room to the handicap exit?

In Mynders and Rawls... all handicap rooms are located on the same floors as the handicap exits. After the entire floor has been evacuated, the Resident Advisor should double check to make sure the handicapped students have successfully evacuated the building.

In Richardson Towers North and South... the handicapped student should transfer into a manual wheelchair while the Resident Advisor is evacuating the floor. The handicapped student should remain in the room at this point. Once the floor is evacuated, the Resident Advisor will come to the room and assist the student in getting to the stairwell. The student is to remain in the stairwell, where he/she will be evacuated by Police Services or Fire Department personnel.

UNDER NO CIRCUMSTANCES IS AN RA, AN ATTENDANT, OR OTHER STUDENT TO ATTEMPT TO PHYSICALLY CARRY A HANDICAPPED STUDENT DOWN THE STAIRS.

The Resident Advisor will notify the Coordinator and Public Safety of the location of the handicapped student. The Fire Department may decide it is not necessary to evacuate the student further from the stairwell, if there is no immediate danger in the area. In this event, a member of the Residence Life staff will notify the student to remain in the stairwell until he/she is instructed that the building has been declared safe for re-entry.

IT IS THE RESPONSIBILITY OF THE RESIDENT ADVISOR TO REVIEW THE EVACUATION PROCEDURES WITH THE HANDICAPPED STUDENT AND THE ATTENDANT AT THE BEGINNING OF EACH SEMESTER.

If you come across a fire before the alarm has sounded:

1. Rescue any person in immediate danger.
2. Sound the fire alarm. Pull stations are near each exit on each floor.
3. Call Police Services at 4357. They will set up a conference call with the Memphis Fire Department. Stay on the line, and provide all the necessary information.
4. When the fire alarm rings, evacuate the building immediately.
5. As you exit, close as many doors as possible between you and the fire.
6. Before opening any door, feel it with the back of your hand. If it is hot, **DO NOT OPEN IT!** If it is not hot, open it very cautiously, bracing yourself against it to slam it shut if you feel heat rush in.
7. If the closest exit is blocked, go to an alternate exit. If all doors are blocked, exit through a ground floor window, but watch out for broken glass.

If you become trapped by fire:

1. Stay calm; Firefighters are on their way.
2. Move as far away from the fire as you can, closing every door between you and the fire.
3. Wave a hand or an object from a window or outside the door to attract the attention of rescuers.
4. If smoke enters under the door or around the vents, stuff the opening with towels, drapes, or anything available. Soak them in water if possible.
5. Crack open the window at the top to let heat and smoke out and at the bottom to let fresh air in. Stay as close to the floor as possible. Crawl if necessary.

As a last resort, if you decide to fight the fire:

1. Do not let the fire get between you and the exit.
2. Avoid breathing smoke or fire gases.
3. Use the proper extinguisher for the class of fire. **DO NOT USE WATER ON AN ELECTRICAL FIRE.**
4. If you are using a fire extinguisher:
 - a. Pull the pin
 - b. Aim toward the base of the fire
 - c. Squeeze the handles together, and
 - d. Sweep from side to side.
5. If you are using a fire hose,
 - a. Hold the nozzle firmly
 - b. Make sure there are no kinks in the line
 - c. Have someone turn on the water
 - d. Aiming toward the base of the fire, sweep from side to side.
6. Leave the area if the fire spreads or increases in intensity.

Fire Alarm Panel (located in Rawls Hall and Richardson Towers)

The RA On Duty will be notified between 7pm and 7 am but the AAC will be notified all other times. If notified because the alarm panel is sounding **notified person** will use the key to open the fire panel door to check the reason for the alarm

If the panel reads **“trouble alarm”**

- You will press the “trouble ack” or the “supervisor ack” (the yellow blinking light)
This will tell you where the trouble is located.
- You must then go to the location of the trouble as indicated on the system (you might need to take a key with you if a room)
- If you go to the room and the people are there and you see that everything is okay and that there is no smoke or fire or their room’s smoke detector is not going off then you can return back down stairs and silence the alarm and it should re-set on its own (you may have to press the “System Reset” button)
- You will **NOT** need to notify Campus Police regarding the trouble alarm.
- If however; the alarm continues to sound even after the trouble issue is resolved or it will not re-set you will need to notify Campus Police and ask them to notify Unit 20(after 4pm) or Electronics (8am and 4pm)
- **Please do not silence the alarm until you have checked on the trouble and can confirm that everything is okay and the trouble is resolved.**

Fire Alarms

You will know the difference between a “fire alarm” and a “trouble alarm” because during a “fire alarm” you will hear a voice on the loud speaker telling you that the “fire alarm” has been sounded. You will not hear this voice when there is a “trouble alarm”.

Reacting to Tornado or Civil Defense Warnings

When a tornado warning is in effect, Resident Advisors should notify residents and tell them of the option to evacuate to a safe area. When the tornado siren sounds, Resident Advisors are to evacuate the building by sending residents to shelters, basements, or lower interior hallways. **DO NOT PULL THE FIRE ALARM!**

Civil defense sirens are tested each Saturday at noon. If the sirens are heard at any other time you should seek shelter. Chances are the sirens are being sounded to alert you to severe weather, probably a tornado sighting.

A Tornado WATCH is issued when conditions are favorable for the formation of tornadoes.

A Tornado WARNING is issued when a tornado has been sighted, or has been indicated by radar, and may strike in your vicinity. **TAKE SHELTER IMMEDIATELY.**

Procedures

Police Services may contact hall staff and desk staff in the event of a tornado warning. Also, the civil defense alarm will sound for the duration of the warning. In the event of a warning, Residence Life Staff should advise students to move to an interior hallway, basement, or a designated area. Staff should tune to weather information and keep informed as to the possibility of flooding, power failures, or injury/illness emergency procedures. Desk staff should post signs near building entrances to inform residents of any warnings or threat of dangerous weather.

PLEASE DO NOT USE THE TELEPHONE UNLESS YOU HAVE AN EMERGENCY. If you have an emergency dial HELP (4357). **DO NOT DIAL 911.**



During the quake...

If you are indoors...Stay there. Get under a desk or table or stand in a doorway. Stay clear of windows, bookcases, and mirrors. If you happen to be in the kitchen, turn off the stove at first sign of shaking--then take cover under a table or doorway.

If you are outside...Get into the open, away from buildings, trees, walls, or power lines.

After the quake...

Remain calm! Prepare for possible after shocks. Stop and take time to think. Check for injuries. Check for fires, fire hazards, and cooperate with public safety officials.

Please Note:

On the following pages you will find Emergency Procedures for the University of Memphis which can be copied and posted in your room and on the bulletin board for each resident hall floor for quick reference.

EMERGENCY PROCEDURES THE UNIVERSITY OF MEMPHIS	EMERGENCIES CALL POLICE SERVICES
	678-4357/HELP

SEVERE WEATHER TORNADO

IF INDOORS:

- Move quickly to a safe interior area without windows (e.g., hallways, basements, restrooms).
- Move to the lowest levels using stairways, NOT elevators.
- If possible, close all doors as you leave an area.
- Stay away from windows, doors, and exterior walls.
- Do NOT go outdoors.

IF OUTDOORS:

- Get inside if possible.
- Stay away from trees, power lines, utility poles, and other hazards.
- Curl up in a ditch or low-lying area; stay low to the ground; use your arms to protect your head and neck.

EARTHQUAKE

- “Drop, Cover, and Hold” under a table or desk or against an inside wall, not in a doorway, until the shaking stops.
- After the shaking stops, check yourself and others for injuries and move toward the nearest exit or alternate exit.
- Evacuate the building.
- Do not leave the area/ campus without reporting your status to your instructor or supervisor.

SUSPICIOUS PERSON

- Do not physically confront the person.
- Do not let anyone into a locked building/office.
- Do not block the person’s access to an exit.
- Call 911 or 4357/HELP from a campus phone; 911 from a cell phone; or if available in the lobby, use the red emergency phone.
- Provide as much information as possible about the person and their direction of travel.

EVACUATION

- Remain calm.
- Evacuate using the nearest safe stairs and safe exit.
- Do NOT use elevators!
- Gather personal belongings (medication, keys, purses, wallets, etc.), but only if safe to do so.
- Follow directions given by emergency personnel.
- Go to identified assembly points at least 500 feet from the affected building.
- Assist persons with disabilities or injuries without jeopardizing your safety.
- If you are unable to evacuate due to a physical disability, go to a safe location (e.g., stairwell) and wait for assistance. Ask others to inform emergency personnel of your location.
If there is time:
 - Turn off all electronics including computers (except in cases of leaking gas or other flammable substances).
 - Secure any hazardous materials or equipment before leaving.

SUSPICIOUS OBJECT

- Do not touch or disturb the object.
- Do NOT use a cell phone!
- Call 911 or 4357/HELP from a campus phone; or if available in the lobby, use the red emergency phone.
- Notify your instructor or supervisor.
- Be prepared to evacuate.

HAZARDOUS MATERIALS RELEASE

- If an emergency exists or if anyone is in danger, move away from the site of the hazard to a safe location.
- Follow the instructions of emergency personnel.
- Alert others to stay clear of the area.
- Notify emergency personnel if you have been exposed or have information about the release.

EMERGENCY: 678-4357/HELP

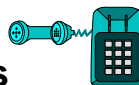
POWER OUTAGE

- Remain calm; provide assistance to others if necessary.
- Move cautiously to a lighted area. Exits may be indicated by lighted signs if the emergency power is operating.
- Turn off and unplug computers and other voltage sensitive equipment.
- For information about a prolonged outage, call Physical Plant at 678-2075.

FIRE

- Remain Calm.
- Evacuate the building.
- Activate the nearest fire alarm pull station and call 911 or 4357/HELP from a campus phone; call 911 from a cell phone; or if available in the lobby, use the red emergency phone.
- Do NOT use elevators!
- Do NOT enter the building until authorized by emergency personnel

Bomb Threats



In the event...

1. Remain calm.
2. Pay attention to details! Identify background noises that determine where the call is made from such as traffic, music, laughter, etc. Get the number off of the caller ID.
3. Attempt to qualify the gender, race, age, and other voice characteristics of the caller.
4. Make note of time of call, and time of detonation if given.
5. Contact your supervisor (Assistant Area Coordinator or Area Coordinator) immediately. If not available, contact another live-in professional. If a professional is still not available, contact one of the Associate Directors or the Director of Residence Life and Dining Services. **Do not share this information with other residents until Residence Life Administration has decided what course of action will be implemented.**
6. Await further instructions, from your supervisor. Assist in evacuation (if implemented) as instructed.

∪ Rape Crisis Intervention ∪

There are three primary locations where a rape report could be made:

- * Residence Life: In any one of the residence halls and to any Residence Life staff member.
- * Health Center
- * Department of Police Services

Regardless of who receives the initial report, the following needs must be addressed:

- Physical well being of the victim
- Mental well being and emotional support of the victim
- Determining the nature of the incident: who, what, where, when?
- Clarifying the victim's rights
- Decision by the victim or next of kin to press charges.

The **first two of these areas demand immediate and continued response**, and should not be subjugated to the others.

Procedure

What actions will be taken depend (a) where the initial report is made and (b) the alternatives available to the victim. The various procedures are outlined below for the respective areas. All groups are encouraged to suggest to victims that they first contact the Memphis Sexual Assault Resource Center (SARC), at 528-2161. Any reports made to SARC after hours will be reported.

Residence Life: If a victim reports a rape to a Residence Life and Dining Services staff member, the staff member should first explain the options available and the consequences of the choice.

The victim may:

1. Choose not to take any action, which results in the matter being dropped. (Asst. Area Coordinator and Area Coordinator must have knowledge.)

2. Seek the assistance of a University of Memphis counselor, where the matter can be kept confidential and unreported.
3. Seek the assistance of the Health Center (8:00 - 4:30, Monday through Friday) or the Emergency Room of a local hospital. Under state statute, those facilities are required to report the incident to police authorities.
4. Seek the assistance of SARC if a University of Memphis counselor is not desired.
5. Report the incident to Public Safety who will contact the Memphis Police, they in turn will contact the Rape Crisis Center.

The staff member should encourage the victim to report the incident and to seek the services of a University of Memphis counselor. If the victim makes such a decision, the staff member should contact first, a counselor and then Police Services. If the victim chooses not to report, the staff member should encourage her to seek a counselor and then make the appropriate call. At all times, the wishes of the victim should be followed.

The staff member should then remain to provide support and needed information where appropriate.

Health Center: If a report is received by the Health Center, they are required to report the matter to police authorities. They should also assess and treat wounds at the time, as well as contacting a counselor from the Center for Student Development.

Counselor: If called, the counselor can provide emotional support and needed counseling. The counselor should make an assessment of the victim's mental, and possibly physical condition. The counselor should also determine if the victim would like assistance from the Rape Crisis Center and make the appropriate contact. The counselor may also serve as a vital part of the victim's decision whether or not to prosecute.

Department of Police Services: If the report is received by the Department of Police Services at The University of Memphis, they are required to contact Memphis City Police. Police Services should also obtain any needed medical treatment from the Health Center or local hospital for the victim.

In addition, Police Services should notify the Campus Judicial Officer or other alternate. The Director of Media Relations should also be contacted. Security Officers should attempt to determine the nature of the incident.

Judicial Affairs: The university Judicial Officer (Assistant Dean of Students) is responsible for coordinating the various activities pursuant to a rape and ensuring that medical treatment and counseling services are available promptly. In addition, he/she should encourage and assist the woman in aiding police and in persecution.

The Judicial Officer, upon being called, should ascertain if the above steps have been carried out, and if not make the necessary arrangements.



Guidelines for Referrals

Situations might arise when a resident advisor will need to refer a student to someone else. The referral could be to an office on campus or to an off-campus facility. In making a referral, you and the referral resource are acting as facilitating agents in the process of problem resolution. The student may choose to accept or ignore the help made available. Your responsibility is not to make this choice for the student.

When to make a referral:

1. When a resident requests information or presents a problem beyond your level of competence.
2. When you feel that personality differences between you and the resident will interfere with their effective progress.
3. If the problem is personal and you know the resident on a personal basis (such as a neighbor or friend).
4. If the resident is reluctant to discuss the problem with you for some reason.
5. If, after a period of time, you believe your communication with the resident has not been effective.



Visitation

Sunday through Thursday 12:00 noon to midnight, Friday and Saturday 12:00 noon to 2:00 a.m.

When visitation is not in progress, no visitors are allowed to pass the desk locations in the halls at any time. When visitation is in progress, all residents are required to sign in and out with their guests.

When you encounter someone violating the visitation policy, you should:

1. Identify yourself as an RA,
2. Explain to the student that he/she is in violation of the Tennessee Board of Regents' visitation regulation,
3. Get the people involved to identify themselves. Ask for ID if necessary.
4. Escort the violator out of the building,
5. If he/she refuses, call your Asst. Area Coordinator or Police Services to escort the person from the building,
6. Submit a detailed Incident Report to your Asst. Area Coordinator immediately after the problem has been handled.

It is very important that all information requested on the Visitation Check-In Sheet be completed and filled in; i.e., Resident's Name, Room Number, Phone Number, Guest's Name, etc. It is also very important that residents fill in their full name and the full name of the guest(s). Make sure this information is required when registering a visitor.



Quiet Hours

Each residence hall and the single student apartment complex have regularly established quiet hours each day. The hours are from 10 PM until Noon each day. Courtesy Hours are in effect at all other times. During quiet hours, noise that can be disturbing or disruptive should not be heard from outside the room or unit. This includes through a door, wall, ceiling, or floor. On the last official day of classes, twenty four hour quiet hours are established to ensure students have an atmosphere that will assist in their preparation for final examinations. These extended hours continue until the completion of the last university scheduled final examination.

Residents should be encouraged to confront other residents when noise begins to bother them. This interaction can be risky from the student's perspective, so the RA needs to be supportive of this concept. However, it is the RA's responsibility to maintain the integrity of quiet hours, and work with the community to ensure an atmosphere that is conducive to this policy.

Specialty Floors: Study-Quiet Floors

The purpose of the Study-Quiet area is to provide an atmosphere which is even more conducive to study than the average resident hall floor.

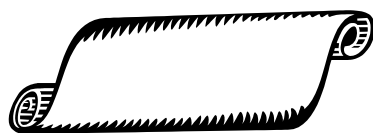
The minimum requirement for the Study-Quiet floors is:

1. Quiet hours are 24 hours a day, seven days a week.
2. During Quiet Hours, sound levels should not be audible outside the resident's room.
3. Visitation policies on Study-Quiet floors will be consistent with the rest of the building in which that floor is located.

Violations of the established guidelines will result in removal from the Study-Quiet area and reassignment to another area as space permits. If space is not available, the resident will be required to move off-campus.

If a student gets three warnings for noise violations, that student will be removed from the floor. If the RA decides that a particular incident will count as one of the three warnings, the RA must write up an incident report so the Asst. Area Coordinator can talk with the resident about the consequences of further violations.

PROGRAMMING



Programming Expectations

R.A. Objectives

Developing community through programming that is meaningful to the residents is a primary goal of the Residence Life staff. Programs should grow out of your daily contact with students. You should not depend upon a program as a means of initial contact with the residents. Successful programming is not measured in the number of participants or money spent per event, but in the ratio of needs met to needs expressed. Much meaningful programming can be free or inexpensive. Successful programs may have less than five participants or more than one hundred if those attending evaluate it as answering a cultural, social, educational or recreational need.

Residence Life at The University of Memphis attempts to compliment the academic pursuit of all residents. We direct our attention to our students and their immediate needs and act as a catalyst through which students can establish creative programming.

The primary base upon which we build our residential programming is through the Resident Advisor. Student participation is encouraged and is common in all halls. The Resident Advisor is trained to motivate individual and group interest in all phases of programming and to assist the students in the implementation and funding of each event.

What is Residence Hall programming?

“Any structured plan within a residence hall designed to maximize a student’s positive growth and development,” (Sargeant, 1977).

Why have programming?

College students are continually changing and experiences outside the classroom can help enhance the growth process. Programming in the residence hall is the structure whereby activities are organized to contribute to the physical, social, cultural, scholastic, and personal development of students. “Without programming, residence halls are little more than shelter and the RA little more than a caretaker.” (Blimling and Mitenberger, 1984).

Effective programming exists...

- ❖ To provide students with activities and services in an environment conducive to the development of a well-rounded individual. Residence halls are more than just places to sleep. They are places where each individual can learn, grow, and meet new people.
- ❖ To enrich the educational, recreational, cultural, and social experiences of students living in the residence halls. (NACA, Simon)
- ❖ To help aid students from ethnically diverse backgrounds to become effectively woven into the fabric of campus life. This helps ensure a positive college experience for special populations.
- ❖ To aid in improving the rate of retention for all students.

Four Steps to Programming

1. Determine the needs of the residents; utilize a survey, listen to complaints, visit residents rooms periodically, sit among students in a lunchroom or lounge, and consult small groups (brainstorm). REMEMBER: There is no bad idea. Any unusual idea, no matter how remote, may trigger someone else to produce the greatest idea ever.
2. Decide on the goals for the program. Once the residents have expressed a need or desire to have a certain experience, the primary goal of your program is set; To Satisfy The Expressed Need.
3. Spell out the objectives for the program. In this planning stage, one must consider how much money will be needed and what it will be spent on, where the program will be held, when the program will be held, etc.
4. Evaluate the program after it’s over. Include the presenter(s) assessment as well as participants. Evaluation of the program helps determine what changes need to be made if the program is likely to be presented in the future.

When to Program

Selecting an appropriate time for your program should be a part of the planning phase. Check campus activities calendar or Program Coordinator’s calendar. Know the residents. If they go out every Thursday night, then don’t pick that night for a program.

Nuts & Bolts of Programming

- I. Assess Needs & Interests
- II. Develop a Purpose
- III. Initiate Program
- IV. Implement Program
- V. Publicity
- VI. Finalize Plans
- VII. At Time of Program
 - A. Brief Introduction
 - B. Facilitate & direct discussion when needed
- VIII. Evaluate Program:



PAC Development Programming Model

Personal Development =

1. Current Events – program that focuses on a recent event in our world (ex. round table discussion regarding a “hot” media topic, election news, debates, etc.)
2. Health and Safety Issues – program that focuses on increasing residents’ awareness of health and safety issues (ex. fitness week, fire safety workshop, etc.)
3. Human Relations and Individual Growth – program that focuses on relationship or self-improvement issues (ex. roommate game, anger management, girl/guy talk, how to manage time wisely, how to avoid credit card debt, etc.)
4. Multiculturalism – program that promotes understanding and appreciation of differences and diverse cultures (ex. international food and games, Black History Month, guest speaker from a GLBT group, etc.)

* Each RA must produce 1 Current Events program, 1 Health and Safety Issues program, 1 Human Relations and Individual Growth Program, and 1 Multi-Culturalism program each semester.

Academic Development =

Learning-focused programming that promotes academic success (ex. study skills, study sessions, tutoring, academic mentoring, academic goal-setting, career choices, etc.)

Community Development =

Social and community service programs that are focused on community development (ex. game night, coffee house, block party, luau, community clean-up, canned food/clothing/toy drive, bake sale, etc.)

* Each RA is responsible for a minimum of 1 personal development, 1 academic development, and 1 community development program per month. Every RA is required to have a program with a faculty member every semester.



Programming Ideas

Academic Dinners
Adopt-A-Grandparent
Aerobics
Alcohol Awareness Fair
Almost Anything Goes
Anorexia/Bulimia
Apple Picking

Baby Picture Exchange/Blind Date
Bahamas Party
Basketball and Volleyball Tournaments
Beach Party - Movie/Dance
Beauty Contest in Drag
Being Male and Facing an Abortion
Bible Studies
Birth Control Seminar
Black History Month
Blind Date Party/Dinner
Block Seats for Home Basketball Games
Buddy System (Pro-Staff Matched with Students)

Candy-Cane Sales
Canoe Trip
Car Repair Workshop
Career Development Skills

Academic/Non-Academic Houses
Arm Wrestling Contests
Air Band Contest - "Mock Rock"
Alcohol and Substances/Facts/Pros/Cons
Arts and Crafts
Apartment Shopping

Backgammon Tournament
Bulletin Board Decorating Contest
Bazaar
Beautification Projects
Bed Race Contest

Big/Little Brother/Sister Programs
Birthday Parties, 1 a Month
Black History Trivia Bowl

Blood Drives
Budgeting Seminar

Candy-Gram Sales
Canned Food/Clothing/Toy Drives
Car-Wash-a-thon (Sponsors)
Career Fair/Planning/Counseling

Carnation Sales for Valentines Day
 Child/Parent Relationships
 Chili Cook-off
 Christmas Card Sales
 Christmas Formal
 Christmas in July
 Christmas Party with Gifts from Parents
 Coffee House/Talent Show
 Come as You Are Party
 Community Agency Awareness
 Community Services
 Computer Dating
 Computer Portraits
 Cooperative Games
 Costume Party
 Country Western Dinner/Dance
 Craft Training
 Creative Cooking
 Cross-Country Biking Lecture

Dance-a-thon
 Dancing in the City - "Chicago Style"
 Dating Skills
 Deaf Culture Contest
 Debates/Bull Sessions
 Decorating Party - Lobby/Floors
 Deliver Fruit Baskets
 Derby Days
 Dinner with Instructors
 Dream Interpretation

Educational Programs
 Energy Conservation Contest/Week
 Ethnic Student Unions

Faculty Dining Date Night
 Faculty Involvement
 Faculty Sleep-Over
 Family Feud
 Field Day
 Fitness Programs
 Floor Newsletter
 Floor Shirts
 Food/Clothing Drives
 Football Game Party
 Formals
 Freshmen Night
 From Montgomery to Memphis (Movie)

Gally/Rit Sports Competition
 Gang (Gong) Show
 Gay Liberation Speaker
 Gondola or Hot-dog Sales
 Government Awareness
 Graffiti Wall (Write on Each Other)

Casino Night (Horse Race on Video,
 Come as Another Person Party
 Christmas Around the World
 Christmas Caroling

Clare House (Provide Food for Needy)
 College Bowl
 Comedians
 Community Clean-Up
 Commuter Weekends
 Computer Lab/Reading/etc.
 Cooking on a College Budget
 Coping with College
 Counseling Seminars
 CPR Training
 Crazy Olympics
 Crisis Issue Discussion
 Crush Party

Dances
 Dating Game
 Deaf Awareness/Deaf Pro's
 Death/Dying/Aging Workshop
 Deck the Halls (Christmas Theme)
 Deliver Chocolate Kisses on Sweetest Day
 Depression Awareness Seminar
 Different Traditions at Christmas
 Disabled Awareness Door Decoration Contest
 Dress for Success

Election Watch
 Equipment Rental
 Exercise Classes

Faculty Fellows
 Faculty Mentors
 Fall Festival
 Fashion Show
 Field Trip
 Financial Aid Workshop
 Flea Market
 Floor Painting
 Floor Tournaments/Contests
 Food for Finals
 Foreign Language House
 Founder's Weekend
 Freshmen Olympics
 Fun Runs

Game Nights
 Gay Awareness
 Ghost Busters
 Gospel Choir Night
 Graffiti Shirts
 Great Escape Weekends (Suitcase Dance)

Greeks Meet Residence Halls
Group Retreats

Hall Competitions
Hall Gathering Parties
Hall Pictures Contest/Photo Album/Yearbook
Halloween Carnival
Hall-wide Loveboat/Luau
Haunted House
Hazing Awareness Workshop
Holiday Fling
Holiday Parties
Home Cooking Night
Homecoming Spirit Week
Hospital Visits
How to Use the Library

Ice Breakers
Impact Racism (Tape by Charles King)
International Club
International Games
International Student House
Intramural Sports Investment Workshop

Jazz 'n Easy (Student Jazz Group)
Joke Collection Day

Leadership Workshops
Lectures by Faculty Members
Liberation Day (Switch Sex Roles)
Lifetime Activities
Lock-In

Management Seminar
Mardi Gras
Meaning of Halloween
Midnight Breakfast
Minority Group Pals
Minority Orientation
Mock Olympics
Mocktail Happy Hour/Bar
Movie Night/Discussion
Museum Trips
My Summer Vacation

Nacho Night
New Games Festival
Non-Awarded Competition

Obstacle Course
Off Campus Experience
Outdoor Program Seminar

Panel Discussions

G.R.O.A.N. (Get Rid of Apathy Now)

Hall Dean's List
Hall Olympics
Halloween Parties for Children
Halloween Hunt
Handicapped Awareness Day
Hayrack Ride and Bonfire
Health Awareness
Holiday Meals Prepared by Residents
Hollywood Squares (Community Leaders)
Homecoming Flat Building
Horseback Riding
Hot & Cold Items

Ice Cream Socials
Income Tax Seminar
International Dinner/Night/Bazaar
International Pub Night
International Talent Show

Jell-O Jump
Joke Telling

Learning Skills Seminar
Lectures/Topical Features
Life After College
Literature in the Area Coordinator's Office
Look at the Black Heritage

Marathon Sports
Masquerade Party
Med School Advising
Mini-Olympics
Minority Newspaper
Minority Radio Station
Mock Weddings
Monitors
Mural Painting
Music
Myers-Briggs /Discussion with Counselors

Nerd Day
Night at the Gym
Nutcracker Suite

Octoberfest
Open Forum With Administration

Parenthood Seminars

Parent's Day/Weekend	Peer Advisors
Pen Pals (Famous Couples)	People in the Community
Personal Hygiene Seminar	Picnics (Games, Food)
Planned Parenthood	Planning for Careers
Plays/Theaters/Sporting Events	Political Speakers/Debates
Positive Feedback in Groups	Post Majors on Board
Procrastination	Progressive Dinners
Psycho-Drama	Pumpkin Carving Contest
RA Banquet/switch /Service Auction	Racquetball Tournaments
Rafting Trips	Rape Awareness/Prevention Seminars
Record Breaking Weekend	Reggae Concert
Relationships	Religious Groups
Renovation Projects (City)	Resume Writing Seminar
Retreat/Camping Trip	Revenge Night - Smash Car
Reverse Formal Dance	Reward for Best Grades
Road Trip (One Day)	Rocky Horror Picture Show Bash
Room Inspection	Room Set-Up Contest
Roommate Game (Newlywed Game)	Roommate Exchange
Rummage Sale	
Sadie Hawkins Day	Safety Awareness
Saint Pat's Day Hung	Scavenger Hunt
School for Special Education	Sci-Fi Movie Week
Scream Off/Scream Out	Secret Pal/Angel/Spook/Santa/Sweetheart
Segregation Day (Male/Female)	Self Defense Workshop
Semi-Formal Dance/Dinner	Seminars in Residence Halls
Senior Wing (Optional Board Plan)	Senioritis
Sibling Party/Weekend	Ski Trip
Slacks Night	Sleep-Over/Lock-Ins
Slumber Party	Snacks During Finals Week
Social Barometer - Issues	Sole Survivor
Soul Food Dinner	Speakers
Special Olympics	Spectator Sports
Speed Reading Seminar	Sponsor Little Leagues
Spook-A-Grams for Halloween	Sports Attendance with Floor
Spring Fling (Happy Hour with Alumni)	Spring Week
Steak and Corn Barbecue	Sticker Fairy
Street Dance/Festival	
Stress Management/Coping Skills/Prevention	Student Auxiliary Monitors
Student Spirit	Students Arrange own Parties
Study Break Party	Study Habits Workshop
Taffy Pull	Talent Night/Show
Teach Freshmen Study Skills and How to Register for Classes	Theater/Art House
Thanksgiving Night (Donate Food to Needy)	Theme Parties
Theater Night	Toga Party
Time Management	Tournaments
Tour of Campus for Elderly	Trip Reports (Spring Break, Christmas)
Trick-or-Treat	Tuck-Ins/Story Hours
Trivia Feuds/Competitions	Tutors
Turkey Dinner	
University Speakers/Receptions	

Valentine Surprise
 Virgin-Drink Happy Hour
 Voter Registration Drive

Video Game Party/Contest
 Volleyball Marathon

Warm Fuzzys
 Wedding Planning Workshop
 Who Makes the Best Bed
 Women's Forum/Issues/Concerns

Watersides
 Weekend Reprieve (Camp Out)
 Women and Their Careers
 Word-a-Day Programs



Program Proposal & Evaluation

- ❖ The Program Proposal and Evaluation form is used when you want to implement an event for your floor, hall, or area. It can also be used for impromptu programs. The completed proposal section of the form reflects the overall planning of your program and will be reviewed by your supervisor for approval.
- ❖ The responsible person should submit this form at least one week prior to the event to allow time for any changes or re-planning. Your supervisor will review it, make any comments or suggestions, and return it to you. Program proposals should be submitted by the 25th of the month prior to the program.
- ❖ Within 48 hours following the event, you are required to complete the evaluation portion of the form and turn it in to his/her supervisor. The evaluation portion of the form reflects the planning, finances (cost, revenue, profit), implementation, and evaluation of these areas.
- ❖ The responsible person will identify himself/herself and the event information. All costs associated with the event will be itemized (entertainment, publicity, etc.). The form will be signed by the person who prepared it and turned into the supervisor within 48 hours following the event.
- ❖ The supervisor will return one copy to you and keep one for his/her files.

Programming Funds



When using vendors on the following list, you must submit a "Request for Purchase Order Requisition" to your supervisor for approval. Your supervisor will then forward the request to the Area Coordinator for approval. The Coordinator submits this request to the Residence Life Office who completes a purchase requisition to be approved by the Associate Director of Residence Life and Dining Services. When items are purchased, you must instruct the sales clerk that we DO NOT pay sales tax and that you need an itemized sales receipt from the store as well as a copy of the purchase requisition. You sign the purchase requisition, return the purchase requisition and the sales receipt to your supervisor IMMEDIATELY! He/She must return these to the Area Coordinator or the bill will not get paid!

Don't be afraid to ask for donations from local vendors for prizes at your programs. Some stores require that you fill out paperwork at the service counter and it may take a month before it is approved. Make sure to thank them formally for their donation after your program.

Vendors list

Suggested vendors who will accept purchase requisitions:

Schnucks

ARAMARK (food)



Selling Your Program

Nine Rules of Publicity:

1. If you plan to use flyers for bulletin boards or outdoor boards, which people pass by quickly, make your message 7 words or less. The brain can only absorb so many words in a few seconds.
2. The headline may be all a person reads, so make your headline memorable.
3. Choose easy to read words. A potential customer will not slow down to figure out your words
4. Know your audience. What age are they? How do they talk? etc.
5. Use Upper and Lower Case Lettering. It has been scientifically proven that it is easier to read.
6. Use lettering that is readable. When considering typeface, use those that are readable from a distance.
7. Color is a valuable tool. When selecting paper or background, pick a color that stands out.
8. Be creative with shape. You can make more impact by using an unusual shape for your design.
9. Location is crucial. Survey where people in your hall are more likely to stop and read a flyer. Be creative. For example try hanging things from the ceiling.

Speakers

There are many things to consider when planning a program. Two of the most important things include the speaker(s) and the audience. Potential sources for speakers include the Counseling Center, Health Center, Career Placement, professors, religious life staff, and you! Some helpful tips:

- Γ Contact the speaker ten working days before the program. This gives speakers time to prepare and tell you what times they are available for your group.
- Γ Contact the speaker again 5 days before the program to finalize details. Be sure the speaker knows who the host is and where the host will meet the speaker.
- Γ Contact the speaker the day of the program to see if there is anything more they may need.
- Γ When the host goes to meet the speaker, they should arrive a little early.
- Γ The host and speaker should discuss how the program should be introduced. It's important to make the speaker feel important.
- Γ After the program is complete, publicly thank the speaker & send a thank you note

