

**End of the Year Report
2002-2003
Residence Life**

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Resident Director
2002-2003 Academic Year

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Overview of the Village

University Village is a living area for students with 36 or more units or students over the age of 21. The Village currently has 810 bed spaces in Phase I and II; construction of Phase III will add about 360 more bed spaces, parking, etc. The student population in the Village is generally receptive to the Village staff, which consists of 13 Community Advisors (CAs), three Resident Directors (RDs), Mandi Horney (Assistant Director, Residence Life), Brenda Andrews (Director of Housing), and a wonderful crew of Operations staff (Sherry, Nicole, Regina, and several students).

From my observations, students usually enjoy the programming that takes place in the Village, but it can be a challenge to get students to attend programs. To me, the residents' of the Village enjoy their independence, but still welcome the presence of the Residence Life staff, Office staff, and others. Programming is important, but also it is important to go above and beyond in creating programs that cater to a unique, older, and more independent crowd of residents.

Some of the strengths of the Village include the independence given at multiple levels, the chance to work with an older and very diverse population of students, and the ability to form close relationships with staff if so desired. There is a lot of freedom to create a Housing/Residence Life program the way that both the staff and residents want it to be; people are given autonomy to create and run with their ideas, which I view as a huge strength. The chance to work with an older and very diverse population is also a strength of the Village. So many opportunities exist for learning about other cultures, values, and ideas. The other strength that I have seen in working in the Village is the chance to build close relationships with other staff. Because the Village consists of a fairly small staff, it is possible to build real relationships with people both personally and professionally. I would challenge anyone coming to the Village to take advantage of the small office environment and really get to know the people around you.

In terms of areas of improvement, the biggest issues that stand out in my mind are the relationship between Residence Life and Operations with the Maintenance staff and the need for training for people when they enter jobs in the Village. The relationship with Maintenance has been very strained at times this past year; definite barriers exist in the upper-levels of authority in these working areas. I believe it is important to try and break down some of the walls that exist and work to better the overall working environment in these areas. A second area of improvement is in training new staff members. I think this area for growth comes in part to the small size of the staff. Because there is always so much to do and a lot going on, it can be hard to find a lot of real quality time to train new staff members. I see this as an important area to grow in because it lays the foundation for the rest of the year.

Community Development

Much of the community development in the Village comes from efforts put forth by the Community Advisors and Residence Life staff. The Community Advisors are expected to program both for their individual buildings and for the Village community as a whole throughout the year. One of the specific efforts the RD staff encouraged the Community Advisors to do consisted of having at least one social event for their individual buildings each quarter. Though this was not an expectation this year, the CAs who did this managed to build stronger levels of community among their residents. I would encourage and recommend that the professional staff for next year add at least one social event with individual buildings to be required of the CAs every quarter; in reality, I really think social events with individual buildings should be happening often! I believe much of the community in the Village as a whole will happen if community exists within buildings. It is crucial for the Community Advisors to take ownership of their buildings and teach the residents the importance of interacting with each other. When this happens, it will be easier for the Village as a whole to develop a sense of community.

Other intentional efforts of building community at building levels that I saw the Community Advisors and professional Residence Life staff do this year included giving out treats or cookies to residents during finals times, writing notes to residents throughout the year, and simply stopping by residents apartments with no “agenda” in mind other than to say “hi” and see how things are going.

One last recommendation that I would make in an attempt to build community is to provide some type of white boards and markers to residents outside of their apartment doors. This will give others the opportunity to leave fun messages and let friends know they are thought of!

Diversity

In order to help students learn about diversity issues, several programs were done this year by my small team. The programs included taking a tour of gay LA, taking a tour of Black LA, cultural potlucks, henna, learning about Islamic religions, etc. In order to take tours of different parts of LA, programming was done in conjunction with the cultural centers on Cal Poly’s campus. Encourage the Community Advisors to look for opportunities to co-program events with these offices. These offices have great understanding and resources regarding diverse issues. Use them!

To learn about the Islamic religion, a Community Advisor invited speakers to come and present on their beliefs and explain why they believe what they do. This event came at a timely point in the year when many people in the U.S. were blaming people of Islamic descent for acts of terrorism and violence. Creating this program gave residents an

opportunity to learn about this religion, ask questions, and hopefully become less ignorant about this religion.

For next year, I would encourage the Resident Directors and Community Advisors to realize that diversity exists all around them. Try to learn about and value diversity as individuals. Recognize that ignorance does exist on various topics and challenge yourself, along with the residents, to learn about diversity! Also, use the available resources throughout Cal Poly's campus; this will make your job a whole lot easier.

Study Environment

I do not know too much about the Village study environment. For the most part, I think that residents mostly choose to study in their own apartments. Although, during finals week and other random times during the quarters, students do use the Community Center to study, which is one of the reasons the Community Center is open until 11 p.m. on weeknights. Keeping the Community Center open later was one of the efforts we made this year as a Residence Life professional staff to help promote a quarterly study environment. We wanted to make sure that residents had at least one other place, outside of their apartments, to study. The Community Center is also often used as a place where residents meet other students to work on group projects.

In terms of faculty involvement, several times this year professors or people from service learning offices have come to the Village as a part of a program. Programs on good resume writing skills, how to interview for jobs, and how to dress for jobs were offered. Bulletin boards have been created at different points this year talking about campus resources that students can use, study habits, and finals week preparation. CAs programmed during finals weeks; programs included keeping the Community Center open longer than normal and having snacks in the Community Center for residents while they are studying.

It is hard to really know and be involved in the study environment for all residents in the Village. For next year, I would encourage the staff to do what they can to facilitate an environment where students can come and study in the Community Center. Continue to have programs during finals weeks that encourage residents to use the Community Center space. Invite the CAs to deliver pencils and scantrons to their residents during finals week or before as a passive program. On the pencils, have the CAs attach notes detailing the Community Center hours, programs, and some kind words to get through finals week!

Alcohol

Alcohol is most likely the biggest of the conduct issues that will be dealt with throughout the year. Apart from miscellaneous questions, Resident Directors often get pages asking them to help the Community Advisors break up a party. Especially on weekends, Village residents like to party. I would not say that the Village is an extremely typical party community. Large parties happen in spurts, and realistically are few and far between. Many of the Village

residents know that they cannot have alcohol outside in California, which helps deter them from hosting large parties.

Though large parties only happen periodically, alcohol is an issue dealt with frequently in the Village in more minor ways. Often, Community Advisors and Resident Directors will ask residents to take their alcohol inside.

I believe that alcohol does contribute to inappropriate behavior—treating people without respect, yelling at the Village staff, passing out in strange places (which only happened once this past year), etc. Though a majority of Village residents are usually respectful, they can become inappropriate and rude in their responses to Village staff when they are drunk.

Other drugs are much less a part of day to day Village life. Marijuana has been confronted several times this year. In the instance that a resident is using marijuana, Resident Directors/Community Advisors are to call the Cal Poly PD and let them confront the initial situation and document the issue and all people involved.

Programming

List of staff programs by quarter:

For a complete listing of programs, refer to the programming spreadsheet located on the “Commadvisors\$onvillage_pdc” drive in a folder titled “program form stuff”. The spreadsheet is titled “**academic CA programming report**”. In this spreadsheet, you will find information about Fall 2002, Winter 2003, and Spring 2003 programming.

Staff programming expectations:

Attached is a copy of the programming expectations from 2002-2003; the expectations are found on the blue attached paper. Also attached is the schedule we followed for passive programming. Each CA was required to complete a total of **five** passive bulletin boards throughout the academic year. A listing of where the passive boards are located throughout the Village property is also found on the passive programming schedule.

Quality of effort and programs provided:

Overall, my staff team did well with programming. They continually progressed throughout the year in the quality of their programs, which really impressed me. At the beginning of the year, Shree and Harvey were more nervous about programming, whereas Rex and Elgrie were completely ready to go with it! I spent a good amount of time working with both Shree and Harvey throughout the year discussing programming ideas, looking at www.rezlife.net, and talking through how to host a quality program. I also talked with Rex and Elgrie about programming when it was needed, but both of them had ideas already in mind of what they wanted to do throughout the year.

When considering smaller community level programs, I would say that Rex and Elgrie did excellent in this area. Rex hosted several socials and get-togethers for her residents such as breakfast on a Saturday morning and baking cookies together. Elgrie also did well at creating programs for his two buildings. Often, he had impromptu movie nights at his apartment. Harvey did alright in the area of programming for his buildings. He did hang out with residents in his apartment often, but many times these get-togethers were very last minute! Shree struggled in the area of planning programs for her buildings. We continually talked about how she could do this, but she doubted her abilities. Shree did do the minimum programming for her buildings, and towards the end of the year, she really began to see the value of them. I know one of her goals for next year is to start off well with her buildings, have get-togethers for them, and create an environment for them to get to know each other.

When considering programming at the Village level, my team did well. Having them program off of the wellness wheel helped in creating many different types of programs for the residents. It also stretched the CAs to create programs outside of what they were comfortable with. For instance, spiritual programs really stretched my team. All of them really wanted to meet the needs and interests of residents, and looked for opportunities to program around what they perceived as needs. Elgrie did a lot of diversity programming. Rex did a lot of programming for her individual buildings. Harvey really tried to see what his residents would want, and he put on programs for them even when they were of no interest to him. Shree saw a lot of value in bringing professors from campus to the Village in her programming. On a whole, I am proud of the work my team did in programming this past year.

Goals and outcomes:

On the programming expectations sheet, our programming goals from 2002-2003 are listed. Each goal is listed below along with my understanding on how they were met:

- **Develop students—create space for interaction to take place:** This past year, many programs were created and available for residents to become involved in. Almost all of the programs had some type of “social” aspect to them, which I believe really did create an atmosphere for interaction. Most of the social aspects centered around food!
- **Offer a safe place to learn, work, and play:** In my mind, I think this goal was reached, though there is always room for improvement. The wellness wheel fostered programming in many different categories. Because of this, I think that most residents could have found some program that they connected with to learn from during the year.
- **Create a resource notebook:** I do not think this really happened.

- **Provide a place or event for sophomore students to plug in and participate:** This happened through the specialty programming committee, though I do not know if this goal actually was met this year.
- **Offer senior oriented activities to prepare them for real life:** This took place in several instances including resume writing workshops, dressing for interviews, and finding job programs.
- **Involve Community Council in programming:** This occurred to an extent. Community Council co-programmed the end of the year Luau with Kristin's team, but they were not overly involved throughout the year. It would be nice to see more involvement from the Community Council members in years to come!

“Special” programs/activities that took during 2002-2003:

Most of the special programs that took place this year are included in the “traditions” section. To me, special programs included the welcome week BBQ, the canned food drive, the blood drive, and the end of the year luau. Other special programs not included in the traditions section are the following:

Henna— This program consisted of decorating the Community Center with all types of Indian decorations, paying a henna artist to come and give tattoos to residents, and educating residents about the henna tattoo process, history, and meaning. The CAs also provided paint and stencils for residents to use if they wanted to make their own tattoos. Residents loved the henna program!

Blues, Schmooz, and BBQs—A band that Steve Orona is friends with came and played while residents enjoyed a fabulous BBQ!

X-Games—This program was a time of recreation and fun games such as digging through popcorn to find clues, leap frog, and creating skits! Each CA was required to find a team of 5 people that could participate in the program.

Programming recommendations:

- Work hard to get the Village to be able to have “Excursion” events, which are taking residents away from Village property to do some type of activity such as community service, broomball, hiking, etc...
- Co-program with other offices on campus such as the cultural centers, service learning, CAPS, etc.
- Make it a requirement for CAs to have **at least one, if not more,** social programs for their own buildings each quarter!

Conduct/Discipline

Issues the Village RDs deal with in conduct settings on a regular basis include alcohol abuse, parties, roommate conflicts, and taking care of and respecting Village property. Other conduct issues that more infrequently occur include fights, assault, and drug use.

Generally, the RDs are the first level of hearing all conduct cases. This means each RD will be given different Incident Reports to deal with and complete the hearings. The process includes entering the IR into the conduct database, sending out a hearing letter to the students involved, meeting with the students involved, deciding upon a sanction if needed, and sending out a hearing decision letter including appropriate sanctions. Any needed follow-up to make sure that sanctions are completed is also the RDs responsibility. This process is to be completed in a timely manner, which means letters need to be sent out to residents involved within a 24 hour time frame.

It is a challenge to truly know how effective interventions and hearings are. Community Advisors are typically the ones to confront the situation initially. It is crucial to train the CA staff on appropriate and inappropriate ways of confronting residents. In my observations, CAs interventions concerning policy violations are usually effective as long as the CAs approach the situation with a respectful attitude toward the residents. At times though, the CAs need the RDs to step in and help them confront situations. The RDs have a bit more weight with residents to get them to change their behaviors. My advice for both CAs and RDs is to make sure you confront others with the same amount of respect you would want in the situation and keep your cool.

Administrative hearings were generally effective throughout the year. Many of the students come into these meetings knowing that they made a mistake and will take ownership for their actions. When this happens, these meetings are great! As the RD, you can talk with the resident about his/her actions and help them learn from the experience. Many times, you learn about areas of their life that may have had an impact on their actions. I think it is important to try and understand where the resident is coming from during these hearings. Make sure to take the time to hear residents out from their perspective. Sometimes though, these meetings do not always seem as effective. Some residents will come into the hearing with many walls up, feeling as if they did nothing wrong. During these meetings, it is the RDs job to paint a clear picture of the situation in terms of policy and do your best to help the resident understand why his/her actions violated policy. When students don't take ownership of their actions, I always try to create sanctions that will continue to push them to think about what they did. For example, when hearing a case about a woman who very inappropriately treated the Residence Life staff, I found she did not see anything wrong with her actions. Her sanction was to work with the Stop Violence office in hopes that Diane Sands would be able to have more conversation with this woman about appropriate ways of dealing with frustration and anger. Though I am not sure if she ever completed this sanction due to it being in the appeal process, an effort was made to help her see her actions from a different perspective.

Location of conduct files:

Conduct files are found in the bottom drawer of the filing cabinet in Mandi's office. They are in alphabetical order. When you receive an IR, you always want to check these files to see if the resident has some type of previous judicial history within the Village! This will help in knowing how to approach the student. If no file exists, you will create a file for the student, which will eventually be filed in the filing cabinet in Mandi's office. In the file, include the IR, all letters/correspondence with the resident, and any notes taken during hearing/judicial meetings.

While in the process of hearing cases and dealing judicially with residents, I kept a file in my office filing cabinet called "IRs—in progress/being dealt with". I only kept current judicial IRs and situations that I was dealing with in this file. After I completed a case, I would then file all of the paperwork in the filing cabinet in Mandi's office.

Case numbers and names of students involved in incomplete cases:

None at this time!

Community Council**Strengths/weaknesses of Community Council:**

Community Council can be an awesome asset to the Village community. Strengths included giving residents the opportunity to be involved in community life, gaining residents' input into Village decisions, and helping the CAs with various programming (or programming in addition to CA events). The biggest weakness of the Village Community Council was lack of resident involvement and motivation. The few students who were involved this past year did some great work and wanted to be a part of Community Council and Village life, but it is a challenge to encourage residents to be a part of this, especially in the apartment setting.

Training/development that was done with Community Council:

Mandi was the point person for Community Council this past year. She met with this group on a weekly basis, but I am not sure of any specific training/development that happened with the group of residents.

Training/development plans for fall:

I do not know of any current plans for the fall. But, I would strongly encourage the CAs and Residence Life staff to "talk up" Community Council during move-in weekend. I would also suggest having a booth set up during move-in weekend with information about Community Council and a sign-up sheet to get involved. I guess what I am envisioning is making this a part of the check in process in some way to let residents know about opportunities to get involved from the time they move in! Getting residents involved from

the start of the year would really benefit the growth of Community Council and would better facilitate resident participation.

Recommendations for next year:

See the above paragraph!

Traditions

Welcome Back BBQ—This was a BBQ put on by all of the CAs and Residence Life staff during move-in week. The point of this program is simply to welcome residents back to the Village, have fun, and create a comfortable environment for residents to meet others. Do a lot of publicity for this event; invite people as they are checking in! Plan for a lot of resident to attend—I think we had close to 400 this past year!

Canned Food Drive—This was an event that my smaller team started this year. During 2nd quarter, we planned a Village wide canned food drive. We took the food to the Pomona Valley Inland Council of Churches food bank located in downtown Pomona. My contact person for this event was **Martin Rodriquez, Beta Hunger Site Assistant (909-622-3806)** and the address of the food bank is **1753 N. Park Ave., Pomona, CA 91768**. I would love to see this event continue because it is such a tangible way to give back to the community. This food bank will take ALL types of donations, not just food. They took fruit, pasta, peanut butter, etc. To encourage resident involvement, make sure each person is asked to donate directly by his/her CA; make personal connections!

For this event, we also created a contest between CA buildings. The CAs' buildings who collected the most food/cans were rewarded with a pizza party. This was a great incentive to residents and gave them extra motivation to participate in the event!

Blood Drive—The American Red Cross came to the Village to do a blood drive, which mainly focused on blood donors from Foundation. This event was closely coordinated with the Red Cross. The Red Cross gave FHS all of the advertising materials and walked FHS through the process of being a blood donation site. It was a very successful program that would be amazing to continue in future years!

End of the Year Luau—This is an event similar to the welcome back BBQ. It is a large event created with the intention of allowing residents a fun place to come and hang out. This event occurred towards the end of Spring quarter. About 300 or so residents attended and participated in hula hoop contests, best dressed contests, and limbo contests while enjoying teriyaki chicken and pineapple kabobs, fruit, rolls, fried rice, and a variety of punches and beverages.

Pass the Torch—I would strongly encourage the CA staff and Residence Life staff to do a “pass the torch” event at the end of the year with the new staff. During this event, pass on lessons that have been learned throughout the year, funny stories, and an overall handing over the Village. Make sure to plan ahead for this event and require the attendance of both

the current and new staff if at all possible. Also, during this event, pass down the binder that was started this year by the CAs. In the binder, each CA created a page documenting their CA experience in some way. It will be a neat collection of memories as it continues to grow year after year!

Week of Welcome

How the Village was set-up for check-in:

For check-in, we asked our CA staff to create a theme which they wanted to work with throughout the weekend. The theme chosen was “baseball”. Each CA chose a baseball team’s logo to represent their buildings. They made signs and decorated the buildings to match their own baseball team. The hope in doing this was to create a sense of belonging and ownership for residents moving into their new apartments.

During check-ins, we invited campus offices and vendors set up booths in the Community Center. They gave out information to residents moving in about their services. Cookies and drinks were available to residents, parents, and friends throughout the weekend.

As far as move-in weekend goes, I would recommend to again pick a theme. Challenge the CA staff to use this theme possibly throughout the year, and not just during move-in weekend. I would try to set up a booth for sign-ups and information about Community Council during the time students are checking in; this will possibly be one of the best times you can motivate students to become involved in their own community!

Activities done during the first two weeks:

The “Welcome Back BBQ” happened during the first week. Apartment meetings in which ground rules were laid, questions asked, and handbooks handed out happened during the first two weeks of school. Each CA was responsible for scheduling a time that they could meet with all four residents of an apartment at once. In rare cases, meeting with all four roommates at a time is not possible, and the CA was asked to leave Village and policy information for missing residents with the roommates. During these meetings, the CAs helped the residents lay ground rules for the year, answered questions, and handed out Village handbooks to all residents who did not receive them during check-in.

Staff

Rexanne Bowman—Rex’s strengths include her willingness to help out continuously, her ability to turn in paperwork on time, her knowledge of and ability to hold residents accountable to Village policy, and her desire to improve and grow as both an individual and professional. Throughout the year, Rex remained consistent in her CA position and really did her job well. She was always one of the first CAs I could count on to do things that were asked of her, and she always made herself available to help both the professional staff

and CA staff. One of Rex's weaknesses is her inability to extend grace to herself at times. She sets the standard very high for herself both professionally and personally, but when she does not complete something to her standard, she has a hard time giving herself any grace at all. Another of her weaknesses is at times she can appear and come across as intimidating and unapproachable to her peers. Throughout the second half of this past year, several instances came to our attention that other CAs were having a hard time knowing how to approach Rex because they felt she would not respond well to what they had to say. Though this is not always a "weakness" it is something to be aware of and help Rex recognize in herself.

Harvey Fang—Among Harvey's strengths are his teamwork and communication skills. His peers and the professional staff respect him a lot and value his input—people really listened to what he had to say. Harvey is also always willing to lend a helping hand and go out of his way to make sure everyone's needs are met. He is extremely gifted and talented in graphic design; he has a creative mind and finds ways to use his artistic skills to draw people in and relate to them. Harvey's weaknesses are mostly in the areas of turning in paperwork on time and balancing his busy life. Harvey struggles to turn in programming forms, fill in databases, and write IRs on time; when he is held accountable both before and after deadlines, he usually does a lot better in this area! He also struggled this past year to find balance in his life. He continually had a lot on his plate to the point that it really overwhelmed him. Harvey did get better at setting boundaries towards the end of the year, but he has some growing and learning about himself to do in the areas of balance and setting healthy boundaries.

Elgrie Hurd III—Elgrie's strengths include his knowledge of diversity, his ability to voice his opinions and stand up for what he believes, and his organizational skills. Elgrie is a huge advocate for diversity, and has no problem voicing ideas and thoughts about ways to increase diversity awareness and celebration in the Village and at Cal Poly. He is also a very organized person, which has been appreciated throughout the year. Elgrie turns in paperwork on time and will follow through with things he commits to. Among Elgrie's weaknesses is that he always feels that his opinions are right; there is very little ability on his part to look at and see the whole picture or understand others' perspectives. Another of Elgrie's weaknesses is that he does not respond well to any type of constructive criticism. He has a very hard time taking ownership of his actions or acknowledging that he could grow in certain areas of his life.

Shree Munshi—Shree's strengths include her ability to connect with people, her ability to grow and learn about herself both personally and professionally, and her flexible and easy-going attitude. Shree easily finds ways to interact with and become friends with others; many people seek her out for many things because she is very easy to get along with. Shree is also incredibly willing to grow and learn about herself. This past year, she has grown more than any other CA that I have seen. Shree accepts feedback from others and works hard to grow and develop as a person. She is also a go with the flow type of person and can easily adjust to the ever-changing demands of Residence Life. Among Shree's weaknesses are her fear of confrontation and her struggles to stay on top of paperwork and planning events on time. Shree hates confrontation, and this can lead to problems because she often sits on her

frustration until it boils over. Though she has gotten better throughout the year, she struggles with turning in paperwork on time and planning ahead.

Training/development that was done with the staff:

See the attached training schedule for information about what we did during September and January training. The training schedules can be found on the attached pink paper.

Next year's staff names and fall assignments:

- Shree Munshi, 1A
- Ashleigh Camarda, 2D
- Emanuel Satingin, 5A
- Bethany Anderson, 7B
- Patrick Haedtler, 8C
- 13D
- Angie Lai, 15C
- Tricia Go, 16B
- Rita Ruiz, 19C
- Carolina Garza, 20B
- Daniel Sutton-Kane, 23C
- Rose Lee, 24D
- Katie Morin, 26D

Staff members who are new, returning, or transferring from the halls:

- **New:** Ashleigh Camarda, Angie Lai, Rita Ruiz, and Carolina Garza will be new to working in Residence Life!
- **Returning:** Shree Munshi, Rose Lee, and Katie Morin are returning as CAs. Bethany Anderson and Katie Morin will be returning as CAs after working for the summer. Rexanne Bowman is returning as a Resident Director.
- **Transferring:** Emanuel Satingin, Patrick Haedtler, and Daniel Sutton-Kane are transferring from the halls where they were RAs.

VILLAGE KEY INFORMATION:

Community Advisor Keys:

- OO Key: This key opens the master key boxes in the CA office.
- OC Key: This key opens the Community Center and Community Center doors.
- Gate Arm Key: The gate arm key opens the lock on the gate arm so it can be replaced.
- Gate Reset Key: The gate reset key opens the reset box by the gate arms so that the gates can be reset when they are not functioning appropriately.

Resident Director Keys:

- OM Key: This is the office master key. It opens the Community Center, the CA office, and doors throughout the Community Center.
- Gate Arm Key: The gate arm key opens the lock on the gate arm so it can be replaced.
- Gate Reset Key: The gate reset key opens the reset box by the gate arms so that the gates can be reset when they are not functioning appropriately.
- Phase I Master: Opens all Phase I apartments. The Phase I and II masters are kept in key boxes in the RD apartments.
- Phase II Master: Opens all Phase II apartments.
- Key Box Key: Opens the key box in RD apartment that holds the Phase I and II masters.

CA Equipment and RD Equipment Check Out sheets are placed in each person's individual folder in Mandi's upper filing cabinet. These sheets are check out and check in sheets for keys and other Residence Life equipment. **See the attached copy of a check out sheet found on yellow paper for an example.**

Duty

Community Advisor Duty:

- Duty shifts:
 - **Monday through Thursday:** CAs are on duty from 5-11 p.m. in the CA office. The primary and secondary CAs split the office time. The primary CA is in the office from 5-7:30 p.m. The secondary CA is in the office from 7:30-10 p.m. Both CAs are in the office from 10-11 p.m.
 - **Friday:** CAs are on duty from 5-8 p.m. in the CA office.
 - **Saturday:** CAs are on duty from 2-8 p.m. in the CA office. The CAs on duty from Friday cover the 2-5 p.m. shift of duty on Saturday.
 - **Sunday:** CAs are on duty from 2-11 p.m. in the CA office. The CAs on duty from Saturday cover the 2-5 p.m. shift of duty on Sunday.
- Two Community Advisors are on duty every day.
- It is expected that the CAs on duty arrive to the Community Center by 4:45 p.m. Monday through Friday. The CAs check out the pagers, located on Mandi's inbox, by time/date stamping either the primary or secondary pager sheet; they also fill in their name on this sheet. After checking out the pagers, the CAs help Regina, or whoever is working the front desk, move over all needed paperwork, boxes, duty log, etc. to the Community Advisor office.

- After being on duty, pagers are to be returned to the Community Center office no later than 12:00 p.m. Monday through Friday.
- The office Bible is located in the CA office during duty hours. During office hours, the office Bible is located by Regina's desk. The office staff and professional Residence Life staff often use the office Bible to communicate with the CAs tasks that need to be completed during their night on duty. In the duty log there are sheets of paper, that you can add a date to, and then use to write needed messages to the CA staff.
- The CA duty log is located in a binder in the CA office. The CAs take the duty log with them on every set of rounds and record any incidents, damage to property, and anything else they did while on duty.
- **See the attached sheet: "What Do I Do When I'm On Duty???" for specific CA duties, the duty log, and CA duty protocol on the attached orange paper.**

Resident Director Duty:

- **Duty Shifts:**
This past year, the three RDs each took a week of duty and simply rotated through a duty schedule this way. The pager was switched off between RDs on Mondays during office hours; this means duty for the RDs went from Monday to Monday.
- When on duty, the RD needs to remain within 15 minutes of Village property.
- On Friday and Saturday nights, the RD on duty needs to be on Village property after 10:00 p.m.
- If backup is needed, page Mandi. If you call the police for any type of assistance, page Mandi and let her know that the police are on property!
- The Resident Director duty log is located on the bookshelf in the RD office; in this duty log record the following: date, time, and phone number of pages received, who paged, what the page was regarding, and the response to the page.

Facilities/Maintenance Issues

Lighting in the Village continues to be a concern. This year, the lighting improved immensely, but at times lights go out due to old light bulbs. During this year, the

maintenance staff installed automatic porch lights in Phase I that come on when it gets dark. Also, the lighting on the light poles was increased.

Security of the property also continues to be an issue in the Village. The cameras help a lot, but please make sure they are all working properly at all times. Mandi and Brenda have access to the cameras on property, and it is their job to notice if they are working properly. If they are not working properly, it is their job to contact the correct people to come and fix the cameras.

Another improvement that I would suggest is making sure the shrubbery stays fairly low and trimmed so that people cannot hide in it. When the Residence Life staff notices that shrubbery is growing out of control, simply put in a work order to maintenance, and they will trim whatever is needed.

One last suggestion is making sure that parking lots are free from glass; several times this year, I have noticed good amounts of glass that has been broken—either from bottles or car windows—and it remains in the parking lots for extended periods of time. When this happens, simply put in a work order to maintenance asking them to clean up the area.

Office Procedures

Residence Life relationship with the Operations staff:

The relationship between Residence Life and Operations can be described as very up and down. It seems that quite a bit is left un-communicated between both Operations and Residence Life and Residence Life and Operations, which leads to a lot of confusion and frustration during busy times in the year (check in, transfers, check out...). Though the relationship between Residence Life and Operations has gotten better throughout the year, there is still much to be improved upon—mainly in terms of clear communication. I suggest asking a lot of clarifying questions and just questions in general to the Operations staff. Work hard to make sure that Residence Life and Operations are on the same page in terms of procedures and protocols. In order to create a better relationship, I encourage the Residence Life staff to take time and chat with the Operations staff about anything or nothing at all; this will be very helpful in more stressful times! I also really challenge the RDs to hold their CA teams accountable to turning in receipts on time to Sherry and paying bills on time (also to Sherry). This will add to creating a more friendly and less frustrating atmosphere.

Office Inventory and Supplies

Complete key inventory of my key box:

These are the keys that I have had throughout the year:

- **OM Key:** This is the office master key. It opens the Community Center, the CA office, and doors throughout the Community Center.
- **Gate Arm Key:** The gate arm key opens the lock on the gate arm so it can be replaced.
- **Gate Reset Key:** The gate reset key opens the reset box by the gate arms so that the gates can be reset when they are not functioning appropriately.
- **Phase I Master:** Opens all Phase I apartments. The Phase I and II masters are kept in key boxes in the RD apartments.
- **Phase II Master:** Opens all Phase II apartments.
- **Key Box Key:** Opens the key box in RD apartment that holds the Phase I and II masters.

Inventory of my office space:

- Blue tape
- Glue sticks (3)
- Highlighters (3)
- Permanent markers (4)
- Push pins
- Post it notes
- Scented markers
- Yellow note sheets (2)
- Scratch paper
- Package of Kleenex
- Cork boards--square (4)
- Stapler

Liaison Relationships

Faculty members: Contact with faculty members usually happens if the CAs or Residence Life staff are looking for people with certain expertise to participate in programs. Other contact with faculty members may come if a resident of the Village gets really sick or has

some major life occurrence which would prohibit them from completing their school work. At this point, a professional staff member from the Village may try to contact professors to let them know what happened.

Counseling and Psychological Services: Contact with this office comes when a resident is in crisis. For instance, if a suicidal or very depressed resident is in need of help, this is the office to contact. This office is also a good contact for CA training.

Student Health Services: If questions exist about any type of health care, this is the place to go. This office can provide a lot of good information that can be easily handed out to residents or given to CAs as resources to use during the year. If a resident is sick or needs some type of health care, this would also be the place to refer them. Realistically, I had very minimal contact with this office during the year as a part of my job.

Dining Services: This is a great contact to make right from the get go of the year! Brett Roth has probably been the RDs most frequent contact in dining services. If you are looking for a place to take the CAs to eat during training, this is definitely an option. Also, dining services is used frequently throughout the year to provide lunches for meetings that may occur in the Village.

Custodians/Maintenance: Contact with this department occurs for training on topics such as fire extinguisher training, spill kit training, how to turn water and gas on and off, etc. Steve Whipple will be the contact person to work with to set up training. I would suggest just getting to know the maintenance people; they respond very well to people stopping by or just interrupting their lunch break to ask them how they are doing!

Police: The police patrol the Village property on a regular basis. They are also often help break up parties, fights, or other occurrences on Village property. The police will page the RD pager if they need assistance or if there is something happening on property that a professional staff person needs to know about. The RDs and Mandi will also sometimes call the police to ask for help in dealing with large parties, drug use, fights, etc.

Multicultural Centers: These offices are very involved in the Cross Cultural Retreat. They are also great offices to co-program with throughout the year.

Stop Violence Office: This office is such an amazing resource when help is needed about any type of sexual or physical assault! Get to know these people and allow them to be part of training and your whole year in the Village. Diane Sands is an awesome contact person to have in case of rape or other sexual assault occurrences.

Foundation Office: This is where you will go to fill out paperwork, pick up parking permits, drop off information, etc.

University Housing Office: We had very little contact with this office this past year. At times, we met as groups to listen to teleconferences. Their students also participated in Southern Rap and the Cross Cultural Retreat. I would encourage the incoming staff to try and make connections with this office. For example, try to find ways to involve University

Housing in Village CA training. I would also suggest trying to attend Southern RAP as a combined group with both Foundation Housing and University Housing.

Parking Services: They patrol the Village property! You will have a lot of contact with them if you need to appeal parking tickets! This will be the office to call if you have residents parking in staff parking spaces.

Recommendations for 2003-2004

Recommendations for the next year are included throughout the End of the Year Report!

Remember, have fun and enjoy yourself! Work to create an environment that truly cares about people and puts forth effort to meet residents' needs. ☺

Resident Director Signature

Date

Assistant Director, Residence Life Signature *Date*