



## Student Affairs Virtual Case Study:

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# Resident Assistant and Resident Expectations

- Residents and resident assistants are similar in multiple ways, including;
  - They are both students
  - They share a living community
  - They both need respect
- In order to ensure a mutual respect between residents and resident assistants, standards and expectations must be set and communicated between the two parties



# Resident Assistant Expectations

The list of resident assistant expectations includes but is not limited to the following

- Resident assistants are expected to educate residents about custodial staff roles and the responsibilities of the students to assist those roles
- Resident assistants are expected to educate residents about emergency procedures and safety/security issues
- Resident assistants are expected to report emergency situations in a timely manner
- Resident assistants will be model citizens towards their community and campus by recycling, supporting service efforts, and respecting property



# Resident Expectations

The list of resident expectations includes but is not limited to the following

- Residents are expected to respect the rights of other residents at all times
- Residents are expected to participate in hall meetings, programs, and community service activities
- Residents are expected to maintain cleanliness standards to protect the health of fellow residents and resident assistants
- Residents are expected to adhere to the rules of quiet hours and keep a moderate noise level



# RA to Resident: Power and Authority

- Power - The ability to do something
- Authority - The right to do something or give orders
- Residents have the power to follow directions and comply with rules and procedures
- Resident assistants have the power to decide what to say and how to act around their residents, and the authority to “give orders”



# Situations in which Power and Authority are Employed

- Using proper procedure and practice for room checks
  - Being clear with your intentions and actions
- Handling conflict in problem solving situations
  - Clarifying that decisions are made to benefit the majority
- Handling confrontational situations
  - Being respectful to the resident while maintaining authority of the situation



# Social Media

- Utilize Public Transportation & Emergency Text Alert applications.
- Surveys for students, residential life satisfaction & recommendations for RA service improvement. Collecting measurable data of students' needs and feelings about residential living.
- Accountability & Responsibility
  - i. Pros of using social media: efficient accessibility
  - ii. Cons of using social media: sharing inappropriate messages & images., cyberbullying. Nothing is ever truly deleted from the Internet.



# Health & Wellness

- Sexual health and disease prevention: information on STIs & STDs, consent, promote safe sexual health practices.
- Information of services and resources for all students, including LGBTQ students.
- “To foster sexual health, the National Prevention Strategy and Healthy People 2020 recommend increasing access to sexual health services, emphasizing sexual health education and encouraging screening for sexually transmitted infections (STIs) including human immunodeficiency virus (HIV)” (Ford, 96).





# Health & Wellness

## CPR/First Aid

- Why is this important?
  - As a Resident Assistant, you must be able to address and report any emergency that happens while on duty.
- Complete the online CPR/First Aid training. This will be followed up by an person certification.
  - <https://ecprcertification.com>



# Health & Wellness

“Bodily fluid spills may require some specialized equipment depending on their location within the facility, the size of the spill and the type of spill, but most can be cleaned safely using the equipment recommended in OSHA’s Bloodborne Pathogen Cleanup Kit” (WBMI, n.d.).

- Disposable gloves
- Absorbent materials (e.g., kitty litter, sand, etc.)
- Disinfecting towelettes
- Biohazard container
- Scoop
- Eye protection



# Indigenous Culture

- Retention and graduation rates:
  - Historically, American Indian students in higher education have had low graduation rates compared to the general population.
- Economic and social benefits:
  - “For some in mainstream society, the value is placed on the financial status gained from a university education” (Pidgeon, 339).
- Residential staff should be considerate, respectful, and inclusive of the needs of Indigenous and non-Western students in a post-colonial learning environment, and their respective ways of knowing & learning.
- Encourage participation in co-curricular activities with Indigenous student organizations and campus organizations.
  - I.e., Native American Support Center for mentoring, academic advising, tutoring services; Native American Student Association with cultural activities.



# International Culture

- Provide International Students with institutional information and support for TOEFL/IELTS, Visas, OPT work permit, and I-20 documentation.
- Offer Student Support Services: Office of International Programs, Academic Advising, Career Services, Supportive Staff.
- “Listed issues for foreign students over academic issues, language, housing, economic issues, their inability to become socially accepted, health and recreation, and racial prejudice” (Furman, 2004).



# Assessment & Evaluation

- Provide students with surveys, evaluating residential life satisfaction & recommendations for service improvement. Collecting measurable data of student needs and feelings about residential living.
- Accountability & Responsiveness for Residential Advisors
  - Rewards & Penalties for exceptional and unexceptional performance
  - Remediation for low or under performance.



# Title IX Compliance

## What is Title IX?

- “Title IX of the Education Amendments of 1972 (Title IX) protects people from discrimination based on sex in education programs or activities that receive Federally financial assistance” (OCR 2018).

## How does this applies to you?

- Any situation as a Resident Assistant could lead to sexual discrimination or harassment if precautions are not taken.
- If a resident comes to you to report an assault or what they deem as harassment, give the student the phone number/email for the Title IX Coordinator, then contact the Coordinator yourself and report what you were told.
  - DO **NOT** reveal or divulge any information you are given to another RA or student. Only speak to the Title IX Coordinator.



# Title IX Compliance

How do I keep myself out of those situations?

- First and Foremost, make the student feel comfortable
- If you sense unease, try finding another RA to help.
- Be as understanding and accommodating as possible

Buddy system!

- Do not conduct a room check without another RA with you
- Should we check a room if no one answers the door when knocked?
- **Absolutely not!** If no one answers the door, they may not be in the dorm/apartment or might be showering (if in apartment).
  - Try calling or texting the resident(s) to see if they are in the dorm/apartment, then move on to the next room.
- When in doubt, call the Resident Director and move on to the next room.

Complete the Title IX online training that is provided



# F.E.R.P.A. Compliance

## What is F.E.R.P.A.?

- “The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student education records” (FPCO 2018).

## How does this applies to you?

- Essentially, when in doubt, everything to do with a student’s education is confidential.
- Do **NOT** talk about a student’s housing arrangements, disability accommodations, or records in front of other students or in public common areas that other students might be able to overhear.
- Only talk about the above with your supervisor or another RA who is helping you sort through records or fix a problem.
- If on the phone with a “parent” of a student, do not discuss anything with them. Instead, calmly ask them to call your supervisor and give them their number.





# Emergency Procedures

## Extreme Weather

- If campus is closed due to weather, contact (email) your residents notifying them of campus closure. It might be helpful to have an email group set up just in case.

## Fire

- Make sure your residents know where appropriate fire evacuation sites are by conducting fire drills consistently throughout the semester.

Make sure that posted fire evacuation posters are always readable. If not, replace them.

## Tornado

- Make sure your residents know where appropriate tornado shelters are on campus. If needed, take your residents around and show them where each one is close to their dorm/apartment.



# Emergency Procedures

## Alcohol

- If you see a resident passed out from alcohol in common areas, make sure they are ok. If they are not responsive, immediately call 911, then call your supervisor. Do **NOT** leave the resident's side.
- While waiting on ambulance, continually monitor breathing of resident.

## Other Substances

- If you notice a fragrant herbal, gasoline, or strong “chemical” odor coming from a dorm/apartment room, immediately contact your supervisor.
  - Do **NOT** knock on the door of the resident(s). Let your supervisor or proper authorities handle the situation.



# Emergency Procedures

## Campus Police/Search Protocols

- Make sure each resident knows that campus police might conduct a search of the dorms/apartments if authorized by the university.
- Make sure campus police and emergency response phone numbers are posted in all common areas and stairwells.
- Always follow the directions of campus police and help when needed.

## Active Attacker training/protocols

- If you see an act of violence or hear a gunshot, immediately call 911 or campus police.
- Advise residents to remain in their locked dorm/apartment until the all clear is given.
- Lock yourself into the office if you are on duty, or locked in your dorm/apartment if off duty



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