



**DEPARTMENT OF RESIDENCE SERVICES  
RESIDENTIAL COMMUNITIES**

**2016-2017**

**RESIDENT ASSISTANT  
MANUAL**

*Please note that this manual is not all-inclusive of the policies and procedures you must adhere to or that you are obligated to enforce. It is expected that you are familiar with the Hallways Handbook, Emergency Response Protocols, RA Manual, Student Desk Reception Guide, and Hall Council Advising Manual. Furthermore, as a staff member, you are expected to enforce all of the policies of the Department of Residence Services and Kent State University. The department reserves the right to edit, change, or remove items in this manual as needed.*

*If you ever have a question, concern, or need clarification it is expected that you will contact your supervisor.*

**DEPARTMENT OF RESIDENCE SERVICES | RESIDENTIAL COMMUNITIES**

*REVISED – August 2016*



**Dear RA:**

Welcome to the Residential Communities Student Staff Manual! This manual will provide you with answers to many of your questions. However, if you find yourself in need of additional assistance, we expect and encourage you to speak to your supervisor. The purpose of this manual is to serve as a resource and provide detailed information needed by you in your position as a Residential Communities student staff member.

The manual is divided into three sections: *Personnel; Duty Policies, Procedures & Discipline; and Emergency Procedures*. The Personnel section will provide information on your job responsibilities, expectations, and compensation among other things. The Duty Policies, Procedures, & Discipline section will outline the departmental expectations for duty coverage, and discipline procedures. It also covers major residence hall policies but it does not include all areas. The Emergency Procedures section addresses your role in the event of an emergency.

While this manual is an important tool in assisting you with carrying out your responsibilities, it is also expected that you will be familiar with the following University publications:

**University Policy Register** lists and explains all University policies and procedures. Available online at [www.kent.edu/policyreg/](http://www.kent.edu/policyreg/).

**Code of Student Conduct** is a published summary of the University policies and procedures affecting students. Published by the University Directory of Departments and Services and additional publications available through the Office of Student Conduct. Also online at <http://www.kent.edu/studentconduct/code-student-conduct>.

**Hallways Student Handbook for Residence Hall Living** is a guide for students in understanding University and residence hall policies that may affect their living environment and personal conduct while enrolled at Kent State University. This document is produced and distributed by the Department of Residence Services. To access an electronic copy of the Hallways Handbook please go to <http://www.kent.edu/studentconduct/code-student-conduct>.

This Resident Assistant Manual contains information on policies and procedures that will be annually revised and changes may be made, as deemed necessary by the Department of Residence Services.

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## Kent State University Mission Statement

The mission of Kent State University is to discover, create, apply and share knowledge, as well as to foster ethical and humanitarian values in the service of Ohio and the global community. As an eight-campus educational system, Kent State offers a broad array of academic programs to engage students in diverse learning environments that educate them to think critically and to expand their intellectual horizons while attaining the knowledge and skills necessary for responsible citizenship and productive careers.

### Division of Student Affairs Mission

The Division of Student Affairs intentionally develops the whole student through transformational experiences. We passionately engage our diverse student population through quality programming and resources that enhance the educational process to ensure student success.

### Department of Residence Services Mission Statement

We create safe and inclusive communities that foster student success.

### Department of Residence Services Core Values

In order to successfully accomplish our mission, we have identified the following core values to guide the decisions we make, the priorities we establish, and the directions we take:

- ***Student Success*** – We strive to enhance students’ academic achievements and to support their learning and personal development. We are committed to assisting students through the various transitions they will experience while living in university housing.
- ***Integrity*** – We pride ourselves on being honorable, trustworthy, and credible. We strive to provide quality service, to treat everyone with respect, to provide timely responses, and to be fair and equitable.
- ***Inclusive Communities*** – We are committed to creating and helping to foster communities that promote healthy interaction, vibrant friendships, civility, compassion, caring, and an attitude of treating one another with respect and dignity.
- ***Responsible Decision Making*** – To the desired end of being good stewards of our resources and responsible citizens of the university as well as local, regional, and global societies, we are dedicated to the efficient and effective use of resources and using reliable and diverse forms of information to support our decisions.

*Adopted June 2008*

### Department of Residence Services Commitment to Diversity

Kent State University affirmatively encourages diversity by providing opportunities to all students. The Department of Residence Services supports this commitment and recognizes the benefits that are derived from the inclusion of diversity in our residence halls. Residence Services actively encourages participation by members of underrepresented groups based on ethnicity, age, gender, religious preferences, sexual orientation,

disability or identification as a veteran in all our programs and activities.

Residence Services recognizes the benefits derived from the inclusion of diversity in our residence halls. Residence Services actively encourages participation by members of underrepresented groups based on race, ethnicity, age, gender, religious preferences, sexual orientation, disability or identification as a veteran in all our programs and activities.

### **Multicultural & Diversity Programs:**

Exploring and learning to live within a large and diverse community is an exciting and fast-paced experience; that's why the residence hall staff offers support to help each residential community member develop and refine skills in communication and interaction. These skills and experiences allow us to celebrate and showcase the differences that help make the residence halls at Kent State University a vibrant and stimulating place to live and learn. With this in mind, our staff and students present and develop: programs, activities, films, lectures, workshops, exhibits and other activities that enhance cultural awareness. Several key programs and activities are outlined below.

### **Kupita/Transiciones Student of Color Social:**

The Department of Residence Services and the Student Multicultural Center collaborate in a welcome social for our incoming Kupita/Transiciones students. The purpose of this social is to provide opportunities for newly admitted students of color to interact with each other and to get introduced to university administrators and Residence Services hall staff. This special event typically takes place the Monday before freshmen move-in day giving Kuptia/Transiciones students a chance to meet residence hall staff before campus is flooded with students.

### **Kent Interhall Council (KIC) Diversity Committee:**

In conjunction with KIC, the Department of Residence Services' Social Justice Team works with the Diversity Committee to promote and provide a safe and inclusive environment that brings to life Residence Services' core values: Student Success, Integrity, Inclusive Communities and Responsible Decision Making to offer support and to enhance programming activities that build and nurture our residence hall students to think critically and broadly about diversity and multiculturalism.

Residence Hall students interested in getting involved to plan and develop diversity programs for the halls are strongly encouraged to do so by contacting the Director of Student Relations who oversees this committee within Kent Interhall Council at (330) 672-3121. The only piece missing is YOU!

### **Director of Multiculturalism position:**

Each residence hall has a hall council governing board which oversees the programming and overall climate of their hall community. The hall council executive board includes a position specific to the goal of incorporating diversity and inclusion, called the- Director of Multiculturalism. This individual is responsible for promoting the awareness and celebration of multicultural issues in the hall(s). He or she also:

- Attends all weekly Executive Board and Hall Council meetings
- Votes member of Hall Council
- Attends KIC weekly meetings
- Coordinates and facilitates at least one program per semester that address issues of cultural diversity and underrepresented cultures in the hall
- Keeps the Hall Council informed of all campus-wide programming centered around multiculturalism
- Represents the needs and interests of underrepresented/underserved populations in the residence halls
- Serves as a member of KIC's Diversity Committee



### **Campus Conversations:**

Campus Conversations is a program series hosted by the Department of Residence Services. This series provides opportunities for students to engage in conversations that promote dialogue and understanding, which promotes the education and understanding of human difference and experience, nurtures an environment of respect for all students, and ensures an environment of equality and civility. Campus Conversations include topics surrounding diversity and social justice issues including race, sexual orientation, women's issues, cultural stereotypes, politics, and other relevant topics.

This program series supports the University's mission of educating students for "responsible citizenship" and "ethical and humanitarian values," which are often tested by the challenge of human difference. Campus conversation programs are advertised and showcased in the Student Success Series Program booklet provided to first-year students.

### **Blue and Gold Points of Pride**

Expectations for Residence Services Student Employees are outlined through Blue and Gold Points of Pride. The Blue and Gold Points of Pride are made up of three components – what you can expect from us, what is expected of you, and what you will learn while working for the department.

#### **Student employees can expect from the department:**

- Commitment to your success as a student
- Position specific training and development
- Ongoing feedback, support, and challenge from your direct supervisor
- Formal performance evaluation at least once a year
- Occasions to provide feedback on your direct supervisor and the department
- Department practice consistent with the expectations set forth in the Student Employee Handbook (available through Career Services Center)
- Training and development opportunities beyond your specific role
- Inclusion in department-wide student staff social events
- Job specific expectations from your direct supervisor(s)

#### **Student employees are expected to:**

- Serve as a role model to students in the residence hall communities and understand that personal behavior on or off-campus may impact student employee status
- Understand the work will require flexibility and collaboration with others
- Be engaged, take initiative, and maintain appropriate level of customer service
- Manage schedule, prioritize work tasks, and meet deadlines
- Adhere to proper attire based on position
- Maintain personal hygiene
- Communicate effectively, orally and in writing
- Maintain office cleanliness (examples include)
  - Not allowing trashcans to overflow
  - Being aware that food can lead to pest control issues
  - Support the department's sustainability & recycling initiatives
- Utilize direct supervisors for updates on current information or changes
- Communicate professionally via phone and e-mail

#### **Student Employee Learning Outcomes**

Residence Services has over 15 different student employee positions. Each position includes a specific set of skills and responsibilities and the department is confident in the skills students will gain regardless of which

role you work in! The following list represents learning outcomes applicable to all Residence Services student employees.

**Student employees will be able to:**

- Articulate the purpose of on-campus housing at Kent State University
- State how your role connects to the mission of the department
- Exhibit pride and investment in your role
- Foster and demonstrate positive relationships with colleagues, students, and families
- Demonstrate a positive impact on community
- Utilize technology effectively as it applies to your position
- Apply cultural awareness in interactions
- Navigate and apply departmental protocol and processes to your work
- Collaborate with others to accomplish work tasks
- Assist in solving/improving problems or issues that arise
- Refer students to Kent State and/or local resources as appropriate

### **Descriptions of Departmental Staff**

**Assistant Directors, Residential Communities (AD):** The assistant director for residential communities is a full-time professional staff member who oversees the day-to-day operations of a specific geographic residence hall area. The AD supervises the A/RHDs and Clerical Coordinators in their area.

**Residence Hall Directors (RHD):** The residence hall director is a full-time professional who is responsible for a residence hall or hall complex. RHDs foster student growth and development through hall government, discipline meetings with students, programming efforts, community development, and administrative processes. The RHD supervises the Resident Assistants and/or an Assistant Residence Hall Director.

**Assistant Residence Hall Directors (ARHD):** The assistant residence hall director is a graduate student who assists the RHD with the day-to-day hall operations and procedures. The ARHD will gradually gain responsibilities such as supervising some undergraduate student staff members, holding disciplinary meetings with students, and advising hall council government.

**Resident Assistant (RA):** Resident assistants are trained student staff members who live on a residence floor or wing. RAs have been selected on the basis of their experience, leadership, and interpersonal skills. They are prepared to assist residents with many concerns – personal, social, academic, and environmental – as well as to assist students in developing and accepting responsibility for their own actions.

**Summer Conference Assistant (CA):** Summer conference assistants work during the summer months to provide service to outside groups and conferences that utilize Kent State University's residence halls. CAs perform a variety of functions including an overlap of the desk and RA roles and responsibilities.

**Art Studio Mentors (ASM):** Art studio mentors serve as a resource for students who utilize the Verder Art Studio space. The studio space is available to students living in Verder Hall and students living in New Front who cannot live in Verder. ASMs are responsible for developing the studio community in ways that support and develop relationships, engage students in learning, encourage responsible citizenship, and honor human differences. Art Studio Mentors manage studio staffing and coordinate "Living Arts Week."

**Desk Staff (CC and SDR):** The residence halls are divided into four (Quad, Twin, Tri-Towers/Korb and New Front/Centennial Courts) geographic areas of campus, each served by an area desk. Each area desk is staffed by a full time Clerical Coordinator (CC) who works Monday – Friday, and several student desk receptionists (SDR). Area desks provide information, mail, and temporary keys. The desk serves as the central communication

system for its area of campus. The Tri-Towers desk is open 24 hours a day. All other desks are open Sunday through Thursday 8:00am to 12:00 midnight, and on Friday & Saturday 8am to 4am. Desks have modified hours during breaks.

**Safety and Security:** Security aides provide additional security to the residence halls. Security aides are supervised by both by an assistant director of residential Safety and security and an assistant security manager. Security supervisors (students who have moved up in their positions) also provide support for the security aides. Security aides patrol residence hall floors and public areas, offer escort service and enforce university policy among other duties. Security aides are on duty from 8:00 pm to 4:00 am seven days per week – these times are altered as needed throughout the year, for breaks etc.

**Housing Assignments:** The housing assignments staff is located in Korb Hall and is responsible for housing contracts and assignments, residents' housing and food plan records, room deposits, billing, and adjustments for housing. This office also coordinates early arrivals, exemptions to housing contracts, and tours and presentations on residence hall living as well as break (winter & spring) and summer housing requests and accommodations.

**Housekeeping Staff:** Each building is assigned a group of housekeeping staff and a supervisor, who work hard to maintain the community spaces within the building. In buildings where we have private bathrooms, housekeeping will go into student rooms to clean them once a week. The housekeeping supervisors report to the Housekeeping Manager.

**Residential Technology:** Residential Technology provides technical support for residential students and Residence Services staff. Residential Technology staff maintains direct professional relationships within Information Services in order to ensure the best possible technical support for our students and staff. The Residential Technology unit is comprised of staffing areas that provide student support, departmental staff support, Web Presence and application development support, and IT infrastructure support.

## **Personnel Information**

**Philosophy:** The role of the Residential Communities hall staff is to develop communities that promote the development of citizenship, community, student learning, and the honoring of human differences. It is our belief that living on campus enhances the educational and developmental aspects of students' experience at Kent State University. The Residential Communities hall staff has an obligation to the university as well as to the students with whom they work to understand and explain the educational goals with confidence and competence. The staff assists in the realization and support of these goals through day-to-day contact, duties, and community activities.

The residential communities' staff is committed to the belief that students must accept responsibility in a community environment not only for their behavior but also for the impact of such behavior. This philosophy is founded on the following core characteristics:

- Living in residence halls and family housing units has intrinsic educational worth realized through involvement in community activities, residence hall government, student employment opportunities, resident staff interactions, and resident accountability.
- The value of human diversity is celebrated. Bigotry and oppression are not tolerated in residential communities.
- Specific educational community activities are provided to meet the varying developmental needs of students.

- A living/learning environment conducive to academic success supports the foundation of the educational program within the residential communities.
- Individual rights and differences are recognized and respected.

**Expectations:** Staff should be aware of all policies affecting themselves and the lives of their residents. Acceptance of employment and continuation in the job signify that the staff member agrees in general with the University's policies and procedures and carries out job responsibilities accordingly. Some policies are derived from law, and others are established by the University to protect the rights of individuals and/or the University. Any staff member in violation of policies or laws is placing the job in jeopardy and open to immediate dismissal from her or his position.

It is expected that Residential Communities staff members will work together as team members. The assistant director and residence hall director(s) have the overall responsibility for the functioning of the hall and hall programs, including the enforcement of university discipline. Student staff members are responsible for working with students to develop and maintain an environment that promotes academic, personal, and social growth.

The hall staff team also includes student desk receptionists, security aides and housekeeping personnel. The functions and individuals in each of these areas have a fundamental impact on the quality of residential life and community activities of the hall.

**Residential Communities Staff as Role Models:** As a member of the Residential Communities staff, your most influential role is that of role model. When you are placed within a building as a staff member, the very fact you hold the position says to every student that you possess certain characteristics that the university respect and considers important whether you are on duty or not. New students will look at you as a role model for them to emulate.

As a staff member and as a role model, one of your responsibilities is to behave in a manner reflective of our organization's values, and in adherence to University policies and state and federal laws while you are in your hall, on campus or off campus, or posting on-line material. Your behavior, whether positive or negative, will set an example that other students will come to assume is appropriate behavior for students in college. For example, if you emulate good study skills, there is an increased chance that new students in your community will also begin to emulate this pattern of study. Alternatively, a decision to engage in questionable or inappropriate behavior will jeopardize not only your position as a role model, but may also jeopardize your position as a Residence Services employee.

**Living by the Rules:** As a staff member, you are expected to live by the rules, regulations, and policies that the university has set. If you disagree with the institution's policies or regulations, we encourage you to motivate change through the appropriate supervisory channels. If you cannot change them and still cannot live with them, then the student staff position may not be for you. In this case, we encourage you to step down from the position so that you do not do a disservice to yourself, the university, or your residents by not enforcing the rules or by pretending that policies and regulations do not exist.

**Behavior Away from the Halls and/or Campus:** Your position as a Residential Communities staff member extends outside your building and to the campus at large. This does not imply that you enforce random rules and procedures across campus, advise students in other arenas, or assert your staff position in places where it is not required. However, your role modeling responsibility carries beyond your floor and hall community. You do not shed your position when you leave your floor or hall community. While on campus, and off campus as well, you are expected to conduct yourself as a staff member of the Department of Residence Services.

**Writing Editorials:** RAs receiving requests for interviews, opinions and quotes from various University media

sources should consult with their home hall RHD or the RHD on-duty. When approved to give an interview, quote or opinion, please identify as a student.

**Sexual Harassment:** See pages 47 of this manual for a definition of sexual harassment.

It is important that you realize the amount of authority and influence you have as a staff member. Your position and personal power can carry over into friendships with residents on your floor and in your building. Some residents see you as an authority figure while others consider you a "safe" peer to whom they can turn for advice. Some residents and some staff members can become confused with the peer/authority role of a staff member. As close relationships develop, staff members must appropriately use their personal and position power in their role.

We advise you to seriously consider the impact of developing a relationship with someone in your building because it may put you, the resident, and the University in a compromising position (e.g., you may be required to confront the person you are having a relationship with on a policy violation). We suggest that you enter into a discussion with your supervisor should such a relationship begin to develop. This discussion is not meant to be intrusive, but rather it should be seen as an opportunity to fully explore the ramifications of entering into a relationship with a resident of your building. Administrative policy and procedures regarding sexual harassment can be found online at [www.kent.edu/policyreg/](http://www.kent.edu/policyreg/).

**Behavior Concerning Alcohol:** A major concern is related to the illegal consumption of alcoholic beverages, the use of illegal drugs, and any other violations of the law, which might reflect upon the University and upon you as its representative. Your role as a model for other students is one of the most important duties you will assume. Handle the responsibility carefully and with the respect it deserves. Following is the Residential Communities Policies and Guidelines for the Use of Alcohol and Other Drugs. All Residential Communities staff members should thoroughly read this document before signing. If you feel that you cannot abide by these policies and guidelines, we encourage you to consider stepping down from your position.

**Accommodations During Break Periods:** Staff members are not permitted to stay in their hall during break periods (winter or spring break); they must move to break housing (for a charge) if necessary. Residence hall directors do not have the authority to make exceptions to this policy.

**General Dress:** For official department functions, such as candidate interviews, casual professional dress is expected. For opening weekend and duty, staff are required to wear staff shirts. Staff members may consult their supervisor if they have questions about this. Staff members are not expected to adhere to any specific dress code in other situations except when indicated by their supervisors. See section 2, under duty procedures for specifics concerning dressing for duty.

**ID Badges:** A Residence Services identification badge is issued to all staff members prior to the opening of school. The photo ID serves as official identification. This badge is to be worn by staff members on the top quarter of the front of their person during office hours, while on duty, and during hall functions. There will be a digital photo of each staff member on the university server for identification purposes. All badges must be returned to your immediate supervisor before departure from the position, or by the end of spring semester.

**Summer Storage:** There is no space available for storage of personal belongings of residence hall staff over the summer. Residence Hall Directors do not have the authority to make any exceptions to this policy.

**Employment during Break Periods:** The Department of Residence Services employs students over winter, spring, and summer break periods. Information on these positions, including the application, will be related to staff members once it becomes available. These break period employment opportunities will most likely require you to relocate to the area providing housing during these times. Student employment guidelines may vary during these times.

**Outside Employment:** The Residential Communities staff member position is demanding; therefore, outside employment is not encouraged. Additional employment will not be approved for first semester staff members. After your first semester as a staff member, you may obtain employment outside the Department of Residence Services at the discretion of your immediate supervisor. In these cases, staff members may not work more than ten (10) hours each week. Responsibilities must be maintained at a sufficient level and you must be in good standing with the department. University policy limits student employment to no more than 28 hours per week; therefore, requests for outside employment will be limited to employment outside the University.

## **Employment Paperwork Information**

**CampusWorks:** CampusWorks is a website where students log in to establish their eligibility to work on campus. Student employees must login to <https://CampusWorks.kent.edu> and sign the Employment Certification Statement.

- ***First-time student employees*** must take necessary documents/ID to the Career Services Center, 261 Schwartz Center to complete the initial paperwork. (View acceptable documents at the CampusWorks web site).
- ***Returning student employees*** will be notified if additional employment paperwork must be completed in person.

Job offers will be placed on CampusWorks. Once the offer is processed through CampusWorks you will receive notification from Career Services through your [kent.edu](mailto:kent.edu) email. Offers not accepted within five (5) days will expire, so please check your email regularly to accept this offer. You will receive a confirmation email when your job assignment has been activated. Failure to respond to this request may result in loss of pay.

**Direct Deposit:** All student employees are required to enroll in a direct deposit program for their paychecks. Under the direct deposit program, the employee's pay is electronically deposited into the bank account(s) they designate.

All student employees can view an electronic pay stub online in Flashline, including year-to-date earnings and deductions. Login to Flashline and click on the *My HR* tab, then Pay Stub in the Employment Details box.

## **Job Benefits**

### **Tangible Benefits:**

- **Room:** RAs are assigned to specific hall communities based on departmental needs. The department reserves the right to reassign your RA placement at any time. You will receive a room fee waiver for the hall that you are assigned to; this will not be the same amount for every RA because the room costs vary across campus. It is recommending that student staff members obtain 3<sup>rd</sup> party renters insurance. The department will not reimburse for damages to personal property. If you require accommodations for a documented disability, please contact the office of Student Accessibility Services (SAS). SAS will notify us of needed accommodations and we will do our best to provide them. Please note that in order optimize RA assignments and consider variables such as learning communities, we ask that room accommodation requests be completed by the end of Spring Semester.
- **Meal Plan:** RAs will receive a Basic Meal Plan each semester. The full amount of the meal plan is available on your Flash Card at the start of each semester. The purpose of the meal plan is build

relationships with residents. It is also important to note that if for any reason an RA leaves the position before the end of the semester, their Flash Card account will be audited, and a pro-rated per diem rate will be allowed for the number of days during the semester he/she was employed. If the RA who leaves spent above this amount, he/she will be responsible for the difference.

- **Stipend:** First year RAs are paid a stipend of \$350.00 per semester paid in bi-weekly installments. RAs with one **full** year, or more, of experience will be paid \$375.00 per semester. RAs who are assigned roommates may receive additional compensation. Stipends begin after fall training.
- **Training accommodations:** many (but not all) meals and housing will be provided for training periods.

### **Intangible Benefits:**

- **Training and Transferable Skills:** You will receive a great deal of training in the form of in-services as well as Fall Training. The skills gained through this training and developed through the practice of the job are transferable into most other jobs.
- **Support:** The relationships, which develop among staff teams, can be tremendous assets to the staff position. This support can come in the form of contact meetings with your residence hall director, staff meetings, or simply sharing the common experience with other staff members.
- Possible opportunity to attend **Northeast Ohio Housing Officers (NEOHO) Resident Assistant conference**, and other leadership conferences.
- Opportunity to work with outstanding Residential Communities team members!

### **Parking**

Every staff member and student of the University must have a parking permit, for designated lots, in order to park on campus. Residence hall staff members must follow the same parking permit assignment process as all other university students. Parking Services will make attempts to accommodate you near your hall if/when possible.

### **Communication**

Residential Communities staff members are expected to maintain communication with the Department of Residence Services throughout the year. Most information will be disseminated through your supervisor; however, there are times when information must be relayed immediately. Due to the large number of staff members on campus, the department will communicate via email in these situations. It is expected that every staff member will have a Kent email account. If your primary email account is one other than Kent's email, it is expected that you will have your Kent email forwarded to your primary account. Kent's email service is free to all students. To forward your email go to: [flashline.kent.edu](mailto:flashline.kent.edu) and click on **OPTIONS** in the email section and go to the **Auto Forward** option.

Due to the nature of the position you hold as an RA, you are not permitted to restrict information (i.e. email address, or in room phone number) without discussing your situation with your supervisor. An assistant director for residential communities must grant approval as well.

RAs are expected to share personal cell phone numbers with department staff if using it for emergency purposes. RA cell phone numbers are not public information.

## Confidentiality

The Department of Residence Services handles many private and confidential documents, topics, people and situations that you may become aware of/have contact with and should never be discussed outside the office. Treat all documents as if they are confidential.

“Confidentiality is founded on the concept of respect for a person’s right to determine the contexts in which personal information may or may not be revealed.” (Holly Stadler in Ethical Standards Casebook, 1990). The security and confidentiality of student information is a matter for concern to any person within the University who has access to data systems or personnel or judicial documents. Each person within the University who holds a position of trust relative to this information must recognize the responsibilities entrusted to them in preserving the security and confidentiality of this information.

Both federal law The Family Educational Rights and Privacy Act of 1974 and amendments (FERPA) and state law (The Ohio Revised Code Section 102) are in effect to ensure the security and confidentiality of information and are used to gather and maintain educational records on students. These records include personal, academic and judicial data.

Authorized use of the information is established by a University policy on student records. If you have questions about this see your supervisor. Anyone in violation of these confidentiality policies is subject to reprimand, suspension, dismissal or other University disciplinary action consistent with the general personnel policies of the University.

Your conduct, either on or off the job, must not threaten the security and confidentiality of this information. Therefore, each person authorized to access any information through the facilities and processes of the University is:

- *Not to make or permit use of any student information, other than directory information, unless required in the performance of one’s University job or specifically authorized for use, in writing, by the affected student.*
- *Not to seek personal benefit or permit others to benefit personally by any confidential information which has come to them by virtue of their work assignments.*
- *Not to exhibit or divulge the contents of any record file or report to any person except in accordance with University and office policies and federal guidelines.*
- *Not to knowingly include or cause to be included in any record, file or report a false, inaccurate, or misleading entry.*
- *Not to remove any official record (or copy), file or report from the office where it is kept except for the purpose of performing assigned work responsibilities.*
- *Not to aid, abet, or act in consultation with another to violate any part of this code.*
- *To immediately report any violation of this code to one’s supervisor.*
- *Required to sign the Confidentiality contract form.*

Additionally, the Ohio revised Code specifies:

*“No present or former public official or employee shall disclose or use, without appropriate authorization, any information acquired by him in the course of his official duties which is confidential because of statutory provisions, or which has been clearly designated to him as confidential when such confidential designation is warranted because of the status of the proceedings or the circumstances under which the information was received and preserving its confidentiality is necessary to the proper conduct of government business.”*

\*Conviction for violation of this statute is a first degree misdemeanor (up to 6 months imprisonment and/or \$1000 fine).



## Area Desk Information

The Area Desks are an integral part of the Department of Residence Services. They serve as primary information centers for residence hall students and create the initial impression of the residence hall system for parents and visitors. \*Holiday and break hours vary and will be posted at each desk.

Area Desk	Location	Hours*	Phone	Halls Served
Quad Desk	Stopher Hall	Su-Th: 8am – 12am Fri-Sat: 8am – 4am	(330) 672-3600	Lake/Olson, Stopher/Johnson/ Engleman
New Front/ Centennial Desk	Dunbar Hall	Su-Th: 8am – 12am Fri-Sat: 8am – 4am	(330) 672-3610	Dunbar/Prentice, Verder/ Centennial Courts A/B, C/D
Twin Towers Desk	Center Area between Beall and McDowell Halls	Su-Th: 8am-12am Fri-Sat: 8am-4am	(330) 672-3915	Beall/McDowell, Fletcher/Manchester, Allyn/Clark, Van Campen
Tri Towers Desk	Rotunda	24 Hours a Day, Seven Days a Week	(330) 672-3244	Wright, Koonce, Leebrick/Korb Centennial Courts E/F

## Academic Requirements

**Credit Hours:** Residential Communities staff members are here to graduate. For this reason, we expect staff members to carry at least the minimum full-time student load, 12 hours, but no more than 18 hours, unless the residence hall director and/or assistant director approves the load. Graduate RAs must hold a minimum of 6 credit hours and a maximum course load of 12 credit hours.

**Summer Classes:** Staff members may take summer classes during Summer Sessions I and II. Summer Session III courses that interfere with fall training will not be approved. Special circumstances should be discussed with your RHD and assistant director early in the spring semester.

Summer is a popular time for internships, practicums, and clinical hours. It is expected you manage your hours early in the summer to accommodate return for fall training. Fall training is mandatory and essential for new and returning staff members. Permission to miss training is reserved for special academic circumstances only and will typically not be approved for any other reason.

**Grades:** Staff members are expected to be students first and maintain a satisfactory GPA while on staff. With this in mind, we hire students who have already achieved 30 credit hours and hold a 2.50 or better cumulative average prior to their employment.

Current RAs are placed on probation for semester GPAs that fall below a 2.50; RAs whose GPAs fall below a 2.50 for two consecutive semesters will be subject to job termination. Any RA (current or new hire) who does not achieve at least a 2.50 for their cumulative GPA will be terminated or have their employment rescinded. There is not a probation period for staff members who fall below a 2.50 GPA cumulative, only termination.

Graduate Student RAs must maintain a 3.00. Graduate staff members are placed on probation for semester GPAs that fall below a 3.00. Graduate RAs who fall below a 3.00 for two consecutive semesters, will be subject to job termination. Any graduate RA that does not achieve a 3.00 for their cumulative GPA will be terminated.

## Time Commitment Expectations

**Opening/Closing Responsibilities:** Due to the high level of activity during these times, staff members are expected to be available and visible in the halls and on their floors for opening and closing weekends. There are many administrative responsibilities to be completed and questions to answer for families and students. (e.g. Room Condition Reports, preparation of your hall). Staff members are expected to return early and stay late at the beginning and end of each semester – refer to your Employment Agreement for specific dates. See Appendix A for Student Staff Time Commitment Agreement.

During opening weekend, starting with the first official orientation day before classes begin through Saturday, ALL staff members will be on duty from 7:00am to 8:00pm to ensure coverage. Each evening at 6:00pm the regular duty schedule will take effect.

**Training and In-Service Days:** Training and in-services are planned to provide you with necessary job information and development. Attendance during these times is mandatory. It is expected that staff members will actively participate during these days as well. In the event that you cannot make the fall staff training a request must be made formally to the assistant director for residential communities, via your residence hall director. The request must include a detailed letter explaining the reason, specific dates and times affected by your absence, letter of support from current supervisor, and a letter from your academic advisor stating the need for taking the course during Summer III session (if applicable).

Upon receipt, the assistant director for residential communities (or designee) will make the determination. Appeals to the AD's decision should go to the associate director. The group will convene to discuss the requests and make a formal recommendation to either approve or deny the request. A written response will be forwarded to the student requesting the absence.

**Curricular or Co-Curricular Activities:** Residential Communities staff members must be willing to commit a significant portion of time to the position responsibilities and academics. It is important for staff members to be available to the students on their floor and in the hall during evening hours and appropriate weekend times. All outside commitments are subject to approval by the residence hall director and the assistant director.

Outside commitments include, but are not limited to: student organizations, community involvement, fraternities and sororities, academic clubs and employment. All outside commitments are subject to review if the outside commitment(s) has a negative impact on the staff member's ability to perform their residence hall responsibilities.

**Requesting Days Off:** Each staff member is allowed **10 days (nights) away per semester**. Staff members are encouraged to take one weekend away per month from the hall. For exceptions to this policy, please refer to your immediate supervisor – we recognize things come up and we will work with you for additional time away if possible. Each staff member's time away needs to be coordinated with the supervisor and the other colleagues within the hall/area. Remaining days away do not carry over into the following semester.

In order to take time away, Residential Communities student staff should discuss and get approval from their supervisor. Requests should be made to your supervisor at least 5 working days in advance of the days being requested off. The RHD must approve requests for extended absences. Your supervisor will provide this form. Consult with your RHD on how to request a night away.

Staff members who have not received approval for a night away are expected to return to their residence hall no later than 3:00am to ensure that proper building coverage is provided.

During certain department events, i.e., *RA Staff Selection (Interview), Fall and Spring In-Services, Opening/Closing*

*Weekends, and Halloween Weekend* – staff members are expected to remain on campus. Time away from campus during these occasions must be discussed with your immediate supervisor.

## **Major Job Responsibilities (Community Leader-Educator-Honoring Human Differences—Administrator)**

**COMMUNITY LEADER:** Community development is vital to the residence hall experience. It is a primary tool for transforming a "dormitory" (a place where students sleep), into a "residence hall," a living/learning environment. There are many ways to build community on your floor or wing. Community development is a significant component of Residence Services' programming model, the Community Development Model, which consists of three tenets:

- 1) Getting to know every resident and assisting residents in building **RELATIONSHIPS** with each other.
- 2) Assessing the **NEEDS** of the community.
- 3) Creating student **INVOLVEMENT** by fostering Activities to address the needs.

Residential Communities believes that in order for individuals to truly learn, they must become **INVOLVED** in the communities that exist. As a result of becoming involved, they will become **INVESTED** and have a sense of **IDENTITY** and in return want to **INFLUENCE** others to become involved as well. The community leader responsibility manifests itself in several ways, including:

**Planning Community Activities:** Staff should be focused and intentional in their efforts of providing social opportunities for residents to build relationships with each other. This takes the form of creating, implementing, or attending campus events with residents that meet the specific needs of the community; creating, implementing, or attending hall council with residents on a regular basis and encouraging residents to attend events; creating, implementing, or attending hall programs with residents that meet the needs of the community; and actively participating in community partnership events by getting residents involved.

While it might sound easy, meeting others is not always comfortable and it can be especially challenging as students get older. In order to support and develop relationships, RAs are asked to help residents meet and interact with others. These connections are critical to their transition at Kent State University and this community activity area is intended to provide opportunities for interaction with others and to help establish/foster interpersonal relationships.

**Program Planning, Advertising, and Assessment:** The staff member is required to publicize the activity through advertisements and word of mouth. Publicity is expected to go up 4-6 days before the community activity. The staff member is required to complete an assessment of the activity (within 48 hours) and submit it to the A/RHD.

**Community Agreements:** Each community will establish a community agreement at the beginning of the year. RAs are expected to facilitate the development of the agreement and ensure that the agreement is posted in a visible area. These should be created at the beginning of the fall semester - no later than the fourth week. Community agreements will be renegotiated and/or updated as needed and at the beginning of the spring semester.

**Community Hours:** To further emphasize the importance of community, staff members may be asked to set a minimum of 10 community hours on their floors for student contact beyond duty nights. These hours should be made known to the residents, and staff members are expected to be available during these times. Individual RHDs may break down community hours differently according to the needs of

each hall for example some hours may be allocated in the staff offices or in public areas. For example, RHDs may ask RAs to complete administrative tasks during their community hours such as completion of RCRs, roommate agreements, hanging of signs, copies etc. RAs will work with their direct supervisor to determine community needs regarding the locations (e.g. room with door open, lounge, office, etc.) and tasks (administrative, intentional interactions) associated with their 10 scheduled weekly community hours.

**Community Meetings:** At the beginning of each semester, you will be asked to conduct a floor meeting to review hall policies and prepare residents for the creation of a community agreement. A second floor meeting will be held in which you will create the community agreement with the floor community. Other floor meetings should be conducted throughout the year (i.e., extended breaks, pertinent issue on floor, closing). It is important that all residents feel a part of the community and receive information that pertains to them. These meetings are minimally required at the beginning of each semester and at the end of the spring semester.

**Hall Council RA Advisor:** A Hall Council RA advisor may be assigned to a Hall Council by the A/RHD. This is not a mandatory collateral assignment, and every hall might not have an RA advisor. The RA Advisors role is to support the A/RHD in their advising roles. The RA advisor should provide guidance and insight to the hall council, but they do not have voting rights at hall council meetings. They are to assist the hall council with programming and events, but they should empower the students to do the necessary work. A/RHD staff will be meeting with the executive board members on a regular basis. A staff member taking this leadership opportunity would assist with the election campaign, attend all executive board and general hall council meetings, assist the A/RHD with training and development of hall council members, and serve as a resource for the executive board members.

Hall Council RA Advisors are encouraged to:

- 1) Assist with the election campaign in the fall semester.
- 2) Attend all executive board meetings and general hall council meetings.
- 3) Meet with their Residence Hall Director and/or Assistant Residence Hall Director regarding hall council and executive board issues/concerns.
- 4) Assist and attend all training and development opportunities for the executive board members.
- 5) Serve as a resource for the executive board members on programming procedures and paperwork processes.
- 6) Serve as the communication link from the hall staff to the hall council and vice versa.
- 7) Keep track of attendance of RAs for RHD/ARHD records.
- 8) Establish floor council, on individual floor, and assist other RAs to do so.

**KIC Staff Representative:** As an RA, you should encourage your residents to attend KIC general council meetings. The voting representation at KIC is as follows (per the KIC constitution):

*Voting members of KIC General Council shall consist of elected KIC Representatives from each Hall Council. In the event that a hall's KIC Representatives are not present, the power to vote is passed to other elected members of the respective Hall Council's Executive Board. If no elected representation is present, the power to vote is passed to other residents of the hall. If no elected Hall Council members or residents are present, the vote then rests with the Resident Assistants.*

**RAs & Hall Council:** RAs are not permitted to have any voting rights at hall council meetings. or deny any budgetary requests sent forth by the RAs. They should not be swayed or persuaded by the RAs to pass a vote on the basis that the RAs need the money to program.

**Community Partnerships and Civic Engagement:** In support of the university and department mission, the hall staff as a whole is asked to foster an environment of civic engagement. In engaging in the world beyond our campus, returning RHD select their community partnership for the coming academic year. Hall staff will engage students in service with and learning about their community partner throughout the year. This initiative involves addressing the unique needs of the agency. In an effort to foster this agency partnership hall staff will raise residents' awareness of the agency's issues and create opportunities for partnership activities during the academic year.

To engage students beyond our campus, each staff member must facilitate and/or collaborate with at least two community activities per semester affiliated with their community service agency. Although staff members have the opportunity to create interactions that benefit both the agency and student learning, staff members are not permitted to transport resident students to community agency sites.

In order to receive credit for a community activity, either the act of service or the education of the issue around that service is required. Therefore, this community activity could include one of three steps 1) a walkabout program and/or information session about the issue/agency prior to the service trip or 2) a service trip to the agency or 3) an activity done in the hall that will benefit the service agency. Each staff team must ensure a minimum of two (2) site visits per semester; please work with the A/RHD on how this is accomplished on an individual floor or building-wide basis.

Examples of learning outcomes (knowledge/skills/values) in this area include: *networking, small talk, listening, helping make connections, living cooperatively, learning how to resolve conflict, education on how to effectively use and be safe with using Facebook, Twitter, and other social networking sites.*

**EDUCATOR:** By virtue of the role, RAs are viewed as educators. While RAs are not engaged in 'traditional' methods of teaching they are instrumental in educating residence hall students by the activities they endorse and promote in each hall community. Below are guidelines for the RA role; Residence Hall Directors may determine to involve RA staff in academic outreach programs throughout the academic year. Please consult your Residence Hall Director when a student is facing dilemmas that may interfere with their ability to complete the semester. The student staff member role is to create communities that support academic success.

## **Creating Communities that Support Student Success:**

**Residential 1:1s:** Staff should be focused and intentional in relationship development with residents. Residence Services expectations include:

**Building relationships:** Staff are expected to know every resident's name by the 2nd week of classes. Residential 1:1s are one way that we accomplish this task. This initiative is a tool that staff members are expected to use in order to ensure we are meeting the spirit of the CDM as well as provide academic resources to those who may be in need. Please refer to the Resident 1:1 RA Expectations for more information regarding these meetings. You are expected to complete all Residential 1:1s before the 8th week of the Fall Semester, and engage in frequent conversations with each resident during the semester to assess interest and needs. As an RA, you are expected to support students in their academic endeavors. In building a community, you should be getting to know your residents on all levels, including academically.

**Needs assessment:** As RA, you will be the best recommender of where "academic programming" is time well spent. You are the driver of this topic for your floor—determine where the residential 1:1 conversations can have the most impact. Determine best times of the semester to have conversations

about goal setting, time management, stress management, coursework, tutoring, supplemental instruction, and campus resources with your residents. As part of the Community Development Model, you are expected to have intentional one-on-one conversations with your residents several times throughout the academic year. Intentional conversations with students regarding their living as well as their academic success are vital for us. A/RHD staff will share specific timelines for having mid-term grade conversations with residents.

**Student involvement:** At the heart of the Community Development Model is the involvement of residents. Each resident brings unique academic strengths to the table—this is an area where RAs can reach out to students who haven't surfaced as obvious leaders on the floor. Determine who has potential to be an academic leader, and how they can best lead the floor through such actions as:

- Weekly social media study skills tips
- A speed friending event on time management
- Academic role modeling; determine a day and time for the floor to focus on group projects, writing, or another component that residents are working with in their courses
- Interactive bulletin boards
- Study Buddy rewards program on the floor
- Arrange for students to receive Flashperks for an academic topic/event in the building
- Finals Week Prep Stall Newsletter

**Providing Educational Opportunities:** Staff should be focused and intentional in their efforts of providing educational opportunities for residents to grow and develop as student leaders. This may take the form of creating, implementing, or attending events with residents that are focused on Social Justice and Diversity topics that impact the community; creating, implementing, or attending with residents that are focused on academic success and support; and creating, implementing, or attending events with residents that develop student leadership skillsets.

**Supporting Living-Learning Communities:** The department has a commitment to fostering relationships with living-learning communities. The nature of working with an LLC varies based on the specific focus of the individual LLC. Therefore, the exact practice of how a hall staff interacts with a specific LLC will likely take on unique community attributes as the hall staff and LLC staff/faculty develop a working relationship. The following expectations are intended to outline the general kinds of interaction and support that should exist between hall staff and LLC staff/faculty.

Examples of these interactions & initiatives prior to the semester include:

- Work with LLC community to establish student initiated goals for the semester/year relative to the LLC (this could be part of the floor community agreement process).
- RAs/ASMs under the direction of the RHD will develop a professional rapport with LLC faculty and staff in there building to further establish cooperative and collaborative efforts.

During the semester, the staff and RA LLC collaborations shift to include:

- RA/ASM staff under the direction of the RHD will consider the LLCs within their building to determine appropriate community building, programming and collaborative activities to meet the needs and interests of their population using the tenants of the Community Development Model.
- RAs/ASMs on floors with specific community focuses will set appropriate efforts to support interests of students living on their floor as expressed by joining the LLC: through floor activities, programming, bulletin boards, and other information gathering designed to help students get connected to each other as well as the surrounding community.

Reporting: Staff members are expected to report LLC activities through:

- Meetings with supervisors
- weekly reporting processes
- Community Activity Tracker

**HONORING HUMAN DIFFERENCES:** A vital part of community development is to create safe, inclusive, multicultural communities. As a result, Residential Communities is committed to the values of social justice and diversity. Staff members are committed to being an ally and to advocating for the rights of all individuals in all communities. By taking an active role as an ally, staff members are expected to:

- Support all people in genuine ways, paying attention to social identities.
- Be able to listen without judgment; encourage; engage; help find resources; ask reflective questions.
- Seek to understand people on their own terms.
- Promote inclusion by example.
- Intentionally validate and affirm all community members.
- Avoid displaying oppressive behavior.
- Interrupt harmful or exclusionary behavior in the community.
- Be an active resource – make self-knowledgeable; educate self on areas of less knowledge.

The following diversity planning questions will help you take into account Kent State University's commitment to social justice and diversity. The questions may challenge you to use more thought and creativity in your planning, but as a result, your activities will be more fulfilling for you and the students with whom you work.

- Does this activity coincide with specific religious observances that may exclude some members of the community?
- Does this activity reflect stereotypes or harmful assumptions about any ethnic or political group, lifestyle, sexual orientation, or gender?
- Does the publicity used depict persons by stereotypes, or is it exclusive to one group?
- Have the cultural traditions for this activity been well researched and accurately reflect the highlighted cultures? Examples include calling an Easter or Christmas Party a Holiday Party while not celebrating all the holidays that occur at that time.
- Does the activity and its publicity invite all community members to attend, not just those who are members of the topic being presented (i.e. black history programs, women's issues, Christianity or other religions, gay, lesbian, and people who are bisexual)?
- Does this activity promote privilege of the dominant identity group? For example, promoting heterosexism through semi-formals, dating games, escort dinners, tuck-ins, etc.
- Is this activity accessible to community members of all ability levels?
- Are the planners prepared to confront insensitive comments or gestures from the participants?

Some concepts that might be considered include:

- Have I sought out more information to increase my awareness & understanding of another race, religion, organization, person of a differing ability, sexual orientation, or age?
- Have I spent some time exploring my attitudes & behaviors as they contribute to or combat issues around me?
- Have I acknowledged my limitations in addressing situations? What are they?
- Have I evaluated my use of terms and phrases that may be perceived as degrading to those around me?
- Have I openly disagreed with racist, sexist, homophobic, culturally racist joke, comment or action among those around me?

- Have I made a contract with myself to take a positive stand, even at some possible risk, to help eradicate stereotypes, damaging verbal statements or hateful behavior?
- Have I become increasingly aware of racist, ageist, ability related, sexist, homophobic TV programs, computer games, advertising and news broadcasts? And how do I share these perceptions with others? Have I begun a personal mission to “stamp out” such things?

One way to express and honor human differences is for each staff member to coordinate an activity such as the topics listed below. Staffs are encouraged to co-sponsor their event with a student organization. Examples include:

- Diversity or Multicultural Book Discussion involving faculty and/or community members.
- World of Religions—showcasing highlights of a variety of religions.
- Learning Languages—a promotional activity involving language departments to raise awareness of languages offered at the university.
- Multicultural speaker co-sponsored with other organizations on campus.
- Coordinating a significant event for Coming Out Day, Black History Month, Hispanic History month, Women’s History Month, Holidays celebrated by various cultures and faiths (Muslim, Hindu, Jewish, Christian, etc. holidays),
- Creating a media campaign to highlight the human differences which are honored daily at Kent State University.
- Panel discussion featuring alumni from underrepresented groups.

Examples of learning outcomes (knowledge/skills/values) in this area are *contingent on the human difference area selected*. RAs should work with their supervisor to determine the learning outcome.

**ADMINISTRATOR:** Staff members have many administrative responsibilities throughout the year. It is expected that staff members will ask questions when they don’t understand something. Paperwork must be done accurately and timely. Below are brief descriptions of some of the major administrative responsibilities:

**Room Condition Report (RCR):** At the beginning of the year staff will be required to complete an RCR for each student living in their hall. This report must be accurate and current. The RCR is essential for billing and tracking damage in a student’s room. The condition of a student’s room must be checked and documented using the RCR form. You are required to update the RCR form throughout the year for students approved for a room and/or hall change. Students must sign their RCR when they arrive and when they exit a room to document that they were made aware of the condition. The RHD will make periodic audits of your completed RCRs to ensure one is on file for each student. RCR forms will be kept in the RHD/staff office at all times. \*Student Staff must LEGIBLY sign and date the RCR after the student.

**Bulletin Boards:** Again, to help focus efforts on the departmental mission, RAs will be required to complete at least one (1) bulletin board per month. The information should be educational in nature and RAs are encouraged to be creative. Interpretation of those messages can be discussed with supervisors throughout the year but to highlight some of those areas RAs can consider the following: environmental education (i.e. recycling and energy consideration), citizenship, civic engagement, honoring of human differences, and student success. Please note that if a hall does not have bulletin boards, it is expected that RAs will develop alternative means of communicating relevant information. Supervisors may have different expectations depending on how many boards the staff have access to.

**Roommate Agreement:** The roommate agreement is a tool you will use in the beginning of the year to



assist students in identifying potential conflict before it starts. This tool is most effective when the roommates are open and honest. It is likely that they will want to make adjustments to their agreement throughout the year. This form will be kept on file in the A/RHD/staff office. All students sharing a room, suite, or common space are expected to complete a roommate agreement. The sharing of community bathrooms and lounge space is covered by the community agreement. These must be completed no later than the fourth (4th) week of the semester.

**Contract Release:** Sometimes you will have a student who decides he/she no longer wants to live on-campus. It is expected that you will try to identify the specific concern and assist the A/RHD with resolving it if possible. Students are not permitted to just move out of the residence halls unless the student has been approved for a Contract Release. Each student has signed a contract for the entire academic year (fall/spring). We do not offer semester contracts. If there are extenuating circumstances, the Contract Release process has been established to assess each student's situation on an individual basis. The A/RHD or assignments/accounting office will review this process with the student. It is NEVER okay to check a student out without your supervisor's permission.

**Room/Hall Changes:** There will be times when we have students in temporary housing. These students will likely want a room change. Please refer them to the A/RHD. Students may also be unhappy with their roommate or room conditions. It is expected that you will intervene where necessary (i.e. facilitate Roommate Agreement) and (when necessary) refer the student to the A/RHD. It is very important that you refer the student to the A/RHD and refrain from making any statements regarding the status of their room/hall change or our hall occupancy. The A/RHD will be better able to address these types of concerns. If you discover a student has moved without completing the room/hall change process contact the A/RHD immediately.

### **Community Activity Planning & Assessment (Activity Tracker):**

RAs will use *Activity Tracker* to report community building initiatives. The assessment will ask for the following: total attendance, total cost (if applicable), and a series of questions related to the residents' reaction to the activity. See your supervisor for questions about using the website.

### **Performance Evaluation and Procedures**

**Evaluations:** The RHD or ARHD will evaluate each student staff member at the end of each semester. The student staff member will be given the opportunity to complete a self-evaluation prior to the evaluation meeting with their supervisor. Additionally, student staff members will have an opportunity to provide feedback to the assistant director for residential communities about the job performance of their A/RHD (if applicable). The evaluations are a unique opportunity to give and receive feedback. The purpose is to help establish goals to enhance strengths and develop areas of improvement. We encourage you to be open and honest in your feedback when using the evaluation as well as throughout the year. The student staff member's signature on his or her evaluation indicates that the evaluation has been reviewed with that individual by their direct supervisor. The signature does not necessarily indicate that the student staff member agrees with the evaluation. Any appeals of an evaluation must be made to the assistant director for residential communities within 3 days of the completion of the evaluation. See **Appendix B** for Sample RA Evaluation.

**Staff Disciplinary Procedures:** Staff members obligate themselves to the Department of Residence Services for the academic year, from training responsibilities in August through the closing of the buildings after Spring Semester. Except in cases of unsatisfactory performance, medical reasons, or prearranged agreements, this obligation must be honored.

Reasons for terminating without cause shall include but not be limited to: elimination of the job, or loss of

funding. Reasons for termination with cause include but are not limited to: repeated avoidable or unavoidable absences, unsatisfactory work performance, failure to meet expectations regarding community development/programming requirements, lack of participation in training, inability to carry out work assignments, lack of cooperation with co-workers and/or supervisor, repeated tardiness, found responsible for violation(s) of University and/or residence hall policies, inappropriate conduct, negative attitude or behavior, or misconduct.

When a problem exists regarding a staff member's job performance, it is the supervisor's responsibility to discuss the problem with the staff member and establish specific expectations as well as outline consequences. If attempts to change the unacceptable performance or behavior fail, then the supervisor will consult with the assistant director for residential communities prior to giving a written letter of reprimand, probation, or notification of termination to the staff member. Please note due to the seriousness of some violations letter of warning, official reprimand, probation or termination may be immediate.

**Residential Communities Student Employee Grievance Procedures:** A staff member who feels aggrieved of any staff disciplinary decisions should follow the Residential Communities Student Employee Grievance Procedures outlined below:

- 1) Any residential communities student employee who has a complaint relative to employment shall discuss the complaint with their immediate supervisor within three working days (excluding weekend days and holidays) from the date of the incident. Should a group of residential communities student employees within a staff have a grievance that crosses supervisory lines, but is confined to a single staff, the assistant director, residential communities (or designee) will assume the role of the immediate supervisor in the first step of the grievance procedure.
- 2) The residential communities student employee, if the complaint is not resolved orally, must prepare a signed written statement outlining the nature of the grievance as well as a suggested solution, and present it to the immediate supervisor and assistant director, residential communities (or designee). This statement must be delivered within three working days of the attempted oral resolution.
- 3) The immediate supervisor, within three working days after receiving the written complaint, shall review the complaint and submit a signed, written response to the student employee proposing a resolution, along with information regarding the next level of appeal. The immediate supervisor shall forward copies of all documentation to the Assistant Director, Residential Communities (or designee).
- 4) The residential communities student employee, if the resolution is unsatisfactory, will inform the assistant director, residential communities (or designee) in writing within three working days.
- 5) The assistant director, residential communities (or designee), within three working days, shall review the grievance and the recommendation of the immediate supervisor and provide a written decision to the student with copies to the immediate supervisor and associate director, residential communities.
- 6) The residential communities student employee, if the resolution is unsatisfactory, will inform the associate director, residential communities (or designee) in writing within three working days.
- 7) The associate director (or designee), within three working days, shall review the grievance and the recommendations of the residential communities staff member's immediate supervisor, assistant director for residential communities (or designee) and provide a written decision to the student employee with copies to the immediate supervisor, assistant director for residential communities, director, and to the Career Services Center, Grievance Review Staff. The written decision will also advise the student of the right to appeal, the time period allowed for submitting an appeal (within three working days), and the appeal procedure. Student Employee Grievance Procedures - General Guidelines located at: <http://www.kent.edu/career/jobs/handbook.cfm>.

**Probation:** While on job probation, staff members may **not** hold outside employment or carry over 18 credit hours. Involvement in outside commitments may also be limited, if time to complete RA functions is a concern.

Staff members are **not** permitted to be on job performance and academic probation simultaneously. Staff members that are placed on both job and academic probation in the same semester will be subject to employment termination.

### **Resignation/Intent Form**

Throughout the year, you will be asked to fill out an intent form regarding your intentions for continued employment with the department. This process is done so that the Department of Residence Services has an idea of how many new staff members to hire. If you indicate that you do **not** wish to return to your position, the resignation/intent form will serve as your resignation from the Residential Communities position. If you later change your mind, you must refer to the reactivation process outlined below.

If you decide to leave your position at any other time throughout the year, a letter must be submitted to your residence hall director stating your intent to resign along with the effective date. It is recommended that you state your reason for resigning, as it will help us if you choose to use the university as a reference for future employment; however, this is not required.

### **Rehire Process**

RAs who wish to return to their position for the following academic year will go through a reapplication process during the spring semester. The process will gauge what he/she has learned from being a RA and what he/she hopes to accomplish/learn by returning to the position for the next academic year. The final phase of the reapplication process may consist of an interview with a panel of RHDs/ARHDs/AD, or another process. All RAs who apply and successfully pass all phases of the reapplication process will be rehired for the next academic year. The purpose of the reapplication process is to ensure continued growth, both professionally and personally, from this leadership position.

### **Request for Reactivation**

If you resign or are dismissed from your position and later decide you wish to return, you must submit a request to the Department of Residence Services requesting that your status be reactivated to eligible to hire. The request must include the name, dates and location of employment, your reason for separation from the position and reason for wanting to return to the position.

The following criteria must be met before a request for reactivation will be considered:

- Student must not be on University Judicial Sanction at the time of request for reactivation.
- Student must meet all minimum requirements of the resident assistant position (e.g. GPA, availability for the entire year).
- Student must be a registered student at Kent State University enrolled in 12 to 18 credit hours.

When your reactivation request is being considered the criteria below will use to determine eligibility along with the following criteria:

- Status of student at time of departure from staff (good standing – probation or resignation).
- Overall evaluation of student's level of growth since departure from staff (e.g., academic standing).
- Number of semesters student would be eligible for employment if approved.

Once a decision is made, the student will be notified regarding their eligibility status. *Please note* that if a student is reactivated, they are placed in the eligible for hire pool. Being reactivated does **not** guarantee that the student will be selected or that the student will be selected to return to their previous staff placement.

### **Special Note Concerning Reactivation after Resigning to Engage in an Academic Opportunity:**

The Department of Residence Services encourages and supports student staff participation in study abroad, internships, or other academic related opportunities. Resident assistants who leave for these opportunities are welcome and encouraged to take request to be reactivated and placed in the RA alternate pool as outlined in request for reactivation when they return. Please know that we cannot guarantee placement.

## **Transfer Process**

Staff members may want to take on a different experience during their employment with residential communities. This process is encouraged but not guaranteed. During spring semester, the department will notify staff of the transfer application process. Transfers are **not** permitted in the middle of the academic year. See transfer form for detailed information.

Any staff member who meets the following criteria is eligible to apply for transfer:

- Two (2) semesters of employment at the time of transfer – staff members who are in their second semester of employment are eligible.
- Be in good standing at the time of application (performance and grades).
- Letter of support from current supervisor.
- Completed application process.

NOTE: Transfers are not guaranteed, and if not offered one, a student staff member may stay in their current hall. If one applies for transfer, one must accept the transfer to a new hall. Declining the transfer offer is declining the RA position as a whole for the next academic year.

## **Professional Development Opportunities**

The Department of Residence Services wants to deliver a well-rounded, marketable, and developmental experience for each of our student staff members. In order to facilitate this process, we try to provide additional professional development opportunities for you as a staff member to take advantage of during your employment within the Department. The opportunities are designed to allow you to develop further in your student leadership role and future leadership roles. All opportunities are open to any staff member who is in good standing with the department.

**RA NEOHO Conference:** The RA North East Ohio Housing Officers Conference (NEOHO) is a regional conference sponsored each year by an area college or university. The purpose of the conference is to allow RAs around the area to share their ideas on programming, community development, and many other aspects of the RA position with others in the area. RAs have the opportunity to present sessions at the conference as well. The Department of Residence Services sponsors a number of our RAs to attend and represent Kent State University. These conferences are held early spring semester – your supervisor will make you aware of the opportunity as this time approaches.

**RA In-Service/On-Going Professional Development:** Each semester, the Student Staff Training Team

coordinates in-service days to continue the development and enhance the skill level of our student staff. The scope and form of in service can vary from year-to-year based on the planning of the Student Staff Training Team. In the past, the committee has presented a conference style in-service day on a Saturday and a “Choose Your Own Adventure” approach from a predetermined array of campus events. Whatever the form of on-going training, it is required that all student staff members fully participate.

**Departmental Committees:** The Department of Residence Services has several committees and task forces that meet throughout the academic year. The committees that apply directly to student staff members are the RA Recruitment and Selection Committee, the Student Staff Training Team, the Educational Initiatives Committee, and the Social Justice Committee. The committees set the goals and initiate change in their respective areas. RAs are welcome to request to sit on the committees or share feedback/suggestions to the committees throughout the year. Please see your supervisor for more details, share interest in a committee, and get information on whom to contact.

## Duty Procedures

### **Departmental Expectations:**

- While on duty you may be asked by your supervisor to perform administrative tasks such as RCR audits, general filing and organizing, passing out signs, copies, etc.
- Sunday through Thursday RA(s) on duty are expected to be available in designated residence hall(s) from 8pm to 7am.
- Friday and Saturday nights RA(s) on duty are expected to be available in designated residence hall(s) from 8pm to 8am.
- When on duty RA staff is NOT allowed to leave the designated duty building(s).
- While on duty the RA is the point person for the hall. As such be sure your room phone is working and the RA duty phone is charged and NOT on the vibrate-only setting.
- Staff must stay in regular contact with the Area Desks.
- RAs are expected to leave their room door open from 8pm until midnight each night while on duty. The only exception is during rounds. When leaving for rounds, the RA should post a sign up indicating RA is on rounds and will be back to the room shortly.
- If a University Holiday falls on a Monday, duty will continue through 8am on that day.

### **Staffing Expectations and Structure:**

Staffs with 10 RAs or less will have one person on duty every night of the week. The person on duty Saturday night in a given week will not be on duty the following week.

Staffs with 11 – 15 RAs will have one person on duty Sunday – Wednesday and two people on duty Thursday, Friday, and Saturday. The person on duty Saturday night in a

given week will not be on duty the following week. The primary RA duty person will carry the primary RA duty phone, and the secondary RA duty person will complete all rounds and serve as the backup RA in incidents while also carrying the secondary RA duty phone.

Staffs with 16 or more RAs will have two people on duty every night of the week. The people on duty on Saturday night will not be on duty the following week. The primary RA duty person will carry the primary RA duty phone, and the secondary RA duty person will complete all rounds and serve as the backup RA in incidents while also carrying the secondary RA duty phone.

Staffs with less than 15 RAs will have a “buddy staff” for rounds on the nights that they have less than two people on duty. Staff and their designated “buddy staff” are listed below along with the specific range of hours that RAs on any given staff would have per week. RAs may not exceed the maximum number of hours in a given workweek.

#### Additional Notes:

- RA can be on duty twice in one week IF AND ONLY IF one of those days is Saturday.
  - If an RA is on duty during a weekday and on Saturday, this would make their total hours to be 27. They would work 11 hours on a week day, 4 hours on Saturday, and then would work 8 hours the following week (Saturday Midnight-8am).
  - If an RA is on duty during a Friday and on Saturday, this would make their total hours to be 28. They would work 12 hours on Friday and 4 hours on Saturday.
- RA CANNOT be on duty three times in one week.

<b>Staff</b>	<b>Number of RAs</b>	<b>Buddy Staff</b>	<b>Range of hours</b>
Allyn/Clark	14	Fletcher/Manchester	12-28
Fletcher/Manchester	14	Allyn/Clark	12-28
BMV	16	None; duty in pairs	16-28
Wright	9	Koonce	12-28
Koonce	10	Wright	12-28
Leebrick/Korb	17	None; duty in pairs	12-28
CCE/F	10	Security	12-28
CCC/D	8	CCA/B	16-28
CCA/B	8	CCC/D	16-28
Prentice/Dunbar	10	Verder/Engleman	12-28
Verder/Engleman	8	Prentice/Dunbar	16-28

Stopher/Johnson	12	Lake/Olson	16-28
Lake/Olson	12	Stopher/Johnson	16-28

- During Finals Week duty nights will remain the same but to ensure there is reasonable coverage throughout the week, the A/RHD will develop a schedule structuring the RA community hours for hall coverage.

Communication Procedures: Each primary RA on duty is expected to carry the RA duty phone while they are on duty. The RA duty phone is intended to enhance communication and provide immediate access to other staff and/or emergency personnel as needed. The RA on-duty is the point person for the hall. As such be sure your room phone is working and the RA duty phone is charged and NOT on the vibrate-only setting, and check any new voicemails.

RAs must pick up the RA duty phone from the designated office area no later than 8:00 p.m. on their assigned duty nights. The RA scheduled for duty will automatically assume responsibility for the RA duty phone. RA duty phones must be returned to the designated office area for recharging between no later than noon on the day following duty coverage. Phone should be plugged into the charger to ensure the RA duty phone is fully charged for the next RA on duty.

The RA duty phones allows RAs to be in direct contact with the Area Desk, A/RHD on duty, other RAs, the security dispatcher, and the KSUPD. The RA duty phones also allow residents to be able to contact the RA on duty directly. The RA duty phone number will be posted within the residence hall, and explicitly state at what times the RA duty phone will be answered. RAs are not to text on the RA duty phones, but if a text is received, they are to open/read the text, and call the sender of the text to be able to assist. The RA duty phone is not to be used as a personal phone, and should always be used in a professional manner.

**Visibility:** To increase visibility within the community, duty RAs are expected to be in their room with their room door open from the start of duty, 8pm to midnight each night. This coverage will provide consistency across campus and will ensure that a staff member is available in a designated location to assist after regular business hours.

**Dressing for Duty:** RAs will often be interacting with other staff members including professional staff, security, and Kent State University Police, for this reason RAs are expected to be dressed for the occasion when on duty. RAs are expected to wear closed-toe shoes, a KSU shirt or sweatshirt (departmental t-shirt is encouraged) and to have their ID badges on the upper left or right chest readily visible to others.

**Rounds:** Rounds must be conducted between the hours of 8pm and 12am midnight, Sunday through Thursday, and 8pm to 2am, Friday and Saturday evenings. There should be a minimum of three (3) building rounds conducted each night, Sunday through Thursday, and a minimum of four (4) building rounds conducted on Friday and Saturday. All rounds must be done with your duty partner if applicable, or a security aide. The number of rounds may be increased at the discretion of your supervisor based on hall need and/or activity level in the hall.

In addition, staff members are expected to do the following during their rounds:

- Meet at the staff office with their duty partner/secondary duty person (if applicable)

- Bring a pen and paper
- Do rounds on ALL floors
- Check each perimeter door to make sure they are locked and not propped open
- Pick up any trash or old flyers from floors
- Document any policy violations that you witness
- Check all laundry room, study rooms, lounges, kitchenettes, and each stall in every restroom
- Enter in Flash Track requests for any damages you encounter, and enter them in the duty log
- While doing rounds, be proactive – address behavior before it gets out of hand
- Visit with residents – rounds are a great way to make contact! Build community!
- Note violations and interactions in duty log (remembering the duty log is an official document, so must keep comments professional)

**Duty Log:** Staff members on duty are expected to maintain the staff duty log each night. After each round staff members are expected to use the duty log to record any incidents or contacts made on the round. The log is a place for facts and professional comments only. Its purpose is to relay information to the RHD and the other staff members in the hall(s) so that behaviors and patterns can be addressed. There are times when the log could be used for official and/or legal documentation purposes. The duty log does not serve as a substitute for issuing Incident reports. Refer to your RHD for formatting and additional expectations.

**Not leaving the Building While on Duty:** Staff members are **not** to leave their building(s) for any reason while on duty. They should eat prior to their duty shift. If a staff member needs to leave for any reason during their shift it is required that he/she contacts the A/RHD on duty before finding another staff member to fill in during this time. The replacement must be present in the hall where coverage is needed and the desk staff and duty partner (if applicable) need to be made aware of the change as well.

**Contacting the A/RHD on Duty:** There will be occasions for contacting the professional staff member on duty. This is encouraged anytime you have a question about a process or procedure. There are also times when it is required – you will read more about this in the manual. The desk will share the phone number for the A/RHD on duty with you when you call in for duty. Make sure to note this number so you can contact them directly.

Reminder, the desk serves as the contact number for students and families for after hour's situations, so you can be asked to update the desk on situations, so the desk can effectively deal with situations. And, A/RHD cell phone numbers are **not** to be shared with students or families. Even in emergencies the desk will serve as the student and family point of contact.

**Early Morning Academic Obligations:** Occasionally there are academic obligations (class, clinical hours, student teaching, etc.) which require a staff member who is on duty to leave the hall prior to the 7:00 a.m. end of the duty shift. When a staff member becomes aware that this conflict will occur, the staff member is responsible for notifying their supervisor of the conflict and working with the supervisor to determine an appropriate way to cover the remainder of the duty shift and to notify other affected staff.

**Weekday Duty Coverage:** Duty coverage must be provided in each residence hall from the hours of 8pm to 7am, Sunday through Thursday. This means duty is from evening until the morning of the next



day. The following is a breakdown of the duty hours for Sunday through Thursday evening:

Sunday 8:00pm – Monday 7:00am  
Monday 8:00pm – Tuesday 7:00am  
Tuesday 8:00pm – Wednesday 7:00am  
Wednesday 8:00pm – Thursday 7:00am  
Thursday 8:00pm – Friday 7:00am

**Weekend Duty Coverage:** 12-hour duty coverage on the weekends is required in all residence hall areas. The following is a breakdown of the duty hours for Friday through Sunday evenings:

Friday 8:00pm – Saturday 8:00am  
Saturday 8:00pm – Sunday 8:00am

**Opening Weekend Expectations:** Staff members are expected to return early and stay late at the beginning and end of each semester – refer to your Employment Agreement for specific information. For the entire opening period, starting several days before classes begin through the start of classes, ALL staff members are expected to be visible and available in their community, in order to pay attention to residents and parent/family concerns, and manage RCR completion.

**Holiday Duty Coverage:** Residential Communities hall staffs are also required to cover duty during holidays, when the University is closed and residence halls remain open, such as Labor Day, Halloween Weekend, Veteran's Day, Thanksgiving, and Easter. Even though the residence hall population is very low during these holiday times, it is still necessary for us to provide coverage for the residence halls. Each hall staff determines the duty coverage provided during holiday periods. Departmentally, it is expected that all residence hall areas have at least one staff member on duty during the Thanksgiving break period. Holidays are similar to "weekend duty days," and require 12-hour duty coverage.

**University Closing Due to Weather/Other Causes and Emergency Needs:** There will be many unscheduled events where staff is called upon to assist. These can include fires, when there is concern of disruptive behavior, and when the University closes due to weather. During these times residence halls and dining facilities will remain open. Therefore, RA staff may be called on to assist with providing 24-hour duty coverage, and with such duties as distributing information, posting signs, shoveling snow to maintain exit and entrance to the building, etc.

### **Key Card/Release Key Procedures**

Each staff member (RA) will be issued a keycard and a metal Release Key through the Department. Each key card is specifically assigned to an individual staff member and is made according to the level of responsibility for each individual; this determines the areas that the staff member will be able to access with their key card.

A Release Key is serially numbered and is assigned to a specific individual to allow for limited access to a building's Master key card. Keys and key cards are not transferable to another person for any reason and are to be turned in upon departure from a position or at the end of the academic year for student employees.

All staff members are reminded of the security represented in the key card and keys, especially master key cards. Student staff has the heavy responsibility to use a key card/release key wisely and in keeping with the guidelines of the room entry policy. A master key card will permit you, as a student staff member, to have access to student rooms. While as a student staff member you will have the ability to enter these rooms, you

must operate within the following guidelines when doing so. These guidelines are established to protect you and to maintain security in the areas where the master key card will give access.

You are expected to adhere to these guidelines without exception. The *minimum* consequence of losing a staff key (release key or master key card) will be a letter of documentation placed in the staff member's file. Staff members who fail to notify appropriate administrative staff of a known lost/stolen key/key card will be subject to termination.

**Lost, Stolen, or Missing Key Card:** RA staff is expected and must keep their Release Key in a secure, easy to get hold of location. The procedure for lost, missing and stolen keys/key cards is as follows: IMMEDIATELY notify your direct supervisor or next available administrator (A/RHD on duty). DO NOT LOOK FOR YOUR KEY/KEY CARD BEFORE NOTIFYING YOUR SUPERVISOR!

**Master Key Card Procedures:** Master key card Keeps (or Key Closets) are located in a residence hall office. The Master key card is only to be used as outlined. If you have any questions regarding the procedures, please see your supervisor. Note: RAs are not permitted to swipe the Key Closet key card Device for any reason except for the intended purposes of LOCKOUT (A/RHD approval NOT needed) and NOISE DISTURBANCES (A/RHD approval needed). RAs are not permitted to use another staff members Key Closet key card to access the Master key card Ring.

**Lockout/Noise Disturbance:** If a resident is locked out, the Area Desk confirms that the Temp key card is not available. Hall staff will be contacted to assist with lockouts when there is no temporary key available and/or the desk is closed.

- **Monday – Friday, 8:00 a.m. – 8:00 p.m.:** During the hours before RA duty begins, the desk staff will make reasonable effort to contact RAs in the building, followed by A/RHD or A/RHD on duty when a lockout (no temporary key available) or noise disturbance request is received. RAs must first get permission from A/RHD or AD to enter rooms for noise disturbances.
- **Weekday Duty (8:00 p.m. Sunday – 7:00 a.m. Friday):** Desk staff will contact the RA on duty when a lockout (no temporary key available) or noise disturbance request is received. RAs must first get permission from A/RHD or AD to enter rooms for noise disturbances.
- **Weekend Duty (8:00 p.m. Friday – 8:00 a.m. Sunday):** Desk staff will contact the RA on duty when a lockout (no temporary key available) or noise disturbance request is received. RAs must first get permission from A/RHD or AD to enter rooms for noise disturbances.

**RA Procedure Lockout/Noise Disturbance:** RAs must FIRST get permission from A/RHD or AD to enter rooms for noise disturbances. Our protocol is below:

- For lockouts verify the identity of the individual seeking room entry (e.g., photo ID, housing roster)
- RA will use their key card to enter the office where the Key Closet is located
- RA will use their key card to open the Key Closet
- RA will insert their RA Release Key to access the Master Key Card Ring – The RAs Release Key will remain in the lock until the Master Key Card Ring is returned
- RA will close the Key Closet and make sure it is secure
- RA will exit the office and perform applicable task (i.e., Lockout, Room Entry)
- For a lockout the RA is responsible for filling out appropriate lockout-billing paperwork and ensuring the student signs the paper. This slip will be turned in to the Area Desk the following morning.
- RA will leave ROOM ENTRY NOTIFICATION FORM (if entering the room without the resident of the room present, such as for a noise violation)
- RA will return to office with the key closet in it and use the Master Key Card to enter the office
- RA will use the Master Key Card to enter the Key Closet

- RA will insert the Master Key Card Ring Release Key to retrieve their RA Release Key
- RA will close the Key Closet and make sure it is secure
- RA will exit the office and make sure it is secure

**Administrative Room Entry:** With the exceptions of lockouts, RAs must contact an A/RHD for permission to enter a student room, (noise violations – i.e., alarm clock going off). RAs are NOT permitted to do wellness checks.

**Key/Lock Issues:** Students should follow the following steps if/when having difficulty opening their room door:

- Go to their Area Desk to checkout a temporary key.
- Try temporary key in lock. If key works the student should let the Area Desk know so that a new permanent key is ordered. Student needs to return temporary key to Area Desk by designated time.
- If temporary key does not work, student needs to let an Area Desk, RA or A/RHD staff member know. The RA or A/RHD should verify with the student that the correct temporary key was used.
- The RA or A/RHD will attempt to use the master key for entry (see procedures above). If the master key works, staff will instruct the student to order a new permanent key at the Area Desk.
- If the master key doesn't work the RA will need to contact the A/RHD (on duty) to report the lock issue. The A/RHD may ask the RA about the lights and sounds coming from the lock.
- The A/RHD (on duty) will travel to the room to verify lock issues and contact the lock office for assistance.
- The lock office will travel to the room to service the lock. They will advise the student accordingly.

### **Residence Hall Policies and Expectations for Staff Response**

One of the most difficult tasks you will face as a residence hall staff member is learning how to incorporate your responsibility for policy enforcement into the other aspects of your staff role. It may be more enjoyable to think about being a friend, a helper or being one who can provide assistance in a crisis or emergency. It is seldom enjoyable to think about being a disciplinarian who must confront people for not abiding by the rules.

The experience of many staff members, however, suggests that the degree to which you learn to effectively enforce residence hall policy will contribute directly to your total effectiveness as a staff member. If you begin by clearly and confidently engaging students in taking an active role in the rights and responsibilities of being a community member, they will begin to hold each other to these standards and your job will be easier. On the other hand, if you are overly authoritarian or apologetic, if you are unreasonably strict or lenient, if you show favoritism and are inconsistent, the opposite end result will often occur. **If you do not invest the time and effort initially, you may suffer the consequences all year long.**

Residence hall policies are established to protect the rights, needs and interests of both the students and the University. Some policies are based on law; others are derived from general university guidelines, the residence hall contract, or represent regulations, which are necessary in a residence group living situation. As staff we must:

- Be aware of all policies that affect students living in our residence halls.
- Be able to support, understand, and educate students on the rationale for policies.
- Be an appropriate role model by reflecting compliance with all residence hall policies in our own behavior.
- Be able to work for necessary change through appropriate staff channels to revise, modify and

improve residence hall policies.

All staff from RAs to the Director of Residence Services shares the responsibility for establishing and enforcing residence hall policies. It is recognized, however, that Resident Assistants by virtue of their particular position, play a key role in accomplishing the following specific responsibilities.

- Residence hall staff members are expected to teach students the residence hall policies, which they are expected to observe. This includes communicating both policy and the rationale.
- Residence hall staff members are expected to show by the example of their own behavior an understanding of and adherence to all residence hall policies.
- Residence hall staff members are expected to contact and educate students who are in violation of residence hall policy and ensure that appropriate counseling assistance and/or disciplinary action is taken.

The following pages provide a statement of the major and/or most frequently encountered policies, the supporting rationale for these policies and guidelines for staff response in dealing with violations of these policies. It is hoped that this will provide an organized format for Residential Communities student staff to use in reviewing residence hall policies with the students on their floors. In addition, this section provides a basis for staff orientation and training at the beginning of the year and continued review by staff as to the interpretation and enforcement of residence hall policy. Any questions regarding the interpretation of residence hall policy should be referred to your supervisor.

*Please note that this manual does not include all of the policies your residents must adhere to or that you are obligated to enforce. It is expected that you are familiar with the Hallways Handbook for residence hall students. Furthermore, as a staff member, you are expected to enforce all of the policies within the handbook. If you ever have a question, concern, or need clarification it is expected that you will contact your supervisor. Disagreement and/or misunderstanding of policies are not an excuse to ignore policy violations.*

## **Alcohol**

The first priority in the Kent State University Residence Halls is to provide an environment in which students may study and sleep. Social activities are encouraged and supported, but take second priority to the rights of students to live in an atmosphere that supports their academic progress and personal well-being. Student use of alcohol can have a major influence on the environment that is created in a residence hall setting. For this reason, the following guidelines have been established regarding the use of alcohol.

The Department of Residence Services will promote an environment and norms, which respect, teach, model and reward healthy life choices free of addictive behaviors. We serve and work with students, faculty, staff and the local community to provide the healthy, safe environment necessary for learning.

**Ohio State Law:** Students at Kent State University are expected to comply with state law regarding the purchase, possession, and consumption of alcoholic beverages. The Ohio State Legislature passed a law that has made the legal drinking age, for all forms of alcoholic beverage, 21 years of age.

**Kent State University Alcohol Policy:** Alcohol beverages and alcohol beverage containers (i.e. bottles, cans, "beer bongs," kegs, etc.), and decorative containers are prohibited in halls that house predominantly underclass students regardless of the resident or visitor's age. Alcohol is only permitted in the following upper-class halls: Centennial Court C, Engleman, Leebrick (floors 1-7), and McDowell, IF AND ONLY IF all persons present in the room are of legal drinking age (21 years or older).

**Alcohol Policy for Upper-Class Residence Halls:**

- Alcoholic beverages and alcoholic beverage containers (e.g., bottles, cans, “beer bong” and kegs) are not permitted in halls that house predominantly underclass students regardless of the age of the resident or visitor. This policy applies to decorative containers and collections as well.
- Consumption of alcohol or evidence of consumption (e.g., open container) is permitted only in certain residence halls (Centennial Court C, Engleman, Leebrick (floors 1-7), and McDowell) IF AND ONLY IF all persons present in the room are of legal drinking age (21 years or older). Residents who are present in the room must have valid identification with them at all times and may be required to provide this identification to a university employee. Failure to have or produce identification may result in disciplinary action.
- In those buildings in which alcohol is permitted, beer containers may not exceed 16 ounces and wine or other alcoholic beverage containers may not exceed two liters.
- Possession or consumption of alcoholic beverages or alcoholic beverage containers that is illegal or in violation of the residence hall policy and/or disorderly conduct due to inebriation, which may include the inability to adequately care for one’s self, are violations that will result in disciplinary action.
- Any individual involved with the sale or consignment of alcoholic beverages to minors is engaged in illegal activity and appropriate disciplinary action will be taken. Please contact the A/RHD on duty to further assist with such incidents.
- Alcohol or alcoholic beverage containers determined to be in violation of state law or university policy will be appropriately disposed of by students at staff request. Failure to comply may result in additional disciplinary charges.

**Rationale for Alcohol Policy:** The foundation for the alcohol policy concerning the legal age to drink and the guidelines for sale and purchase of alcohol are all defined by Ohio State law. Kent State University, as a state institution, must make every effort to ensure that we are in compliance with state laws. The residence halls on this campus may not be a sanctuary from the law.

The guidelines that relate to the KSU alcohol policy in the predominantly underclass halls are to provide residents with an atmosphere conducive to sleeping and studying. The majority of the students in these halls are not of legal age to drink. It is our belief that through providing community activities and education awareness to these hall students will choose alternative activities. It is expected that all students living in these halls, regardless of age, will adhere to the no alcohol policy.

The guidelines that relating to the use of alcohol in the upper-class residence halls reflect two primary goals: 1) to teach legal and responsible use of alcohol to those who choose to drink and 2) to protect the rights of all individuals within the community.

**Staff Response:** Staff response must reflect concern for students who are abusing the use of alcoholic beverages as well as a need to respond with appropriate disciplinary action. Our objective is to provide students with the assistance necessary for them to learn how their behavior does not meet our expectations, learn how to make appropriate changes in their behavior and understand the consequences of future violations. The use of disciplinary action is designed to assist us in accomplishing this objective and must be administered by all staff in a clear and consistent manner.

The following guidelines are set forth:

- Staff members who witness violations of the alcohol policy in the residence halls are expected to respond to the students involved for the purpose of terminating any policy violation and ensuring appropriate disciplinary and/or counseling follow-up. Your supervisor will assist in follow up response as necessary.

- Staff members who suspect or hear about violations of the alcohol policy are expected to contact the students identified to check out the accuracy of such information and to clarify residence hall policy. This follow-up is an important method of establishing consistency in your approach to students.
- Staff members are expected to respond to student complaints concerning behavior associated with the use of alcoholic beverages (e.g., noise, trash, vandalism, etc.).
- Staff members are expected to talk with students whose use of alcoholic beverages has developed a behavior pattern, which is detrimental to their physical, social, or academic well-being. It may be helpful to consult with the A/RHD.
- Where situations are unclear, staff members are expected to contact their supervisor for assistance in the interpretation of these policies and the determination of specific staff response. During evening hours' staff members are expected to contact the A/RHD on duty.
- Staff members are expected to cooperate with law enforcement officials in the performance of their duties. Staff members must not participate in any attempt to protect students from the consequences of illegal activity.

### **Specific Expectations of Staff:**

- Do not inform your floor at any time that you have an alcohol policy or manner of enforcing policy that is different from what is written. This approach would place you "outside the scope of your employment" and would dramatically increase your liability. The University would consider this negligent on your part.
- Explain policy and consequences (written documentation) if the policy is not followed. Make sure you follow through with the stated consequences.
- For infractions of the alcohol policy such as an open container, noise violations, underage drinking, etc., you are expected to document the student using the incident report in Advocate, <https://kent-advocate.symplicity.com/index.php/pid403697>.

When confronting a situation where alcohol (liquid- different than just containers) is present, involving any individuals who are under the age of 21, do NOT touch or, have the individuals pour out the alcohol.

- If there are three (3) or more people present Security dispatch must be contacted.
- If there are two (2) people or less, after verifying all persons are 18 or older, can have the person(s) pour out the alcohol, dispose of the bottles, and document the situation in Advocate.
- If anyone in the room is under 18, do not pour out alcohol, contact KSUPD 330-672-2212.
  - Note: it is important you share with residents there is the possibility police can be contacted in any situation where alcohol is involved, since the three-person measure is a guideline. There will be incidents where less than three people will be cited by police.
  - Security dispatch phone number is 330-672-7010. If Security is not on duty, you must contact the A/RHD on duty.
- If you are instructed to contact the Kent State University Police Department (KSUPD) to respond to the situation, the alcohol must remain until the KSUPD arrives and decides how to proceed. The phone number for KSUPD non-emergency dispatch is 330-672-2212. If individuals attempt to pour out the alcohol despite instructions, do NOT attempt to stop them, simply document what happened and who did what.
- If you are instructed so ask the residents to pour out the alcohol, it is required to ask people to pour out alcohol while you watch rather than confiscate it or pour out the alcohol yourself. If a person does not comply with a staff request, it should be documented.
- You may ask only a resident to open a closet or refrigerator if there is a belief that there is more alcohol in those locations. Do not open the closet or refrigerator yourself; the resident of the room will need to touch it her or himself. If a resident refuses to open a closet or refrigerator do NOT open the closet or refrigerator door. Instead, notify the residents that you will be documenting the incident, that the alcohol should not be in the room, and if there are further problems KSUPD will be

contacted as well as the A/RHD on duty. When residents refuse to cooperate and it is believed that there is more alcohol in the room, consult with Security or the A/RHD on duty if the security is not available. Upon instruction to do so document the situation. The A/RHD will deal with the issue. It is important that your documentation is very specific.

- **Please Note:** Ensure that you check IDs for all persons in the room PRIOR TO POURING OUT any alcohol. If there are individuals under the age of 21, or a non-KSU student under the age of 18 is present the alcohol MUST **NOT** BE POURED OUT. In the case of the presence of individuals under the age of 21, or a non-KSU student who is under 18 the police must be contacted and the alcohol kept as evidence.
- Upon instruction to do so, confiscated kegs should be taken outside by the resident and emptied. The resident should handle the keg at all times. After it is emptied, it will likely be stored in the security office. Residents are NOT to be allowed to take unauthorized kegs off campus as an alternative to losing the keg. The incident must be documented and referred to an A/RHD for discipline.
- Upon instruction to do so, other alcohol containers should be handled in a similar way. Due to the smaller size the alcohol should be disposed of in a nearby sink. Again, it is important to have the resident handle the containers at all times. Once the alcohol is disposed of – the containers are to be discarded, and the individual required to carry the items to the trash room or appropriate receptacle so the alcohol containers are no longer in the room. The incident should be clearly documented in ADVOCATE and referred to an A/RHD for discipline.
- Your goal in confronting a situation when people are intoxicated is to diffuse the situation. It is useless to try to reason with an intoxicated individual. If it is unlikely the person will remember the interaction, make sure to follow up the next day, describe clearly what the persons' behavior was, why there was a problem, and that an A/RHD will be contacting them regarding the incident. If students have any additional questions it is best to refer them to the A/RHD since you cannot guarantee them anything about what will happen next.
- Be firm and try not to provoke anger. Call the A/RHD on duty, security, or KSUPD if you need help or are unsure of how to proceed with a situation.
- The primary goal is to insure an intoxicated person's safety. If you are concerned about an individual's safety related to over use of alcohol, contact 911 immediately to check on the individual(s). Once EMS is contacted call the A/RHD on duty. If a student requests EMS assistance for themselves contact EMS immediately, regardless of your opinion regarding the student's health or safety.
- In situations when staff is aware that someone is intoxicated and intending to drive, it is expected that efforts will be made to prevent them from driving. Some suggestions are:
  - Tell them they have had too much to drink and they should not drive
  - Help find alternative transportation
  - Explain to them if they choose to drive then they will be forcing you to call the police
  - Call the police
- Be aware of students on your floor, who are drinking heavily, get into trouble when they drink, are having problems in school or relationships as a result of drinking, or come from homes in which drinking is a problem. All of these may be indications of trouble with alcohol. Staffs are expected to confront students who may be having difficulty in a caring manner. Get help from you A/RHD on how to confront a student and make a referral.
- Staff may not drink illegally or in violation of residence hall policy either on or off campus and may be subject to immediate dismissal from staff positions for doing so. Because of the problems that alcohol consumption causes for individuals and communities, it is essential that our staff role model abstinence from alcohol if they are underage, or role model responsible drinking if they are of age.

## Controlled Substance

The illegal possession, sale or use of any drugs (including barbiturates, hallucinogens, marijuana, prescriptions,

etc.) or contribution to such use by others is in strict violation of University rules and state and federal laws and will not be permitted in the KSU Residence Halls. Residents who choose to break the controlled substance policy will not receive immunity from arrest or prosecution by law enforcement officials as a result of their living in the residence halls. The presence of the odor of marijuana will be documented as a non-conduct policy violation in Advocate.

**Rationale of Controlled Substance Policy:** The Department of Residence Services strives to promote an environment and norms that respect, teach, model, and reward healthy lifestyle choices free of addictive behaviors. We serve and work with students, faculty, staff and the local community to provide a healthy, safe environment necessary for learning. All possession and use of controlled substances, except when prescribed by a physician, is illegal. As Residential Communities staff members we must be concerned about the potentially detrimental effects of dangerous/illegal drugs.

**Staff Response:** It is not your job to fight crime. Therefore, staff members are NOT to look for trouble by sniffing, looking under or listening at doors/rooms, etc. However, if you are made aware of a potential controlled substance violation or come across an odor:

- You should respond to the area in question while at the same time seeking assistance from another staff person, either an RA or security aide to independently confirm the odor of controlled substance. If once at the scene neither staff person can detect the odor of controlled substance, the complaint should be considered unfounded.
- If only one of the two staff members can detect the odor of a controlled substance, a third staff member should be contacted to assist with independently confirming the possible violation.

In any case, at least two staff members must be in agreement that the odor of a controlled substance is present and be able to agree on the room from which it is emanating.

- Once verified, the staff present should knock on the door to confront the room's occupants about the odor. If the residents deny the allegations, the staff present is expected to document the incident based on the available evidence (i.e. the odor as well as other physical evidence: fans blowing out the window, towels stuffed under the door, smells of perfume or other sprays used to cover odor, tape around the frame, the person's behavior, etc.). In this situation staff members should indicate "Odor of Marijuana" only on the Incident report in Advocate under "non conduct".
- If the staff present happens to visibly observe the contraband in the room (i.e. pipes, joints, bongs, drugs, etc.) the University Police Department should be contacted immediately. The A/RHD on duty is to be contacted immediately after contacting KSUPD. Staff is NOT to touch or handle the items or substances. If it must be moved or is offered to staff, have the individual(s) place it on the ground in plain sight.
- If those involved turn over contraband to the staff, Student staff members must NOT under any circumstances confiscate or touch the materials. It is to be given to the A/RHD on duty or KSUPD directly.
- In the event that a police officer cannot respond in a reasonable time frame, contact Security staff or the A/RHD on duty for instructions on how to proceed. The contraband will likely be secured by Security staff and stored in the security office. A receipt will be provided to the students for any items removed.

Even though staff may occasionally handle a situation in which contraband is in plain view, **the staff members present should never indicate to the occupants of the room that any search will be conducted nor participate in any activity that gives the appearance of a room search.** In addition, under no circumstances should any staff members take it upon themselves to dispose of any drug, including drug paraphernalia, regardless of how small **the quantity.**



## **Damage/Criminal Damage/Vandalism**

If staff comes across damage, criminal damage, and or vandalism you are expected to respond. Staff members are expected to:

- Determine the damage location
- Notify the A/RHD on duty – let A/RHD know the nature and location
- If the A/RHD plans to come on scene – stay in the location until you are released
- If instructed to do so, Contact KSUPD to file necessary reports
- Document the damage/vandalism in Advocate
- Ask bystanders if they are aware of who may be responsible

## **Decorative Containers/Bottles**

Decorative display and/or collection of empty alcoholic beverage containers are NOT permitted in the majority of our residence halls. A container is an object that actually held alcohol in it; such as beer, wine, & liquor bottles and cans. Residents who are 21 and living in the halls that allow responsible alcohol use are exempt from the prohibition on empty alcohol containers.

**Rationale:** Residents should not possess alcoholic beverage containers, including empty containers. Part of the reasoning behind this decision is that displays of alcoholic beverage containers may be considered a preponderance of evidence that alcohol use has taken place.

**Staff Response:** Staff members who see a decorative bottle or container that was designed for the sale of alcohol should ask residents to dispose of the bottle, and document the situation in ADVOCATE. Staff members are expected to explain the policy and document the student using an incident report for alcohol container.

## **Fighting/Physical Altercation**

Acts or verbal threats of physical violence will not be tolerated in the residence halls. This includes inflicting bodily harm and threatening or intimidating any person with bodily harm. Students involved in such behavior will face severe disciplinary action, which may result in removal from the University residence halls.

**Rationale:** The University and the Department of Residence Services believes that students should be held accountable for their actions and the effects their actions have on their community. Further we want students to be aware of and acknowledge their emotions while developing appropriate channels to deal with their anger, irritation, and stresses.

**Staff Response:** If you come across, or are called to a fight, the following procedures should be followed:

- DO NOT attempt to physically break up any individuals in a physical fight
- If the individuals do not separate when you arrive, maintain a safe distance, protecting your own personal safety, contact the police department and the A/ARHD on duty for assistance
- Keep any bystanders back if possible
- As in any situation, never place yourself in a position where your safety is jeopardized

If those involved stop fighting upon your arrival, the police department should still be contacted and an attempt should be made by hall staff to separate the parties involved (if your safety is in jeopardy retreat to a safe

distance) and keep the situation from starting back up until the police arrive.

### **Guest Registration Policy – for Tri Towers & Rosie’s Diner**

In an effort to create and maintain a living environment that is orderly, and ensures the general welfare of the Tri Towers community, the following Guest Registration policy will be in effect for the foreseeable future.

During the hours of 12:00 midnight to 4:00 am on Thursday, Friday, and Saturday early mornings (hereafter referred to as weekend/weekend hours), access to the Tri Towers lounge and rotunda area—including Rosie’s Diner—will be restricted to Kent State University (KSU) students and guests of KSU residence hall students who have properly registered to gain access to the Tri Towers area during the above stated restricted access hours.

Guest registration for Tri-Towers access during restricted weekend hours is as follows:

- Guest registration will only be required for those residence hall students wishing to gain access to the Tri Towers lounge and rotunda area with their guest(s) during the restricted access weekend hours.
- The Tri Towers area desk will be the location at which all guest registration transpires.
- Residence hall students will be permitted to register up to 2 guests per weekend (once a student has registered their 2 guests for either one night or all 3 weekend nights or some combination thereof, that student may not register any additional guests for that weekend).
- Guest registration will take place between the hours of 8:00 am – 10:00 pm.
- Guests may be registered anytime during the above hours for the upcoming or current weekend.
  - for instance, a guest may be registered on Tuesday night for that upcoming weekend
  - or, a guest may be registered on Friday night (prior to 10:00 pm) for that Friday and Saturday night
- The residence hall student and their guest must both be present at the time of registration.
- Desk staff will verify, via the Residence Service on-line roster, that the residence hall student does, indeed reside in Kent State University residence halls.
- Guests will need to provide valid photo identification (e.g. driver’s license, college id, etc.).
- Desk staff will issue to the guest(s) a colored wrist band which will list the full name of the guest, the host’s name and the weekend’s date(s) of registration.
- Guests will be required to wear the wristband—and show it to security personnel—in order gain entrance to the Tri Towers lounge and rotunda area during restricted hours of access. Guests without this wristband will not be permitted entrance to the Rotunda during hours of restricted access.
- The residence hall student host is required to accompany their guest(s) at all times.
- KSU students will need to show their Flashcard/University ID in order to gain entrance to the Tri Towers lounge and rotunda area during restricted access hours.

Note that entrance doors to the Koonce, Wright, and Leebrick breezeways/corridors are locked nightly from 12 midnight to 7:00 am. Only residents of Tri Towers are able to gain access via the breezeway entrances during the hours of 12 midnight to 7:00 am. The main entrance to the complex, across from the area desk, is accessible to Tri Towers residents and non-residents on a 24/7 basis.

### **Harassment**

The students and staff of the residence halls at Kent State University are a diverse community of individuals. We are of diverse racial, ethnic, class backgrounds and national origins. Our views encompass a broad spectrum of

religious and political beliefs, and our sexual orientations differ. We are unique in that we strive to work and live together, and in the process, we can learn from one another in an atmosphere of positive contact and mutual respect.

Bigotry has no place within our community, nor does the right to denigrate another human being on the basis of age, disability, identity as a veteran with a disability, or other protected veteran, national origin, sexual orientation, race, color, gender, or religious affiliation. We will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. All of us who work and live in the residence hall community must be committed to these principals, which are an integral part of our purpose, values and daily activities.

### **Harassment on Basis of Personal Attributes**

Members of the University community and visitors, under the First Amendment, have a right to hold, vigorously defend and promote their opinions. We maintain that while the freedom of thought and expression is the lifeblood of our learning community, the maintenance of civility is important to a meaningful exchange of ideas. Therefore, the Department of Residence Services is committed to maintaining an educational, residential and employment environment free from hostility, intimidation, or harassment based on, but not limited to such personal attributes as race, color, religion, national origin, age, disability, identity as a veteran of the Vietnam era, gender and/or sexual orientation.

### **Sexual Harassment**

Sexual Harassment is defined as unfavorable or unwelcome treatment, made without consent and based on a person's gender or sex that is severe or pervasive and has the purpose or effect of unreasonably interfering with an individual's employment or academic performance or creates an intimidating, hostile or offensive working, academic or university environment. Sexual harassment includes, but is not limited to:

- Verbal and/or physical behavior including, but not limited to: sexually explicit jokes, insults, and taunts; obscene gestures, pictorial, written, and electronic communications; and unwelcome touching.
- Sexual Misconduct. Any intentional sexual touching, however slight, with any body part or object, by either a man or a woman upon either a man or a woman, that is without consent. Intentionally passing a sexually transmitted infection or disease through sexual contact without consent.
- Sexual Exploitation. Taking non-consensual or abusive sexual advantage of another for one's own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, if that behavior does not otherwise constitute another sexual misconduct offense.
- Submission to or rejection of any of the above conduct by an individual implicitly or explicitly used as the basis for employment, administrative, or academic decisions.

See Code of Student Conduct for more information, <https://www.kent.edu/studentconduct/code-student-conduct>. Occurrences of sexual harassment should be reported to the Office of Equal Opportunity and Affirmative Action at 330-672-2038.

### **Telephone Harassment**

Telephone harassment is defined as repeated, unwanted verbal telephone communication. Harassment over the

telephone is considered a first-degree misdemeanor under the Ohio Revised Code, Section 2917.21 and will not be tolerated within the University community. If the victim requests the caller to stop all telephone communication and this does not occur, the victim is encouraged to keep a telephone log with all times, dates, and lengths of calls received. Information should be given to the University Police and a police report filed.

## **Computer Related Harassment**

This references instant messages, website, email, Facebook, Twitter, My Space, letters, texting, screen shots, etc.

Computer related harassment is becoming more prevalent in our country. It is our expectation that all students will engage in responsible computer use. If a student chooses to engage in computer related harassment (i.e. sending threatening messages, etc.), the student will be held accountable for their actions. Persons who are a victim of harassment need to file a report with KSUPD and/or an A/RHD. Access to Kent's ResNet network is a privilege and can be revoked if a student is found to be in violation of acceptable use. (Refer to the Hallways Handbook for more information).

## **Hazing**

Kent State University students as individuals or members of registered student organizations are expressly prohibited from engaging in hazing. Pursuant to Ohio law, "hazing" is defined as committing any act or coercing another (including the victim), to commit any act of initiation individually or with any student or other organization that causes or creates a substantial risk of causing mental or physical harm to any person. Groups and organizations, as well as individuals, can be held responsible for any act of hazing. Incidents should be reported to University Police Services and the Center for Student Involvement.

**Rationale:** In accordance with state and federal laws, the Department of Residence Services and its employees are committed to behaving and expecting others to behave in ways that demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and awareness of the differences that exist in our community and avoid all actions that diminish others.

### **Staff Response:**

- Staff members should be aware of what is going on within the hall and on the floor. Be proactive with situations you think may lead to potential harassment issues.
- Violations of the above policies regarding harassment must be immediately reported to your supervisor and/or the A/RHD on duty. If the situation is volatile KSUPD should be contacted immediately and then the A/RHD on duty.
- Students who are the target of harassment should be referred to the A/RHD, KSUPD, and/or the Office of Affirmative Action.
- Staff members are expected to be models of appropriate behavior. It is expected that staff will confront and educate students who make inappropriate comments. It is not acceptable to ignore inappropriate behavior. If you are uncomfortable or are not sure how to handle the situation speak to your A/RHD.
- Staff members are expected to make thorough and detailed documentation of ALL perceived harassment issues they encounter or hear about. Inform the A/RHD on duty immediately of any perceived harassment you witness or become aware of.

## Posting Policy

In order to support the advertising of various programs and events on campus, The Department of Residence Services has developed a posting policy for the residence halls. This policy is meant to support the activities put on by students in a variety of organizations. In addition, this policy is meant to provide structure in order to ensure proper posting procedures as well as maintain the aesthetics of our buildings.

### **Permission:**

*The Department of Residence Services has the right to refuse any advertising done within University residence halls that does not support the goals and objectives of the department, the Division of Enrollment Management and Student Affairs, or the University community.*

*Failure to obtain permission or adhere to the guidelines stated in this policy may result in forfeiting the organization/department's right to display posters/flyers in the residence halls for the remainder of the academic year.*

*University Departments and registered student organizations in good standing are permitted to display posters/flyers and must receive pre-approved permission to post any items in the residence halls on campus from Residential Services; see details below on how to request permission. Posters/Flyers will only be hung by hall staff. Individuals MAY NOT post any items in the building. This is to ensure items are placed in appropriate locations. Items not approved will be removed. Flyers may only be placed in approved posting areas. Flyers will not be allowed to be posted on doors, windows, or chalkboards. Resident Hall Directors have the discretion to work with students from their buildings to post flyers in their halls.*

**Posters/Flyers Requirements:** The poster should be no larger than 11"x14".

To obtain approval by the Department of Residence Services for distribution and posting at designated locations in the residence halls, posters/flyers needs to contain the following:

- description of event/activity/service
- identification of the sponsoring organization or department
- whether there is any charge for the event
- the date/time/location of the event
- reason for the event/activity/service
- email address of person or organization

A sample of the proposed poster/flyer should be submitted either by email [lfisher@kent.edu](mailto:lfisher@kent.edu) or delivered in person to the Korb Hall Reception Desk attention Laurel Fisher. The Department of Residence Services will review each submission and notify the student organization if approval is granted, denied, or if changes need to be made. For this purpose, please include contact information when dropping off the flyer.

## Practical Jokes and Pranks

Individual or group behavior, which leads to or can lead to actual or potential harassment, accident, injury, or damage to University property or damage to personal possessions, is not permitted. Individual or group behavior, which leads to abnormal and unnecessary cleaning of residence hall buildings and facilities, is not permitted.

Students who engage in practical jokes and pranks that constitute a violation of the above will be expected to assume appropriate responsibility for their behavior. This will include the replacement or restoration of any University property or personal possessions damaged or soiled as a result of this activity. This may also include disciplinary action. If the students refuse to accept this responsibility, they will be charged with appropriate repair, replacement, or cleaning costs and other students who are affected by this behavior will be assisted in making appropriate claims to assure recovery of the cost of damage to personal possessions.

Under no circumstances is it acceptable for residence hall staff members to participate in the planning or execution of a prank.

**Rationale:**

- Students are expected to control and moderate their behavior by evaluating the effect of their behavior on fellow students and physical facilities.
- Practical jokes and pranks have too often led to unintended but nevertheless serious and potentially tragic consequences. Damage to University property and the personal possessions of students as well as serious injury have all occurred as a result of pranks such as water fights and seemingly harmless raids. Forms of trapping an individual in a room can lead to tragic consequences if there was a health or fire emergency. Past experience has shown that once activity of this nature begins, it continues until it is out of control and only stops when an unfortunate incident has occurred.

**Staff Response:** You are expected to influence the planning of floor activities in a manner which will discourage and avoid the occurrence of practical jokes and pranks. Organizing a water fight raid on another floor is not an acceptable method for developing floor unity.

You are expected to serve as a role model in this area and therefore should never be involved with a joke/prank that is potentially harmful. Staff members need to anticipate all possible effects of a joke/prank and discourage students from this type of behavior.

Staff is expected to bring potentially harmful prank and practical joke behavior to a stop as quickly as possible and to assist in identification of students involved. If student cooperation is not received, the A/RHD on duty should be contacted for assistance.

### **Courtesy/Quiet Hours**

**Courtesy Hours:** Courtesy hours are in effect ALL the time. Courtesy hours can be defined as conditions under which noise is not disruptive or disturbing to other students or staff. Every hall has 24-hour courtesy hours. It is expected that at all times the residence halls will be absent of any loud noise or distraction that attracts the attention of other residents and/or staff members.

**Quiet Hours:** Quiet hours exist within each residence hall. During designated quiet hours, there is to be NO loud music or distractions on the floor or in the hall. Each student is expected to keep any noise at an extreme minimum so as to respect all residents who may be choosing to sleep, study, etc.

Noise should not be heard more than two (2) doors away during quiet hours.

The designated times for quiet hours are:

- Weekdays 8:00 pm to 10:00 am (Sunday through Thursday evenings).
- Weekends 2:00 am to 10:00 am (Friday and Saturday evenings).
- During exam week, 24-hour quiet hours go into effect at 8:00 pm on the Friday proceeding the exam week and remain in effect until the close of the semester.
- On long vacation weekends (i.e. Monday holiday), weekend quiet hours will remain in effect.
- Weekday quiet hours do not change for midweek holidays or during break housing periods.
- At all other times, students are expected to exercise good judgment with respect to making excessive noise (see courtesy hours).

**Rationale (Quiet and Courtesy Hours):** The Department wants to ensure that students are able to study and sleep. The quiet/courtesy hour guidelines are set up to set parameters to monitor noise levels and allow students to rely on an appropriate noise level to study and sleep when they want to. Noise issues are among the biggest complaint for living in the halls so it is our responsibility to make sure that students are courteous and are acting in accordance with the policies.

**Staff Response:**

Staff member who hears disruptive noise:

- If you hear loud disruptive noise at any time or noise from two doors away (during quiet hours) you are expected to approach the room and explain policy.
- If you have to return to the room (that day or anytime following) you are expected to issue an Incident Report (in Advocate) for each student present in the room.
- If the noise continues after an Incident Report is issued contact the A/RHD on duty to assist

Resident complaints of noise:

- Remind students that it is their responsibility to ask their neighbors to keep the noise at an acceptable level
- If the students have asked their neighbors, politely, to keep the noise down and the other students have not complied with the request – you will need to respond
- If you respond to a room after other students have already made a request, it is your responsibility to issue an Incident Report – you should not give additional warnings at this point
- If the noise continues after an Incident Report is issued you should have the desk contact the RHD/ARHD on duty to assist

Noise complaints are the most common complaints in the residential environment. It is your responsibility to set the parameters on your floor. Everyone is responsible for enforcing courtesy/quiet hours. This policy is outlined in the Hallways handbook. Make sure residents are aware of their role and responsibility when it comes to noise and be firm with policy enforcement. **If you take this area lightly – your residents will too!**

## **Flash Tracks**

Flash Track (FT) is the system for getting repairs completed for students. The web address for the FT website is: <https://flashtrack.kent.edu/>.

**Emergency & Immediate Repairs:** When a student approaches staff with a repair or public area repair concern, it is important to ask questions to find out if it is an emergency or an immediate need. This can usually be determined by simply asking the student to describe the situation.

Emergency and immediate needs are generally things which...

- pose an immediate security concern if not fixed,
- will get worse if not addressed immediately, or
- it is unreasonable to have the person wait to have repaired.

Examples of emergency and immediate repairs are:

- Flooding
- Water leaking of any kind
- No electricity to the whole room
- Building entrance or room doors which will not lock
- Windows which will not shut
- broken glass
- no heat
- no air-conditioning in air-conditioned buildings
- clogged toilets in Centennials, Stopher & Johnson, or Beall & McDowell
- cable or internet outage in wing or building

Consult with CC or A/RHD on duty if unsure if situation is an emergency or immediate repair. If something is an emergency or immediate need, a phone call **must** be made to make sure staff is immediately notified so the repair can happen as soon as possible. Flash Tracks take time to process. Contact the A/RHD on Duty to have emergency repair requests called in to University Facilities Management (UFM). Only the CC or A/RHD is permitted to contact emergency maintenance. RAs and SDRs are not permitted to contact UFM.

***You must inform the A/RHD on duty to have emergency and immediate need repairs called in.***

Monday-Friday 8am to 5pm the A/RHD of the building is on call for her/his individual buildings.

On the weekends, and after 5pm and before 8am the A/RHD on duty is on call.

**In-Room Repairs:** For non-emergency in room repairs, students fill out a Flash Track request, <https://flashtrack.kent.edu/>. This files a request to have the item in her/his room repaired or addressed. The filing of the Flash Track (FT) also gives staff permission to enter the room to take care of the issue. Students do **not** schedule a time for the repair, and do **not** need to be present for the repair. Staff has ability to access the room, and will knock before entering the room. If applicable, staff will leave a post-it repair slip to let you know they were there. RAs are **not** permitted to fill out a FT for the student because the student needs to provide an accurate description of the problem, and give permission to have people enter their room to fix the problem.

**Public Area Repairs:** Please file non-emergency repairs through the Flash Track request. Contact the A/RHD on duty to have emergency repair requests called in. Only the A/RHD is permitted to contact emergency maintenance.

## **Food/Pepsi Machines Refund Requests**

**Refund Requests:** Individuals will need to complete the following for vending machine refunds:

- Must fill out a refund slip/envelope located on the machine with full mailing address (their full name, street number, street name, city, state, and zip code) and list current phone number, since the refund will be mailed from an off campus company.
- Person returns completed slip/envelope to the pocket on the machine.
- If the envelope or pocket is not present, or if person has questions regarding refunds she or he should contact dining services (vending) at 330-672-8722.

**Vending Machine Repair Requests:** Individuals should contact the Area Desk to report non-operating vending machines. The individual will need to share the type of machine (Pepsi, food), machine number (listed on the machine) and how it is malfunctioning. For emergencies or vandalism (machine smashed or pushed over, leaking, sparking, etc) the A/RHD on duty should be contacted.



## Laundry Service Changes

Kent State University is currently contracted with ASI Campus Laundry. Each residence hall is equipped with high-efficiency 20 lb. capacity washing and drying machines. Each wash cycle costs \$2.75 with no additional charge for drying.

There is no need to constantly make change for quarters, as the campus laundry machines are now activated with the ASI WAVERIDER App or a Credit/Debit card. To add value to the WAVERIDER App simply open the App on a smartphone, scan the QR code on the machine reader and press the green button when the light appears. Students can also pay by the load using a credit/debit card.

## Sexual Assault/Misconduct

**Policy:** The university's administrative policy states that sexual misconduct is a form of sexual harassment and is defined as any intentional sexual touching, however slight, with any body part or object, by a person upon a person, that is without consent. Sexual misconduct also includes sexual exploitation, which is defined as taking non-consensual or abusive sexual advantage of another for one's own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, if that behavior does not otherwise constitute another sexual misconduct offense. Such actions would include, but not be limited to videotaping or recording of a sex act; allowing an observer to a sex act, unknown to one party; or exposing one's genitals in non-consensual circumstances. Additionally, knowingly transmitting a sexually transmitted infection or disease through sexual contact without consent can be a form a sexual misconduct. A student accused of sexual misconduct faces possible criminal, civil and administrative action through the student conduct process. A student found responsible of sexual misconduct may also be dismissed from the University.

### **Intimate Partner Violence:**

- **Domestic Violence** – Acts of violence or intimidation committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim, or by any other person against an adult or youth victim who is protected from that person's acts by law.
- **Dating Violence** – Violence or intimidation committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the reporting party's statement and with consideration of the following factors: the length of the relationship; the type of relationship; and the frequency of interaction between the persons involved in the relationship.

**Stalking:** Engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for the person's safety, fear for the safety of others, or suffer substantial emotional distress.

- Two or more acts, including, but not limited to, acts in which the stalker directly indirectly, or through third parties, by any action, method, device, or means follows, monitors, observes, threatens, or communicates to or about, a person, or interferes with a person's property.

**Sexual Assault/Misconduct Protocol:** The following guidelines are the result of discussions with the Police Department, University Psychological Services and Residence Services and are to be followed when responding to a sexual assault/misconduct:

- Comfort the student.
- Contact your Residence Hall Director or the A/RHD on duty.
- Upon hearing that a sexual assault/misconduct has taken place, discontinue questioning regarding the assault. Immediately contact the University Police Department.
- Do not attempt to gather evidence.
- Do not make contact with the suspect(s)
- Do not touch or move any item that may be used as evidence.
- Leave the student with the A/RHD and go to the front door to direct the police to the student.
- Maintain confidentiality at all times. These situations should be reported only to your immediate supervisor and should not be shared with other individuals, including other staff members.
- If residents come to you with questions and/or concerns, about an alleged incident – your responsibilities are to listen, take note of their concerns, and ask them to follow up with the A/RHD. You need to follow up with your supervisor regarding their concerns as well.

There may be times when you will receive information about a sexual assault/misconduct of one of your residents and the student wishes to keep it confidential. You are expected to do this but you **MUST** inform your supervisor about the situation. Often there is other information about the student that you are not aware of. In addition, your supervisor will be able to provide you with resources to share with the student.

### **Sexual Assault/Misconduct: Reporting--The Office of Sexual and Relationship Violence Support Services (SRVSS):**

What do I do if a student, coworker, or campus visitor confides in me that they were sexually harassed or sexually assaulted (regardless of where or when it occurred)?

- 1) Let them know that you cannot ensure confidentiality. As an employee, you are required to report any alleged incident of sexual harassment or sexual misconduct that is brought to your attention. The only university employees that may ensure confidentiality are licensed counselors and unlicensed trainees of any university psychological services programs.
- 2) In the instance of sexual assault, encourage the student, employee, or visitor to seek medical treatment and contact the appropriate law enforcement agency to report the incident.
- 3) Let them know where they can get help. Share with them the Office of Sexual and Relationship Violence Support Services (SRVSS). Give them the web address as well to get information. The SRVSS Office is also available for consultation with faculty and staff around how best to support a student who has disclosed experiencing sexual assault, relationship violence or stalking.
- 4) Report any incident to the Title IX Coordinator, a Deputy Coordinator, and in the case of assault, to the police. For emergencies, call 911; otherwise, Kent State police can be reached at 330-672-2212. Contact information for the Title IX Coordinator and Deputy Coordinators is below:

### **Sexual Assault: Survivor Resources:**

<b>Town Hall II 24 Hour Helpline</b>	(330) 678-4357
(connecting people to counseling, and with other support- food, etc.)	
<b>Town Hall II Counseling</b> (counseling appointments & resources)	(330) 296-3255
<b>Robinson Memorial Hospital</b> (medical attention)	(330) 297-2850
<b>University Psychological Services</b> (appointments & resources)	(330)-672-2322
<b>Kent State University Police</b> (to report sexual assault and/or file police report),	(330)-672-2212 or 911

## Theft

**Staff Response:** Residents who claim to be the victim of a theft should be referred to the University Police Department. You must also inform the A/RHD on duty immediately regarding the incident. You may wait with the student until the police arrive.

## Theft of University Property

**Policy:** Theft, tampering or misuse of personal and University property is prohibited. It is a violation of University and residence hall policy to remove furniture from lounges or public areas. The policy also applies but is not limited to utensils and dishes from the cafeterias, and student key cards.

**Staff Response:** If you observe University property in a residence hall room:

- You should approach the resident(s).
- Inform resident(s) of the policy violation.
- Have the furniture placed back in the appropriate location.
- Let the resident(s) know that this will be documented and referred to an A/RHD.
- Complete Advocate Report.

**Staff Response When a Person is in Possession of another Person's Keys:** If you come across a person who is in possession of another person's keys:

- Record the information of the person who has the key as well as name of the person to whom the keys are assigned.
- Confiscate the keys and tell the person who was in possession of the keys that the owner of the keys can retrieve them from their Area Desk.
- The keys must then be immediately turned in to the Area Desk.
- If the person who was in possession of the keys is not a resident of the hall, escort them from the building.
- Document both individuals for policy violations in Advocate.

## Visitation Policy

**Policy:** In an effort to build community within our Residence Halls, residents are encouraged and may bring guests into the halls. In doing so, the resident assumes responsibility for, and will be held accountable for the actions of their guests including any and all violations that occur within their rooms, regardless of whether or not they are physically present in the room at the time of the violation. Guest must be escorted by their host at all times. Residents may not leave their guests unattended in their rooms while away for more than ten minutes.

Please see <http://www.kent.edu/housing/quick-reference-guide> for visitation information specific to your hall. For halls with 24-hour visitation that includes a non-resident limited length of stay (Beall, Centennial Courts C&D, Engleman, Leebrick, McDowell and Verder), the length of stay may not exceed 48 hours.

If an overnight stay does not violate your hall's policy, your roommate(s) consent is required prior to inviting anyone to stay overnight. Additionally, the roommate reserves the right to ask that a guest vacate the room under reasonable circumstances. Residence Services staff reserved the right to revoke visitation privileges and may impose limited visitation privileges to an individual, room, wing, floor or hall as needed or as a part of the disciplinary process.

**Rationale:** The Department of Residence Services visitation policy applies to student's residency status, not their gender. We believe restricted access in predominantly underclass halls will allow students the opportunity to adjust to the college environment. It will also help residents become aware of those living in their community. The visitation policy also assists with community accountability and roommate adjustment issues.

**Staff Response:** Make your residents aware of what type of visitation policy exists in the hall in which they live. It will be very important for you to know who your residents are as well as the other students in your hall. If you find someone in violation of the visitation policy you are expected to:

- Explain policy.
- Locate host resident (if not present).
- Issue an Advocate Report to all students involved – resident and non-resident.
- Escort non-residents from the building.

## **Weapons**

**Policy:** Possession, storage or use of any weapons, explosive devices or firearms is expressly prohibited in the residence halls. The following items, because of their inherent risk to cause injury and/or undue alarm among students and staff, are not permitted in the residence halls:

- BB guns
- paint pellet guns
- laser lights
- sling shots
- martial arts weapons
- stun guns
- Tasers
- starting guns
- airsoft guns
- swords
- metal tipped darts
- knives (i.e. hunting knives, butterfly knives, switch blades, etc.)
- any other object that Residence Services personnel deem to be a weapon or used as a weapon.

The use of toy guns in an inappropriate or alarming manner will be considered to be behavior deemed detrimental to the University and may result in disciplinary action.

**Rationale:** In accordance with our mission, the Department of Residence Services wants to ensure a safe living environment for the students living in our halls. Even if a student makes every possible attempt to be responsible for their weapon there is no safeguard against another student misusing the weapon.

**Staff Response:** Staff members are not expected to confront or handle situations involving weapons that pose an immediate threat. If such a situation arises:

- You should remove yourself from the area of danger and contact KSUPD immediately.
- If there is imminent danger of a weapon use, implement ALICE training strategies.
- If you come across a student with a weapon and there is not an immediate risk - staff may confront the person themselves or seek assistance from an A/RHD in informing the person that the object they are using or possessing is against residence hall policy.
- Regardless of what type of situation a staff member encounters, you are not expected to and should

never approach a situation in which safety and personal well-being is jeopardized.

You must always contact the A/RHD on duty when becoming aware of a student possessing a weapon – even if the student agrees to take the item home.

## Community Development Model & Documentation

Student conduct at Kent State University is based on adherence to the policies set forth in the Student Hallways Handbook, the University Digest of Rules and Regulations, and state and federal laws. The policies are meant to support healthy and supportive communities in the residence halls. Hall staff enforces the policies to ensure that community expectations are maintained.

**The Purpose of Documentation and Accountability:** Accountability is one component of the overall community. Accountability and restorative justice addressing problematic behaviors that occur within sections of a residential community. It is important that the student staff member define the role in terms of overall community development. The actions that you can take to impact discipline include the community development model approach:

- Get to know every resident and assist residents in building **RELATIONSHIPS** with each other.
- Assess the **NEEDS** of the community.
- Create student **INVOLVEMENT** by fostering activities to address the needs

**The Residential Communities Student Staff Role:** Student staff members hold the primary responsibility for providing and clarifying information to residents regarding residence hall policies and community standards. Through the clear definition of expectations, staff can establish a proactive approach by encouraging individuals to be responsible for their own behavior and to share in the responsibility for maintaining a positive community environment.

Community Agreements should include decisions on how the floor will mutually manage incidents of vandalism or other disruptive incidents affecting the community. By placing the floor in the initial decision making, you will share the ownership of the residence hall community with floor mates. Also encourage residents the anonymous reporting system available during Monday-Friday business hours (from 9 am – 5 pm) by calling 330-672-SAFE (7233), Kent State's Threatline.

Remember to revisit community agreements several times a semester.

Even though the proactive measures will make the role easier, staff members are constantly in the position to observe and respond to student behavior. When aware of inappropriate behavior or policy violations, it is the obligation of staff members to respond to the situation and the individual(s) involved.

**Documentation:** Because you are the one responding to behavior as it occurs, you will often be in the position of initiating the incident report leading to the student conduct process. The report is merely a method for documenting student behavior and is not a type of punishment. Once the incident report is referred to an A/RHD for formal action, you may be consulted for information regarding your perceptions of the student's attitudes and overall behavior with the community. The building relationships actions that you take with residents make discipline conversations more natural.

In order to effectively address community needs, incidents need to be documented before a definite pattern of problem behavior develops. When staff members give students too many chances without documenting the inappropriate behavior, or without applying appropriate consequences, the students learn to avoid responsibility for their actions. For such violations as noise, the community needs take priority. Your A/RHD is more than willing to assist with conduct situations but they must be informed and have documentation in order to respond. Listen to suggestions from your direct supervisor about various methods to address community

needs when handling discipline.

In addition to responding to inappropriate behavior, you should take the educative role and strive to strengthen the capacity of others to handle their own problems. Each year, the department asks students in the Quality of Life Survey about the capacity that Residence Services staff helps them to handle their own problems.

Frequently students do not have the skills or confidence to confront others. If one student complains about another, you should encourage and teach them how to express their complaint directly. In such cases, you should always follow up to see how things went. Wanting to help others be more responsible for themselves should never be interpreted as a non-caring response. When direct confrontation between students does not accomplish desirable results, it then becomes your responsibility to respond to the situation with the added advantage of being able to discuss the failure to respond to a request from a fellow student. Involve students in educating themselves through creating activities designed to increase confidence, skills and success in these conversations.

### **Confronting a Room:**

- Remain calm and professional; students are generally displeased about being confronted for policy violations. It is your responsibility to be the calm one.
- State your name and position (if necessary).
- State the policy that they are violating (i.e. "It is quiet hours and I can hear you from my room 6 doors away.").
- State the policy ("Quiet hours started at 8:00 p.m. it is now 1:00 a.m.").
- If you have reason to suspect that there might be an additional policy violation present in the room you may request to see all corners of the room, this is permitted to ensure safety and compliance with hall policies. You are NOT permitted to open refrigerators or drawers for any reason.
- Obtain ALL students' ID cards whether you know them or not (you want to make sure you have proper spelling of names for the report). Collecting all ID cards also makes it clear that everyone is being reported– we do not want to surprise anyone.
- Explain to student(s) that you will be making note of the policy violation and an A/RHD will be contacting them regarding the policy violation.
- If the student(s) want to know what is going to happen simply reiterate that an A/RHD will be contacting them & you are not sure what will happen – DO NOT attempt to tell them what might happen because you may not know all the factors involved (i.e. previous hall warnings, etc.) Share with students that they will need to check their Kent State University e-mail accounts for information on their meeting time with an A/RHD.
- If the student(s) is persistent about speaking to the A/RHD tonight regarding the incident and your attempts to inform them of office hours, etc. are unsuccessful –contact the A/RHD on duty.
- Inform student(s) that if you have to respond to the room again for the same violation tonight further disciplinary action will occur
- Immediately fill out the incident report form (on the Advocate website) so that you don't forget the events leading to the incident or the incident itself, and so the incident can be processed in a timely manner.
- Be sure to be accurate, detailed, and professional in your incident report – this report may be used in a student conduct hearing and/or the student(s) may have questions about your documentation. Please note individuals involved in the incident will read and be given a copy of the report hall staff submitted.
- If student is a non-resident of the Kent residence halls – list them living in non-resident hall. If person is not a student list her or his first and last name in the report followed by the words "non-student."
- Follow up with the student(s) the next day if he/she/they live on your floor – let your residents know you are responsible for documenting inappropriate behaviors for the benefit of the

community.

- The student may want to read the incident report – this is okay and encouraged – there is nothing to hide. Student will get a copy via email from the A/RHD assigned their incident; they may also speak with an A/RHD to obtain a copy of the report.

**Student Conduct Process:** Once the incident report is written and delivered to an A/RHD, the A/RHD will process the incident report. Part of the process may include a discussion with the staff member who issued the incident report in order to obtain additional information or background information regarding the incident.

Please note a student can be meeting with any of the A/RHDs on campus. A/RHDs help follow up on incidents in any building to help meet with students as fast as possible.

The A/RHD will review background information in the student's file to determine if this incident is an isolated one or a pattern of behavior. Then an email or phone call will be made to the student(s) involved and a meeting will be set to discuss the warning. If the incident was serious enough or involves a person with repeated violations, the incident MAY be referred to the Office of Student Conduct for a student conduct hearing. Student staff will not be involved in this decision; however, documentation and background information from the staff will be imperative.

The process requires trust that the A/RHD will make the appropriate determination for the student(s) involved. There are many factors that come to play when the A/RHD makes decisions affecting students.

**Student Staff Role at Student Conduct Hearings:** Residential Communities student staff members may be asked to attend a student conduct hearing as complainants, witnesses, and possibly even a character reference for a student. When participating in this role, student staff will be representing Residence Services. Please consult with your direct supervisor to avoid going over the 28 hours per week policy.

As a complainant or witness, student staff members are required to attend the hearing unless there is a class conflict. The student's supervisor will notify the staff member of the hearing time and date. In cases where staff members are unable to make the hearing due to class or break periods, the A/RHD may ask the student staff member to write a statement regarding the incident for the hearing.

It is the responsibility of the complainant(s) to contact witnesses and to have them present at the hearing. Complainant(s) should also be prepared to provide background information (including prior and/or pending Residence Services cases) about the student.

It is the responsibility of the complainant or respondent to contact individuals to serve as character references (written only). If a staff member is asked to serve in this role, he/she may accept this invitation if he/she is comfortable doing so but he/she must notify and provide all information specific to the incident to their supervisor prior the hearing.

It is our expectation that student staff members will **NOT** serve as a witness to the event on behalf of the **respondent**. Any facts staff members have pertaining to the specific incident must be given to their supervisor prior to the hearing.

**Preparing for University Hearings:** The respondents who have been accused through the filing of a Student Conduct Incident Report will have their case heard by a university hearing officer or panel. All hearing officers are university faculty, staff, or students.

It is the responsibility of the hearing officer or panel to determine if the preponderance of the evidence leads to

a violation of the Code of Student Conduct; if so, educational sanctioning will be assigned to the respondent. Therefore, if you are a complainant or witness, it is important for you to spend some time reviewing the incident prior to the hearing. The burden of demonstrating that the student(s) did what you documented in the incident report is upon you. The hearing officers / panels do not assume that a person is responsible just because you are a staff member and have accused them with a violation.

To assist you in preparing a case, review the related report and ask yourself the following questions about the incident:

- What time was the incident? What day of the week?
- Who did I see at the scene of the incident? Will they serve as a witness?
- How might I describe the physical layout of the building, hall, etc? Where was I in relation to the respondent(s)?
- What are the specifics of the situation that caused me to believe a policy had been violated?
- What did I do to inform the student that he/she was in violation of a University policy?
- How would the student charged have known who I was and why I was handling the situation?
- Am I familiar with the hearing procedures?

There will be times when staff members will come across or be asked to respond to an emergency situation. We ask that you remain calm and follow the procedures for the specific situation you encounter. We may not have thought of everything so if you ever run across something we don't have outlined – we expect you to contact the A/RHD on duty immediately. Your safety and the safety of those around you are of the utmost importance!

### **Incident Response & Notification**

Many incidents that occur in our residence halls require that hall staff members consult with or notify Residence Services administrative staff. Timely communication concerning crises assures effective response and appropriate involvement of campus officials and agencies.

One of the toughest decisions hall staff members struggle with is whether or not to notify administrative staff of an ongoing or resolved incident when it occurs in the evening or on holidays and weekends. Your A/RHD will be on duty for your building(s) from 8am-5pm every weekday. After 5pm on weekdays and 24 hours a day on weekends and holidays, another A/RHD will be on duty for covering several buildings in your area. It is expected that you call them when you need clarification and for the times listed below. The following guidelines are offered to assist you in initiating the communication process.

These are times when staff is **expected (without negotiation) to call** the A/RHD on duty:

- Suicide threat/gesture/ideation; psychological crisis
- Fire in hall (no matter how minor)
- Sexual assault/rape
- Incidents involving issues of harassment or perceived harassment of any kind
- Incidents of violence/physical fighting
- Arrest of a resident (regardless of where the arrest occurred-on campus or off)
- Severe medical situations (Police or EMS-ambulance involved)



- Group/major disturbances (i.e., riots, groups fights, etc.)
- Major KSU Police involvement
- Bomb threats
- Significant facility problems (flood, heat, etc.)
- News media involvement
- Death of a student (on or off campus)
- Weapons

**Entering a Student Room:** As a student staff member you **must** consult an A/RHD and receive her or his permission before entering a student room, except for lockouts.

The University reserves the right to enter student rooms for the purpose of inspecting the premises for adherence to fire and life safety guidelines or when an authorized agent of the University has reasonable belief that:

- An occupant of the room may be physically harmed or endangered
- Significant damage is being done to University property
- University policies as stated in the Code of Student Conduct, the staff manuals, the Hallways Handbook, the Residence Hall Contract, or subsequent written notices are being violated
- Housekeeping, maintenance, and/or repair are necessary.
- Unattended noise related problems (i.e. alarm clock or computer or radio playing too loudly)
- Assist with student lockouts (process outlined by your A/RHD)
- Conduct fire safety inspections (process outlined by your A/RHD)

**Rationale:** As staff, we must have the ability to respond to situations, including emergencies, which threaten the well-being of a student(s), others or University property. This policy enables the hall's professional, custodial, and maintenance staffs to complete their responsibilities as well. The room entry policy does not allow staff members to *search* the room.

**Staff Response Process:**

- 1) Permission to enter a student's room must be granted by the A/RHD on duty. Permission will only be granted when it is absolutely necessary. Typically, this involves noise disturbances, emergencies, fire, life safety inspections, end of the semester closing checks and fire evacuation checks.
- 2) A student room will ONLY be entered when authorized staff members are accompanied by the student or the student's authorized representative or with the presence of another staff member.
- 3) In emergencies that threaten the health and safety of students such as fire, violent behavior, illness, accidental injury, etc., our first concern is the welfare of the individuals involved. Under these circumstances, an individual staff member may enter a student room. Permission must be granted by the A/RHD on duty.
- 4) In situations not involving threats to the health and safety of students or others, the A/RHD on duty in consultation with an Assistant Director or the Associate Director will decide if there is a valid reason to enter the room.
- 5) Before entering – staff must knock several times on the door and allow sufficient time for someone to respond.
- 6) Upon entry to the room – staff members must quickly attend to the issue.
- 7) If there are any clear visible policy violations, staff members must document the student. Staff is NOT to search the room under any circumstances! Students' privacy must be maintained. Do not touch or open things in the room.
- 8) Staff must leave a NOTICE OF ROOM ENTRY FORM in the room notifying the occupants that their room was entered, why, and by whom.

## Bio-Hazardous Waste

**Staff Response:** Unfortunately, we are sometimes called to or arriving on a scene where there is potentially harmful waste. Naturally our immediate concern is to ensure that everyone is safe. Staff should be sure to call for assistance if someone is hurt. After ensuring everyone's safety we need to ensure that the mess is cleaned appropriately. During training – staff is introduced to appropriate procedures for cleaning up bio-hazardous waste but this list will help remind you of what steps to take if you come across blood, vomit, or feces:

- 1) Try to find the responsible person(s) and have them clean the area.
- 2) Locate your halls "Blood Spill and Surface Soak-Up Kits", red disposable bags, and associated cleaning material (items are stored in slop closet – see locations below).
- 3) Retrieve latex gloves (located in bio-hazard kits) from custodial closet – WEAR THEM!! Do NOT ever touch bodily fluids or waste without using latex gloves.
- 4) University Health Services desires that only damp blood waste be placed in red biohazard recovery bags (or larger bags clearly labeled as biohazard waste). Dried blood is not considered by University Health Services to be biohazard waste. However, staff should use universal precautions when cleaning up this type of spill. If the waste is damp blood waste, please return it to the closet sealed in the red bags so that it can be disposed of properly in the morning. Please leave a note with the red bag communicating what is in the bag.
- 5) Urine, vomit, fecal matter, etc. which would normally be flushed down a toilet may be disposed of in the same manner (simply flush it down the toilet). These types of materials are not considered to be biohazard waste. If you don't want to flush down the toilet, these materials should be double bagged and disposed of in a University dumpster (especially important if the item contains a strong odor.).
- 6) Items which cannot or should not be flushed down a toilet (such as a rag to clean up the urine, vomit, etc.) should be double bagged and disposed of in a university dumpster (especially important if the item contains a strong odor).
- 7) Follow clean up instructions from Soak-Up Kit. A sprinkle over the area should be sufficient.
- 8) When finished cleaning up – follow directions regarding sanitization of mops, bucket, etc... and proper amount of bleach that should be used – these directions are taped on the slop closet door.
- 9) Posts wet floor signs as needed. Be reminded bleach cannot be used on carpeted areas. File Flash Track request for additional cleaning.
- 10) Inform the hall A/RHD via the duty log and/or note in mailbox so he/she can ensure the clean-up supplies are replaced and that the waste is disposed of properly.
- 11) Return all clean-up materials used in case another staff member needs to use it.
- 12) Contact the A/RHD on duty if you are unsure of the procedures.

**Slop Closet Locations:** Locations may vary from year to year but the following are the general locations of the slop closet locations. Please see your supervisor if you are unable to locate the slop closet for your area.

- Centennial Court A – F – 1st floor housekeeping closet in the trash rooms
- Dunbar – Desk
- Eastway – 1st floor slop in the female wings
- Engleman Hall – 1st floor housekeeping closet
- Johnson – 1st floor housekeeping storage by public bathrooms & 1st floor trash room housekeeping closet
- Koonce: Housekeeping Storage in 111; Tri Rotunda housekeeping closet
- Korb Hall – basement housekeeping storage
- Lake – 1st floor housekeeping closet on the female wing
- Leebrick: 1st floor housekeeping storage in male wing
- Olson – 1st floor housekeeping closet on the female wing
- Prentice – 1st floor men's housekeeping closet & Housekeeping storage by break room.
- Stopher – 1st floor housekeeping storage in vestibule by parking lot & 1st floor trash room

- housekeeping closet
- Twin Towers – 2nd floor HK/data room
- Van Campen – 1st floor room 139
- Verder – 1st floor housekeeping closet across from RHD office
- Wright Hall – Wright 237 housekeeping/data closet

**Wet Vac Procedures (FLOOD):** There may be an occasion when there is a large spill in an area. The wet vac is not for use with vomit or other bodily fluids or smaller spills. It is expected that staff members will assess the need for the wet vac and explore other options before using the wet vac which are located in the first floor slop closet of each hall. Contact the A/RHD on duty whenever there is a need to use the wet vac.

## **Bomb Threat**

**Staff Response:** If you ever receive a bomb threat we ask that you do your best to remain calm. Most bomb threats are false. The FBI recommends the individual receiving the call ask the following questions:

- When is the bomb going to explode?
- Where is the bomb now?
- What does the bomb look like?
- Why did you place the bomb?

In addition, try to ascertain information about the caller such as:

- Gender of the caller
- Perception of the caller's age
- Speech patterns or irregularities
- Background noises
- Time of the call

CALL 911! The above information may be helpful in locating the person responsible for the call. NOTE: Campus police officials and University officials will make the determination as to whether or not an evacuation is needed. Do not initiate an evacuation unless you are told to do so. Usually the less disruption or change from activity the better. Once you have notified emergency personnel – contact the A/RHD on duty.

## **Cancellation of Classes**

When classes are delayed or cancelled, all employees are expected to report to work at their normally scheduled times. Information about class cancellation or university closing would also be communicated via a text FlashAlert message to registered users. Closing details are also broadcast on local radio and TV stations and on the Kent State University website: [www.kent.edu](http://www.kent.edu). Unless a student hears of cancellation from one of these sources, tell them to prepare for classes to be in session. In the residence halls – rumors of classes being cancelled tend to surface. It is expected that you will not participate in the rumor mill. Students will expect you to be an accurate source of information. In the event classes are cancelled, residence hall staff members are asked to post signs within the buildings and use other medium your community has established for announcements, to notify students of the cancellation and monitor the severity of the weather as needed.

## **Community Health Concerns**

Living in close communities we may hear of or learn about issues that may have implications for the health of the community (e.g. head lice, scabies, bed bugs, hepatitis, staph infections, meningitis). When we hear of these things we want to be respectful of a student's privacy and be cautious not to contribute to rumors. It is your responsibility to inform your supervisor of the information IMMEDIATELY so that he/she can assist you in verifying whether or not the situation is a valid concern or simply a rumor. You should not notify residents unless your supervisor asks you to do so. Your supervisor will seek information from University personnel including Health Services and will provide information to the community if appropriate. You will be involved in this process. There are times when action may not be necessary, your supervisor will indicate the reasons if this determination is made. Please be assured that if a serious community health concern is present, the Center for Disease Control and/or the Health Center would notify the department and appropriate action will be taken immediately.

## **Elevator Emergency**

Elevators are equipped with many safety features that are designed to engage should any malfunction or emergency condition occur.

Never use or allow residents to use an elevator in the event of a fire. You might become trapped in the event of a power failure or overcome by smoke. For a malfunctioning elevator – contact the A/RHD on duty and post OUT OF ORDER signs by the elevator door.

If the elevator stalls and someone is trapped inside:

- NEVER attempt to exit the elevator without assistance from building maintenance staff or outside emergency assistance (police, fire department).
- Remain calm.
- Press the emergency call button or use the emergency communication system.
- While waiting for help, move to the rear center of the car and face the car door.
- Wait for and abide by instructions from the rescuer.
- NEVER attempt to pry open the elevator doors.

If the elevator stalls and:

- It's the only elevator in the building, after confirming no one is stuck inside contact UFM for assistance.
- There is another working elevator in the building, after confirming no one is stuck inside, post out of order signs on each floor and file a FlashTrack.

## **Protocol in Retrieving Keys from Elevator Shafts**

If a student drops their keys down the elevator shaft, we will retrieve the keys:

### **If the event happens, Monday-Friday 7:30am – 3:30pm:**

- 1) The student should report the incident to the RA on duty or the Area desk. The desk will contact the A/RHD on duty. The staff member will call University Facilities Management and report the key and the elevator.
- 2) Otis is on site and we are already paying for their time to be on site during the day. The technician will retrieve the keys and return them to the area desk.
- 3) There is no charge to the student in these cases.

### **If the event happens, after hours or on weekends:**

- 4) The student should report the incident to the RA on duty or the Area desk. The desk will contact the A/RHD on duty.
- 5) The A/RHD will notify the student that University Facilities Management will call out a technician to retrieve the keys; however, the student will be charged for the call. The cost is approximately \$350.00.
- 6) Staff should encourage students to wait until the next business day. If the student wants to wait, a Flash track should be submitted for the incident. Please be specific on the location of the keys.
- 7) If the student wants to retrieve the keys, staff member should get their personal information and submit a billing through Damage billing. Please choose Key retrieval as the option in Damage billing.

- 8) Staff will need to call either the Associate Director for Administrative Operations or the Assistant Director for Administrative Operations. They will notify the Call Center and University Facilities Management and authorize them to call out Otis to retrieve the keys.
- 9) Once the technician retrieves the keys, they will turn them over to the area desk.

## **Fire/Fire Alarms**

**Types of Fire Alarm Systems:** Before you can respond to a fire alarm, you must understand how these systems operate. Not all building fire systems operate in the same manner. Be familiar with those in your building.

- In Tri-Towers and Twin Towers, if a smoke detector is activated, the building fire system will be activated and the entire building will evacuate. These buildings are high rises, so as a precaution all activations will result in an evacuation of the building.
- Centennial Courts, Dunbar, Prentice, Verder, Engleman, Allyn, Clark, Fletcher, Manchester, Korb, Stopher, Johnson, Lake, and Olson operate differently. When a room smoke detector is activated, the room smoke detector will activate. The fire system will send a fire alarm signal to the KSUPD and the fire department will respond. Only when a second smoke detector a hallway smoke detector or pull station is activated will the entire building fire system will sound. The building will then be evacuated.

**Evacuation locations:** Exit the building and report to your designated meeting place for accountability and further instructions:

- Allyn and Clark– Grassy Area between Allyn/Clark
- Beall & McDowell (Twin Towers) – Grassy Area between Allyn/Clark
- CCA and CCB – Grassy Area between CCA and CCB
- CCC and CCD – Grassy Area between CCC and CCD
- CCE and CCF – Grassy Area between CCE and CCF
- Dunbar – Prentice Hall
- Engleman – Oscar Ritchie
- Fletcher and Manchester – Grassy Area between Fletcher/Manchester
- Koonce– Basketball Court
- Korb – Eastway Center Steps
- Lake and Olson – Grassy Area between Lake/Olson and Stopher/Johnson
- Leebrick– Volleyball Court
- Stopher and Johnson - Grassy Area between Lake/Olson and Stopher/Johnson
- Verder – Parking Lot between Verder and Prentice
- Prentice – Dunbar Hall
- Van Campen- plaza area
- Wright – Basketball Court

**Student staff response to fire alarms and/or fires:** The Kent State Police Department will notify the Kent Fire Department of all fire alarm activations. The responsibility of the staff in the building where the fire system has been activated and the building fire system is sounding, is to assist in evacuating the building and while exiting the building themselves. Staff members are not to enter any wing, floor, building where smoke is present, even for evacuating purposes. Proceed to the next floor and complete the evacuation. Once outside, do not reenter the building; assist with keeping people back and away from the doors so that emergency responders can get in to the building.

The students should be at least 300 feet from the building during the evacuation. Staff members are not

expected to fight fires. As stated above, their responsibility is to assist with evacuation of the building while not jeopardizing their own safety. If evacuation of the building puts them at risk in any way, they should leave the building immediately.

**Activating the alarm:** Staff should activate the fire alarm system anytime there is a fire and/or smoke by simply pulling the pull station in the hallway. Whenever in doubt, staff should err on the side of safety and activated the fire alarm system. Residents should be encouraged to do the same.

In the event that a staff member is made aware that a smoke detector is sounding in a resident's room but the fire alarm system has not activated, they should knock on the door to ascertain if the room is occupied, and if there is in fact a problem. If the room appears unoccupied the alarm should be treated as real until proven otherwise. Check for signs of smoke and feel the door to see if it is hot. If any sign of a fire is evident, activate the building fire system. **Caution should be used at all times.** Report any information gained to the Kent State Police Department at 330-672-2212.

**Reporting a fire after it has occurred:** When residence hall staff arrives on scene or hears about a fire that has occurred but there is not fire or smoke currently, they MUST contact KSUPD at 330-672-2212 so that a report can be taken. State law requires that all unwanted fires be reported. More importantly, it is the only way to ensure that we address any fire risks that may still exist.

**Discharged Fire Extinguisher:** If you come across a discharged fire extinguisher, DO NOT attempt to vacuum or sweep the dust yourself off. Contact A/RHD and housekeeping for arrangements for clean-up. Contact KSUPD to report incident.

**Students with Disabilities Evacuation Plan:** The following residence hall procedures have been developed to facilitate the evacuation of residents and visitors with disabilities and/or injuries that may hinder them during an evacuation. The procedures listed below should only be followed when the staff and others can do so while not placing themselves in danger. The primary responsibility of hall staff during an emergency is to assist in evacuating the building and while exiting the building themselves. Staff members are not to enter any wing/floor/building where smoke is present, even for evacuation purposes. Assist means that, during an evacuation, residence hall staff may open doors, push wheel chairs, clear the hallway, etc., so that students can exit the building, and check rooms (if possible) to see who is still in the building, *as long as the above mentioned actions do not place the staff member in danger.*

- Students with disabilities may choose to have their room door and window marked by a decal. The decal should be placed in the lower right-hand corner of the door and of the window.
- Students with disabilities may choose to have an extra room key kept in the staff office so that access can be gained during an emergency.
- Students with disabilities may choose to have their name, room number, and any special needs kept on file at the Area Desk, KSUPD, the Safety and Security office, and the KSU Fire Prevention Services for use during an emergency.
  - Note: *A form will be kept on file in Student Accessibility Services for students with disabilities acknowledging that the student was offered the above services and indicating the students' decision as to whether or not to receive these services. This information will be shared with emergency personnel and appropriate KSU personnel/offices if the student completes the form and indicates s/he would like to receive any/all of the assistance noted in items 1-3.*
- Evacuation of building occupants who need assistance:
  - Building occupants who are located on an upper floor and are unable to negotiate the stairways should remain in their room or the room they are visiting until assistance from the police or fire department becomes available.
  - Depending on the location of the room's occupants in relation to the fire, the Fire Department may decide to leave the occupants in their rooms, as long as they are not in any immediate danger.

- o Occupants who live on the same floor as the location of the fire should evacuate (if possible) to the closest stairwell. The fire department will evacuate the occupant to a lower floor or outside the building.
- If residence hall staff is aware of a person in the building who needs assistance evacuating, the Fire Department or other emergency services personnel should be notified immediately. Since residence hall staff may or may not be aware of a person still in the building who is in need of assistance, the person in need should contact the KSUPD by dialing 911 and inform the dispatcher that they are still in the building and need assistance evacuating. This information will then be relayed to the emergency services personnel on scene.
- During a building evacuation, the residence hall staff on duty will be responsible for responding to floors/rooms where students with disabilities reside and assisting\* with an orderly evacuation. The staff responding should try to inform students as to the reason for the evacuation (if known) and encourage the students to remain calm.
- If an evacuation occurs when staff are not on duty, any staff members who are in the building when the alarm sounds will respond to the floor/room where a student(s) with a disability resides and assist with an orderly evacuation.
- If security aides are on duty at the time of the evacuation, they will make an effort to assist students with disabilities in exiting the building.
- If there is a fire and there are individuals who are not able to evacuate, the staff responding should exit the building and inform the fire department about any person they believe to still be in the building.

**\*Staff must not jeopardize their own safety while assisting with an evacuation.**



## Psychological Crisis

If you have a student that you feel is in need of assistance from Psychological Services you should contact your A/RHD or the A/RHD on duty, if after 5:00 p.m. They will be able to handle the situation from that point forward. Your primary concern should always be for the welfare of the student and hall.

If an ambulance is needed, the Kent EMS should be contacted by calling 911 immediately. **RESIDENCE HALL STAFF SHOULD NOT TRANSPORT ANY STUDENT TO OR FROM ANY FACILITY FOR TREATMENT.** After calling 911, immediately call the A/RHD on duty.

The Kent State University Police Department (KSUPD) will assist staff when a violation of state law has occurred and/or when a determination has been made that a student needs to be seen by the psychological staff at Kevin Coleman Professional Services. KSUPD will transport the student to Coleman Professional Services. When the police arrive on the scene, they become the people in charge as to what should happen. They will make their assessment based on the following criteria: a) Has a violation of law occurred; and b) Is the student determined to be of harm to themselves, or others. You should provide the police with pertinent facts so they have all the information when reviewing the case.

## Publicity Release

The Public Relations Office has the responsibility for approving and distributing all publicity release information requested by public media sources (radio, TV, newspaper). The Director of Residence Services or designee is the official spokesperson for the department. All other staff members are expected to refer such requests to the director or to contact him/her for approval prior to granting an interview with representatives to public media agencies, including KSU student media agencies.

## Release of Student Information

You will inevitably become aware of confidential student information (i.e. social security numbers, discipline records, psychological issues, general personal information, etc.). It is expected that as a staff member you will maintain the confidentiality of this information – it is NEVER acceptable to share information, even with the student's parents. Your immediate supervisor, the A/RHD on duty, and/or other Residence Services staff responding to a situation are the only persons with whom you should share this information. If someone asks for a student phone number or e-mail, direct her or him to the web directory at [www.kent.edu](http://www.kent.edu) - this process is important because you may not know if a student has asked to have their information restricted.

## Suicide

**Suicidal Ideations (Threat):** Any staff member who is made aware of a suicide threat must bring this to the attention of the A/RHD immediately. You should not allow concerns such as confidentiality, degree of seriousness perceived, or beliefs that the student is trying to gain attention interfere with the sharing of the information with the A/RHD. In addition to this, you must contact the A/RHD even if you feel confident the student is no longer contemplating suicide after consultation with him or her.

In reporting a suicide threat to the A/RHD, you must be concerned with reporting to the A/RHD what the student had to say and what his or her emotional state was and/or is. This report must be accurate. You should also inform the A/RHD of how you responded to the student. Be as open and honest as possible. Holding back information from the A/RHD in fear of being judged negatively may interfere with prevention, in that the

A/RHD has to know exactly what has occurred in order to proceed accordingly.

**Suicide Attempt:** Every suicide attempt must be regarded as serious and in need of professional evaluation. If a student makes a suicide attempt it is extremely important that the following guidelines be adhered to as outlined here:

- 1) Call 911 immediately – regardless of the student’s condition.
- 2) Contact the A/RHD on duty.
- 3) Occasionally a student will be hospitalized after a suicide attempt and released without a psychological evaluation. We need to ensure that students receive a psychological evaluation before they return.
- 4) If/when a student returns to the hall – notify your supervisor!
- 5) If you become uncomfortable in any situation – consult your supervisor.

### **Student Death**

Upon the initial awareness of the student death, staff members must notify the A/RHD on duty immediately, who will notify University Police. The A/RHD and/or assistant director will also contact the Counseling Center for assistance to staff and students. Residential communities staff members are not responsible for notification of the coroner or family members. That will all happen as people in other roles fulfill their responsibilities. The University feels that proper authorities with factual information should notify the next of kin. If you are approached by anyone, you are expected to refer him or her to the main office of Residence Services.

### **Student Illness**

Staff members should be aware of any student on their floor who is ill and should inform the building A/RHD of any such illness. For concerning or serious illness, contact the A/RHD on duty. Remind students that it is their responsibility to inform their professors of their illness and absence. Hall staff is not responsible and does not have the authority to write letters for students missing classes.

### **Wellness Check Information**

Wellness Checks are completed by 2 professional RHD or graduate ARHD staff members. RA staff must contact the professional staff member when requested to conduct a wellness check. Note: To protect the privacy of our students, wellness checks must be conducted with concerned individuals waiting in the staff office, lobby and/or area desk. Concerned, parents, relatives and friends must not be allowed to conduct the wellness check with staff members. Please ask that they wait for staff to return with an update.

### **Transportation to Hospital**

If a resident needs transportation to the hospital, call 911 immediately. *The RA should NOT transport residents to the hospital.* If a resident is transported to the hospital, the A/RHD and/or the Campus Police will contact the resident’s parents, if deemed necessary, and inform them of the transport and refer them to the hospital’s phone number. *At no time should the RA contact or provide any information to parents.* If a parent contacts you, assure them that you will have the A/RHD on duty contact them to answer any questions. Take their name and phone number and contact the A/RHD on duty immediately.

The RA on duty will meet the EMS (ambulance) staff at the door in order to escort them to the student who needs assistance. Escorting the EMS staff will save time since staff members are more familiar with the building.

Also it is helpful to hold the elevator (if needed) for the EMS staff. Staff members should assist with crowd control and provide background information to EMS staff.

## **Tornado & Severe Weather Procedures**

The Department of Residence Services, along with the entire University community, has developed notification and emergency procedures in the event of severe weather or tornadoes. Notification will be provided through use of emergency warning sirens. Note, these sirens are tested at 11:00 a.m. on the first Wednesday of every month and 6:30 p.m. on the third Wednesday of every month and do not require taking cover at these times. Tests last only three minutes. It is not necessary to seek shelter during these times unless the siren last longer than three minutes, at which time it should be considered that it is not a test and a life threatening situation exists.

**Tornado/Severe Weather Watch:** When a *watch* has been issued, conditions are right for a tornado to develop. Be prepared to take shelter and keep informed of the latest storm conditions. Resident assistants and other staff members should post “Tornado Watch” notices in conspicuous areas of the residence halls and use other medium your community has established to notify students/for community announcements.

**Tornado Warning:** Tornado *warning* means a tornado has been sighted and confirmed in the area. Notification will be provided through use of emergency warning sirens. Take cover immediately. Be familiar with the list of safe places to take shelter in the event of a tornado. Residents should take shoes and blankets with them to shelter areas.

**Taking Cover:** Students should always use the stairways rather than elevators; in the event of power failure, elevators could stop between floors. Also, if there is strong enough wind, which could break glass in stairwells, students should return to the closest corridor (inside walls, away from glass) and protect themselves from flying debris. Fire alarm evacuations are mandatory; seeking shelter during severe weather is optional.

### **Tornado Shelter Locations:**

- Allyn/Clark – 1<sup>st</sup> floor hallways and restrooms
- Beall/McDowell (Twin Towers) – 1<sup>st</sup> floor hallways and bathrooms
- Centennial Court A – F – 1<sup>st</sup> floor hallways
- Dunbar/Prentice – 1<sup>st</sup> floor hallways
- Engleman - ground floor hallways and restrooms
- Fletcher/Manchester – 1<sup>st</sup> floor hallways and restrooms
- Koonce – basement hallways
- Korb – basement hallways
- Lake/Olson – 1<sup>st</sup> floor hallways
- Leebrick – 1<sup>st</sup> floor hallways
- Stopher/Johnson – basement hallways
- Van Campen – 1<sup>st</sup> floor hallways
- Verder – 2<sup>nd</sup> floor hallways
- Wright – basement hallways

**All Clear Signal:** When the emergency warning signal has been activated, everyone should seek shelter and remain in the shelter until at least twenty (20) minutes after the last siren has ceased. The siren does not give an “all clear” signal. After twenty minutes has expired since the last siren, it is reasonable to believe that normal activities can resume. You are requested not to contact the Police Department for verification of the emergency

indicated by the siren. However, if available, tune your radio to WNIR (100.1 on your FM dial) or WKSU (89.7 on your FM dial). These stations will provide you with the following information: (1) the type of emergency, (2) location of emergency, (3) what you should do, (4) where you should go, and (5) when the emergency is over.

## Student Staff Time Commitment Agreement – 2016-2017

Due to the nature of the Residence Life Student Staff positions it is difficult to translate the commitment into hours per day or per week. However, it is known that to be successful in the position, one must consider their position a priority over all other time commitments: including extracurricular activities, outside employment, and intercollegiate athletics - the only exception being one's academic program.

For the above reasons, being a student staff member requires one to look critically and realistically at their involvements and commitments outside the position before the semester gets started. This Time Commitment Sheet is designed to help you and your supervisor communicate about outside commitments and come to an agreement prior to the start of the semester. This agreement is an extension of the Employment Agreement for your position. Once it is signed, any alterations can only occur through an approval process that will then be added as an addendum to this agreement with the approval of the RHD and Assistant Director, Residential Communities. Our hope is that this discussion will alleviate any miscommunication or misunderstanding that may arise during the academic year.

On the next page you will be asked to indicate ALL time commitments you anticipate for the year including academic programs and extracurricular activities.

**Academic programs include but are not limited to the following:**

- Number of credit hours – recommended load is between 12 – 18 credit hours
- ROTC
- Teaching and observation hours
- Internships
- Courses that may not be at definitive times (i.e. flight hours, courses with outside obligations, dance, choir...)

**Extracurricular activities include but are not limited to the following:**

- Intercollegiate or intramural sports
- Club membership
- Fraternity/sorority involvement
- Community commitments (i.e., faith based/spiritual, community service)
- Leadership positions
- On or off campus employment

**Please use the attached sheet to list your time commitments, a description, and the range of hours per week spent within each commitment.** *If outside employment is one of the commitments – please include the specific hours to be worked and the employer information.*

***Abbreviated Sample:***

17 hours of coursework

3 teaching observation hours – Friday 9:00 a.m. – 12:00 noon

NRHH meeting – 1hr per week

Intramural broomball – Monday evening 9:00 p.m. for approx. 3 hours

Duty – Tuesday night 7:00 p.m. – 8:00 a.m. on Wednesday

Staff meeting Wednesday, 6 PM. – 1.5 hours

Name: \_\_\_\_\_

(PRINT NAME)

Hall: \_\_\_\_\_

(THIS SECTION TO BE COMPLETED BY STUDENT AND SUPERVISOR)

**Academic programs:**

- *Please attach a copy of your class schedule from FlashLine.*
- 
- 

Extracurricular activities:

- 
- 
- 
- 
- 
- 

Additional Employment: RHD Please Note: RAs in their first semester of employment, and staff members on grade or performance probation are **not** eligible for outside employment – see the Employment Agreement or the Residence Life Student Staff Manual for details. **NOTE:** University policy limits student employment to no more than 28 hours per week; therefore, any requests for outside employment will be limited to employment outside the University.

**Name/Business:**

- **Address:**
- **Work Telephone:**
- **Work Schedule (i.e., shifts, hours)**

**Additional RHD comments and terms of approval:**

•

I agree to the time commitment conditions as written on this document. I verify that I have included all significant time commitments and have discussed any concerns with my Residence Hall Director. Any conditions set forth for my commitments are outlined above in the additional comment section – I agree to follow these conditions and communicate any changes that may arise to my RHD immediately. I further understand that if at any time I am not performing my student staff role as expected, my RHD might require me to discontinue or modify my outside commitments.

\_\_\_\_\_  
**Student Staff Member**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Assistant Director, Residential Communities**

\_\_\_\_\_  
**Date**

*Creating Communities that Support Student Success*  
**Department of Residence Services – Residential Communities**  
**2016-2017 Resident Assistant Performance Evaluation**

**Resident Assistant** \_\_\_\_\_ **Hall** \_\_\_\_\_

**Supervisor** \_\_\_\_\_

**GUIDELINES**

This performance evaluation is designed to be conducted between the Resident Assistant and their immediate supervisor each semester. Using the performance factors described below, the supervisor will evaluate the RA on each of the six roles identified. The evaluation form includes criteria for evaluation within the six Resident Assistant roles: Role Model, Helper, Administrator, Team Member, Community Leader, and Educator. The evaluation should be typed and must include signatures of the RA and the supervisor. Once complete, the evaluation will be reviewed by the Assistant Director for Residential Communities and then placed in the RA's permanent employment file in Residential Communities.

**Ratings for each of the six roles include:**

- D**      **Performance does not meet expectations**
- M**      **Performance meets expectations**
- E**      **Performance exceeds expectations**

ROLE MODEL PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Maintains a positive attitude and displays professionalism.</li> <li>• Serves as a positive role model for students by upholding policies, procedures, and community standards, and by creating and upholding floor Community Agreement.</li> <li>• Maintains appropriate balance between academics, the RA position, and extracurricular activities.</li> <li>• Shows awareness of and attempts to improve personal challenges, strengths, and weaknesses affecting job performance.</li> </ul>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>
<b>Comments</b> <div style="height: 60px;"></div>		

HELPER PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Responds to community and resident needs and issues.</li> <li>• Provides informed, capable, and responsive assistance to students in crisis.</li> <li>• Utilizes counseling and referral skills to assist residents in identifying and resolving concerns.</li> <li>• Reports crisis situations to RHD-on-duty.</li> </ul>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>
Comments		

ADMINISTRATOR PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Thoroughly completes paperwork and assigned tasks in a timely manner.</li> <li>• Attends all required meetings, 1:1s, training sessions, and in-services unless otherwise excused by RHD/Assistant Director.</li> <li>• Assists with openings, closings, room changes, Room Condition Reports, Roommate Agreements, and fire safety inspections.</li> <li>• Completes all tasks and responsibilities relating to duty, rounds, updating the duty log, and properly using the master key in a thorough and timely fashion.</li> </ul>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>
Comments		

TEAM MEMBER PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Keeps RHD informed of floor and hall happenings.</li> <li>• Contributes positively to staff dynamic, programs, and meetings.</li> <li>• Works collaboratively with colleagues, Security, living-learning communities, student organizations, desk staff, central office personnel, and other university departments.</li> <li>• Participates in departmental group process activities.</li> </ul>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>	D <input type="checkbox"/> M <input type="checkbox"/> E <input type="checkbox"/>
Comments		



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COMMUNITY LEADER PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Maintains availability, visibility, and approachability in community hours.</li> <li>• Meets requirements for bulletin boards and programming.</li> <li>• Promotes floor and building participation in hall council.</li> <li>• Possesses sufficient knowledge of all floor-section community members and communicates knowledge with A/RHD.</li> <li>• Challenges behavior that is detrimental to the community's common good.</li> <li>• Shows commitment to building a positive residence hall community.</li> <li>• Encourages students to respect human differences (sexual orientation, sex, race, ethnicity, religion, ability, and class) and confronts instances of discrimination and prejudice.</li> </ul>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>
<b>Comments</b>  		

EDUCATOR PERFORMANCE CRITERIA	RA Rating	A/RHD Rating
<ul style="list-style-type: none"> <li>• Creates and maintains an atmosphere conducive to academic success by completing required Residential 1:1s.</li> <li>• Supports educational initiatives within the residence hall (ALEKS workshop, LLC programming, etc.).</li> <li>• Provides educational experiences for students and makes appropriate academic support referrals.</li> </ul>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>	<b>D</b> <input type="checkbox"/> <b>M</b> <input type="checkbox"/> <b>E</b> <input type="checkbox"/>
<b>Comments</b>  		

STRENGTHS AND OPPORTUNITIES
Describe areas of greatest strength
Describe opportunities for growth

*Additional Comments:*

## OVERALL EVALUATION AND RECOMMENDATION FOR RE-APPOINTMENT

### Overall Evaluation:

- ☐ Overall, RA does not meet expectations.
- ☐ Overall, RA meets expectations.
- ☐ Overall, RA exceeds expectations.

### Recommendation:

- ☐ RA recommended for re-appointment **without reservation**
- ☐ RA recommended for re-appointment **with reservation**  
*RA will be placed on corrective action plan – corrective action letter attached or on file.*
- ☐ RA **not recommended** for re-appointment
- ☐ RA does not wish to return to staff for the next semester/academic year.

*By signing below, you acknowledge that you have reviewed your evaluation with your supervisor:*

RA Signature

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RHD/ARHD Signature

\_\_\_\_\_

Review Date \_\_\_\_\_

**Copy Distribution: Resident Assistant, Residence Hall Director, Assistant Director for Residential Communities, RA Personnel File**

**RA Response**

*In response to my supervisor's evaluation, I plan to...*