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Values and Mission

Below you will learn more about Housing and Residence Life and our overall purpose. It is very important for you, the Resident Assistant, to understand where you fit into this department. Resident Assistants are a valuable and irreplaceable part of our Housing and Residence Life Program. You are the department’s direct link to the residents, and our eyes and ears in your hall/complex. You are the student leaders, community developers, maintenance reporters, and all around go-to person in your building or complex. Each of you has the ability to truly impact the residents you serve. Make the most of this unique opportunity.

Our Purpose
The purpose of Housing & Residence Life is to support the University of Central Arkansas mission by working to make housing's components effective, relevant, and having the confidence of the UCA faculty, staff, and students.

Mission
The mission of Housing and Residence Life at the University of Central Arkansas is to provide a residential experience, which supports the academic mission of the university and extends student's educational experience beyond the classroom.

Vision
The vision of Housing and Residence Life at the University of Central Arkansas strives to be an organization that:

- Is the authority on student needs, satisfaction, and retention on the UCA campus
- Serves as an advocate for student issues
- Engages in vital partnerships with university departments to pursue policies and goals of mutual interest
- Is family oriented
- Leads student learning initiatives based on student development principles
- Is based on a spirit of open communication, honesty, trust, and mutual respect among all students and staff
- Is strategically managed and focused
- Receives regional recognition for excellence in programs and services

Values
The Department of Housing and Residence Life at the University of Central Arkansas is committed to student learning. We use diversity, excellence, integrity, and loyalty as our guide as we interact with others and promote learning.

Diversity
The Department of Housing and Residence Life at the University of Central Arkansas seeks to understand, respect, and celebrate our differences.

Excellence
The Department of Housing and Residence Life at the University of Central Arkansas encourages you to strive for excellence, not for perfection. Use your talents to do your best work and make contributions to the department.

Integrity
The Department of Housing and Residences Life at the University of Central Arkansas desires you to do what is right and follow ethical principles and standards for the profession.

Loyalty
The Department of Housing and Residence Life at the University of Central Arkansas desires you to have faithful allegiance to the department, colleagues, and the University.
University of Central Arkansas  
Resident Assistant Terms of Employment  
2012 - 2013

I. General  
RA Status  

- A New RA is defined as a RA who has not completed fall training or has not taken and completed the RA Class with a grade of “B” or better and has not completed a full year of employment.  
- An Experienced RA is defined as a RA who has already completed the RA Course with a grade of a “B” or better, has completed fall training and has completed a full year of employment.

II. RA Job Responsibilities and Expectations  

Community Facilitator  

- Be visible, available and accessible to all residents on his/ her assigned floor or complex and spend quality time with residents on a regular basis. This includes visiting residents informally in their rooms, eating meals with residents, and providing time for residents to stop in and visit the RA when the RA’s room door is open.  
- Provide floor and bulletin board decorations approved by his/her supervising Residence Coordinator and meet all other departmental requirements concerning opening.  
- Receive approval from his/ her supervising Residence Coordinator regarding all written communications between a RA and his/ her residents, such as letters or flyers.  
- Welcome and introduce him/ herself to each resident on his/ her assigned floor/ complex at the beginning of the Fall and Spring semesters.  
- Hold a mandatory floor/ complex meeting during the first week of each academic semester to welcome his/ her residents, to socialize, and to review UCA Housing policies. Hold a floor meeting prior to the end of each academic semester to review necessary hall/ complex closing procedures.  
- Actively encourage his/ her residents to participate in all hall/ apartment, and campus opening activities.  
- Stop/ not propagate rumors and misinformation.  
- Consistently encourage personal responsibility upon the part of all floor/ complex members.  
- Encourage residents to get involved in Hall/ Apartment Complex, RHA and other campus/ community organizations.  
- Immediately confront, document and report all emergencies and serious situations to his/ her supervising Residence Coordinator or the GA On-Duty as per crisis protocol.  
- Document any interactions that are not “routine” and consult his/ her supervising Residence Coordinator if unsure as to whether or not an interaction should be documented.

Referral Agent  

- Maintain a working knowledge of campus and community resources to properly assist residents with issues and concerns.  
- Act as a referral agent for residents and assist them in finding appropriate campus and community resources.  
- Assist residents with personal, social, and academic needs and refer residents to the appropriate campus resources whenever needed as well as discuss any referrals made with his/ her supervising Residence Coordinator.

Team member  

- Attend and participate in all staff training sessions. These dates include, but are not limited to:  
  - Fall Training (August 5, 2012 - opening).
Spring Training (January 5, 2013 for new hires and January 6, 2013 for returning RAs - opening).

In service sessions, three per semester

- Attend and participate in weekly staff meetings and contribute to the efficient functioning of the assigned residence hall/apartment.
- Maintain ongoing constructive communication with Residence Coordinators, Area Coordinators, fellow RAs, and other Housing and Residence Life Staff. This includes, but is not limited to, a RA checking his/her staff mailbox, phone messages and campus e-mail messages on a daily basis. This also includes attending all scheduled 1-on-1 meetings with his/her supervisor and initiating conversations with his/her supervisor when necessary.
- Establish and maintain positive relationships with all departmental staff.
- Participate in the recruitment, selection and training of all new staff members. Responsibilities include, but are not limited to:
  - Encouraging residents to apply for a student staff position
  - Attending student staff information sessions
  - Posting student staff recruitment flyers and materials as instructed by his/her supervisor
  - Assist in Group Process Day and interviewing of candidates

Administrator

- Maintain full control over any/all keys, equipment and supplies assigned to him/her. Losing keys could result in disciplinary action or termination. RAs will also be held responsible to pay full restitution for keys, equipment and supplies lost or not returned at the end of the academic year or at the end of the RA term, whichever comes first.
- RAs should return their Housing and Residence Life Staff Manual and name tag at the end of his/her employment to his/her supervisor.
- All dates are subject to change during the course of the academic year based on changes in the Department of Housing and Residence Life and the University of Central Arkansas official calendar. Additional in-hall opening and closing procedures vary according to each Residence Coordinator's discretion. Any RA needing to request early or late arrival must first inform their Residence Coordinator and then submit a formal request in writing to the Area Coordinator for training.
- The Housing and Residence Life Department may require RAs to work and provide coverage for special staffing assignments including, but not limited to: Hall Openings and Closings (required), Residence Hall/Apartment Complex tours (fall/spring), Student Staff Selection (fall/spring), Thanksgiving Break-November, GA Recruitment (spring), Reapplication, Winter Break, and Spring Break-March. The specific dates for these periods will be provided as soon as they are determined.
- In the case of a campus emergency, a RA may be asked to stay on campus to maintain a presence in his/her assigned building and to help communicate important emergency information to his/her residents. The Director of Housing and Residence Life will make the determination as to whether the RA staff should vacate campus during a campus emergency.

RA Duty

- Participate in all scheduled duty nights as assigned.
- All Areas must have a primary and a secondary RA on Duty daily including weekends.
  - The primary RA on Duty will hold the RA Duty Cell and must remain in the building/complex at all times.
  - The secondary RA on Duty must remain within 10 minutes of campus and return to their building/complex by 10pm nightly.
- Wear Housing and Residence Life polo and name tag when on duty.
• The Residence Coordinator will determine the frequency and duration for duty rounds in each building or apartment complex. Changes in duty and duty expectations may occur throughout the course of the academic year when deemed necessary.

• The RA on duty is the main contact person available and responsible for conducting thorough duty rounds in the Residence Halls/ Apartment Complexes and responding to emergencies and other duties as noted in the staff manual. He/ she will keep in contact with the GA On-Duty, and UCA Police as necessary.

• **Weeknight Duty:**
  - Weeknights are defined as Sunday - Thursday nights, 4:30 p.m.-8:00 a.m.

• **Weekend Duty:**
  - Weekends are defined as Friday at 4:30 p.m. - Sunday at 4:30 p.m.
  - Primary RAs are allowed 30 minutes to eat on campus for both lunch and dinner.

• **Holiday Duty Coverage:**
  - RA’s will be compensated $25.00 a day for covering duty.
  - The RA will have a duty cell phone and will be on duty in the residence hall/ apartment complex from 7pm -8am. This does not change if the Housing Office is open. The specific start dates and times for each break duty period will be provided during Fall RA Training.
  - The RA must be available and responsible at all times.
  - The RA will conduct rounds as determined by the Residence Coordinator to insure that: all doors are properly secured and not propped at any time, maintenance items/ concerns are documented and called in for repair as necessary, and unwanted visitors are escorted out of the residence hall/ apartment complex, etc.
  - The RA will follow up as necessary with the GA On-Duty and will respond to any fire panel alarms by calling UCA Police (450-3111) directly.
  - The RA will inform the GA On-Duty of important situations as needed.

**Time Away**

• All RAs are expected to stay in their assigned space nightly and return to their building/ complex by 2am nightly.

• Any request for an extension or night away must be approved in advance by your Residence Coordinator.

**Paperwork**

• Complete all paperwork in an accurate and timely fashion. Paperwork will include, but is not limited to, room condition/ apartment condition reports, programming reports, programming evaluations, surveys and incident reports.

**Community Developer**

• Produce programs which promote resident learning and development in “out of class” activities. Assess residents’ interests and floor/ apartment issues to develop program ideas.

• Develop and facilitate programs that meet all requirements under the programming model

• Meet all additional requirements outlined by his/ her supervising Residence Coordinator.

• Complete all programming related forms (proposals, evaluations, etc.), contact guest presenters and fulfill all other special requests through his/ her supervising Residence Coordinator.

• Support the Resident Housing Association. RAs must attend a minimum of one RHA meeting per semester and bring a minimum of one resident with them. The resident cannot be an RHA Rep. RAs must actively encourage and recruit residents to participate. Each Residence Coordinator may require additional Hall/ Apartment participation of their staff.

• RAs may not hold any executive board position within Resident Housing Association.
University Representative

- Assist in the development of an open, just, caring, disciplined and celebrative living environment on his/her assigned floor/complex by fulfilling the responsibility to:
- Serve as a positive role model and effectively confronting inappropriate and negative behaviors
- Act as a positive and professional University and Housing representative at all times.
- Serve the needs of all residents.
- Demonstrate behavior and actions that are inclusive to all members of the residence hall/apartment community.
- Actively confront and document all policy violations in a timely manner.
- Reference and enforce all University and Housing and Residence policies/procedures at all times.
- Review and be responsible for all information outlined in the Student Handbook & Staff Manual.
- Demonstrate exemplary behavior at all times, both on and off campus. If a RA is unable to demonstrate exemplary behavior, he/she will not continue serving as a Housing and Residence Life Department student employee.
- Respect and maintain appropriate staff and resident confidentiality at all times. Keep resident information confidential and not misuse or release resident information at anytime during or after the term of his/her RA Agreement. This includes sharing information only with appropriate authorities (including your Residence Coordinator).
- Support and promote diversity in the residence halls/apartment complexes as well as on campus and Conway community at all times.
- Avoid involvement in judicial matters regarding residence hall/apartment complex residents (i.e. petition, letter, etc.).

III. Outside Activities and Employment

Student Teaching and Spring Break

RAs who plan to student teach, should be advised that local school’s Spring Break periods rarely coincide with UCA’s Spring Break. If the school at which the RA is student teaching is on Spring Break when UCA is in session, the RA is not automatically granted permission to take time away from the responsibilities of the RA position. Permission to miss any weekdays/weeknights will be granted by the RA’s Residence Coordinator.

Employment & Non-Academic Time Commitments

- All RA’s
  - Failure to discuss or disclose non-academic time commitments may result in job probation or termination. The final decision is based upon a full review of a RA’s grade point average and work evaluations. Permission to be involved with non-academic time commitments outside the RA position is a privilege, which may be granted or denied by the RA’s Residence Coordinator and/or the Area Coordinator.
  - Non-academic time commitments outside the RA position include, but are not limited to: work study, student teaching, internships, athletics, campus/community organizations (including membership, leadership roles and activities associated with UCA’s Greek affiliations), or any other extra-curricular involvement and major responsibilities that demand time and commitment out of the residence hall/complex.
  - Non-academically credited internships and/or assistantships will be viewed in the same manner as non-academic time commitments outside the RA position.
  - Under the Federal Regulation Code 8 CFR 214.2(9)(i) of the On Campus Employment Regulations, International Students can not work more than 20 hours a week while school is in session. The RA Position is considered to be a 20 hour a week job. Therefore, International students who are RA’s are not allowed to work another job.
• **New RAs**
  o A first semester RA is not permitted to hold another job outside of the RA position.

• **Experienced RAs**
  o Experienced RA’s are allowed to work on campus jobs outside of the RA position, for a maximum of 10 hours a week. A Secondary Employment Request form must be submitted and approved by the RA’s Area Coordinator before employment can begin.

IV. Compensation

• New RA’s are paid $2907.61 and Experienced RA’s are paid $3007.61 per semester broken into in 9 bimonthly installments for fall 2012 and 8 bimonthly installments for spring 2013. All RA’s are placed in a private room, which is billed at the double room rate, as occupancy allows.

• The payment amount above reflects Resident Assistants receiving $1160 towards the meal plan of their choice. If the meal plan the RA chooses exceeds $1160, the RA has to pay the difference. If it is less than $1160, the RA keeps the difference.

V. Probations, Resignations, Terminations

• The Residence Coordinator/ Area Coordinator/ Associate Director and Director of Housing and Residence Life reserves the right to place a RA on probation or to terminate a RA from the RA position if the RA fails to complete any/ all of his/ her position responsibilities. If terminated from the RA position, a RA may not apply for future employment associated with the Housing and Residence Life Department and must move out of their current room/ apartment assignment.

• If a RA resigns before the end of his/ her RA Contract employment date, and remains a student at UCA and continues to stay in housing, they will not loose their deposit and will not have to do a lease buy out. If a RA resigns before the end of his/ her RA Agreement employment date, and does not remain in housing, they will forfeit their deposit. A letter explaining the circumstances will be kept in his/ her permanent employment file.

• If a RA is placed on probation for any reason (grades, programming, job performance issues, etc.), the RA will be required to resign from any paid employment outside the RA Position. Decisions regarding limiting involvement in other non-academic time commitments will be made by their Residence Coordinator.

VI. Miscellaneous

**Use of Alcohol by Student Staff**

All student staff (graduate and undergraduate): Inappropriate drinking behavior, regardless of the age of the staff member, will be addressed by the staff member’s immediate supervisor(s). Possible ramifications for those who engage in these behaviors may ultimately result in termination of employment. Examples of inappropriate behavior include, but are not limited to, drinking while on duty or under the influence of alcohol while on duty, underage drinking on campus or in any University owned or leased property, or failure to perform responsibilities as a result of alcohol use. In all instances, when a staff member is in, he/ she is expected to be able to effectively respond to all situations. Resident Assistants are prohibited from having alcohol on University property including but not limited to all University owned or leased housing facilities and should keep in mind that drinking can greatly undermine the authority you have as a staff member and can damage the relationship you have worked to build with residents and other staff members. Staff should not purchase alcohol for any other staff member or resident regardless of their age.

**Student Information Under the Family Educational Rights and Privacy Act**

All information concerning students must be handled with extreme care. The federal Family Educational Rights and Privacy Act (FERPA) provides' many restrictions and guidelines for access of student information. Resident
Assistants should not give out student listings, student addresses or contact information, grades, identification numbers, class standing or any other personal student information.

**Consensual Relationships**

For productive learning and the work that it supports to occur, members of the campus community should pursue their responsibilities guided by a strong commitment to principles of mutual trust, respect and confidence, as well as professional codes of conduct. Relationships involving power differentials that create conflict of interest, breach of trust, abuse of power and breach of professional ethics are not appropriate. Trust and respect are diminished when those in “positions of authority” are perceived as abusing their power. It should be understood by all members of the campus community that consensual relationships that occur in the context of educational, employment, or living supervision and evaluation are generally deemed unwise because they present serious ethical concerns. Employees, whether faculty or staff, shall not engage in consensual relationships with students whenever the employee has a “position of authority” with respect to the student. When a consensual relationship develops or exists between individuals as described above, the person with the greater position of authority shall immediately terminate the position of authority and report the situation to an appropriate supervisor. That supervisor shall make suitable arrangements for the objective evaluation of the other individual’s academic and/or employment performance and for protection of the individual’s and the University’s interests.
University of Central Arkansas
Resident Assistant Agreement
2012 - 2013

Name: (print) ___________________________  Student ID #: ____________________________

I understand Resident Assistants (RA) are integral staff members of the Department of Housing and Residence Life. Resident Assistants have the most direct contact with students living in University Housing. Resident Assistants articulate to residents the philosophy and policies of the Department of Housing and Residence Life and UCA. They represent Residence Life and UCA by serving as a role model for residents. The six basic RA position responsibilities include: 1) Community Facilitator, 2) Referral Agent, 3) Team Member, 4) Administrator, 5) Programmer, and 6) University Representative.

I understand the Resident Assistant position is an academic year appointment beginning with RA training on AUGUST 5, 2012 through DECEMBER 17, 2012 for the Fall semester JANUARY 5, 2013 for spring hires/new RAs and JANUARY 6, 2013 for returning RAs through MAY 6, 2013 for the Spring semester (including winter inter-session), or until such time that I have satisfactorily completed all closing responsibilities.

Resident Assistant re-appointment and placement is contingent upon evaluations of performance. Overall job performance will be reviewed periodically by the Residence Coordinator and Area Coordinator. Re-appointment is not considered automatic.

I understand that I must enroll in and take at least 12 credit hours (at the undergraduate level) and 6 credit hours (at the graduate level) while serving as a RA. I further understand a RA should NOT carry more than 18 hours of course work (at the undergraduate level) and 12 credit hours (at the graduate level) per semester unless he/she receives prior written permission. A RA may be asked to drop classes if/when he/she exceeds the 18-hour credit limit (at the undergraduate level) or 12 credit hours (at the graduate level). This status will be verified and an RA may be asked to drop a class whether passed the drop date or not.

I understand as a RA I must remain in good academic and judicial standing with the University of Central Arkansas and the Department of Housing and Residence Life. From the date of this agreement through the RA Agreement end date, I am expected to have and maintain a semester and cumulative grade point average of 2.5 or above, and remain in good judicial standing. I further understand that should my semester or cumulative GPA fall below the 2.5 requirement, or I lose my good judicial standing I will be required to meet with my Residency Coordinator and/or Area Coordinator to determine my position status. An RA is only allotted one probationary period for a drop in cum or semester GPA. An RA must show two long, consecutive semesters of satisfactory grades without dropping below a 2.5 GPA to successfully complete their academic probation.

Due to the importance and time demands of Fall Training, Resident Assistants are not permitted to take a summer session II class unless it's deemed academically necessary and approved by AC. NEW RAs must enroll in and successfully complete earning a grade of "B" or better in the Resident Assistant Class. The course must be completed during the first full semester of employment.

I understand that following academic commitments, the RA position must be my first priority. All other employment or time commitments outside the RA position, including any student organizations must be discussed with and approved by my Residence Coordinator and Area Coordinator. RAs wanting secondary employment must first receive RC and AC permission, including on campus employment. RAs found to have secondary employment without permission will be subject to disciplinary action. If I am a new RA I understand that as a first semester RA I am not permitted to hold another job outside of the RA position. Initial Here ______

I certify that I have given true, accurate and complete information on all application paperwork to and during interviews with the Housing and Residence Life staff. I understand that if it is determined that I have given untrue, inaccurate or incomplete information, I could and may be released from my RA position. I also understand it is my responsibility to contact my Area Coordinator to update my information as soon as any changes occur, throughout the duration of the RA agreement. Initial Here ______

I acknowledge that records regarding my role as a Resident Assistant (RA) are protected under the Family Educational Rights and Privacy Act of 1974 (FERPA), 20 U.S.C & 1232g; 34 CFR Part 99. However, I hereby authorize the University of Central Arkansas, in its sole discretion, to release my name and/or other relevant information UCA has in its possession relating to the course and scope of RA duties.

I have read and understand the responsibilities and expectations as outlined in the Resident Assistant Terms of Employment. Effective the day I sign this agreement, I agree to fulfill the aforementioned RA duties and expectations and will abide by all Housing and Residence Life and University policies/procedures. I understand that my signature below authorizes the Department of Housing and Residence Life to review my disciplinary files and my academic records.

__________________________________________  __________________________
Resident Assistant Signature                  Date                           Area Coordinator Signature  Date

UCA Housing and Residence Life
UCA Housing and Residence Life
RA Request for Secondary Employment Form

Name __________________________
Complex/ Hall and Room Number ________________

Phone # ________________________
Current Semester Credit Hours Being Taken ________

Number of hours per week you are requesting to work ________

Desired Job (Brief overview of responsibilities and location of employment)
________________________________________________________________________
________________________________________________________________________

Hours (Proposed Schedule you would like to work)
Mon - ____________________________ Sat - ____________________________
Tues - ____________________________ Sun - ____________________________
Wed - ____________________________
Thurs - ____________________________
Fri - ____________________________

Why do you want to work a 2nd job? (Keep in mind that the RA Position responsibilities take priority over a second job and that you may be required to leave your second job if it interferes with the RA Position.)
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What is your action plan on balancing your studies, the RA Position, and a second job?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Residence Coordinator comments concerning request to work:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

RC Signature ________________ Date ____________________________

RA Signature ________________ Date ____________________________
RC And RA Complete Together:

Please list all activities that the RA is involved in (hours and any leadership positions held)

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<th>Day</th>
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Please submit to AC for GPA and Performance Checks, overall review, and decision. Your AC will give you a copy of your agreement and their final decision within 72 hours of receipt. If at any time your job performance and/or grade performance comes into question, your agreement can be deemed null and void.

Area Coordinator comments concerning request to work:

__________________________________________

__________________________________________

________ Approved

________ Denied

__________________________________________   ____________________________
Area Coordinator Signature                          Date
Weekday Duty
During the week, Resident Assistants are expected to begin duty at 4:30pm and end at 8am the following morning. The RA is expected to remain in the hall/complex during these times and make a certain number of safety and security rounds throughout the evening (determined by your RC). Duty information signs in the hall/complex should communicate which RA can be reached if an emergency arises. The RA must carry the duty phone at all times, and must respond to all calls immediately or by calling back within 5 minutes. The RA should remain awake until the final round has been completed. The RA on duty is responsible for filling out the duty log for the day and for all needs the residents might have during this time. The RA is expected to wear a Housing and Residence Life staff shirt and nametag while on duty. Any major problems should be reported to a GA immediately so that he/she can make decisions regarding further action. Please use the following order for contacting the GAs:

- Call your RC in his/her apartment and or office to see if he/she is there. If no response...
- Call the GA on Duty Cell Phone at 733-1645. If no response...
- Call the GA on Duty in his/her apartment and/or office to see if he/she is there.

The GA is expected to respond within 15 minutes unless in class. If all steps are exhausted, the RA should contact the Area Coordinator.

Weekend Duty
Weekend duty for Resident Assistants begins at 4:30pm on Friday night and continues until 8am on Monday morning. During these times, the same rules apply as above and the same expectations are required. Each RA is allowed to leave the hall/complex to eat in the cafeteria for a maximum of 30 minutes per meal, however the RA must remain on campus from 7pm-8am each day. Each Friday at 4:30pm, the RA(s) on duty should check in with the GA on duty to let him/her know they are on duty for their hall/complex. Any major problems should be reported to the GA on duty immediately so that he/she can make decisions regarding further action.

Holiday Break Duty
Holiday breaks include fall, Thanksgiving, winter and Spring break (others may be included at AC discretion). The Residence Hall/Apartment Staff will notify residents of the upcoming break and any issues related to food services on campus (closing of cafeteria, adjusted hours, etc). A duty schedule for each area of campus will be determined by the Area Coordinator. A minimum of one person will be on duty for each area of campus with the possibility of having multiple people per building. All RAs should work with their RC and AC before making plans to ensure that all holiday duty shifts are covered. During holiday break duty rounds are to be conducted as they would be for any other duty. All Housing and University policies are to be enforced.

Information Desk Operations

Working the information desk
RAs will be required to work the information desk of their hall/complex and/or the desk of their area of campus Sunday – Thursday from 6pm – 8pm. During these times the RA have these expectations:

- Wear a UCA shirt and name badge.
- Help manage any guests and/or residents.
- Provide residents with information and assistance.
- Provide a sense of security, help with problems.
- Check out equipment (brooms, dustpans, games, sporting equipment, etc).
- Provide GOOD Customer Service, Give’em the Pickle.
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AC</td>
<td>Area Coordinator</td>
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<tr>
<td>ACPA</td>
<td>American College Personnel Association</td>
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<tr>
<td>ACR</td>
<td>Apartment Condition Report</td>
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<td>ACUHO-I</td>
<td>Association of College and University Housing Officers - International</td>
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<td>AD</td>
<td>Associate Director</td>
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<td>ASCA</td>
<td>Association for Student Conduct Affairs</td>
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<td>Desk Assistant</td>
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<td>DOS</td>
<td>Dean of Students</td>
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<td>EDGE</td>
<td>Residential College - Educating for Global Engagement</td>
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<td>EPIC</td>
<td>Residential College - Entrepreneurship, Public Scholarship, Innovation, Community Engagement</td>
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<td>Incident Report</td>
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<td>LA</td>
<td>Learning Assistant</td>
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<td>National Association of College and University Residence Halls</td>
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<td>NASPA</td>
<td>National Association of Student Personnel Administrators</td>
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<tr>
<td>NRHH</td>
<td>National Residence Hall Honorary</td>
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<tr>
<td>OPE</td>
<td>Oshkosh Placement Exchange</td>
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<tr>
<td>PDR</td>
<td>President's Dining Room</td>
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<tr>
<td>PP</td>
<td>Physical Plant</td>
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<tr>
<td>PO</td>
<td>Purchase Order</td>
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<tr>
<td>RA</td>
<td>Resident Assistant</td>
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<tr>
<td>RADC</td>
<td>Resident Assistant Development Council</td>
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<tr>
<td>RC</td>
<td>Residence Coordinator</td>
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<tr>
<td>RCR</td>
<td>Room Condition Report</td>
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<td>RLJJB</td>
<td>Residence Life Judicial Board</td>
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<td>RHA</td>
<td>Resident Housing Association</td>
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<td>RSO</td>
<td>Registered Student Organization</td>
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<td>SAB</td>
<td>Student Activities Board</td>
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<td>SACSA</td>
<td>Southern Association for College Student Affairs</td>
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<td>SaM</td>
<td>Satellite Minton</td>
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<tr>
<td>STEM</td>
<td>Residential College - Science, Technology, Engineering, and Math</td>
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<td>SPE</td>
<td>Southern Placement Exchange</td>
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<td>SYE</td>
<td>Sophomore Year Experience</td>
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<td>Southwest Association of College and University Housing Officers</td>
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<td>SWACURH</td>
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<td>TLC</td>
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<td>TPE</td>
<td>The Placement Exchange</td>
</tr>
<tr>
<td>WO</td>
<td>Work Order</td>
</tr>
</tbody>
</table>
Checking in Residents

Basic Steps for a Check-In

- Resident contacts staff needing to check-in
- RA verifies resident’s assignment one of two ways
  - Building Roster (utilized at the beginning of the fall and spring semesters)
  - Move/Change/Cancel Form – If the resident is not listed on your hall/complex roster then they should have a Move/Change/Cancel form indicating their assignment to your building. If they do not, you may contact your RC for further instructions.
- RA will pull the following paperwork:
  - Completed RCR/ACR for the resident’s room/apartment
  - Emergency Contact form
  - Key for the room/apartment
  - Mailbox key (if applicable)
  - Halls Only: Appropriate temp card, the temp card log and a Housing Assessment
- Have the resident complete the emergency contact form and leave it in the office
- Give the resident the mailbox key and explain the mail process including where the boxes are located.
- **Halls Only**: Write down the resident’s name and complete ID number including the issue number and give to your RC, this will help your RC get the resident’s ID uploaded quickly.
- **Halls Only**: Issue the resident a temp card and sign out the card on the temp card log. Complete a Housing Assessment having the resident sign, making sure they understand that they must return the card within 72 hours or they will be charged via the Housing Assessment for the temp card.
- Take the RCR/ACR and room/apartment key and escort the resident to their new room.
  - **Halls Only**: Explain/demonstrate the card swipe system on the way to their room.
  - Explain what the RCR/ACR covers and have the resident double check the conditions reported.
  - Explain the key usage (works on exterior door and their bedroom door if applicable) and the cost for recoring the door.
  - Have the resident complete the RCR/ACR including their permanent/home address, initializing for their key, and their signature. You must sign the RCR/ACR too.
  - Document the key code for their room/apartment key and then give the resident their copy of the RCR/ACR.
- Explain to the resident what the RAs are and tell them their RA’s name and where their room/apartment is located.
- Ask the resident if they have any other questions and welcome them to your hall/complex!

Note: These are just basic check-in steps and could change in the future. Please contact your RC or AC for more details or if you have any questions!
RA's first floor/area meeting

Tips for RAs

- Be creative: use resources and unusual visual aids to advertise.
- Involve returning floor members or floor representatives to help present sections that they can be expected to handle.
- Create a positive tone- be enthusiastic and positive while sharing some healthy anxiety that you are very hopeful for a terrific year.
- Have some refreshments.
- Try to learn as many names as possible before the meeting and help your residents with their introductions.
- Practice explaining any controversial policies, this may result in more confidence in your presentations.

Suggested agenda for RA’s first floor meeting

- Icebreakers and Introductions
- RA Shares:
  - Personal information
  - Responsibilities of position
  - Personal view on time commitment
- Residents do self-introductions
- Game/Icebreaker
- Residence Coordinator
  - Where he/she lives
  - How to contact
  - Responsibilities of position
- Custodial/Maintenance Staff
  - Responsibilities and names
- The floor/area and hall/complex as a living environment
  - Where the floor/area fits in the hall/complex picture
- Housing Staff and University expectations of residents
- Floor/Area environment
  - Quiet/Courtesy Hours
  - Use of facilities
  - Activities
- Residents expectations of each other
  - Respect for others and physical environment of facilities
  - Noise
  - Honesty
  - Direct confrontation with each other on complaints
  - Non-intimidation
  - Safety and Security
- Carrying room/apartment keys and locking their doors
- When outside doors are locked, how to get in the building
- Community Awareness Week/Safety Security Checks
- Roommate Contracts
- Encourage residents to fill out
- Offer assistance
- Policies and Procedures
University Procedures, cover the top 10 from the Student Handbook Highlights portion of your manual

- Statement of policy/procedure
- Reasons for policy
- Sanctions for violations
- Buildings open until end of Spring semester
- Emergency Procedures
- Bicycles
  - Storage-keeping them out of hallways and stairwells
- Soliciting in the halls (rights of residents)
- University Police
  - Functions
  - Contact info

+ Remind students that they are required to follow all policies listed in the Student Handbook +

Checking out residents

**Basic Steps for a Check-Out (Aug-April)**

- Resident contacts staff needing to check-out
- Resident must remove all items from their room/apartment and clean their room/apartment prior to their checkout time with the RA/RC
- RA needs to determine if the student is switching rooms/apartments or is leaving university housing.
- RA Gathers the following paperwork:
  - Completed RCR/ACR for the resident’s room/apartment
  - Move/Change/Cancel Form
    - If they are changing their assignment, your RC or the resident should have the change form, you just need to make sure your RC knows the student checked out
    - If they are canceling their assignment and moving out of university housing all together, you will need to initiate and complete the cancel form.
  - Housing Assessment
    - Walk the room/apartment with the resident checking the current condition of the room/apartment and the furnishings against what is reported on the RCR/ACR.
      - Make sure to look behind beds, doors, sofas, and other large pieces of furniture to make sure there is not wall damage hiding behind them.
      - Make sure you check the windows for broken/cracked glass and missing screens.
      - The room/apartment should be thoroughly cleaned.
      - If there are any discrepancies between the RCR/ACR and the current condition, you must charge the student for the damages. A complete list of charges can be found starting on pg 20.
      - The damage appeal process is listed on pg 24.
  - Canceling Housing Only: In addition to any damage charges, please inform the resident that they will be forfeiting their deposit, and are susceptible to the $425 lease buyout fee. Their lease with Housing and Residence Life is an academic year lease and runs from August to May, if they leave prior to completing their lease (anything before May closing) their student account will be assessed the $425 lease buy out fee.
- Have the resident sign:
  - RCR/ACR
  - Move/Change/Cancel Form
Housing Assessment (if applicable)

- Gather the room/apartment key from the resident, and mailbox key (if applicable).
- Give the resident their copy of all paperwork.
- Complete a new RCR/ACR for the now empty bed space reflecting the condition at checkout. Do not simply copy the original conditions from the beginning of the year.

Basic Steps for a Check-Out (May Closing)
RCs will meet with their RA staff to go over the building’s closing action plan. While specifics may change or be different by area, these steps should remain true. If you have questions, please refer to your RC or AC.

- Resident signs up 24 hours in advance to check-out with an RA
- Resident must remove all items from their room/apartment and clean their room/apartment prior to their checkout time with the RA/RC
- RA Gathers the following paperwork:
  - Completed RCR/ACR for the resident’s room/apartment
  - Housing Intent Form for that specific resident
  - Housing Assessment
- Walk the room/apartment with the resident checking the current condition of the room/apartment and the furnishings against what is reported on the RCR/ACR.
  - Make sure to look behind beds, doors, sofas, and other large pieces of furniture to make sure there is not wall damage hiding behind them.
  - Make sure you check the windows for broken/cracked glass and missing screens.
  - The room/apartment should be thoroughly cleaned. If they used a room cleaning contract with their roommate/suitemates, make sure you check who was responsible for cleaning each specific area prior to charging a cleaning fee.
  - If there are any discrepancies between the RCR/ACR and the current condition, you must charge the student for the damages. A complete list of charges can be found starting on pg 20.
  - Document any routine/normal wear and tear work orders to turn in to your RC.
  - The damage appeal process is listed on pg 24.
- Have the resident sign:
  - RCR/ACR
  - Housing Intent Form
    - Please make sure they read this and are aware of what they are signing.
    - If you are confused in any way by this form, ask your RC immediately
  - Housing Assessment (if applicable)
- Gather the room/apartment key from the resident, and mailbox key (if applicable).
- Give the resident their copy of all paperwork.

Note: These are just basic check-out steps and could change in the future. Please contact your RC or AC for more details or if you have any questions!
Facility Maintenance, Why is it important?

Maslow’s Hierarchy of Needs
As you can see, as humans we must have our basic needs met before we can address our higher thinking and emotional needs. If we do not provide our residents an environment to live in that provides for their physiological needs and their safety and security needs, then all the programming in the world won’t reach them. This is why building maintenance and upkeep is so important. Our residents are here to learn and grow, so as the Department of Housing and Residence Life, we need to make sure they have everything they need to do just that.

Your role as an RA is to be aware. Be very familiar and know your building/complex so when something is out of the ordinary you notice. If all of a sudden paint is bubbling on a section of wall, turn it in immediately. If a ceiling tile is missing, turn it in. You are the first line of defense we have against preventing any major maintenance issues. When you are doing your rounds, make sure you are looking around and making note of the condition of the hallways, stairwells, bathrooms, lobbies, etc. With your help, we can really take our facilities to the next level!

Routine Work Order Protocol

- RA receives notification from resident that there is a problem with the facility.
- RA verifies, in person, that a problem exists and that it is something the Residence Life staff cannot rectify.
- If the electricity is out in a room, check the breaker FIRST before submitting a work request.
- RA submits request to the RC immediately.
- Residence Coordinator submits maintenance request.
- If situation is determined to be an emergency (see "emergency maintenance") then the RC should be contacted to call out emergency maintenance.
- Each facility’s staff should follow up with the resident to assure that the request has been completed in a timely manner, if not, the RA should submit another work request and indicate on the request sheet that it is the second request that has been submitted.
Safety and Cleaning Checks

Safety and Cleaning checks are a vital part of not only facility maintenance, but resident’s health and safety as well. RAs will be required to complete monthly safety and cleaning checks of their resident’s rooms/apartment, and RCs will be required to do a monthly safety and cleaning check of all public areas in their hall/complex as well as their RA’s rooms.

Emergency Maintenance

Listed in this section are the items that are considered emergency maintenance. If one of these issues has occurred or is occurring in your building/complex, you need to contact your RC immediately and follow down the list under the RA Duty section until you reach someone to call out maintenance. Something that might not seem to be a big deal can quickly turn into a huge problem if we wait to contact maintenance.

Air Conditioning or Heating Problems

- Air or heat out in entire building/complex, wing, or apartment.
- Air Conditioner leaking badly causing damage to floor. A bucket or trash container should be placed directly under the leak to minimize the damage.
- Individual rooms without heating or cooling do not justify as an emergency.

Security Problems (locks/keys/card access)

- Exterior doors, Interior doors, or apartment front or back doors do not lock, retract properly, magnetic locks do not engage, or security alarm does not work.
- Student loses room/apartment key. If reported prior to 3:00 p.m., the locksmith will re-key (re-core) the door before the end of the workday. If after 3:00 p.m., the door may not be re-cored until the following day unless the student requests the lock be re-cored immediately. There will be a $75.00 hall/$100 apartment after hour lockout charge for this expedited service. Housing will not simply cut and issue a replacement key if a key has been lost. A re-core will be mandatory unless the key has verifiably been damaged or broken, in that case we can cut a replacement key for a charge of $10.00 per key the following day.

Electrical Problems

- No electricity in building, wing of residence hall, or individual apartment.
- Total power outage in student’s room. The RA or Residence Coordinator should check the breaker first before calling in the problem.
- Partial power outage in building where a pattern of problems exist (such as lights out in every other room affecting half of a building or wing.) If electricity is reported out in a student’s room and the breaker switch is not the source of the problem, the Residence Coordinator should check several rooms to see if a partial outage exists.
- Exposed wire or electrical short, creating a safety concern. If the RA or Residence Coordinator sees smoke or hears a sizzling sound coming from a wire, the fire alarm should be pulled and residence hall emptied. In apartments knock on apartment doors that share the same structure as problem apartment and evacuate. Call UCAPD. They will determine whether or not the Fire Department should be called for assistance.

Water Problems

- No water in entire building, wing, or individual apartment.
• A major water leak/flood. Small water leaks from air conditioners, showers, etc. are NOT emergencies. It is considered an emergency if it is more water than a bucket or trash container can hold. If it is containable and this occurs during the night, try to contain the water until the morning.

**Broken Windows and Doors**
If the broken glass creates a security problem, a health or safety problem, or cannot be covered thus allowing weather elements to come in; it is an emergency or if a window or door glass is completely broken out.

**Fire Alarm Problems**
• Pulled fire alarm. In all cases, UCA Police should be notified. The UCA Police are to be called and notified of the alarm. Residence Coordinators can manually reset the alarm systems in all halls.
• Fire alarm malfunctioning.

**Apartment Plumbing**
• No working toilet in entire apartment
• No working shower/bath in entire apartment
• Sewage backing up into apartment that will not regress (example: sewage backing up into bathtub that will not drain).

Always make SURE that you gather all of the possible information prior to contacting your RC, they will have questions for you and you need to have researched the issue.

For nighttime emergencies call the Graduate Assistant on duty (cell 733-1645) who will in turn contact the on-call Maintenance Personnel.

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**Housing and Residence Life Key Policy**
Adopted April 2012

**Objective**
The primary objective of the key and access policy for Housing and Residence Life (HRL) is to help provide a safe and secure campus environment plus ensure the safety and security of our residents. This will be achieved through the orderly issuance and tracking of keys and electronic access by HRL Staff and by maintaining an accurate chain of accountability for all keys and electronic access issued.

**General Guidelines**
It is the policy of the University of Central Arkansas that all departments take direct responsibility for the security of areas under its direct control. In addition to this policy, additional policy components are added in this section to address the unique needs of Housing and Residence Life. Working in cooperation with HRL and individual users, the HRL Lock Shop will determine the appropriate key design and installation for a given residential area and issue and maintain the keys, locks and electronic access. All door locks on the HRL facilities are to be maintained within the key systems installed and maintained by the HRL Lock Shop, with any exceptions being approved by the Director of Housing, Assistant Vice-President of Housing and Contract Services, and the divisional Vice-President or the University President.

**Responsibilities**
**Housing and Residence Life Lock Shop**
• Responsible for creating, installing and maintaining the University’s lock and key system including schematics, key/tumbler codes, product standards, electronic data base and associated equipment;
• Responsible for creating and maintaining a computer based key management system including all associated forms necessary for key requests, tracking and inventory;
• Responsible for issuing keys after receiving an appropriately authorized key request form and for the orderly filing and tracking of said forms;
• Responsible for maintaining a computerized database of all keys, locks and associated building and room locations and the persons to whom keys are issued; and
• Restore physical security to buildings or rooms in a timely manner whenever key control has been materially compromised.

Please Note: The Director of Housing, Assistant Vice-President of Housing and Contract Services and/ or Vice President responsible for the residential buildings will collaborate to determine the appropriate response whenever key control has been compromised.

BearCard Office
• Issuance of UCA student identification card.
• The student identification card is the property of the University of Central Arkansas and is not transferable.
• The card may be confiscated from cardholder as a result of inappropriate or illegal use.
• A resident’s lost or stolen identification card must be reported immediately to their Residence Coordinator, the BearCard Office or the HRL Lock Shop.
• The BearCard office notifies the HRL Lock Shop when a resident received a replacement of an identification card that is lost or stolen.

Housing and Residence Life Administration
• The Director of Housing, Assistant Vice-President of Housing and Contract Services or the Associate Director of Residence Life shall appoint individuals who will coordinate all aspects of its efforts to approve, issue and track keys and electronic access used by HRL Staff.
• Housing and Residence Life is responsible for taking the necessary steps to insure keys are maintained in a reliable and secure manner and for obtaining keys from personnel who are no longer employed by the university or residents no longer living in UCA housing.
• Housing and Residence Life will make every reasonable efforts to obtain keys and University identification cards from individuals upon retirement or termination. Residents leaving the university thru proper checkout procedures will return keys at that time. Any resident that does not return the room key upon leaving the university will face recore charges.
• Housing and Residence Life will make every reasonable efforts to secure keys upon the transfer or separation of the original key holder.
• Housing and Residence Life is responsible for reviewing the monthly audit completed by the Residence Coordinators of all keys and temporary access cards assigned during the academic year. Any losses or discrepancies will be discussed with the Housing Lock Shop so that the master key and electronic access is accurate.
• HRL Grand Master Key Expectations
  o The Assistant Vice-President of Housing and Contract Services will determine what HRL Staff members are to receive access to a HRL Grand Master Key. Within HRL each Associate Director and Area Coordinator, by virtue of their position and duties will be issued a HRL Grand Master Key along with a key trap to store their key in when it is not in use.
  o The HRL Grand Master Key is issued by the Physical Plant Lock Shop directly to the person responsible.
  o The HRL Grand Master Key is to be only used when absolutely necessary for HRL official business.
  o At all times, the HRL Grand Master Key is to be kept in a key trap or on the HRL Staff member’s person.
Residence Coordinators

- Keys and cards are an essential part of the building’s operations and the resident’s and staff’s security. HRL must know where every key and every access card is at any given time. A lost key poses a huge security risk to the hall and/or complex and the operations of the Residence Life staff and should be handled as soon as possible.

- Types of Keys:
  - Apartment Keys/Sub-master, each Residence Coordinator will have two apartment keys. The apartment key can be used to gain access to the sub-master key for that Residence Coordinator's building by inserting into the sub-master trap (commonly located in a closet within the apartment). It is important to note that the sub-master key DOES NOT open the apartment door. The sub-master should never leave the Residence Coordinator's possession at any time. It is a high priority key and should never be given to Resident Assistants.
  - M-5 master key which accesses all RC both for the halls and apartments.
  - SM3C key which accesses all custodial closets, mechanical closets, and also the traps in all RC offices which holds the facility sub-master key. If this key were lost it could possibly lead to the recoring of all HRL facilities since it could give access to all resident rooms.
    - SM3C trap locations
      - Arkansas - Residence Coordinator office
      - Baridon - Residence Coordinator office
      - Bernard - Residence Coordinator office
      - Carmichael - Residence Coordinator office
      - Conway - Residence Coordinator office
      - Farris - Residence Coordinator office
      - Hughes - Residence Coordinator office
      - New - Residence Coordinator office
      - Short-Denney - Residence Coordinator office
      - State - Residence Coordinator office
      - Stadium Park - Stadium Park Office
      - Bear Village - Bear Village Office Back Bathroom
      - Eastside Apartments* - Elizabeth Place Office
      - The Oaks* - Torreyson Office
      - *Eastside Apartments consist of Elizabeth Place and College View
      - *The Oaks consist of Torreyson, Erbach and Oak Tree
  - 3D series are keys to access the Residence Coordinator's apartment in the facility. Each Residence Coordinator should receive two keys to their apartment.
  - 5 series office keys. Each Residence Coordinator is issued 6-8 keys which accesses the Residence Coordinator's office in their facility only. These keys are issued out to the Resident Assistant staff. The key will get the Resident Assistants into the Residence Coordinator's office and will also fit the key trap for the key box key so they can issue spare room keys. These keys should be kept in a secure location in their rooms unless they are on duty or on official business.
  - SM4 key. Arkansas, Carmichael, and Conway RC’s get a SM4 key which accesses the Fraternity or Sorority rooms in their facility.

- Card Access:
  - Each RC will have master card access and will be able to enter any door that uses the HRL card access system. Any lost access card poses a security risk to the building and should be reported immediately.
  - A limited number of temporary access cards will be issued to each RC residing in a card access building and may be checked out by residents for a maximum of 72 hours if needed. A housing assessment for $10.00 must be completed and signed at checkout of the access card. These cards are to be checked out and recorded in the key logbook. If the resident fails to return the access card within the 72 hour period,
the RC is to cancel the card’s access by emailing the HRL Lock Shop and requesting the card be shut off. The RC must then turn in the housing assessment form to their Area Coordinator.

- Resident Keys and Access Cards
  - All residents are issued a room/apartment key.
  - Students who reside in a residence hall will have the student identification card activated as the access to their residence hall.
  - If a key or access card is lost, for security reasons residents must contact their Residence Coordinator immediately.
  - If a Resident is locked out of their room, however their key location is known, there is a $3 charge for HRL staff to key them into their room. Prior to keying a resident in to a room, the HRL staff will confer with a current building roster to ascertain if the student currently resides in said room.
  - Residents will be charged $50.00 for a lost residence hall key (except New & Farris) and $75.00 for lost apartment, New or Farris key and $10.00 for an access card.
  - As a part of the check out process, all residents must surrender their room key upon checkout of their room/apartment.

- Lockouts
  - All lockouts must be recorded in the key logbook to assure building security.
  - In the event of a lockout, the HRL Staff will take the appropriate key from the key box and open the resident’s room. You must ensure that the resident is in fact assigned to the room for which you grant them access. Once this is completed, the HRL Staff will immediately return the key to the key box.
  - Keys may be checked out by the resident at the discretion of the RC/AC depending on the circumstance (keys left at home, etc.).
  - If someone leaves a personal item in another person’s room, you cannot grant them access to retrieve their item, they must wait for the resident of the room to return!
  - Access cards may be checked out to the residents or the RA may swipe their master card to allow the resident access to the desired area of the building (see your Residence Coordinator for instructions specific to your building). All access cards and their corresponding numbers should be logged prior to issuing the card to the resident.

- Keying Into a Room
  - Occasionally there is a need for HRL Staff (AC, RC, RA) to key into a resident’s room when said resident is not present. When the need is deemed necessary by an Area Coordinator, the following steps must be taken:
    - The HRL staff must have two staff members present, preferably one the same gender as the resident whose room you’re keying in to.
    - You must knock loudly and announce yourself as “Housing Staff.”
    - If no answer, knock again and state “Housing keying in”
    - Always make sure and re-secure the room when you leave.

- In the event that a key is lost, it should be reported immediately and action should be taken to ensure that security for the building is maintained. The first step is filing out the damage assessment form for the amount of the key. The resident and a hall/apartment staff member sign the form. The resident keeps a copy, the Residence Coordinator keeps a copy, and the third copy is submitted to the Central Housing Office. After this has occurred, the Residence Coordinator submits a work request via the website that includes the correct residence hall name, exact location or room number, old key code, the damage assessment number, and the reason for the recore. After the lock has been recored, the old keys will be placed on the Residence Coordinator’s desk and must be returned to the Housing Lock Shop within 24 hours.
• Each building has a distinct key code, which is unrelated to the room number of the door that the key opens. Below is a list of campus key codes to aid in identifying lost keys. Any lost keys that are found should be turned into the Residence Coordinator for that building/area immediately.

<table>
<thead>
<tr>
<th>Halls</th>
<th>Apartments</th>
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<tbody>
<tr>
<td>Arkansas 3F</td>
<td>Bear Village 13 A, B,</td>
</tr>
<tr>
<td>Baridon 7K</td>
<td>College View 9A</td>
</tr>
<tr>
<td>Bear 7H</td>
<td>Elizabeth Place 9B</td>
</tr>
<tr>
<td>Bernard 7A/3E</td>
<td>Erbach 7P</td>
</tr>
<tr>
<td>Carmichael 7J</td>
<td>Oak Tree 7P</td>
</tr>
<tr>
<td>Conway 7L</td>
<td>Stadium Park 11 A, B, C, D</td>
</tr>
<tr>
<td>Farris 14A</td>
<td>Torreyson Place 7P</td>
</tr>
<tr>
<td>Hughes 7G</td>
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<tr>
<td>New 7M</td>
<td></td>
</tr>
<tr>
<td>Short-Denney 3J</td>
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<td>State 2</td>
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</table>

• Each Residence Coordinator will sign a signature key sign-out card for the building’s Resident Assistant’s keys listing all key codes and index numbers therefore becoming responsible for any/all RA keys and their replacement cost.

• The Residence Coordinators will maintain the Resident Assistant keys within their office key cabinet until the keys are assigned to the Resident Assistants using a signature key sign-out card for each key within each building for the Residence Coordinators’ files.

• The Residence Coordinator will be held totally accountable for any/all lost or missed placed Resident Assistant keys, and the Residence Coordinator will then hold the RA accountable for his/her lost or missing keys. In the event one of the Resident Assistant keys cannot be accounted for the Residence Coordinator will be responsible for payment of the recore (approximately $250.00) by personal payment or by collecting for the responsible Resident Assistant.

• The Residence Coordinator will audit the Resident Assistant keys monthly and include the Resident Assistant key audit with the monthly key cabinet audits listing any/all lost or missing Resident Assistant keys the same as lost or missing room keys to make sure all keys are accounted for.

• Termination or transfer shall require the Residence Coordinator to sign the Resident Assistant keys or present the HRL Lock Shop with documented verification of the Resident Assistant keys and the signature of the incoming Residence Coordinator indicating total agreement of accepting the responsibility and replacement cost for said keys until the incoming Residence Coordinator signs a signature key card for the Resident Assistant keys.

• The new or transferring Residence Coordinator will document verification of Resident Assistant keys to the HRL Lock Shop within 24 hours whereby the Residence Coordinator will sign a key signature card listing the key codes and index numbers.

• The Residence Coordinator will report all lost or missing keys (RA keys, room keys, office keys, SM3C, M-5, SM4, sub-masters, masters, and key the RC is responsible for) within 24 hours of receiving notification of the missing key. Notification of lost or missing RA keys will mandate an automatic recore regardless of the reason the key is missing.

• The Residence Coordinators or Resident Assistants will be responsible for the recore charge for missing or lost key cabinet keys (room keys) unless they present a damage assessment form with proper signatures whereby the resident has signed and agreed to accept responsibility and cost. If a key is missing from the key box, and there is not a student being charged, the staff is responsible for the cost of replacing the key.

• Monthly Audit Reports
  o Residence Coordinators are responsible for conducting a monthly audit of all keys assigned during the academic year and report any losses or discrepancies to the HRL Lock Shop so that the master key list may be updated. The purpose of this audit is to ensure accurate tracking of the location of all HRL keys as well as to ensure the safety and security of the buildings. It is vital that any and all keys associated with
each building be accounted for including: office keys, resident room keys, mailbox keys, and Residence Coordinator keys. Key audits are due on or around the 15th of each month; the official date is listed on the departmental master calendar. All key audits should be submitted via email to the HRL Lock Shop.

- Residence Coordinators in the residence halls are required to complete a monthly audit of temporary access cards to account for all temporary access cards that have been issued and verify their location. Any missing cards must be reported immediately to HRL Lock Shop so that card’s access can be removed.

- Residence Coordinators will be required to take the time and effort to comply with key control and security procedures. Residence Coordinators failing to comply with key control and security procedures will be subject to reprimand in addition to being required to present a one hour mandatory in-hall program on the topic of “THE IMPORTANCE OF KEY CONTROL AND SECURITY WITHIN A RESIDENCE HALL.” Residence Coordinators are responsible for educating the staffs and residents on how key control and security is essential to the safety of all staff and residents.

- Residence Coordinators are also responsible for all keys signed out to them, failure to do so could result in a reprimand, reassignment, or termination.

**Resident Assistants**

Keys and cards are an essential part of our building’s operations and our resident and staff’s security. HRL must know where every key and every access card is at any given time and the Resident Assistants are a crucial part of this process.

- **Types of Keys**
  - **Room Key** - Each Resident Assistant will be issued a room key, which will function as any other room key in the building.
  - **RC Office Key** - Each Resident Assistant will be issued an office key that allows them to have access to the office of the building as well as to other office cores, which vary depending on the building/complex.
    - Office keys will be signed out through the RC and the Resident Assistant is solely responsible for any costs associated with the loss of an office key.
    - The office key should be kept on a special key chain or lanyard in the Resident Assistant's room unless on duty or using the key in an official capacity. This is to ensure that the key is not lost.
    - Any lost Resident Assistant key should be reported to the Residence Coordinator immediately. A lost office key poses a huge security risk to the hall and/or complex and the operations of the HRL staff and should be handled as soon as possible.

- **Card Access**
  - The Resident Assistant's student identification card will provide master access to the said Resident Assistant's building including access to both male and female sides (if applicable).
  - The Resident Assistant is expected to follow normal visitation procedures in co-ed buildings unless on official business. Any lost student identification card also poses a security risk to the building and should be reported as soon as possible.

- **Lockouts**
  - All lockouts must be recorded in the key logbook to assure building security.
  - In the event of a lockout, the HRL Staff will take the appropriate key from the key box and open the resident's room. The HRL Staff must ensure that the resident is in fact assigned to the room for which you grant them access. Once this is completed, the RA will immediately return the key to the key box.
  - Keys may be checked out by the resident at the discretion of the RC/AC depending on the circumstance (keys left at home, etc.).
  - If someone leaves a personal item in another person's room, you cannot grant them access to retrieve their item, they must wait for the resident of the room to return!
  - Access cards may be checked out to the residents or the RA may swipe their master card to allow the resident access to the desired area of the building (see your Residence Coordinator for instructions specific to your building). All access cards and their corresponding numbers should be logged prior to issuing the card to the resident.
• Keying Into a Room
  o Occasionally there is a need for HRL Staff (ACs, RCs, RAs) to key into a resident’s room when said resident is not present. When the need is deemed necessary by an Area Coordinator, the following steps must be taken:
    § The HRL staff must have two staff members present, preferably one the same gender as the resident whose room you’re keying in to.
    § You must knock loudly and announce yourself as “Housing Staff.”
    § If no answer, knock again and state “Housing keying in.”
    § Always make sure and re-secure the room when you leave.

• In the event that a key is lost, it should be reported to the Residence Coordinator immediately and action should be taken to ensure that security for the building is maintained. Informed the student that the key recore will be billed to their account and once you are made aware of a lost/missing key you must have the door recored.

• In the event that a temporary access card is lost or not returned within the designated time, the Resident Assistant should report this to the Residence Coordinator immediately.

• Each building has a distinct key code, which is unrelated to the room number of the door that the key opens. See Key codes on page 4 of this document. Any lost keys that are found should be turned into the Residence Coordinator immediately.

Non-University Personnel
Contractors, consultants, vendors and any other personnel granted access to Housing and Residence Life property must comply with all the policies and provisions of this policy as well as any other provisions and/or restrictions that may be deemed necessary in connection with services performed. Please note that non-university personnel visiting the residence halls are to schedule their visit after 10:00 am.

Requesting Keys
Appropriate authority must approve the issuance of keys. The HRL Lock Shop maintains a supply of key request forms which, when completed and returned to the HRL Lock Shop, is the only documentation necessary in order to authorize the production of keys pertaining to a given residential area. The HRL Lock Shop will generally produce a requested key or set of keys within 48 hours of receiving the written key request.

Individuals to whom keys are issued should report in person to the HRL Lock Shop and provide a picture ID confirming their identity prior to receiving the key(s) authorized for their use. In general, keys will not be issued to a third party or proxy without specific written authorization from the appropriate department supervisor (telephone authorizations cannot be accepted). Third parties who accept keys issued to them will be expected to sign the key request indicating they are assuming individual responsibility for the key. In general, individuals will not be issued duplicates of the same key unless duplicates are properly authorized by the Director of Housing, Assistant Vice-President of Housing and Contract Services or the Associate Director of Residence Life. Duplicate keys suspected of being lost or stolen should be reported to the HRL Lock Shop or University Police Department at the earliest opportunity.

Returning Keys
The individual to whom a HRL key(s) is originally issued should return the key(s) to the HRL Lock Shop upon leaving a department or employment by the University and sign the original key request so that the key(s) can be returned to inventory. A receipt will be provided documenting the return of the key(s). In cases where it is not possible or desirable for the original key holder to return the key(s), an individual from the responsible department can conduct the return and appropriately document the reason for returning the key(s) in this manner.

Transferring keys from one individual to another is prohibited, and keys shall not be held by a college or department to be given to a subsequent user. Whenever an individual leaves a college or department, any and all HRL keys issued to him or her shall be returned to the HRL Lock Shop in order to be returned to inventory prior to being issued to a new user. In the event an individual leaves a department or the University without properly
returning his/her key(s), the key(s) in question will be considered lost or stolen and the receiving department could be charged for changing locks and/or producing replacement keys.

**Lost, Stolen and Damaged Housing and Residence Life Keys**

If a HRL staff member can verify that a key has been lost, he or she shall report the loss to the HRL Lock Shop in order to have the key(s) replaced; if a key holder cannot verify that a key has been lost, the key must be reported as stolen as explained below.

- **Lost Key**
  - In order to replace a lost key, the same review and approval process must take place as when a new key is issued.
  - The individual requesting the key must note that the key is a replacement key rather than a new key.
  - Unless the loss is due to serious negligence, lost keys will be replaced at no cost to the HRL department or HRL staff member.

- **Stolen**
  - If a HRL key(s) is known or suspected of having been stolen, the suspected theft should be immediately reported to the University Police Department as well as the HRL Lock Shop and Assistant Vice-President of Housing and Contract Services for a prompt review of the security risks involved and the remedial measures which should be taken.
  - After the investigation has concluded and any necessary remedial measures have been taken, the same review and approval process that takes place when a new HRL key is issued must be completed before the replacement key is issued.

- **Damaged Key**
  - If a resident’s HRL key is damaged or broken, the key holder can present the damaged or broken key to the Residence Coordinator for replacement.
  - If a HRL staff member’s HRL key is damaged or broken, the key holder can present the damaged or broken key to the HRL Lock Shop for a free replacement.
  - If a key is broken or damaged due to a defective lock, the key holder can report the issue to the HRL Lock Shop for repair/replacement at no charge to the individual key holder or the HRL department.

**Annual Key and Card Access Inventory**

During May of each year, HRL will review the list of HRL keys and card access currently on record as being issued to employees of the university. Housing and Residence Life will then take reasonable steps to determine if all the keys presently listed on inventory are still in the possession of the listed key holder. HRL will then notify the HRL Lock Shop of any discrepancies for review and corrective action.

**Housing and Residence Life Electronic Access System**

The HRL Lock Shop is responsible for maintaining the various electronic access systems used in the residence halls on campus. All electronic access systems installed at the university must be equipped with a fail-safe open feature and/or allow for key over ride capability in the event of a general power failure or access by emergency personnel.
Damages to apartments or apartment furnishings beyond the limits of reasonable wear will be charged to the occupants of the room. The Condition Report is provided for your protection against incorrect charges to your personal account. It will be assumed that any damage to your apartment or apartment furnishings that have not been noted on the Apartment Condition Report must have occurred while you were in residence. Of course, failure to properly complete the apartment check will make you liable for all repair and replacement cost. The following information will acquaint you with the charges to be levied for specific damages to apartment or apartment furnishings.

<table>
<thead>
<tr>
<th>ITEM: DAMAGE CHARGE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIGHTING:</td>
</tr>
<tr>
<td>Hallway wall light</td>
</tr>
<tr>
<td>FIXTURES:</td>
</tr>
<tr>
<td>Kitchen under cabinet/overhead/dining room</td>
</tr>
<tr>
<td>Living room/bedroom/bathroom wall fixtures</td>
</tr>
<tr>
<td>Patio exterior</td>
</tr>
<tr>
<td>Photocell exterior porch lights</td>
</tr>
<tr>
<td>Electrical switches including cover plate</td>
</tr>
<tr>
<td>Electrical receptacles including cover plate</td>
</tr>
<tr>
<td>INTERNET:</td>
</tr>
<tr>
<td>Router—Conway Corp</td>
</tr>
<tr>
<td>Modem—Conway Corp</td>
</tr>
<tr>
<td>Cabling (coax or cat 5)</td>
</tr>
<tr>
<td>FURNITURE:</td>
</tr>
<tr>
<td>Beds:</td>
</tr>
<tr>
<td>Assemble/disassemble/bunking</td>
</tr>
<tr>
<td>Bunking pins</td>
</tr>
<tr>
<td>Headboard or footboard</td>
</tr>
<tr>
<td>Mattress</td>
</tr>
<tr>
<td>Springs</td>
</tr>
<tr>
<td>Entire bed assembly without mattress</td>
</tr>
<tr>
<td>Desk:</td>
</tr>
<tr>
<td>Damaged tops, burn marks, and etc.</td>
</tr>
<tr>
<td>Damaged or missing drawer</td>
</tr>
<tr>
<td>Desk chairs</td>
</tr>
<tr>
<td>Entire desk</td>
</tr>
<tr>
<td>Chest:</td>
</tr>
<tr>
<td>Damaged tops, burn marks, and etc.</td>
</tr>
<tr>
<td>Damaged or missing drawer</td>
</tr>
<tr>
<td>Entire chest</td>
</tr>
<tr>
<td>Loveseat:</td>
</tr>
<tr>
<td>Entire love seat</td>
</tr>
<tr>
<td>Love seat legs</td>
</tr>
<tr>
<td>Club chair:</td>
</tr>
<tr>
<td>Apartment furnishings club chair</td>
</tr>
<tr>
<td>Club chair legs</td>
</tr>
<tr>
<td>Dining: Table</td>
</tr>
<tr>
<td>Wooden chairs</td>
</tr>
<tr>
<td>Complete dinette set with 4 chairs</td>
</tr>
<tr>
<td>Bar Stools</td>
</tr>
<tr>
<td>CARPET:</td>
</tr>
<tr>
<td>Living room carpet</td>
</tr>
<tr>
<td>Bedrooms</td>
</tr>
<tr>
<td>Hallways</td>
</tr>
<tr>
<td>Entire apartment carpet</td>
</tr>
<tr>
<td>Entire apartment carpet cleaning</td>
</tr>
<tr>
<td>Carpet cleaning per room</td>
</tr>
<tr>
<td>FLOOR COVERING:</td>
</tr>
<tr>
<td>Kitchen vinyl</td>
</tr>
<tr>
<td>Bathroom vinyl</td>
</tr>
<tr>
<td>Living room entrance vinyl</td>
</tr>
</tbody>
</table>
FIRE SAFETY:
- Damaged ceramic title $14.50 per title
- Damaged or missing smoke detectors $95.00
- Missing smoke detector batteries $3.00 each
- Missing CO2 detectors $95.00 each
- Missing fire extinguisher $75.00
- Missing fire extinguisher wall brackets $9.50 each

CLEANING:
- Extra dirty/ cluttered entire apartment $145.00
- Extra dirty/ cluttered individ. rooms or kitchens $75.00 per room
- Personal effects left (furniture) $20.00 per item
- Improper check out $50.00 per occupant
- Contact paper removal $95.00 per area

STRUCTURAL:
- Walls:
  - Tape/ marks/ hooks or nails $10.50 per hole
  - Repainting or touch up $150.00 per wall
  - Tape/ marks/ residue on walls/ badly soiled walls $150.00 per wall
  - Chipped or peeled paint $150.00 per wall
  - Paint complete apartment $1,050.00
  - Sheetrock repair $100 to $250 per hole
- Ceilings:
  - Painting (touch up or repainting per room) $350.00
  - Chipped Ceiling $225.00
  - Tape/ marks/ hooks or nails $10.50 per hole
- Doors:
  - Entrance door including hardware $525.00
  - Interior doors including hardware $155.00
  - Patio doors $550.00
  - Door locksets with core $128.00
  - Deadbolt lock set with core $117.00
  - Re-core lock set/ deadbolt (4 cores) $75.00
  - Access card $10.00
  - Broken, bent, or replacement keys $10.00
  - Re-core mailbox key $25.00
  - Doorbell $46.00
  - Doorbell button $14.50
- Windows:
  - Single glass $85.00 per pane
  - Insulated glass $125.00 per pane
  - Patio door glass $250.00 per panel
  - Screens $40.00
- Blinds:
  - Damaged or missing blinds $45.00 per window
  - Damaged or missing patio door blinds $45.00 each
  - Damaged or missing wands $10.00 each

BATHROOMS:
- Sink:
  - Remove paint $75.00
  - Remove p-tape items $55.00
  - Cracked or broken sink $355.00
  - Faucet sets $98.00
- Toilet:
  - Commode complete $195.00
  - Toilet seat $15.00
- Vanities:
  - Counter tops $265.00
  - Missing or damaged drawers $75.00 each
  - Missing or damaged doors $75.00 each
  - Mirrors $150.00

KITCHENS:
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refrigerator</strong></td>
<td>Cleaning refrigerator</td>
<td>$47.50 each</td>
</tr>
<tr>
<td></td>
<td>Missing racks or drawers</td>
<td>$32.50 each</td>
</tr>
<tr>
<td></td>
<td>Entire refrigerator</td>
<td>$429.00</td>
</tr>
<tr>
<td><strong>Electric Range</strong></td>
<td>Missing rack</td>
<td>$32.50 each</td>
</tr>
<tr>
<td></td>
<td>Missing or damaged burners</td>
<td>$38.50 each</td>
</tr>
<tr>
<td></td>
<td>Entire range</td>
<td>$349.00</td>
</tr>
<tr>
<td><strong>Dishwasher</strong></td>
<td>Missing rack or basket</td>
<td>$55.00 each</td>
</tr>
<tr>
<td></td>
<td>Entire dishwasher</td>
<td>$329.00</td>
</tr>
<tr>
<td><strong>Cabinets</strong></td>
<td>Counter tops</td>
<td>$449.00</td>
</tr>
<tr>
<td></td>
<td>Missing or damaged cabinet drawers</td>
<td>$85.00 each</td>
</tr>
<tr>
<td></td>
<td>Missing or damaged cabinet doors</td>
<td>$85.00 each</td>
</tr>
<tr>
<td></td>
<td>Stainless steel sinks</td>
<td>$165.00</td>
</tr>
<tr>
<td></td>
<td>Kitchen faucets</td>
<td>$125.00</td>
</tr>
<tr>
<td></td>
<td>Spray hose</td>
<td>$37.50</td>
</tr>
<tr>
<td></td>
<td>Vent-a-hoods</td>
<td>$105.00</td>
</tr>
</tbody>
</table>

The listed prices are estimates only and are subject to change without notice. The Maintenance Department reserves the right to charge more than indicated in special or extreme cases. All questions concerning damage charges should be directed to the Housing Office, 450-3132, or the Housing Maintenance 733-3483. All repairs or installations must be completed by the UCA Housing Maintenance Department or by a licensed, insured, bonded, and UCA approved contractor. Due to licensing, insurance, and bonding requirements it is a violation of Arkansas State law for repairs or installation to be completed by the apartment occupants and/or a contractor that has not been approved by the Housing Office and/or the UCA Physical Plant. The prices listed include materials, supplies, and labor or installation. These prices listed are estimates only and are subject to change without notice. The Maintenance Department reserves the right to charge more than indicated in special or extreme cases. All questions concerning apartment charges should be directed to the Housing Office, 450-3132, or the Housing Maintenance 733-3483.
Damages to room or room furnishings beyond the limits of reasonable wear will be charged to the occupants of that room. The Condition Report is provided for your protection against incorrect charges to your personal account. It will be assumed that any damage to your room or room furnishings which has not been noted on the Room Condition Report must have occurred while you were in residence. Of course, failure to properly complete the room check will make you liable for all repair and replacement cost.

The following information will acquaint you with the charges to be levied for specific damages to room or room furnishings.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DAMAGE CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STRUCTURAL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Walls:</strong></td>
<td></td>
</tr>
<tr>
<td>Repainting or touch up by Maintenance</td>
<td>$150.00 per wall</td>
</tr>
<tr>
<td>Tape marks or residue left on walls</td>
<td>$150.00 per wall</td>
</tr>
<tr>
<td>Very soiled or marked up walls</td>
<td>$150.00 per wall</td>
</tr>
<tr>
<td>Chipped or peeled paint</td>
<td>$150.00 per wall</td>
</tr>
<tr>
<td>Sheetrock repair</td>
<td>$100.00 to $250.00 per hole</td>
</tr>
<tr>
<td>Nail holes</td>
<td>$10.50 per hole</td>
</tr>
<tr>
<td>Paint complete room</td>
<td>$550.00</td>
</tr>
<tr>
<td>Message boards</td>
<td>$24.50 per board</td>
</tr>
<tr>
<td><strong>Ceilings:</strong></td>
<td></td>
</tr>
<tr>
<td>Painting (touch up or repainting)</td>
<td>$350.00</td>
</tr>
<tr>
<td>Chipped ceiling</td>
<td>$225.00</td>
</tr>
<tr>
<td>Ceiling tiles</td>
<td>$22.50 per tile</td>
</tr>
<tr>
<td>Tape marks, hooks, or nails</td>
<td>$10.50 per hole</td>
</tr>
<tr>
<td><strong>Light Covers:</strong></td>
<td></td>
</tr>
<tr>
<td>Long horizontal light covers (over traditional 2 bulb fluorescent fixture)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Square 24”x24” (State &amp; Bernard Type)</td>
<td>$27.50</td>
</tr>
<tr>
<td>New &amp; Farris Covers are special order &amp; will TBD vary based on cost at time of ordering</td>
<td></td>
</tr>
<tr>
<td><strong>Doors:</strong></td>
<td></td>
</tr>
<tr>
<td>Room door</td>
<td>$525.00</td>
</tr>
<tr>
<td>Nail holes, dart marks, minor damage</td>
<td>$150.00</td>
</tr>
<tr>
<td>Closet door (per door)</td>
<td>$65.00</td>
</tr>
<tr>
<td>Door lock sets</td>
<td>$145.00</td>
</tr>
<tr>
<td>Closet knobs, pulls, and etc</td>
<td>$15.50 each</td>
</tr>
<tr>
<td><strong>BATHROOMS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Sink:</strong></td>
<td></td>
</tr>
<tr>
<td>Remove paint</td>
<td>$75.00</td>
</tr>
<tr>
<td>Remove P-trap items</td>
<td>$55.00</td>
</tr>
<tr>
<td>Cracked or broken sink</td>
<td>$355.00</td>
</tr>
<tr>
<td>Faucet sets</td>
<td>$98.00</td>
</tr>
<tr>
<td><strong>Toilet:</strong></td>
<td></td>
</tr>
<tr>
<td>Commode complete</td>
<td>$195.00</td>
</tr>
<tr>
<td>Toilet seat</td>
<td>$15.00</td>
</tr>
<tr>
<td><strong>Vanities:</strong></td>
<td></td>
</tr>
<tr>
<td>Counter tops</td>
<td>$265.00</td>
</tr>
<tr>
<td>Missing or damaged drawers</td>
<td>$75.00 each</td>
</tr>
<tr>
<td>Missing or damaged doors</td>
<td>$75.00 each</td>
</tr>
<tr>
<td>Mirrors</td>
<td>$150.00</td>
</tr>
<tr>
<td><strong>FURNITURE</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Beds:</strong></td>
<td></td>
</tr>
<tr>
<td>Assemble or disassemble</td>
<td>$27.50</td>
</tr>
<tr>
<td>Headboard/ footboards</td>
<td>$119.50 each</td>
</tr>
<tr>
<td>Bed frame/ head/ foot boards</td>
<td>$259.00</td>
</tr>
<tr>
<td>Mattress</td>
<td>$84.00</td>
</tr>
<tr>
<td>Springs</td>
<td>$105.00</td>
</tr>
</tbody>
</table>
Entire bed assembly with mattress $ 343.00

**Desk:**
- Damaged tops, burn marks and etc $ 165.00
- Damaged or missing drawer $ 85.00 per drawer
- Chairs $ 55.00 each
- Entire desk $ 379.00

**Chest:**
- Damaged tops, burn marks and etc $ 165.00
- Damaged or missing drawer $ 85.00
- Entire chest $ 376.00

**Wardrobe Doors:**
- $ 125, Arkan.
- $ 128 Farris & New

**Blinds:**
- Damaged or missing blinds $ 45.00
- Damaged or missing wands $ 10.00

**Microfridge:**
- Replace Unit $ 575.00

**Refrigerator:**
- Cleaning refrigerator $ 47.50 each
- Missing racks or drawers $ 32.50 each
- Entire refrigerator $ 429.00

**Windows:**
- Single glass $ 105.00 Carmichael,
- Insulated glass $125.00 Arkansas,
- Stationary Glass $ 225.00 Farris

**Screens:**
- Replace screen $ 40.00

**Floor tile:**
- $ 12.50 per tile

**Contact paper removal:**
- $ 95.00

**Smoke detectors:**
- Hardwired $ 250.00
- Battery powered $ 27.50

**Rooms:**
- Cleaning Fee - Extra dirty/ cluttered $ 75.00
- Personal effects left (furniture, carpet, bag/ box) $ 20.00 per item
- Improper check out $ 50.00

**Keys:**
- Re-Core $ 75.00 Baridon,
- Access Card $ 10.00
- Broken, bent, or replacement keys $ 10.00

The listed prices are estimates only and are subject to change without notice. The Maintenance Department reserves the right to charge more than indicated in special or extreme cases. All questions concerning residence hall charges should be directed to the Housing Office 450-3132 or Housing Maintenance Office 733-3483.

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**Damage Appeal Process**

All residents are afforded the right to appeal any damage charge. To appeal their charges, they must:
- Submit in writing (letter or email) why they should not be responsible for the charges.
- Submit this letter or email to their Area Coordinator.
- Submit this letter within 30 days of being assessed the charges.
- The ACs will hear their appeals as a committee and submit the response in writing back to the student.
# Emergency Phone Numbers

In the event of any emergencies covered in this section, you should always attempt to contact your AC first. If you are unable to reach them, then contact you’re the other Area Coordinators and continue down this list until you reach a housing staff member.

<table>
<thead>
<tr>
<th>Area Coordinator</th>
<th>Area Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Craig Seager</td>
<td>Thomas Bruick</td>
</tr>
<tr>
<td>Office: 450-3302</td>
<td>Office: 450-5188</td>
</tr>
<tr>
<td>Home(cell): 870-403-4995</td>
<td>Home: None</td>
</tr>
<tr>
<td>Cell: 339-3244</td>
<td>Cell: 733-3485</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Area Coordinator</th>
<th>Associate Director for Residence Life</th>
</tr>
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<tbody>
<tr>
<td>Rheo Morris</td>
<td>Ashley Lyon</td>
</tr>
<tr>
<td>Office: 852-2383</td>
<td>Office: 450-3649</td>
</tr>
<tr>
<td>Home: None</td>
<td>Home: None</td>
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</tbody>
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<thead>
<tr>
<th>Area Coordinator</th>
<th>Associate Director for Housing Facilities</th>
</tr>
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<tbody>
<tr>
<td>Joe Hooker</td>
<td>Stephanie H. McBrayer</td>
</tr>
<tr>
<td>Office: 450-5699</td>
<td>Office: 450-3667</td>
</tr>
<tr>
<td>Home: None</td>
<td>Home: None</td>
</tr>
<tr>
<td>Cell: 239-0396</td>
<td>Cell: 658-3408</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Housing (8:00 - 4:30 p.m. Mon.- Fri.)</th>
<th>UCA Police Department (24hrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office: 450-3132</td>
<td>Dispatch: 450-3111</td>
</tr>
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<thead>
<tr>
<th>Assistant Vice-President of Housing and Contract Services</th>
<th>Dean of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rick McCollum</td>
<td>Gary Roberts, Ed.D.</td>
</tr>
<tr>
<td>Office: 450-5932</td>
<td>Office: 450-3416</td>
</tr>
<tr>
<td>Cell: 679-3262</td>
<td>Home: 327-2209</td>
</tr>
</tbody>
</table>

**Important Notes to Remember:**

- **Cell phones are to be used in the case of a true emergency only!!**
- Counselors are on duty at the Counseling Center Monday through Thursday, 8:00 a.m. - 5:30 p.m.; Friday, 8:00 a.m.- 4:30 p.m. Psychological emergencies such as suicide attempts should be referred to them. Counseling Center Phone: 450-3138. If it’s after hours, a counselor can be called out via UCAPD.
- If you’re having difficulty contacting the UCA Police Department, call them at least twice to insure that you are dialing the correct number. If you still do not get an answer, call the Conway Police Department and request that they issue a “blind call” to UCAPD and request a UCA officer to call or come to your building/complex.
- UCAPD has their emergency procedures posted at [http://www.ucapd.com/resources.asp](http://www.ucapd.com/resources.asp)

+Always Remain Calm when dealing with any emergency +
General Immediate Precautions (All Halls) - If shooter is not within the halls

- When siren goes off, available staff will sweep the building checking for students in the bathrooms, hallways, and lobbies, and will direct them to go to their room, close their blinds, stay away from the window, lock their doors, and if possible push a dresser in front of their door, until they receive the “all clear”.
- Once the RAs have cleared the building, they will convene in the predetermined meeting location.
- RCs will try and contact any staff members not present and inform them of the situation.
- If RC is not present, 2 most senior RAs will be in charge.
- The RAs will then divide up the exterior entrances and check that each door is secure on their way back to their room. The RAs will also lower and close any and all blinds in common areas.
- The RAs will follow the same guidelines as the students: go to their room, close their blinds, stay away from the window, lock their doors, and if possible push a dresser in front of their door, until they receive the “all clear”.
- RCs will return to their office or apartment, whichever is a safer location and await information from AC or UCAPD.

Arkansas - Staff meets on the second floor by the washers.
Bardon - Staff meets in the 2nd Floor Classroom.
Bernard - Female Staff meets on topmost floor of female tower and Male Staff meets on topmost floor of male tower.
Carmichael - Staff meets in the RC Office.
Conway - Staff meets in the middle of 2nd floor hallway in front of old computer lab.
Farris - Staff meets in the second floor study room adjacent from the elevator.
Hughes - Staff meets on the first floor by the vending machines and kitchen.
New - Staff meets in the RC Office.
Short-Denny - Staff meets in the RC Office.
State - Staff meets in the RC Office.

General Immediate Precautions (All Halls) - If shooter is within the hall

- RAs, RCs, and residents will go to their rooms immediately, close their blinds, stay away from the windows, lock their doors, and if possible push a dresser or any heavy item in front of their door, until they receive the “all clear” signal.
- RAs and RCs will try and communicate (via cell phone/internet/etc.) with UCAPD to help them neutralize the situation.
- Immediately following contact with UCAPD, RAs and RCs will try and communicate (via cell phone or text) with their AC and residents and try and spread the information with the aid of residents and other staff members.
- Everyone will stay put until “all clear” signal is announced by UCAPD.

General Immediate Precautions (All Apartments) - If the shooter is or is not at the complex

- Each Apartment RA should have a cell phone roster of their residents kept within their apartment.
- RAs, RCs, and residents will go to their apartment immediately upon knowledge of the shooting, close their blinds, stay away from the windows, lock their doors, and if possible push a dresser or any heavy item in front of their door, until they receive the “all clear” signal.
- RAs and RCs will try and communicate (via cell phone/internet/etc.) with UCAPD to help them neutralize the situation if the incident is in the complex.
• Immediately following contact with UCAPD (if applicable), RAs and RCs will try and communicate (via cell phone or text) with their AC
• The RAs and RCs will work to contact as many residents as possible to notify them of the incident and to advise them to seek cover.
• Everyone will stay put until “all clear” signal is announced by UCAPD.

Bomb Threat

The following are procedures that will be followed in cases of a bomb threat that is directed at a UCA residence hall or apartment complex.

A Bomb Threat is Received
If a bomb threat is called into the information desk or an office, the staff member should try to obtain as much information as possible from the caller. Such information should include:

• What time is the bomb set to go off?
• Where is it located?
• What is your name?
• What type of bomb is it?

Immediate Response
After a bomb threat is reported, contact University Police immediately at 450-3111 and then report it to your Residence Coordinator and Area Coordinator. Share with UCAPD everything that was said by the caller. University Police will dispatch personnel immediately to the hall/apartment location. Meantime have someone make contact with the appropriate Housing official(s). You should make contact with your RC and AC, and if they cannot be reached, contact the other ACs and continue down the emergency phone numbers list.

Response Procedures
The University's policy relating to bomb threats is to evaluate each reported threat and then make a judgment as to whether or not to evacuate the building. If a decision is made not to evacuate, public areas of the building will still be searched. The decision to evacuate will be made by University Police, probably in conjunction with the Director of Housing and Residence Life, Associate Director, and/or Dean of Students. In making such a decision several criteria may be considered including: (a) specific details of the threat (i.e. type of bomb, when it is to go off, reason for the threat, etc.), (b) intensity of the caller (i.e. does s/he sound deranged, extremely agitated, etc.), and/or (c) has there been an actual bomb found or exploded in Conway or the immediate vicinity in the recent past.

Evacuation Procedures
In cases where a decision is made to evacuate a building, the following procedures should be followed:

Apartment - Apartment staff will knock door to door and inform residents to evacuate immediately.
Residence Hall - Residence Hall staff will inform residents of the reported bomb threat by announcing the threat over the intercom system or door to door, and having staff knock on doors to inform residents to evacuate immediately.

Once the building is evacuated, Hall/Apartment staff should be assigned by the on site housing official in charge to cover the perimeter of the building to keep residents from reentering and to keep the residents a safe distance away from the building. In many instances, University Police will open other facilities such as the Student Center so residents have a place to stay while their building is being secured.
The building will remain evacuated until the “all clear” is given by University Police or other University Official.

Search Procedures
In cases where a building is evacuated, the following search procedures should be followed:

• University Police will be the primary agents responsible for conducting the search. At a minimum, they will search all public areas.

• As residence hall/apartment staff evacuate the building, staff should look for any unusual items that may be a bomb (e.g. a metal pipe, briefcase or sack in an unusual location, clock devise, etc.). Staff should not handle suspected items, but instead report them to University Police.

• The Conway Fire Department may be dispatched to the bomb threat site during an evacuation. However, Fire Department personnel shall have no responsibility for assisting with the search. They are there to assist with emergency situations only.

In cases where a building is not evacuated, the following search procedures should be followed:

• University Police along with residence hall/apartment staff shall have responsibility for searching public areas of the building/complex area.

• As the search is conducted, hall/apartment staff shall look for unusual items; however, University Police shall be the sole authorities responsible for handling a suspected bomb.

• University Police and Hall/Apartment staff should meet in the main lobby of the residence hall to begin the search.

Aftermath Procedures
In the case a bomb does go off, Residence Life staff will have the following responsibilities:

• Keep students and onlookers as far away from the site as possible. Set up a clear perimeter line.

• Clear paths (until emergency personnel arrive) so emergency vehicles can enter the area.

• Begin working with other Housing Officials to arrange temporary housing elsewhere, if necessary.

• Keep students as calm as possible.

• RA’s should attempt to account for residents on their floor and report the information to their Residence Coordinator, who in turn reports to the Area Coordinator/Associate Director/Director of Housing and Residence Life.

• Residence Life staff should not answer questions from the media about the situation, but instead should direct the media to the Vice President for Communications.

• A command post will be established at the University Police Office. Residence Life staff members should communicate information and receive instructions for this command center.

Death in the Residence Halls or Apartments

The following procedures should be followed in the event of a death in a residence hall or apartment complex.

• Immediately contact University Police (450-3111) and assist in their investigation (room entry, investigative interviews, and response logistics). You shouldn’t touch anything and move anything.

• Contact your Residence Coordinator first, then the RC on Duty, and your Area Coordinator.

For more information on the university’s policy on a student death, please see the student handbook.
Disability Emergency Building Evacuation Plan
(September 12, 2006 Draft, Revised October 10th)

University of Central Arkansas (UCA) students who may require special assistance in the event of an emergency evacuation should consider filling out the UCA special assistance/emergency preparedness form. Students who require special assistance are encouraged to develop their own facilities and evacuation plans and identify their primary and secondary evacuation routes from each building they use.

Note: most UCA buildings have accessible exits at the ground level floor, which can be used during an emergency. Elevators cannot be used because they have been shown to be unsafe to use in an emergency and in some buildings they are automatically recalled to the ground floor.

The evacuation of a building during a fire alarm is required, regardless of cause. In accordance with regulatory requirements and University of Central Arkansas policies and procedures everyone must evacuate a building in which a fire alarm is sounding. Fire alarms include, but are not limited to: accidental alarm, false alarm, or conditions caused by fire and/or smoke. The following are the Emergency Evacuation Guidelines for persons with special needs and/or disabilities at the University of Central Arkansas. As a standard practice:

Persons with limited mobility
This is defined as individuals who walk with canes, crutches, walkers, etc., and those who utilize wheelchairs should decide whether or not they can descend stairs or evacuate the building with little assistance from others. If not, they should:
- Stay in place within their room, or
- Move to an area of refuge.

Persons who are blind or have low vision
This is defined as persons who are blind/low vision can with the assistance of others, evacuate a building using the stairs if they are familiar with their immediate surroundings and frequently traveled routes and if stairs are safe to use. If the blind/low vision person is unfamiliar with the emergency evacuation route, they should either:
- Stay in place, within their room, or
- Move to an area of refuge.

Persons who are deaf/hard of hearing
Some buildings on campus are equipped with fire alarm strobe lights; however, many are not. Emergency instructions can be given by writing a note to evacuate. Reasonable accommodations for persons who are deaf/hard of hearing may be met by modifying the building fire alarm system or through other alternative methods.

Evacuation Options
Individuals with disabilities have four basic evacuation options
- Horizontal evacuation: using building exits to the outside ground level or going into unaffected wings of multi-building complexes.
- Stairway evacuation: using steps to reach ground-level exits from the building.
- Stay in Place: unless danger is imminent, remain in a room with an exterior window, a telephone and a solid or fire resistant door. If an individual requiring special evacuation assistance remains in place, they should dial 450-3111 immediately, and report their location to the University of Central Arkansas Police Department (UCAPD), who will then relay that information to on-site emergency personnel. If you remain in the room you must:
  - Call 450-3111 and report your location so that on-site emergency personnel can be informed and respond.
Notify others, that you are doing so.
If possible, close the door to prevent smoke and fire injury.
The Stay in Place approach may be more appropriate for sprinkler protected buildings or buildings where an area of refuge is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds.

- Area of Refuge: an area of refuge is an area that can be used as part of the required means of egress for persons that are disabled. These areas located on floors above or below the buildings and exits can be used by individuals with disabilities until rescue can be facilitated by the fire department. UCA PD or your resident coordinator can assist in identifying these locations. Areas of refuge can be pressurized stair closures in high-rise buildings, or fire rated corridors, adjacent to exit stairs and pressurized elevator lobbies. Go to an area of refuge away from obvious danger. Residence Life Staff will then go to the building evacuation assembly point and notify the on-site emergency personnel of your location. Emergency personnel will determine if further evacuation is necessary.

Fire Safety and Evacuation Procedures

If you suspect or see a fire
Residence Halls
- Activate fire alarm.
- Call University Police (so they can call the Conway Fire Department) and clear the building.
- Notify your Residence Coordinator as soon as possible.
- Residence Coordinator will notify your Area Coordinator.
- Attempt to extinguish the fire with a fire extinguisher. A good rule to follow is, if the fire is the size of a small trashcan, you can attempt to extinguish it. If any larger than a small trashcan, you need to get out of the building quickly and let the professionals deal with it.
- **Important** - Fire alarms are “local” alarms, and only signal to the UCA PD that a problem exists. The Conway Fire Department must be called separately. Either you or the UCA PD need to contact them, to be safe always call both UCA PD and the Conway Fire Department.

Apartments
- Call University Police (They will contact the Conway Fire Department).
- Knock on individual apartment doors to evacuate the complex. Do not endanger yourself if situation is unsafe.
- Notify AC as soon as possible.
- Attempt to extinguish the fire with a fire extinguisher. A good rule to follow is, if the fire is the size of a small trashcan, you can attempt to extinguish it. If any larger than a small trashcan, you need to get out of the building quickly and let the professionals deal with it.
- **Important** - Apartments do not have a central fire alarm system. The only way the Conway Fire Department will know there is a fire is by calling UCA PD who will in turn notify the Conway Fire Department. Students who are inside their apartment within the complex will not know there is a fire unless they are notified door to door.

If you hear a smoke detector
Apartments
- Alert residence life staff or University Police that a detector is sounding.
- Knock on doors of apartments that are in the same building as the apartment where the smoke detector and ask them to evacuate to designated fire safety area.
- Wait for all clear for emergency personnel or residence life staff before reentering apartment.
Resident Fire Evacuation Plan

- When fire alarm sounds or residents are notified that a fire danger exists, all residents and guests must leave **immediately**, no matter what you are doing. Leave your valuables, etc. in the room. If you don’t leave immediately, it may be too late for you to get out of the building.

- Check to see if door and doorknob are hot before you open the door. **If they are either are hot, do not open the door.** Try another exit, if there’s another door you could use or a window (if you’re on the first floor) try and get out.
  - If you become trapped in your room:
    - Keep your door closed and seal the cracks around the door with a damp towel or any other type of material available. Wet the material, if possible.
    - Open the window as much as possible, and hang something out of the window to signal to the fire response team that someone is located in the room.
    - Build a fire barrier against the door using your mattress and any other available furniture.
    - If you have running water in your room, stop up the drains and flood the room with water.
    - Stay close to the window and signal for help.
    - Always remember that smoke and heat rise. The safest area during a fire is near the floor.

- Close and lock the door to prevent thefts and the spread of fire.
- Do not try to locate or fight the fire.
- Walk to the nearest exit, following the fire evacuation plan.
- Watch out for other students in the hallways and on the stairways.
- Don’t cause a jam and possible injury to fellow students.
- If you are not near your assigned exit, leave through the nearest safe exit.
- Report to your designated area. Check in with your RA or another RA.

Residence Hall RAs
The above procedures should be observed for maximum safety and protection in the event of a fire alarm. Evacuation routes are to be posted at several locations on each floor. All residents should meet at pre-designated place, located a safe distance from the building and await further instruction from safety officials or housing staff. Make sure residents are clear on these below procedures!!

Apartment RAs
The above procedures should be observed for maximum safety and protection in the event of a fire. Evacuation routes should be posted around the complex. All residents should meet at pre-designated locations, a safe distance from complex and await further instruction from safety officials or housing staff. Make sure residents are clear on these procedures!

Residence Life Staff Fire Evacuation Plan
Always follow your hall/ complex fire safety plan for evacuation and resetting the alarm system. A copy of your hall/ complex’s fire evacuation plan should be posted on every floor.

- Make sure UCAPD is notified.
- Leave the building with the residents.
- RAs should meet the residents of their floor at pre-designated safe area and use fire rolls to account for their residents then await directions from the Residence Coordinator.
- All staff should stay available to aid emergency officials.
**Missing Student**

If an RA is made aware that a student is believed to be missing, the RA should contact their Residence Coordinator immediately. The RA is then to assist the RC with the situation if needed.

**Nuclear Attack and Evacuation**

In the event of a nuclear attack, alert residents to go to the designated tornado safety area. You cannot make a resident go to the safety area, but you are responsible for alerting them. Be sure you go to the safety area.

**Severe Illness and Accidents**

**Severe Illness**

When a student becomes severely ill in the a housing facility, the following procedures should be used.

- Contact 911 - they will come out for free and the student may decline transportation to the hospital if they so choose.
- If student does not want to ride in the ambulance or even contact 911, try to get the student’s roommate or friend to transport the student to the hospital. **Never transport a resident yourself, nor should you let any residence life staff transport them!**
- The Residence Coordinator or an RA should meet the ill student at the hospital. If fellow students want to go, ask the roommate or a very close friend to accompany them. Too many people will only cause more stress for the student and the hospital staff.
- Have another staff member or the Desk Assistant to notify the hospital emergency room that the student is on the way.
- The doctor treating the ill student will determine if the parents or guardian are to be notified. If so, the **doctor or student will call**.
- In some cases, it will be necessary to transfer the student to Little Rock hospital. The Residence Life staff member may go to Little Rock to assist in any way possible, but again **you cannot transport the resident!**
- If an ambulance is needed to transport a student, the student will be billed by the ambulance service.
- After the situation is resolved, you must fill out a detailed incident report.

**Accidents**

If an accident occurs in a residence hall/apartment complex, use the procedures outlined for “Severe Illness”. Document exactly where the accident occurred, when it occurred, and how it occurred. Be sure to notify your Residence Coordinator.

**Sexual Assault**

When a resident comes to you reporting a sexual assault, it is very important to follow the procedures listed below. While we cannot force a resident to file charges against their attacker, we need to make every effort possible to not destroy any evidence should they decide to move forward criminally. The majority of sexual assaults on college campuses are committed by someone the victim already knows, so it may be even harder for them to be willing to come forward. Stay calm and remember, your there to help them through a hard time.
• Comfort the victim as much as possible, ask permission whenever you want to do something, whether it be sit next to them, talk to them, etc. Don’t touch them, after what they have been through they may fear being touched. Always have someone with victim.

• Contact your RC and they will contact UCA PD. You may ask the resident if they would like an officer of the same sex and inform the RC of that decision.

• Check for life threatening injuries

• Encourage the victim not to change clothes (including shoes and socks). If clothing is torn, ask if they would like to be covered with a coat or robe.

• If the sexual assault occurred in a residence hall room or apartment, Do not disturb anything.

• Keep everyone out and lock the door until UCAPD arrives. UCAPD must remain at the scene until a criminal investigator arrives.

• Encourage the victim not to shower, bathe, douche, or urinate. Make sure victim does not brush teeth, rinse his/ her mouth, drink anything, and/ or put anything in his/ her mouth (gum, mints, cigarette, etc.).

• UCAPD will assess the situation upon arrival at the hall/ complex and check for injuries to the victim, and they will escort the victim to Conway Regional Hospital.

• The RC, RA, and/ or friend of victim should also accompany the victim to the hospital. It is important for someone who has some knowledge of the series of events of the assault to be at the hospital, as the criminal investigator will want to talk with him/ her.

• As with any emergency situation, confidentiality is of the utmost importance.

**Tornado Procedures**

It is important for you to know the basic warning levels regarding tornado activity. As a leader in your hall/ complex, residents will look to you for guidance when severe weather presents itself.

**Tornado Watch**
This means that atmospheric conditions are such that tornadoes could develop, there is no immediate danger and no response necessary.

**Tornado Warning for Faulkner County**
This means a funnel or tornado has been spotted in or near Faulkner County, and the weather service has placed the county in warning mode. There is not a danger for the immediate vicinity, but the potential for danger has increased. Residents may want to prepare for and/ or seek cover. This is left to the discretion of the resident. Apartment residents who live in second floor apartments should seek shelter with first floor residents.

**Tornado Warning**
This means a funnel or tornado has been sited in or near the Conway area. The weather service will sound the city sirens and danger exists in the immediate vicinity. Residents are given the information and are asked to seek cover. Residence Life Staff should make note of which residents choose not to take cover. Apartment residents who live in second floor apartments should seek shelter with first floor residents. The ideal location would be in windowless bathroom or closet within the apartment.
Tornado Notification Process

Warning for Faulkner County is issued

Daytime: UCA PD notifies VP of Student Affairs who notifies Housing and Residence Life Office, who notifies the Hall and Apartment Staffs

Nighttime: UCA PD notifies the front desk and/or the Residence Coordinators, who notify the Hall and Apartment Staffs

Residence Life Staff notifies residents (over intercom or door to door) that a warning has been issued for our county. Residents may want to prepare for or seek cover at their own discretion.

Warning for Conway, city sirens have been sounded

Residents and Staff should seek immediate cover.

Residents should seek cover in the lowest level, interior area, away from glass and windows, as far away as possible from the Southwest corner of the building/complex.

Residents and staff continue seeking cover until the “All Clear” has been announced by a Public Safety Officer or Housing Official.

Apartment Tornado Daytime and Nighttime Procedures
Warning for Faulkner County
- Available Residence Life Staff will notify residents of possible threat and advise them to prepare to seek cover.

Warning for Conway
- UCA Emergency Alert System notifies students of tornado threat
- Available Residence Life Staff will announce warning utilizing megaphone as well as UCAPD driving the complexes announcing the threat
- Residents and Residence Life Staff are recommended to seek cover:
  - Take pillow and blanket
  - Move to the lowest level
  - Take cover away from windows

Residence Hall Tornado Daytime and Nighttime Procedures
Warning for Faulkner County
- Available Residence Life Staff will notify residents of possible threat and advise them to prepare to seek cover.

Warning for Conway
- UCA Emergency Alert System notifies students of tornado threat
- Available Residence Life Staff will knock on doors as they move to emergency location, trying to ensure hallway doors are closed as they move to secure location.
- Residence Life Staff will announce threat via the PA system (where available) as well as utilizing a megaphone.
- Residents and Residence Life Staff are recommended to seek cover:
  - Take pillow and blanket
- Close room door as they evacuate
- Move to the lowest level
- Take cover away from windows

**Tornado Aftermath Procedures**
If a tornado does hit the campus, Residence Hall/Apartment Staff will have the following responsibilities:

- Keep students and onlookers as far away from the damaged areas as possible. Set up a perimeter line.
- Help clear paths so emergency vehicles can enter the areas.
- RAs should attempt to account for residents on their floor and report information to their Residence Coordinator or the RC on Duty
- Begin working with Housing Officials to arrange temporary housing elsewhere, if necessary.
- Try and keep students as calm as possible.
- Residence hall/apartment staff should not answer questions of the media about the situation, but instead direct all inquiries to the Vice President for Communications.
- A command post will be set up at the University Police Station. Staff should make contact at this office to provide communication and receive instructions.
Defining Community

Community Is . . . .

... a process by which we can join together, whatever our cultural background and religious beliefs, overcome our defenses and prejudices, and truly transcend our differences.

... an undergraduate experience that helps students go beyond their private interests, learn about the world, develop a sense of civic and social responsibility and discover how they, as individuals, can contribute to the large society of which they are a part.

... a means to achieve deeper more intimate relationships among people.

... the binding together of diverse individuals committed to a just, common, good through shared experiences in a spirit of caring and social responsibility.

... an expression of support and nurturing in living and working together.

... a feeling of cooperation, of commitment to group welfare, of willingness to communicated openly, and of responsibility to and for others as well as one’s self.

... a group of individuals engaged in social interaction, possessing common interests and goals, who show concern for and are sensitive to the needs of other members, and are primarily interested in furthering the groups goals over all others.

... a continuing and vital communication that must be maintained among all sectors of the campus.

(adapted from Florida International University Programming Manual, 1994)

Community Development
The process of shaping the environment, or building on the experiences and needs of member both individually and collectively, of creating the attitudes and developing the skills necessary to progress toward the realization of those conditions which make up the community.

Sense of Community
The feelings of cooperation, of commitment to the group welfare, of willingness to communicate openly, and of responsibility to and for others as well as to one’s self.

Community Leader
Individuals who arise to lead in a particular situation, depending on the needs of the community, and the individual’s own feelings; an individual who strives to influence other to take responsibility for their actions, their achievements, and the community welfare.

(adapted from Community Development Planner, Colorado State University, 1990)
Developing Your Community

Tips to Keep in Mind

- The group needs to define its territory. When people live in the same area, the territory is easily defined. But it is important for the group to "mark" it in some way, whether it be by decorating hallways and lounges, or by creating an identity (ex: "1st Floor ROCKS!).
- Mutually shared experiences establish a sense of community. Social events play a very important role in creating a community. Students need as many opportunities as possible to interact together, and to work towards a common goal (ex: making hall/lobby decorations).
- Communication and respect are the keys. The bonds that are formed in your community can only be continues when there is an atmosphere of mutual respect and understanding. You as an RA are key to keeping up this trend, through your encouragement, educational programs (ex: diversity, relationships, self-awareness). Notice that "community" and "communication" share the same root word? That's because you can't have the former without the latter.
- An interpersonal support system helps build trust. When members of your group know they can rely on you and each other for support, they will feel a stronger sense of community. Encourage this through recognizing good and bad things happening in these people's lives (ex: birthday signs, sympathy cards).
- Maintain community by meeting regularly. This stresses the importance of regular meetings and programs with your residents. It makes everyone feel important, involved, and connected. This gives you a chance to nurture your community.

Stages of Community Development

- Pseudo community is the first stage. This precursor to community can be deceiving. Just because everyone is kind and polite and doesn't get in each other's way doesn't mean you have community. This is simply the stage where people are not unkind because they don't have any emotional investment in anyone else yet.
- Chaos comes next. Little disagreements all of a sudden get big. Big arguments turn into shouting matches. Soon you think you've got World War III on your hands! But this is a necessary step towards community. The reason people are fighting is because they have started to open up and show more of themselves. That leads to misunderstandings that need to be resolved.
- Emptiness follows Chaos. This is a tough stage to get to, but it leads to the ultimate goal of community. It requires "emptying" or putting ones feelings and emotions on the table. It requires sitting down to talk about disagreements, and listening to each other. Mutual understanding and respect are the keys here. Without it, the group will remain in chaos, or a tense pseudo community.
- Community is achieved!! This is it, the goal to work toward. A community has moved past the arguments because they have come to understand and respect each other's differences. But without proper maintenance, it can dissolve into chaos again.

RA Action Plan

- Prior to opening
  - Develop a bulletin board and post residents' names and hometowns
  - Create door tags/decorations
  - Be familiar with residents' names and room/ apartment numbers
  - Decorate the bathroom area (if community style) or a common space with quotes, notes, campus/ city activities, bus/ shuttle schedule, and other community resources
  - Post signs for your first program or floor meeting
  - Post welcome week information
- During the first two weeks
  - Walk into rooms/ apartments with open doors and visit people. Be visible and available.
  - Be sure to introduce residents to each other
o Have a group of residents to acknowledge birthdays, achievements, etc. (the crafty people love this!)
o Point out who the custodians are (in the halls), the cafeteria staff, and any other campus leaders/staff you come across with your residents
o Inform the residents of the dining hours, options, and you can form groups that go together
o Seek out leaders for your area’s Hall/Apartment Council representative, talk to everyone
o Talk about the potential and the importance of the Hall/Apartment Council and how it relates to the students. Don’t put down the councils in any way.
o Encourage all responsible and interested student leaders to run for your area’s Hall/Apartment Council representative or other open executive board positions.
o Acquaint students with the fact that there are procedures to handle most problems, academic, personal, maintenance, etc
o Acquaint residents with one another’s interest through individual introductions, community meetings, lists of skills and interested, programming efforts, etc.
o Work to generate an atmosphere of cooperation and responsiveness in the building so that students feel free to approach each other when conflicts arise, and so that conflicts will be minimized.
o Provide information on the role of the RA and then consistently stay within those boundaries when working with community members.
o Actively encourage community members to cooperate during fire alarms. If the alarm goes off, students should assume there’s a real fire. Review emergency procedures each semester.
o Have community residents watch for “suspicious” persons walking around. They should be reported to the staff.
o Encourage residents to plan and carry out programs of their own.
o Plan, conduct, and compile an interest survey to determine those programs in which residents on your floor seem to have the greatest interest. Remember, freshmen do not have a point of reference, they will need help in coming up with ideas.
o Once interest survey results are compiled, let your residents see them. People may respond to expressed interests and begin to do programming and/or attend programming.
o Encourage community participation in planning activities. Don’t just do everything for them
o Cooperate with your area’s representatives and your Hall/Apartment Council’s executives and their efforts.
o Encourage community to eat as a group whenever possible
o Encourage respect for and cooperation with the custodial, maintenance, and Aramark staff. Remember they will follow your lead, so you need to be doing the same.
o Initiate informal discussion with community members on what it’s like to live on campus. Suggested topics include: homesickness, maintaining long-distance relationships, being in a new community, and does reality match expectations of college.

• By Mid-Semester
o Get together for activities with other floors/areas/buildings
o Have a Sunday night dinner (pizza, spaghetti, etc)
o Get to know the residents of other floors/areas. You can have RA exchange nights, inviting other RAs to community meetings, combined floor/area activities, dinners, etc.
o Continue to have floor/area meetings together
o Conduct education and cultural programs to address needs and interests of the community members.
o Encourage residents to utilize each other as academic and personal resources
o Seek out students who do not normally volunteer to help and encourage participation
o Use “matching” to pair up students who want to learn a skill with someone who can teach it. This can occur among floor/area residents or even hall/complex level.
o Spread out the responsibilities. Don’t always have the same students doing all the work, you may lose them.
o Encourage an environmental improvement or community service project for your residents.
• Invite faculty/staff to eat in the café with your residents.
• Invite faculty/staff to conduct a program for your community.

• Continuously during the semester
  • Ask people who usually eat alone to eat with you and a group of other residents.
  • Set up a TV in the lounge or the RA’s room to watch a movie, sporting event, etc. You could serve popcorn and snacks. ...
  • Plan spontaneous activities; take advantage of sporting events, movies, birthdays, etc to get people together.
  • Set up informal talk sessions or study breaks.
  • Post signs on your door letting people know where you are.
  • At floor meetings, recognize individual achievements of residents or post signs.
  • Have RAs and community members attend concerns, sporting events, etc in which another member of the staff or community are participating in
  • During the year, consistently call students on violations of the student handbook
  • At meetings, periodically evaluate community expectations, how realistic they are, and whether they are being met by residents
  • When appropriate, encourage students to approach each other with complaints, rather than always going to the RA.
  • If any residents are concerned about how things are running, give them the opportunity to lead community meetings to discuss this problem.
  • Post signs containing information, news of hall, apartment, or campus activities, SAB, etc.
  • Post Hall/Apartment Council minutes or news on bulletin boards.
  • Offer your verbal and physical support for hall/apartment and campus activities.
  • Attend the Hall/Apartment Council meetings and demonstrated interest and support.
  • Meet weekly with floor reps to discuss activities, ideas, discuss problems, etc.
  • Discuss Hall/Apartment Council information and issues during your area/floor meetings and give your area representatives an active role in your area/floor meetings.
  • Stress the positive aspects of rules, to protect the residents and their property.
  • Programmatically make students aware of the rationale for regulations through safety programs, drug abuse, alcohol abuse, etc.
  • Have informal discussions among residents about different customs, cultures, backgrounds, etc.
  • Use bulletin boards to post the week’s activities.
  • Help students to get to know university and student staff.
  • Encourage students with special skills/interests to present and/or plan programs.
  • Seek student evaluation of projects, activities, and overall floor/area and hall/complex environment.
  • Adequately publicize events for maximum participation.
  • Use TV as a community-building tool, get people together to watch a movie or a show.
  • Act as a resource person for students trying to plan their own activities.
  • Rather than telling students what is going to be done, ask for their suggestions for activities and programs.
  • Keep bulletin boards on the floor up to date and interesting.
  • Post all pertinent information in highly visible places.
  • Act as a model by respecting and taking care of the physical environment.
  • Make students aware of the various programs put on in the halls/apartments.
  • Report any fire safety equipment that is out of order/date (extinguishers are charged and tied, pull stations, strobes, detectors, and sprinklers are intact and look functional).
  • Take student complaints and suggestions seriously and follow through with them by sharing them with your RC. If nothing can be changed, at least it can be explained.
  • Encourage students to approach the Hall/Apartment Council, Resident Housing Association, and/or the RC with appropriate concerns.
- Pay attention to damages and the physical condition of your area. Report any problems immediately.
- Investigate all incidents of vandalism and encourage your community to identify those responsible.

- By the end of the semester
  - Organize a dinner/going away party for those that are leaving.
  - Plan a final meeting/event to recognize floor leaders, intramural teams, council representatives, and other special contributions to the community.
  - Provide clear and accurate break/closedown and checkout information.
  - Get creative.

### Communication is Key

From the BASIC Journal at Central Michigan University written by Claudia Kamhi, George Thompson, and Kim Jones Kline

As a Resident Assistant, a large amount of your work is done through talking to others. Your own communication skills (shy, outgoing, or in between) may have an effect on how you get to know your residents. Some people like to talk in large groups while others feel more comfortable chatting with small groups. There is no "best way" but it is important to know where you are most comfortable. Think about your other staff members. Where do they fit in with communication skills? How do you communicate with shy staff and outgoing staff members? Larry King, a prominent talk show host states, "To overcome shyness, remember that the person you are talking to is probably just as shy as you are. Most of us are. Reminding yourself of this will do wonders for your ability to shed your own shyness." On the other hand, if you are outgoing, remember that others may not be as confident as you. Give them a chance to build their confidence with you.

### Tips for when conversing with others

- Honesty - share your background and ask your residents to share theirs
- The right attitude - the will to talk even when it might not be comfortable at first
- A sincere interest in the other person - really listen to what they have to say
- An openness to them about yourself
- Try to avoid yes/no questions
- Make sure to maintain eye contact
- Be enthusiastic
- Be curious
- Be empathetic
- Maintain a sense of humor
- Use current topics to start conversations
- Most people love to talk about themselves. Ask them about comfortable topics, but be cautious about questions like "So, do you have a boyfriend?" or "What church do you attend?" You may shut them off. If they wish to disclose this type of info, they will tell you.
The University of Central Arkansas is committed to encouraging the development of the whole student to prepare them to become more productive global citizens. As a part of this mission from the university, the Department of Housing and Residence Life is committed to providing a safe, diverse, and well-maintained environment that compliments and supports the academic mission of the University. We create a dynamic living and learning experience that promotes and inspires individuals to become empowered community members.

Wellness programming focuses on the “whole” person— the integration of mind, body and spirit. Wellness is the appreciation of everything you do, think, feel and believe which has a tremendous impact on your state of health (Winston et al, 1993). The eight components of this “holistic” approach compose the Wellness Wheel and consist of academic success, health, emotional, human awareness, life planning, service, social, and spiritual. A large part of a university’s community surrounds building school spirit, pride, and ownership in the university and its programs. The Department of Housing and Residence Life has decided to add a ninth component, UCA Pride, to encompass this area.
**Academic Success**
Provide opportunities for students to explore more about academic interests through creative application and articulation of critical thinking, and expressive/intuitive skills. Interactions are designed to fit the student’s needs, assist students to learn more through interactions with each other, faculty/staff, and make stronger connections to UCA.

**Emotional**
Includes the degree to which one feels positive and enthusiastic about oneself and life. It challenges students to explore their own feelings about their personal experience, family issues, relationships, etc., and develop a full range of responses.

**Health**
Encourages knowledge about food and nutrition and discourages the use of tobacco, drugs, and excessive alcohol consumption. It encourages activities that contribute to high-level wellness, and self-esteem. The health element also encourages cardiovascular flexibility and strength and recommends regular physical activity.

**Human Awareness**
Explores the larger social, economic, and political problems challenging our society and others in the world community. The focus is on recognition, acceptance, and appreciation for ethnic, lifestyle, cultural, and value differences and their impact on personal attitudes and behaviors. This type of programming encourages students to see beyond their own life experiences.

**Life Planning**
Focuses on life stages, vocational, and avocation choices (hobby and leisure activities). Development in this area involves an increased ability to access personal strengths and abilities to make choices based on their assessment, to find reward in the process and product of work, and to effectively balance work with other parts of their life. A healthy person finds life choices to be enriching to the total self.

**Service**
Centers on the personal act of doing in response to needs within the community and society. This programming seeks to provide not only on charity but the correction by promoting awareness of the needs for immediate aid and long-term structural change.

**Social**
Creates the opportunities to meet new people, make friends, and know one’s self through interactions with others. It develops one’s social confidence in a range of settings.

**Spiritual**
Encourages the willingness to find meaning and purpose in one’s own human existence and the examination of one’s values and beliefs.

**UCA Pride**
These programs are designed to connect the residents to the university and foster school pride. UCA Pride programs can range from getting painted up for UCA athletic events to a UCA themed door decorating competition on your floor.
Tracking Your Community Development

Each RA needs to earn 300 community development points each semester. Here’s the point breakdown:

50 points: Large scale or educational program with outside resources of any nature from the Wellness Wheel. Campus and community resources include the RA gathering information from outside resources. Information beyond common knowledge is considered an outside resource.

Note: 150 of each RA’s 300 points must come from 50 point programs.

- This program is planned in advance with attention to details.
- This program requires the program proposal and evaluation forms to be completed
- Provide some type of learning opportunity.
- Lots of planning, advertising, and follow through on program.
- Hands-on demonstrations
- Special Speakers (with the RA equally sharing work with speaker) Note: If the RA presenting the program is an expert on the topic he/she may request AC approval to act as the “Special Speaker” or “Community Resource” for their own program.
- Planned Topic Discussions
- Points earned are based on planning and implementation aspects of the program.
- Shared programming where two or more RAs work together, each RA will earn a max of 30 points, for larger traditional programs such as Carmichael’s Mother’s Weekend or State’s State Patrick Week, the AC may award up to 50 points per participating RA.

25 points: Medium scale programs of any nature from the Wellness Wheel.

- This program is planned and advertised, but not necessarily to the extent or details of a large scale program.
- RAs complete the program proposal two weeks prior and evaluation forms within 48 hours.
- Provide some type of learning opportunity through participation.
- Social programs (planned birthday parties, game nights, dinners, etc.)
- Recreational programs (Scavenger Hunt, pick-up game of ball, etc.)
- Points earned are based on planning and implementation aspects of the program.

Up to 15 points: Could be a community development activity of any nature from the Wellness Wheel.

- RAs must have participation from 3 or more residents (non-staff) to be awarded points.
- RAs complete an evaluation form for these activities, and the form must be turned in to the RC within 48 hours. Resident’s names should be listed on the evaluation
- Provide some type of learning opportunity through reading or experience.

15 Point Community Development Opportunities:
- Post signs and gather 3 or more residents to play a basketball game.
- Get 3 or more residents painted up, make banners, and attend athletic or other event.
- Create your own advertisement for residents to come with you to an outside activity
  - Show, play, or concert.
  - Fundraiser walks/runs
  - SAB Events

10 Point Community Development Opportunities:
- Bulletin Boards - interactive or educational bulletin board programming that is more than an FYI
- Door Decs - High quality, more than just a cut out with a name, etc.
- Coaching an intramural team - Points are awarded by the season and only applies to the following sports: flag football, soccer, spring softball, volley ball, basketball.
Organizing an intramural practice – this includes scheduling, booking a location, recruiting players to attend, etc.

- 5 Point Community Development Opportunities
  - Bulletin Board, just FYI, informational
  - Community activities
  - Piggy-back activities (spontaneously gather 3 or more residents for another program on campus)
  - Floor meetings (basic gathering of 3 or more residents or giving information)
  - Intramurals (gather 3 or more residents for a game)
  - Study Hall
  - Eat with residents
  - Attend game (intramurals or athletics, bringing 3 residents with you.)

**Note** No points will be awarded for opening door decs, bulletin boards or wing meetings. If you simply participate in intramurals and do not participate in the planning, organization, or coaching, no points will be awarded.

**Special Note** Effort + Time = Points Earned

Please plan a variety of programs or community development activities for your residents. We encourage that you utilize a resident needs assessment and the Wellness Wheel when planning your program. Discuss your programming plans with your Residence Coordinator. He/She will be able to advise you on alternative programs, improvements to your idea, or additional ideas to help with your programming efforts.

**Residence Coordinators have the discretion to deduct points according to the community development activity’s execution.** (i.e. If the program is thrown together within a week, it probably will not get the full value of points.)

**Community Development Checkpoints Fall 2012**
- October 5th, 2012 - RAs should have obtained 150 points
- November 16th, 2012 - RAs should have obtained 225 points
- December 6th, 2012 - RAs should have obtained all 300 required points

**Community Development Checkpoints Spring 2013**
- February 22nd, 2013 - RAs should have obtained 150 points
- April 5th, 2013 - RAs should have obtained 225 points
- April 25th, 2013 - RAs should have obtained all 300 required points

Failure to meet these checkpoints and community development expectations will result in disciplinary action.

**Steps to Planning a Large Program**

**Identify the Interests and Needs of Your Residents**
Utilizing a resident needs assessment form is a great start to planning your programming. You can find samples on the internet, from your RC, and [www.residentassistant.com](http://www.residentassistant.com) has a good one too! You can also do brainstorming, informal discussions, sign-up sheets, and even suggestion boxes.

**Select One Topic Based on Your Resident’s Needs and Interests**
If you're having a hard time narrowing down the responses from your residents, see if there's a common theme among the needs assessments or other feedback you’ve received. You can choose the topic that’s indicated by the most residents for your first program and then proceed through the list.

**Discuss with Your Residence Coordinator**
Talk with your RC during your next 1x1 or maybe you could even grab their ear over lunch in the café! Share your idea for the program, what specific activities you have in mind and other information you’ve pulled pertaining to your program. Ask them for feedback and advice to help your program be successful.

**Choose Your Date**
For your program to be truly successful, make sure your date doesn’t conflict with any major university sponsored events. Also, familiarize yourself with your resident’s schedules. If many have night classes or other student activities on a particular night, choose a different night of the week for your program.

**Make the Arrangements**
Three-four weeks before the program, arrange resources and materials. Also, contact any speakers, arrange the location, time and date, request any special equipment needed, and submit your food/ drink order to your RC. At this time you will need to complete a Community Development Activity Registration form. This will officially put your program “on the books” with your RC and will ensure that you can earn community development points.

**Publicize! Advertise!! Get the Word Out!!!**
Get creative and grab your resident’s attention. Use bulletin boards, door tags, personal invites, flyers, table tents, paper footprints, door hangers, bathroom mirrors, bathroom stall newsletters, odd shaped posters, or even 3-D advertising (create a sculpture out of paper or other materials pertaining to your program’s topic to grab resident’s eyes).

**Discuss Expectations**
Be sure to discuss expectations with your speakers or others whom you are collaborating with on your program. Make sure everyone is aware of time limitations, the format of the program, expected attendance, and that any special needs of the speaker/presenter are being met. Don’t forget to allow for set-up and clean-up time.

**Program Time**
Arrive early to finalize everything, ensuring that the room/ location is arranged correctly. Greet your residents as they arrive and be sure to thank them for attending your program.

**Evaluate**
Part of being a good programmer is learning from your successes and mistakes and constantly developing you as a programmer. Completing a Community Development Activity Evaluation form is not only required to earn community development points, but it’s a crucial part of your reflection on how the program went from conception to execution. You can help identify the good and the bad so you and others can learn and grow from your programming experience.
Community Development Resources

Academic Advising 450-5149  Intramural and Recreation 450-5162
Biology Dept. 450-3146  Marketing Dept. 450-3149
Business Admin. 450-3106  Math Dept. 450-3147
Career Services 450-3134  Military Sciences 450-3145
Chemistry Dept. 450-3152  Minority Services 450-3135
College of Health 450-3122  Philosophy Dept. 450-3179
Community Action Program 329-3891  Playworld Pizza & Fun 450-7300
Conway Family Bowling Center 329-2638  Psychology Dept. 450-3193
Conway Human Development Center 329-6851  Russell Dermatology of Conway 328-5050
Counseling Center 450-3138  Speech Pathology 450-3176
Department of Psychology and Counseling 450-3193  Sociology Department 450-5582
Disabled Student Services 450-3135  Student Health Services 450-5749
Geography Dept. 450-3164  Student Organizations 450-3137
Greek Life 450-3137  Torreyson Library 450-3129
Haven House 327-1701  UCAPD 450-3111
Health Promotion and Wellness 450-3133  United Way of Faulkner County 327-5087
Health Sciences 450-3123  Village Park Living Center 327-6428
Heritage Nursing Home 327-7642  Women’s Center of Central Arkansas 450-9494
History Department 450-3158  Writing Lab 450-5123
International Programs 450-3445

Community Development Activity and Program Ideas

90 Million Served
The purpose of the program is to have residents give back to their community through cooking and serving a meal to those that are less fortunate. Those in attendance are able to see the first-hand benefit of volunteering in the real world. An added and unexpected benefit is that they work with a diverse group of people in the preparation of the meal.

A 45-Minute Date
RAs can present a program on dating. Issues like setting up the date, creative ideas for dates, and flirting can be discussed.

A Different Life
Residents can participate in an activity that allows them to see through the eyes of a gay or lesbian person. Residents can be asked six questions and then apply these questions to a narrative about the life a gay person.

Are You a Fan of Cabana's?
This is an interactive alcohol awareness program. It features 6 different situations including "STI's and Alcohol", "101 Fun Things to do Without Alcohol", "Beer Goggles", "Mocktails", and "Lemon-Lime Twist (Twister)."

Behind Closed Doors
The program can help to teach residents how to effectively and assertively communicate and confront one another. In addition, residents can be provided supplies to decorate their own doorstop. The doorstops were made to encourage residents to leave their doors open more and meet one another.

**Breaking the Ice**
RA's can bring ice cream for their entire floor and invite them to socialize with one another.

**Chess Tournament**
A tournament can be set up to teach those who did not know how to play chess how to play in conjunction with providing an alternative to destructive study break habits.

**Choosing a Major**
Residents can have a discussion about various majors and what could be done with degrees in those majors.

**Diversity Rap Session**
The program allows residents to address diversity issues on campus. Having each resident select a question, read it aloud, and then answer the question enhances the discussion. The questions address several different topics relating to race, national origin, religion, etc. In addition, the questions are geared towards events that have happened on campus. A moderator is strongly suggested for this type of program.

**Driving Ms. Daisy**
RA's can present a program geared toward female residents about car maintenance, emergencies, and safety. RA's or a speaker can present the program through demonstrations outside and also develop a helpful packet.

**Fight Club**
After watching clips of the movie "Fight Club" residents are taught the correct ways to manage their anger. It is a unique twist to an educational program.

**G-Vega$ Ca$ino Night**
G-Vega$ is a hall wide social-educational event. There are casino type games, lots of decorations and prizes and mocktails. Within the mocktails is a lesson about alcohol awareness and taking precautions against having some drug slipped into one's drink. There is a speaker on alcohol awareness and several hands-on activities (beer goggles, etc.) to enhance the experience!

**Holiday Cards**
Residents can make holiday cards to send to family and friends. Extra cards can also be made for a local retirement community/nursing home.

**How to Find a Major**
Many residents in the hall can have difficulties with choosing a major. To address these concerns, you can invite someone from Career Services to talk with the residents about Career Development.

**It Happens to Everyone**
A presenter can be invited to speak to the residents about their past experiences with domestic violence. Presenter can their story and give residents advice about how to avoid domestic violence situations.

**It's Time for a Rave!**
This unique alcohol education program is designed to examine the dangers of alcohol and other club drugs that have become popular in the party/club scene and provide residents with information and safety tips to protect themselves in a simulated "club" atmosphere-complete with music and food! Rhonda, of UCAPD, is an excellent speaker for this program.
Let's Make A's and Sundaes
This program can involve a presentation on developing good study habits that contribute to academic performance and later students can enjoy having an ice cream social.

Like a Virgin
This interactive, discussion-oriented program deals with the subject of virginity-what defines it, positive and negative sides to being a virgin, values related to sexuality, respect, etc. The two overall messages that can be conveyed is that 1) it is ok to be in college and be a virgin and, 2) women need to make wise, informed decisions about their body and their life.

Love Yourself
Residents are able to pamper themselves with relaxation techniques and skin/body care tips. Residents can make facial masks and listen to soothing music and give massages. This program lends itself well to an outside speaker.

Need an 8th Day in Your Week?
Residents can find out the importance of time management and can be provided with techniques in order to get and stay organized. Residents can also learn the warning signs of stress and how this is linked to time management.

Open Mic Night!
The program can be accomplished in a relaxed, fun and inviting atmosphere. Residents are asked to attend the program and showcase their talents and abilities. Poems, songs, and dances can be shared.

Pennies For Peace
RA’s can encourage residents to collect pennies to respond to tragedies such as September 11th or whatever charity/causes they choose.

Pretty Panties
Over fifty residents participated in this program where they drew each other’s names out of a hat and had a secret pal gift exchange...except the gift was a pair of new underwear!!! That led to a night of girl talk and learning about individuality.

Prophylactic Piñata Party
An RA along with a group of peer educators from student health services or speakers can do this program around Valentine’s Day to discuss sexually transmitted diseases and their prevention. At the end, residents can bust the condom filled piñata at the end.

Recycling Project
Residents can collect, wrap and deliver presents to a charity that gives them to needy families.

S.E.X. SAY WHAT?!
This program can be a first in a 3 part series designed for students to explore issues of dating, communication, relationships, and basic health issues. This “say all” session allows members of the opposite sex to talk openly and honestly in a safe, structured environment. The conversation topics can vary and give the opportunity for residents to ask questions related to dating and sexual relationships.

See Dick, See Jane, See Spot, See Doctor
Members of the Student Health Center can speak to female residents about the possible ill effects of having unprotected sex. Condoms and food can be provided for the residents.

Share Love
RAs can set up stations where residents can make Valentine's Day cards for the kids of the Arkansas Children's Hospital.

**Stereotypes: Facts or Opinions?**
This program focuses on a discussion of various stereotypes and the root of them and the validity of them. Residents are assigned a “group” and are given the task to brainstorm various stereotypes. The group lists are then discussed among the larger group. During the discussion residents are able to see that most stereotypes are false.

**Taco Fiesta**
Residents can participate in a program where they learn how to make a taco salad. An RA can show residents how to make an easy-to-prepare yet delicious dinner. Residents learned the recipe and steps involved and then everyone can sit down to enjoy the fiesta! This can work with any type of food.

**Take a Load Off**
This fun and interactive student skills program gives residents the opportunity to learn about effective ways of studying and managing stress! The residents can enjoy music, games and food while learning about effective study methods as well as fun relaxation tips.

**TGIO (Thank Goodness It's Over)**
TGIO gives residents a chance to reflect on the fall semester and to see what they could change about it in order to have a better spring semester.

**The Room Defines the Man**
Before the program, pictures are taken of random residents' rooms in a hall with their permission. During the program participants are divided up into teams and given different pictures. From the pictures the teams are asked to define what type of man lived in each room. The residents are able to find out if their assumptions are correct and win prizes!

**The Roomie Game**
RAs can come up with questions for each pair of contestants. Roommates are then questioned about each other. Correct answers gain each roommate pair points. The roommate pairs that answer the most points win cool prizes.

**We Want You! (To Write Letter)**
Residents in halls across campus can be asked to write letters to soldiers, Red Cross volunteers, firemen, policemen and anyone else who helps the community. The purpose of the letters is to provide the overseas soldiers with encouragement and support.

**Weakest Link**
Residents can competed in a quiz show format that focused on facts and myths about relational violence and sexual assault. By attending, residents can realize the reality of the frequency of domestic violence and can have fun while learning.

**What's in Your Pizza?**
This program is about diversity. Residents are allowed to make their own pizza and talk about different diversity issues they may come in contact with.

**Women are from "Sex in the City"; Men are from "The Man Show"**
This is a gender communications program focusing on stereotypes. Clips of each show can be shown and discussed. Then, participants can be split into gender groups and asked to brainstorm questions for the other group. Lastly, the groups can be brought together to answer the questions.
You Smoke Weed?
Speakers are used to address the various issues involved with using/abusing marijuana: physical, legal, and student judicial. Residents can have a frank discussion about the implications of marijuana use and leave knowing more about it.

Six Week Challenge

Many new students would identify their first six weeks at college as the most intense adjustment period of the year. Most are coming from familiar communities of which they have been a part of their entire lives, and when they arrive on our campus, they must work to find a new sense of belonging and a supportive community for themselves. During this period, residents get accustomed to the academic stresses of college; build relationships and form habits and norms. The actions of the Resident Assistant are critical on two levels. First, they help the individual student adjust to the college environment, and second, they create a community from the conglomerate of individuals on a floor.

Student Adjustment Processes

Relationship Building
In the first few days, residents learn basic information about each other and the campus, such as names and locations. They may experience some immediate feelings of homesickness or loss or be very excited for their new independence. As they settle in, they will get to know each other better and form social patterns for where and with whom they spend their time. Some students will be quiet and reserved and not able to find such a core group. Past personal issues that students bring with them begin to come up in the first few weeks—problems with alcohol, drugs, body image, mental health, sexual assault, etc. By the end of the first six weeks, most students have developed set patterns of study, socializing and involvement in other campus activities.

Discovering Common Interest
As soon as students get to campus, they begin to meet people with the same interests. People with some interest are easier to spot than others around campus and the community. For example, students who enjoy outdoor activities like skateboarding, cycling, and running will be easier to find on a college campus while students who enjoy video games, community service, and drama may need to be sought out.

Supporting Academics
The main adjustment for students will be acquiring basic college student skills. They will need to realize how their classes differ from their high school experience in terms of more independent work and taking personal initiative for their success. The issues will include—going to classes, figuring out a work load, talking to professors and advisors, using campus resources for help, working in groups, studying effectively, balancing time and planning ahead. After the first set of assignments/exams students might need extra help in talking with professors about their profress and with strategies to pull their grades up after a failure.

Developing Community Standards
Students are likely to test the limits of their new independence when they first arrive on campus. Sometimes, they will not know or understand the University policies. Damaging and disruptive behavior norms are developed quickly, and often reflect a desire to fit in and be accepted in the group, or to ensure that they are seen as different from other group members. Residents are likely to need many reminders and explanations to encourage a positive group norm. They will often get defensive when confronted. Some students who get into trouble realize quickly not to repeat their actions; others will not make the connections between incidents. Later in the semester, students will begin to approach each other with issues, as they get more comfortable. Ideally, they will develop a closer relationship with the RA, and thus will be more respectful to them.
Six Week Challenge Community Development Model

Along with the checklist provided below, you will be challenged with completing one community development program a week. These activities will be a mixture of individual floor/building/area programs and entire complex programs. The goal of these events are not to merely just provide some form of activity to receive credit but are to follow through with the intentions of the six week challenge; creating a welcoming environment, establishing relationships between students, staff and the university, creating more knowledgeable residents and facilitating their transition to college.

Week One: First Contact
Your community development program this week should consist of the social aspect from the wellness wheel and should be an individual floor/building specific program (this means it should target the residents you oversee and should be put on by only you). This event needs to be something to help your residents not only release some anxiety about being in a new setting and attending the first week of class but also interacting with the different people on their floor.

Goal: Get residents to learn about those that live around them (including student staff on that floor).

Example: You can reach this programming requirement by putting on a floor social, maybe with some ice cream, and then having everyone sit down in a circle, or whatever shape your space allows, and having everyone go around and introduce themselves and spend 2-4 minutes talking about who they are, why they chose UCA, what they expect this year to be like, etc.

DO NOT: Do not simply put on a social. Many socials will lack the intentional conversation aspect that this program should include. If you are not facilitating some group interaction you are not meeting this requirement.

Week Three: Building Traditions
This will be the first entire complex program of the six week challenge. This program has two purposes; 1) It is to help the residents within the building meet and mingle, something they might not have done since Welcome Week, and 2) it is to help you, the student staff of the building, work together on a collaborative event. This event needs to be something fun and engaging, with the possibility of a little learning occurring. The biggest goal, which is why it requires everyone working together, is to get as many residents to this event as possible.

Goal: Get all the residents within the building to interact with each other in a big group setting.

Example: Have an event that pits floor vs floor. Make a series of competitions, such as a physical challenges, campus resources challenges, knowledge challenges, etc., and make sure that a new person competes in each event. RAs, AAs and RCs should serve as facilitators, judges and referees of the events and this should be something that the residents have the most involvement with.

Week Two, Four, Five, and Six
During these weeks each staff does at least two community development activities from the following areas: Every topic area must be covered by the staff team as a whole during the course of the Six Weeks Challenge

Community Building
The community development program this week should be another individual floor event. This week you will need to focus on increasing the residents’ knowledge of the UCA community. This can be something down within the hall in the form of a presentation or guest speaker from one of the universities many departments (Advising, HPER, Health Clinic, Financial Aid, etc.) or it can be a group outing where you all attend one of the campus’ services together (attend an SAB program, Go to the HPER to workout/play basketball, take a tour of campus, etc.). Keep in mind that simply attending an event is good but the point of this week is to further a resident’s knowledge, so if you attend an SAB event make sure you include, before the event, a small info session on who/what SAB is, where it is located and how they can get involved with this.

Goal: Introduce your residents to the campus and its many resources and services.
Extra Goal: Social will be one of the aspects of the wellness wheel you will hit but try and incorporate another aspect in as well. Make sure you cover this aspect during your event and not just merely throwing it in to look good!

Example: Invite a representative from a Registered Student Organization (RSO) to come and present on their organization. Follow up by discussing with your floor that there are other organizations from a wide range of topics within the university and that these organizations are a great way to further get to know people on this campus.

DO NOT: Do not simply take a student to a SAB movie, and definitely do not merely use the SAB advertisements. If you plan on going as a group to a SAB event you will need to provide your own advertisement, talk about that organization with your floor before you depart and then attend the event with your group for its entirety.

Academic Success
This event will be one in which you may join another RA or have an AA (if you have one within your building) help you with. This program, as the residents are now a month into school, needs to be focused on the academic success aspect of the wellness wheel. If you ask another RA to help you, you will need to keep the event between your floors and your floors alone. If you ask an AA to help you can keep the event to your floor or allow the AA to invite residents in that they feel could benefit from this program.

Goal: Help the residents focus on their academics.

Example: An example of this can be doing an event on how eating healthy, properly can benefit learning and energy levels. It can be a program on how getting a full night’s sleep benefits grades, or how drinking throughout the week effects grades. It can be an open discussion about how classes are going, what some difficulties have been with college courses, etc. Just as long as this program ties back into academic success in some way you are probably doing the right thing.

Building Pride
This event needs to be done individually by floor and should also strive to build pride within the floor community and build pride for the overall building’s community. Do an event that allows residents to decorate, in a non-vandalizing way, their doors, the hallway and the common areas (laundry/bathroom). This can be large scale where they try to make their door, their side of floor, have their own personality or you can make it smaller scale where they merely create door decs. One of the best ways to ensure we maintain our facilities (IE keep them clean and stop residents from break things) is by building up a sense of pride within the residents about the facilities. If they enjoy their floor/building they will be less likely to leave a mess and vandalize the area.

Or

Support a current building/campus initiative such as, intramurals, hall government and/or RHA. Try to get your floor involved in these different initiatives as a way to not only improve those programs/activities but to also to use as a point of pride within your building.
Goal: More bonding with/ between residents and building up pride in their floor/ building.

Example: Get everyone on your floor together to make door deсs for everyone else on the floor. The door deсs can be themed or just reflect the creator’s personal interests. You can also turn this into a competition between sections of the floor or between rooms, where each room gets a chance to decorate their door (area around the door) and the winners get a prize. Make it fun!

O r

Create an intramural team(s) for the upcoming support and advertise the games within the hall to get whole hall support. Make jerseys (take a black t-shirt and fabric paint it up!), make signs for support and get everyone involved!

**Transition Items**

Coming to college is a big transition for students. For many they will be without the direct support from certain family and friends that they have relied on for year. Also, some of our students may be from hometowns that are smaller than UCA. We must provide support and skills training to aid in this transition.

Goal: Provide residents with information and skills needed to engage with and be successful within UCA, your building/ complex, and Conway as a whole.

Examples: “How to” sessions on topics like laundry, great meals from the microwave, organizing their time, money management, etc. You could also do events that discuss things to do in Conway, places to eat, possibly even take a tour, or if you are really going all out, setup an event at a Conway or Little Rock attraction (movies, go carts, driving range, play time pizza, Paintball Arkansas, tour of Conway restaurants where you test appetizers, etc.)

**Grand Ending!**

This event should be a building wide event that involves all student staff in the building. This event needs to be something that draws in as many residents of the building as possible and should be final hoorah for the residents as they should be well on their way to becoming better integrated pieces of the UCA puzzle! Make this something grand, something that everyone is going to enjoy and make sure that it does this most importantly; sets up future programming. This may be the last of the six weeks challenge but you still have a half of a semester to go and an entire other semester waiting after that. This may be a conclusion to this initiative but should be the start of something more.

Goal: End things on a good note, acknowledge residents, build a sense of pride... pretty much everything from the first five weeks.

Example: A mid-semester awards ceremony. During this ceremony show a slide show of the year starting from move-in day and going through week five. A nice touch might also be handing out awards such as; floor specific awards that the RA’s create, building specific awards that RCs/ RA’s/ AAs make and academic specific awards that AAs (if you have them, and if not this can be done by RCs/ RA’s) make. The grander you make this, the more sense of pride the residents will have, and the more they will feel honored. At the end you might want to include a list of upcoming programming if you have building traditions coming up, or have prepared programs in advance.
Guiding Checklist for the First Six Weeks

The first six weeks will be very demanding for you in terms of the time and effort you will be putting into your floor. As time goes on, your floor community will become more self-sufficient and individuals will be empowered to invest in the good of their community.

This list is intended to be a very detailed and practical guide for you to follow as you work on developing your community. **It is not expected that you complete every single task, however if you complete the programming but fail to complete a good portion of the tasks below, you have completely missed the heart and purpose of the 6 week challenge.**

**Week One**

**Relationship Building**
- ____ Learn the first and last name of all your residents
- ____ Learn the room / apartment numbers of your residents
- ____ Walk into rooms with open doors to introduce yourself (make sure you knock first)
- ____ Be highly available
- ____ Keep your door open when you are in your room
- ____ Post your schedule and relevant staff/office phone numbers on your door
- ____ Have residents fill out roommate agreement (required for all freshmen)

**Discovering Common Interests**
- ____ Learn something about all your residents
- ____ Hand out an interest survey to gauge what your residents enjoy
- ____ Establish a system of ongoing communication (Facebook group, bulletin boards, flyers, email, etc...)
- ____ Plan a community development activity together

**Supporting Academics**
- ____ Introduce them to campus resources
- ____ Find out which subjects your residents are taking
- ____ Talk to students about any anxiety they are feeling about their academic courses or professors
- ____ Follow up to see how their first week of college went

**Developing Community Standards**
- ____ Consistently confront, enforce, and document policy violations
- ____ Encourage residents to talk with each other about noise and damage issues
- ____ Encourage residents to run for RHA Representative
Week Two

Relationship Building

- Create a committee for floor recognition
- Continue to visit resident’s rooms and demonstrate your sincere interest in them
- Have a program in your room and invite residents to drop in and hang out
- Encourage residents to visit each other’s rooms
- Continue to learn more about residents and introduce them to others with common interests
- Have a conversation with a resident who seems to be struggling with meeting new people and connecting with others on the floors
- Notice what kinds of adjustment issues your residents are dealing with

Discovering Common Interests

- Plan a community development activity
- Evaluate communication system that you set up in the first week
- Examine results from interest surveys
- Identify community development topics for the semester and begin planning

Supporting Academics

- Encourage formation of community study groups
- Talk to residents about their courses and any concerns they may have
- Start to think of some potential academic programs and educational programs

Developing Community Standards

- Continue to consistently confront, enforce, and document policy violations
- Gather feedback about floor noise level
- Help residents understand their role in maintaining community standards
- Discuss conduct problem with your Residence Coordinator
Week Three

Relationship Building

By this point, aim to have had a significant interaction with every resident on your floor/area.

Extend personal invitations to events for those quiet residents who may still be struggling with meeting people.

Follow up on any issues of concern you observe and make the appropriate referrals.

Identify subgroups on the floor and plan an event to bring different subgroups together.

Discovering Common Interest

Plan a community development interaction.

Identify floor leaders and encourage them to plan and lead a floor activity.

Use resident's strengths for programming ideas and resources.

Identify those physical spaces in the building where your residents tend to hang out and spend time with them there.

Supporting Academics

Plan an academic program for your floor on study skills, test taking, writing, etc. Make sure to use your campus resources.

Invite your favorite professor over for a meal/coffee/program.

Developing Community Standards

Attend RHA meetings with your residents and RHA Representatives.

Continue to consistently confront and document policy violations.

Initiate a discussion with your floor about damages or conduct issues in the community.
Relationship Building

- Follow up with residents who were having difficulties with adjusting to college life
- Check in with residents to see how they are doing. Do you need to revisit the roommate contract?

Discovering Common Interests

- Plan a community development interaction
- Continue to work with community leaders on floor programs
- Suggest a service project the floor might adopt for a long-term goal
- Make a new bulletin board

Supporting Academics

- Follow up with students about how their classes are going
- Encourage students to talk with their professors as exams approach
- Make appropriate referrals for students who are experiencing difficulties

Developing Community Standards

- Assist residents in appropriate conflict resolution
- Continue to consistently confront and document policy violations
Week Five

Relationship Building

- Attend a campus or community event with your residents
- Plan an activity with another floor or building on campus
- Invite your Residence Coordinator to an activity with your residents
- Check in with residents who are not involved with the floor and attempt to find out why

Discovering Common Interest

- Continue to make matches between residents who share interests and activities

Supporting Academics

- Follow up on residents’ progress in classes
- Plan an academic or educational program

Developing Community Standards

- Continue to consistently confront and document policy violations
- Talk individually with residents who are repeat offenders
- Keep your Residence Coordinator informed about these situations
Week Six

**Relationship Building**
- Attend a campus or community event with your residents
- Follow up with students who are not involved with the floor and try to develop a one-on-one relationship with them
- Hold a community dinner
- Publicly appreciate and thank residents who have contributed to the community with signs, banner, cards etc...

**Discovering Common Interests**
- Plan a community development interaction

**Supporting Academics**
- Continue to follow up with residents about their academic performances and provide assistance and resources as needed

**Developing Community Standards**
- Continue to consistently confront and document policy violations
- Encourage residents to approach each other with complaints and problems
- Evaluate the community you have developed—both on your floor and in your building
- Plan and goal set with your residents about the next few weeks!
• **Relationship Building**
  - What success have you had in this area?
  - How well do you know your residents?
  - Are there any residents you still need to work on building relationships with?
  - How can you involve these residents on the floor?
  - How well do your residents know each other?
  - How do you plan to maintain these positive relationships for the rest of the semester?

• **Discovering Common Interests**
  - What success have you had in this area?
  - What are your residents’ needs and interests?
  - How has your community development in the first six weeks supported these needs and interests?
  - What opportunities have you provided for residents to try new activities?
  - How have you supported residents who interests are different from your own and perhaps from other residents?

• **Supporting Academics**
  - What success have you had in this area?
  - How are your residents doing in classes? If you aren’t sure, how can you find out?
  - What are some of the problematic patterns you can identify with your residents?
  - What programs and activities can you plan to tackle the problems?
  - Are there students you are particularly worried about?

• **Developing Community Standards**
  - What success have you had in this area?
  - Is your floor a respectful, welcoming, comfortable community, which encourages academic success?
  - What are the problematic issues on your floor-noise, damage, partying, etc…
  - How can you address these issues with individuals on the floor and within the community?
  - How can you help students understand their impact on the community?

• **Overall**
  - What are your goals for the rest of the semester in each of these areas?
  - How can your fellow RAs assist you in accomplishing these goals?
  - How can your Residence Coordinator assist you?
Other Required Contributions to your Community

Roommate Agreements
All RAs with freshmen residents should have their freshmen complete a roommate agreement with their roommates. You can present this as a part of a program or floor meeting, or you can go door to door and work with each roommate set to complete the agreements. For many of our incoming students, this will be their first time sharing living space. Anything you can do as their RA to be proactive when it comes to potential conflicts will pay off in the long run!

Floor meetings (2 per semester- one opening; one closing)
Floor meetings are a good way to share information with the members of your individual community. In addition, you can utilize floor meetings to present "mini-programs" or to assess student needs. Therefore, floor meetings provide a good opportunity for community development.

At the beginning of each semester, each RA will be required to distribute and collect a programming survey to assess resident interests and needs during this opening floor meeting. Once the assessments are complete, programs developed throughout the semester must support these assessments or needs/ problem that has developed on their floor.

Door decorations (1 per semester)
Door decorations are a good way for students to recognize members of their floor. The more students interact with one another positively, the more your floor’s community will benefit. Therefore, door tags play a role in community development by allowing them to identify one another by name.

Bulletin Board (2 each semester, 1 for opening and 1 for closing) **Applies to Hall RAs Only**
Bulletin Boards are a good way to inform the students of your floor on educational topics or issues facing them. Also, bulletin boards allow the RA and students to express their creative side. Bulletin Boards should have valuable information at all times. Bulletin Boards should be kept orderly and repaired in the case of any damage. Additional minimum standards: Some form of appropriate background such as butcher paper, newspaper, wrapping paper, etc; title; information based on floors interests about an appropriate subject and/or problem/ need that arises.

Intramurals
Each staff team will divide the organization of intramural team sports per the direction of their Residence Coordinator. While RAs are not required to participate in the sport(s) they are in charge of, they are responsible for advertising the opportunity to participate, filling out any and all paperwork required, making sure the residents participating are aware of game times, and any other commitments needed to make the team a success.

Note: Successful completion of the activities listed above will earn you community development points, however you must complete the Community Development Activity Registration form and the Community Development Activity Evaluation form.
Community Development Awards

Community Developer Award
- RA must have earned 350 activity points each semester.
- RA must have programs in 7 out of the 9 Wellness Areas as defined by the Wellness Wheel at the end of the academic year.

Wellness Wheel Award
- RA must have earned a minimum of 300 activity points each semester
- RA must have programs in all 9 Wellness Areas as defined by the Wellness Wheel at the end of the academic year.

Hall of Fame Award
- RA must have earned 425 activity points each semester.
- RA must have programs in all 9 Wellness Areas as defined by the Wellness Wheel at the end of the academic year.

Programming Points Based on These RC Evaluation Areas
- Advertising for activity
- Contribution to the development of the community
- Accurately targeting proposed Wellness Wheel area
- Planning / Effort
- Administrative tasks (turned in paperwork on time, filled out forms completely and in detail)
- Creativity (used an original approach, creative use of resources)

The top 5 programs of the year will be recognized with a special award.

Donation Requests

The Department of Housing and Residence Life is fortunate to have a donation arrangement not only with Aramark, UCA’s food service provider, but also with the local Domino’s franchise owner. All requests must be submitted as follows via email to the Associate Director of Residence Life two weeks prior to the requested date.

Aramark Donations
To request a donation of catered items for a community development program or event, you must first price what you are wanting. You may use Aramark’s student catering guide which features most commonly ordered items at a discount or their catering website which features full price options. All items from the student catering guide must be picked up from the cafeteria. Once you have determined what you wish to order, you must complete an Aramark catering form complete with item descriptions, quantities, and prices and email the completed form to the Associate Director for Residence Life. Requests must be received two weeks prior to the pick-up date. If your request is approved you will be notified via email and the catering order confirmation will be placed in the corresponding GA’s box.

Dominos Donations
To request a donation of pizzas for a community development program or event you must decide what exactly you want. You must complete the Dominos Donation Request form which requires number of pizzas, what topping on each (we typically get one topping larges), what date you’re wanting them, what time you want to pick them up from the Dominos (located on Prince Street), and the name of who will be picking up the pizzas. Once you’ve completed the form, you must email it to the Associate Director for Residence Life. All requests must be received
two weeks prior to pick-up date. If your request is approved, you will be notified via email.

**ROOMMATE Conflicts**

In the beginning of a school year you will help to facilitate the roommate agreements with your residents so that roommate pairs begin early talking about their room, lifestyles, needs and rights. You will help roommates be realistic with each other about their belongings, space and privacy. Even after these agreements have been discussed and written down, conflict may still arise. Conflicts between persons who live together are inevitable. Thus, the need to confront others directly about the behavior that is bothering us is also inevitable. Conflict and confrontation are natural; in themselves, they are neither good nor bad. How we handle conflict and confrontation may have desirable or undesirable results. The problem then becomes how to confront others whose behavior is causing us problems so that the outcome is positive and the relationship remains intact.

Conflicts occur for many reasons. The following are a few sources or reasons for roommate conflicts. Some of these situations may sound familiar:

- **The Borrowing Act**  
  These acts consist of borrowing another's possessions without permission, failure to return borrowed items in the condition they were acquired in, or the stretching of the privilege to its near breaking point.

- **The Lack of Consideration Act**  
  These incidents include; playing loud music while your roommate is trying to study, having guests up for visitation for an extended period of time, sleeping with the window open, and just plain disregard for the roommates rights and privileges.

- **The “Different People” Reasons**  
  Living with someone from a different ethnic, cultural, or religious background than your own can be conducive to conflict.

- **The Odd Couple Syndrome**  
  Roommates who have different lifestyles may find themselves in conflict. Examples: neat vs. sloppy, night person vs. day person, shy vs. outgoing, study bug vs. party animal, etc. These examples do not include every reason for conflict between roommates; but it does give you an idea of how conflicts can arise between roommates.

**Negotiating Roommate Conflicts**

As an RA, one or both roommates involved in the conflict might approach you. The first step is to determine if they have discussed (rationally) the areas that are causing problems. If not, they should be encouraged to discuss their concerns with their roommate. To help in their discussion with their roommates, point out that they may also be contributing to the conflict through some of their behaviors. The compromise of behaviors needs to come from the discussion. The Roommate Agreement is a form that the residents may find helpful in reaching this compromise. Even roommates who “aren’t used to sharing” or whose “life-styles are completely different” can live together happily as long as they are willing to communicate and compromise.

**First comes communication**

- **STEP ONE**: Take about fifteen minutes and share the following information with your roommate:
  - Town (size, city/rural)
  - Family (size, numbers, special members)
  - High School (achievements, activities)
  - Why I came to UCA?

- **STEP TWO**: Now it is time to discuss some of the things that are important to know about your roommate. Make a mental list of your similarities and differences. In addition, remember, you can succeed
in living together if you use what you know to head off problems before they begin. Take about fifteen minutes to discuss:

- Sleeping Habits (amount needed, bed and wake time)
- Noise Tolerance
- Drinking habits (when and how much)
- Borrowing (will we share things or not)
- Privacy needs
- Dating habits
- How I like to spend my free time
- Music
- Health
- Study Habits
- Neatness/Cleanliness

**STEP THREE**: We will all react differently. Our emotions and how we release them can have a great effect on those around us. To foster a good relationship, it helps if you know what to expect of each other in the following situations. Take about fifteen minutes and discuss:

- When I’m upset I…
- If I’m angry I…
- I’m happiest when…
- When I feel pressured…
- When I’m down, _______ cheers me up.

Communication is the key to surviving together as roommates. Area Coordinators, Residence Coordinators, RAs and anyone who deals with roommate problems will tell you that roommates often do not discuss problems before seeking outside help. The most important part is remembering to discuss problems when they arise. So many students say, “I was scared he/she would get angry if I said…” or “I didn’t know how he/she would react…” These same students later find out that because they kept their feelings inside, their relationship with their roommate suffered. Remember - you have every right to express your feelings. It is sometimes scary to take the risk of expressing yourself, but letting things build up is usually worse on a relationship. It is very important though, to be assertive about your feelings. What is assertive? It is a way of conveying your feelings without hurting the other person. Being assertive is the alternative to being either passive (not saying anything) or aggressive (hurting the other person with your words).

A good assertive response is, “When you ______________ I feel ___________ because I ___________________.”

Some other examples of assertive responses are:

- “When you wear my sweaters, I feel angry because I thought we had an agreement not to borrow each other’s things.”
- “When you don’t lock the door, I feel frustrated because I don’t want our things stolen.”
- “When you let your boyfriend/girlfriend stay past visitation, I feel uncomfortable because I can’t go to sleep.”
- “When you have parties in the room when I’m not here, I get upset because I am equally responsible for what happens in our room.”
- A new Roommate Agreement will most likely be an outcome, after the conflict has been resolved. If the conflict becomes too great for you to handle, do not hesitate to involve your Director.

**Housing Organizations**

**Hall/Apartment Representatives**
Each hall and apartment complex is required to have a minimum of two RHA representatives (max four), which are advised by the RC and are governed by the Resident Housing Association. RHA has the power to freeze all
accounts for Hall/ Apartment RHA Representatives until that hall/ apartment has made an effort to correct the attendance situation. (Details are outlined in the RHA constitution). The primary responsibilities of Hall/ Apartment RHA Representatives include proposing a budget for hall or complex’s activity funds; planning fundraisers to purchase equipment; improve the facilities; planning social, educational, and cultural events; forming teams and participating in intramural athletics; and involvement with other programs or activities that happen campus-wide.

The Hall/ Apartment RHA Representatives may meet for Hall/ Apartment general assembly meetings in time increments as determined by the RC. The RHA Representatives must meet regularly with the RC at time increments determined by the RC. The Hall/ Apartment RHA Representatives are required to attend training conferences hosted by RHA to aid the members in effective leadership of their hall/ apartment.

**Resident Housing Association (RHA)**

The Resident Housing Association is the governing body for all Hall/ Apartment Governments on campus and has specific powers over these Hall/ Apartment Governments as outlined above and in their constitution. RHA executive board members hold positions and therefore are required to maintain office hours in the RHA Office (Bernard 401). They also have a RHA Workshop room located on the second floor of Baridon Hall. RHA typically meets with its general assembly (open to any residents on campus) biweekly, and the RHA representatives from each Hall/ Apartment is expected to attend. The Resident Housing Association is responsible for many activities on campus including movie nights, programs, conference participation, fund-raising, hall/ apartment trainings, and residence hall/ apartment policy changes.

**Resident Assistant Development Council (RADC)**

The Resident Assistant Development Council is the governing body for all of the Resident Assistant staff and has specific duties that are carried out throughout the semester. The constitution outlines each of these areas and duties that are to be performed throughout the year. The council is open to all RA’s on staff and a representative is required from all buildings. RADC meets biweekly.
Constitution and Mission Statement
of the Resident Assistant Development Council
University of Central Arkansas
Ratified Spring 2009

Mission Statement
The Resident Assistant Development Council serves as a board of judges for all programs in Residence Halls, and it promotes the well being of residence life by addressing RA concerns, and by making suggestions about Residence Life on campus. The Resident Assistant Development Council also programs to meet the educational/social needs of the resident assistants through the designated dimensions of the DRIVE model.

ARTICLE I. NAME
This organization shall be known as the Resident Assistant Development Council, hereinafter referred to as RADC. The RADC shall operate under the powers and limitations of this constitution and the policies of the University of Central Arkansas.

ARTICLE II. PURPOSE AND GOALS
1. RADC seeks to establish itself as an organization that positively promotes the RA position and the Housing and Residence Life Department through social/educational programming, encouraging RA innovation and creativity, etc.
2. RADC will act as an advisory board on the maintenance and promotion of the well being of the residential community and its staff.
3. RADC will make recommendations to address issues and concerns that affect any member of the Residence Life Staff. These recommendations will be based upon research and communication throughout the Residence Life Community.
4. RADC will judge the Programming submitted semesterly from each of the residence halls and apartment complexes one week before awards ceremony according to the designated dimensions of the DRIVE Programming Model.
5. RADC will award recognition to the best of the programs in each of the designated dimensions each semester. Programming Area of the year shall be determined by a proposal by that area’s representative and a majority vote by the council.
6. RADC will coordinate and implement special events, such as the appreciation days and the Housing and Residence Life Appreciation Week, in honor of RA’s and the Housing and Residence Life Community.
7. RADC will coordinate and implement programs for Resident Assistants according to the designated dimensions of the DRIVE Programming Model.

ARTICLE III. MEMBERSHIP
Section One: Eligibility
1. Any Resident Assistant employed by the University of Central Arkansas Housing and Residence Life Department is eligible for membership in RADC.
2. It is the goal of RADC that membership should contain, but not be limited to, at least one representative from each of the Residential Communities on Campus.
3. Members will be admitted on a voluntary basis.
Section Two: Expectations
1. Attendance is required. No more than two meetings may be missed during a semester. An RADC representative that misses more than two meetings sequentially shall have voting rights frozen for their building for three meetings.
2. Acceptable participation in RADC will include following through with committee responsibilities outside of meetings and active involvement in meeting discussions. Each residential community is required to have a representative on at least one of the three standing committees.
3. Each member is also expected to engage in impartial judging of programs and to facilitate the making of recommendations in the best interest of the Residence Life Staff and Community.
4. RADC representatives are also expected to help create and coordinate programs for Residence Life Staff throughout each semester.
5. Should an RADC member not meet these expectations, the advisor will notify the member’s Residence Coordinator.

ARTICLE IV. OFFICERS

Section One: Requirements
1. Each Officer must have a cumulative GPA of 2.5 when applying for office, maintain a semester GPA of 2.5 each semester in office and be in good standing with the University.
2. Each Officer must be available to fulfill duties as assigned by article IV section two of the RADC constitution for the entire academic year.
3. Any Resident Assistant wishing to fill the Office of the President must have at least one year experience as a Resident Assistant, as well as RADC experience.

Section Two: Officers and Expectations.
1. President
   a. The president shall preside over meetings of RADC and shall call special meetings as necessary and may increase or decrease regular meetings if necessary.
   b. The president shall be responsible for the administration and enforcement of the RADC Constitution and by-laws.
   c. The president shall delegate to the council duties concurrent with the function of the council and may delegate appointments as agreed to by a simple majority of the council.
   d. The president shall meet once a week with the advisor to determine ongoing goals and set agenda.
   e. The president shall perform all other executive functions as chief executive officer of RADC.
   f. The president shall only vote in case of a tie.
   g. Attendance is expected. No more than two meetings may be missed during a semester.

2. Vice President.
   a. The vice president shall temporarily assume the duties of the president, if the president cannot or does not complete a full term of office.
   b. The vice president shall coordinate and oversee the RA Concerns Committee and RADC Fundraiser Committee.
   c. The vice president shall assume those duties as assigned by the president. The council may overrule the president’s assignment to the vice president.
   d. Attendance is expected. No more than two meetings may be missed during a semester.

3. Secretary
   a. The secretary shall keep the minutes of the meetings, an attendance roll, a report of excessive absences, and all correspondence of the RADC.
b. The secretary shall provide a copy of the minutes of each RADC meeting to all members at the next meeting.
c. The secretary shall coordinate and oversee the Appreciation Committee.
d. Attendance is expected. No more than two meetings may be missed during a semester.

4. Treasurer
   a. The treasurer shall be responsible for all financial matters of RADC.
   b. The treasurer shall give a treasurer’s report at each meeting.
   c. The treasurer shall prepare and propose a budget for each year with the help and assistance of the advisor.
   d. The treasurer shall coordinate and oversee the Carepackage Committee.
   e. Attendance is expected. No more than two meetings may be missed during a semester.

5. RADC Program Coordinator
   a. The program coordinator shall be responsible for overseeing the creation of social/educational programs for Residence Life Staff.
   b. The program coordinator will give a report at each meeting.
   c. The program coordinator will help the President coordinate committees to work on programs.
   d. Attendance is expected. No more than two meetings may be missed during a semester.

ARTICLE V. ELECTION, REPLACEMENT AND REMOVAL OF OFFICERS

Section One: Election Process
   1. The President will be elected during the spring semester. The application for the Office of the President shall be posted one month before the RA banquet, with nominations ceasing after one week. Votes will be calculated by the Advisor and the position placement shall be announced at the RA banquet.
   2. At the beginning of each RA training of the Fall semester, nominations will be accepted from the entire RA community for all other officer positions.
   3. A ballot will be circulated among all the RA’s on campus. Each RA will be able to vote for his/her choice for each of the four officers.
   4. The completed ballots will then be returned to the Advisor, who will calculate the votes and announce the new officers.
   5. If any candidate should run unopposed, the candidate shall receive the election by default.

Section Two: Replacement of Officer Vacancies
   1. Should an office be vacated during the school year, RADC will nominate and appoint new officers. New officers must be approved by a majority of all residential communities. If a residential community is not represented, they may vote by proxy.

Section Three: Removal of an Officer
   1. Officers are subject to removal from office by RADC and/or the RADC’s faculty/staff advisor should the requirements in Article IV, Section I be violated. A quorum (see Article VI, Section IV) must be present at the meeting and a two-thirds majority vote of eligible voters obtained to remove an officer.

ARTICLE VI. Meeting

Section One: Regular Meeting
   1. The regular meeting of RADC at UCA shall be held every other week, time and place to be decided upon at the first meeting of the academic year.

Section Two: Called/Special Meeting
   1. A called/special meeting of RADC shall be held when the officers vote to have one. A called/special meeting shall be defined as any meeting other than a regular meeting.
Section Three: Rules of Order and Voting
1. Issues to be discussed may be brought to RADC by any member, RA, Residence Coordinator, or Housing and Residence Life Staff Member.
2. To learn more about an issue, RADC will research, brainstorm, and discuss options for recommendation.
3. RADC will come to a consensus about recommendations. If such a consensus cannot be reached a vote of the members will be taken.
4. A simple majority will determine the decision.
5. All members are expected to support the decision reached
6. Each Area Staff will appoint their own eligible voter for each meeting.

Section Four: Quorum Defined
1. A quorum will be over half of the member/halls represented.

ARTICLE VII. ADVISOR

Section One: Selection
1. The advisor will be the Research and Recognition Coordinator, which is hired by the Department of Housing and Residence Life.

Section Two. Role of the Advisor
1. The advisor will be an active observer.
2. The advisor will attend meetings and oversee the interactions and attitudes of the Council.
3. The advisor will assist the officers in their undertakings.
4. The advisor will serve as liaison between RADC and the Housing and Residence Life Staff.
5. The advisor will meet with the President once a week to discuss the goals/direction of RADC and set the agenda.

ARTICLE VIII. Standing or Special Committees/Constitutional Amendments

Section One: Standing/Special Committees
1. Committees may be created and/or dissolved by the Executive Council (President, Vice President, Secretary, Treasurer, and Program Coordinator). Such committees shall discharge such responsibilities as may be assigned by the Executive Council.
2. RA Concerns Committee will be headed by the Vice President. The committee will collect research through surveys, interviews and other measurement tools to discover how the resident assistants on the UCA campus approve and feel about their job and ways in which RAs feel items of their job and the Housing and Residence Life Department can be improved
3. RADC Fundraiser Committee will be headed by the Vice President. The committee will brainstorm and implement fundraisers to help RADC with its social/educational programs, with helping the residence coordinators provide appreciation gifts, and to help RADC for future budgets.
4. Care-package Committee will be headed by the Treasurer. The committee will head the major fundraiser for RADC that is a joint venture with RHA and the final exam carepackages. RADC will inventory, organize, and deliver the carepackages in a timely fashion to each residential community. It shall also be the role of the committee to keep the Executive Council and advisor notified about the RADC budget.
5. Appreciation Committee will be headed by the Secretary. The committee will organize the RA Appreciation Week that occurs in the spring, as well as numerous other staff developers and fun events for resident assistants during the year. The committee shall also partner with the residence coordinators to help the RCs provide appreciation gifts to the resident assistants.
Section Two: Constitutional Ratification
   1. The Constitution must be ratified at the beginning of each school year. Two-thirds of the members must ratify the Constitution for ratification to be complete.
   2. Any revisions or amendments must pass by a two-thirds vote of all council members.

ARTICLE IX. FINANCES.
Section One: Accounting Year
   1. The fiscal year for the club will be from August to July.

Section Two: Monetary Transactions
   1. In order for a monetary transaction to take place, (sign check, deposit, etc.), and be authorized, it must be approved by both advisor and treasurer. All university transactions should have the signature of the appropriate officers and the advisor.

Section Three: Contracts
   1. In order for a contract to be binding, both advisor and President must sign the contract.

Section Four: Dissolution of Organization and Allocation of Remaining Funds
   1. Should the organization be dissolved for any reason, all the monies awarded by SAFA will be returned to SGA. Remaining monies will return to UCA Housing and Residence Life Department.
Student Handbook Highlights

As a member of the Housing and Residence Life Staff, you should be well versed and familiar with the content of the UCA Student Handbook. You should pay particular attention to the Housing and Residence Life portion, and the roles of housing staff members (RAs, RCs, ACs, etc) and the housing student organizations.

Top 10 Policies

# 10 - Trash
Residents are responsible for removal of their trash. Resident’s trash should be properly bagged and taken to their designated trash disposal area. Trash should never be placed outside doorways or in hall/apartment stairways, lobbies, restrooms, laundry rooms, sidewalks, or parking lots. Residents are responsible for trash removal and cleanliness within ten (10) feet of their apartment. Trash dumpsters/bins are available at each apartment complex. Apartments that use individual trash bins from the City of Conway should remove bins from roadway the same day that trash is picked up. A resident who fails to properly dispose of their trash are in violation of housing policy. Apartment residents are subject to citations for violation of city littering ordinances.

RA Role - You need to make sure you’re holding your residents accountable on this policy. If your having continuing issues on your floor or with a particular apartment, talk with your RC about doing a meeting with the residents involved. If you start out strict with your residents this fall, you shouldn’t have problems later on, start out soft and this could be an issue all year long!

# 9 - Care of University Furnishings
The University of Central Arkansas has provided each room/apartment with basic furnishings. No furniture or appliances should be removed from a room/apartment. Apartment students should not place University furnishings outdoors. UCA will not store unwanted furnishings. It is understood that each student will care for this furniture as if it were his/her own. Damage to room/apartment or room/apartment furnishings beyond the limits of reasonable wear will be charged to the occupants of that room/apartment. A Room/Apartment Condition Report (R/ACR) will be provided to protect against improper charges to a student’s account. It will be assumed that any damage to the room or room furnishings, which is not noted on the RCR, will have occurred during occupancy. Failure to properly complete the form will make the occupant liable for all repair and replacement costs. The cost of repairing and replacing damaged furniture, fixtures, room/apartment equipment, or other property will be assessed against the student responsible. If the person responsible cannot be determined, the cost of the damages will be divided among the room/apartment occupants.

If there is damage in a hall/apartment complex by a group of students, and it is possible to identify the students, the charge will be prorated between those involved. If those responsible cannot be identified, the cost may be charged to the residents of the floor/apartment complex. In case of damage to public areas, the cost may be divided among all residents unless those responsible are known. The residents should be aware of the possibility of damage and should be willing to help identify, if necessary, certain individuals who are responsible for damage. Residents are not permitted to remove furniture or other UCA property from their original location. Any resident with lobby furniture or other university property in their room, that was not originally in the room upon the student’s arrival, will be charged with ‘unauthorized use of University property’ and subject to disciplinary sanctions.

RA Role - You are vital in the upkeep and condition of our housing facilities and the content of those facilities. When you’re completing the RCR/ACR you need to be extra diligent in accurately reflecting the condition of the room(s) and contents. When you complete your scheduled safety and cleaning checks you need to lookout for any missing items, or signs of vandalism to the room and/or contents.
#8 - Electrical Appliances

**Residence Halls**
The capacity of residence hall electrical system is limited. Students may use only UL approved surge protectors (no more than 2 surge protectors are permitted per room). UL approved surge protectors contain their own fuse and a reset switch to prevent overloads. **At no time should outlet extenders or extension cords be used in any residential community.** These items have no way of preventing overloads and pose a serious fire risk. Vanity light receptacles should only be used for ‘cosmetic’ appliances (curling iron, blow dryer, electric razor, etc) (These items should not be left plugged in unattended).

The following are examples of **permitted appliances**:
- computers
- radios / stereos
- televisions
- VCR's/ DVD players
- desk lamps, with a regular light bulb (no halogen bulbs are permitted)
- coffee makers, drip style without a hotplate
- small refrigerators (must not exceed 3.8 cubic feet or 1.5 amps)

The following are examples of appliances **not permitted**:
- Plugged in and unattended curling irons, hair straighteners, clothing irons, and coffee makers are considered a fire hazard and not allowed.
- open element appliances, i.e. toasters, hot plates, broilers, space heaters, kerosene heaters, toaster ovens, electric fry pans/skillets
- microwave ovens
- sun lamps
- air conditioners (personally owned units)
- outside antennae/ satellite dishes
- potpourri pots (candles and electric)
- halogen lamps, including desk lamps

**Apartments**
**Due to differences in electrical system capacity and design, electrical appliances allowed in UCA owned or leased apartments are somewhat different than those allowed in the residence halls.** Students may use only UL approved surge protectors (no more than 2 surge protectors are permitted per room) that contain their own fuse to increase their number of outlets.

The following are examples of **permitted appliances**:
- computers
- radios/ stereos
- televisions
- VCR's/ DVD players
- desk lamps
- coffee makers
- microwave ovens
- small electric grills (George Foreman type)

The following are examples of appliances **not permitted**:
- air conditioners (personally owned units)
- halogen lamps
- sun lamps
- outside antennae/ satellite dishes
- potpourri pots (candles and electric)
- outdoor grills of any type
- space heaters or heaters
RA Role - Your diligence in enforcing these appliance restrictions is imperative to the safety of our residents and our buildings. Make sure you are familiar with what's permitted in your area, halls or apartments, and ask your RC if you are unclear in any way about a certain item(s). Appliances are another key item to make sure you’re looking for while completing your safety and cleaning checks.

#7 - Candles, Incense, and Potpourri
The burning of incense, candles, or potpourri is not permitted in residence halls or apartments due to the danger of fire. Decorative candles with the wicks removed are allowed. Any evidence of a burnt candle will result in disciplinary action.

RA Role - As an RA, you should be always keeping a lookout for signs of a burnt candle, candles with wicks, incense or any type of potpourri. A key opportunity to notice these items is during your scheduled safety and security checks of resident’s rooms. You have every right to be looking around the resident’s room for items in plain sight. If you smell a candle or incense burning, you should try and discern the source.

#6 - Noise
Students living in apartments or residence halls are asked to keep outside noise at a minimum level. Apartment residents are subject to citations for violation of the city noise ordinance in addition to University policy. Areas subject to outside noise policy include, but are not limited to, parking lots, lobbies, and areas surrounding residence halls and apartment complexes. (Also see Outdoor Campus Noise Policy and Quiet Hours Policy below.)

Outdoor Campus Noise Policy
The university has established outdoor quiet hours from 10:00PM to 7:00AM, Sunday through Thursday, and from 11:00PM to 7:00AM on Friday and Saturday. Exceptions to these hours for group activities (i.e. outdoor dances, step shows, etc.) must be approved by the Vice President for Student Services. The purpose of outdoor quiet hours is to provide a reasonable environment for academic pursuits. Any event with amplified sound must be approved by the Residence Coordinator and the Dean of Students Office.

Quiet Hours
Quiet hours are those times during which noise should be kept at a minimum within the halls/apartment complexes. Residents should assume that other residents may be either sleeping or studying and conduct themselves in such a manner as not to disturb anyone. Radios, stereos, and TVs should not disturb others. Noise heard more than one door down or outside the apartment is considered to be loud. Quiet hours are from 8:00PM to 10:00AM daily. Courtesy Quiet Hours are in effect at all times, and residents are expected to be aware that their actions and behaviors affect other community residents.

Finals Quiet Hours
Special finals quiet hours are established to promote maximum studying during finals week. Finals quiet hours begin the Saturday before finals begin and last throughout the week. Any noise that can be heard outside of the confines of a room or apartment will result in an automatic documentation by a residence life staff member.

RA Role - You are a vital part of the enforcement of these rules and controlling the noise level in your hall/complex. Our housing facilities need to be a learning environment and support our resident’s academic pursuits, however a loud floor/area is detrimental to both. While many students may try and push the noise limits, the majority enjoy living in a quieter environment.
#5 - Visitation

Visitation hours and regulations will be posted in or distributed to each residence facility. Residents are responsible for the actions of their guests -- if a guest violates University or Housing policies, the resident may be held responsible for any judicial charges. Guests of the opposite sex must be escorted at all times by the student they are visiting. Please refer to the Guest Policy and the Overnight Guest Policy for more information.

Visitation of Minors

Children are permitted to visit the residence facilities. However, in order to protect against injury, promote their safety, and provide privacy for students, the following restrictions must apply:

- Children are permitted to visit during visitation hours only, and must leave by the end of visitation hours.
- Children, under 12 years of age, are not permitted to stay overnight (unless approved by the Residence Coordinator and/or the Area Coordinator).
- Children must be attended at all times. They are not permitted to run up and down hallways, stairwells, or in public areas unattended.
- Residents who have children that disturb other residents may be asked to remove the children from the halls.
- Residents may not provide paid babysitting service in the halls. Please be aware that the UCA Housing Department cannot assume responsibility or liability for children visiting the residence facilities.

RA Role - Actual visitation hours vary from hall to hall and complex to complex. The most important thing to keep in mind about visitation is that each resident has the right to privacy within their own room, so that means if their roommate's boyfriend wants to stay past visitations hours, he's infringing on her rights as a resident of that room. Please make sure that your residents are aware of the hours and enforce them.

#4 - Guests

Residents are welcome to bring guests into the residence facilities. Guests are required to check in with the Residence Coordinator or RA on duty. All Housing policies must be observed and guests must be escorted while in living areas. Guests must not infringe on the rights of roommates or other residents. (For guests wishing to stay overnight, please see, Overnight Guest Policy and for guests under the age of 18, please see the Visitation of Minors section).

Overnight Guest Policy

Residents are welcome to bring overnight guests of the same sex into the residence facilities. In the case of double rooms or apartments, prior consent of all roommates is required.

Guests are limited to three overnight visits in an academic year. Visits of greater than three nights, even with breaks in between or in different resident's rooms or apartments, are prohibited. All regulations from the Guest Policy (above) apply to overnight guests. (For guests under the age of 18, please see the Visitation of Minors section).

RA Role - These policies are very similar in nature to the visitation policies. While we don't want to prevent residents from having friends of the same sex come and stay the night, we do want to prevent long term guests. When you conduct your scheduled safety and cleaning checks, you need to keep an eye out for anything out of the ordinary that would indicate someone staying there besides the assigned residents. An inflatable air mattress, cot, a pallet of blankets on the floor, and/or any other indicators of a long term guest need to be reported to the RC immediately.

#3 - Respect for a University Official

In order to maintain an orderly environment, students must show respect for and follow the requests of residence life staff, university police, and other university officials as they carry out their assigned duties. Students who show disrespect to university officials are subject to university disciplinary action (which may include suspension or expulsion) and possible criminal prosecution. Disrespect to a university official may involve acts of violence or
threatened violence (to include physically striking, making verbal or written threats, etc.); inciting others to violence; failure to follow directives; intimidation or harassing behavior (including invading personal space, yelling, screaming, etc.); or yelling obscenities or making obscene gestures. Students should comply with the requests of university officials at all times. Individuals who believe they are treated unfairly should still comply with an official’s request, and then express their concerns to an appropriate supervisor at a later date.

**RA Role** - To have respect, you must first give respect. Always remain calm when dealing with situations, you’re a leader and a role model and this is one of the most important times to display those attributes. With that said, you also deserve to be treated with respect, and you should report via an incident report any and all situations involving disrespecting a university official.

**#2 - Weapons**
Unauthorized possession, use, or storage of weapons (i.e., firearms, BB or pellet guns, paintball guns, air guns, soft air guns, illegal knives, fireworks, or other explosive devices) or ammunition is prohibited in the residence halls and UCA owned or leased apartments. Students should contact their Area Coordinator if clarification of this policy is needed.

**RA Role** - Anytime you suspect a resident has a weapon or any other illegal item, you must contact your RC immediately. Do not ever put yourself in harms way.

**#1 - Alcohol and Other Drugs**
Use, possession, and/or distribution of alcohol is a violation of university policy and is strictly prohibited in university housing. Students found guilty of using or possessing alcohol will be required to complete an alcohol education course. Possession, use, or distribution of narcotics, hallucinogens, barbiturates, or amphetamines and other controlled substances defined by Arkansas statutes, except as expressly permitted by law, is strictly prohibited. Students found guilty of using or possessing hard drugs or large quantities of marijuana (with intent to deliver as defined by the State of Arkansas) are subject to suspension from the University. Presence in a situation where alcohol and/or other drugs is found can lead to disciplinary action. It is your responsibility to remove yourself from any situation where alcohol or other drugs is present.

All first-year students under the age of twenty-one (21) who are found responsible for violating the alcohol or controlled substances policy will have a letter sent to their parents notifying the parents of the violation.

**RA Role** - You need to be aware of what is happening in your area, and confront and document any situation where alcohol is present. In all instances where a student is underage (under 21), you must contact UCAPD. RAs may ask a student(s) to pour out alcohol, however RAs are not to touch the alcohol themselves. If a student refuses to pour out their alcohol, contact UCAPD. When you notice drugs in plain sight, you should not touch anything, you should act like you have not seen anything, quickly back out of the room, and contact your RC immediately. NEVER confront drugs on your own!
The Judicial Process

In this section, you will find . . .

- Educational Purpose of the Judicial System
- Goals of the Judicial System
- Protection of Student Privacy
- Student Rights in the Judicial Process
- Confidentiality
- Steps of the Judicial Process
- RA role in the Judicial Process
- Documentation (Incident Reports)
- Confrontation

Educational Purpose of the Judicial Process

The Judicial process within UCA Housing is based upon the concept of self-responsibility, as well as the emotional/social development of the individual student. We want to communicate that there are certain standards of conduct within the University that students are expected to uphold, and specific policies, which are necessary in order to maintain the rights of all members of the community. As Residence Coordinators, we have an obligation to uphold and enforce these policies and standards.

Purposes/Goals of the Judicial System

- To change and redirect student behavior. It is important to understand that, according to this goal, it is NOT the purpose of the University Judicial System to punish students—rather to educate them and redirect their behavior.
- Protect the University environment.
- Protect the rights of students involved in the disciplinary process.

Protection of Student Privacy

According to the Family Educational Rights and Privacy Act of 1974, each student is guaranteed the right to privacy of individual student records. You should be careful to maintain the confidentiality of student discipline records with professional staff, desk assistants, and RAs. Students requesting a copy of ANY disciplinary record should be referred to the Dean of Students’ Office.

Confidentiality

In dealing with student behaviors, it is important, legally as well as ethically, to confine our communication concerning the incident, the process of dealing with the incident, and the outcome to only those with a legitimate “need to know” among the staff (full-time as well as part-time). Staff members, including RAs, should only be apprised of information, which is necessary for them to do their jobs (e.g., trespass information). This can present a challenge since RAs sometimes take a personal interest in their residents, feeling as if they have a right to know all information and decisions discussed with the student. If you have any questions regarding how much information to share with your staff, please review with your AC.

Questions that must always be asked to determine the legitimacy of who “needs to know” would include:

- Do I need to know in order to better care for or serve this student in the future?
- Do I need to know to enhance or protect the quality of life in our community?
- Do I need to know in order to better protect some interest of the Housing and Residence Life Department and/or UCA?
Students Rights in the Judicial Process

- To have prior knowledge of all the charges and have the charges explained clearly and fully at every level of the judicial process.
- To hear all testimony and/or see all written statements concerning the charges.
- To refute oral and/or written statements made by witnesses.
- To have a fair and prompt hearing.
- To be notified promptly of the results of the hearing.
- To be advised of the appropriate appeal process.

Five steps of the Judicial process

1. Policy violation is DOCUMENTED.
2. Hearing officer INVESTIGATES the incident and NOTIFIES the accused student(s).
3. Informal or Formal HEARING is held.
4. Hearing officer makes a DECISION (responsible/not responsible).
5. Student is made aware of the APPEAL process.

RA Role in the Judicial Process

Document, Document, Document

Typically, the Resident Assistant is the staff member that confronts and records situations that arise within campus housing. Anything that is out of the ordinary must be recorded on an incident report, whether or not the RA thinks the incident has the potential to become a disciplinary situation. All information on the incident report and concerning the incident report should be kept confidential.

Being Knowledgeable about Policies & the Judicial Process

The RA should be familiar with Housing and University policies AND judicial systems so that they can answer questions from their residents. Students who have been documented frequently ask, “What happens now?” In response to such a question, RAs should never tell a resident what his/her judicial sanctions will be – instead, the RA should explain how the documented incident will be handled through the judicial system. If you are unsure about the answer to a resident’s question, refer the student to your RC or the Judicial Coordinator.

Delivering a Judicial Hearing Notification

The Judicial Coordinator may summon a resident(s) or RA to appear in a judicial hearing. Typically, these letters are delivered by RAs and must be signed for by the resident (NOT the resident’s roommate, friend, etc.). Have the student sign the attached slip and return it to your RC immediately.

The Residence Life Judicial Board Hearing

Depending on the type and level of the offense, the Resident Assistant may be asked to appear before the judicial board as a witness/complainant. If an RA is asked to attend a j-board hearing the RA is expected to represent unless they have a valid reason for their absence (i.e., class conflict) that has been approved by their supervisor. The RA should dress appropriately (casual clothes, such as nice jeans or purple shirt & khaki pants are considered adequate) and be prepared to recount the events surrounding the incident in question. The J-Board may ask questions or require further explanation on some points of the incident report. The RA may request that his or her RC/AC accompany them to the proceedings.

Facilitate discussions among residents during the first floor meetings about the community the group would like to have, some general thoughts for accomplishing this, and some reasonable guidelines the group would like to live by. The group can begin to develop and agree upon how they want their community to be early on and avoid
some conduct/behavior related conflicts. Start off with a clean slate and firm expectations at the beginning of the year. Set the tone in your first meeting with residents.

Express concern to your Residence Coordinator during times when you are concerned about the amount of incidents on your floor. They can help you determine the problem and suggest solutions.

Be an advocate for students by following up with ALL parties involved after a policy violation to reinforce the educational (not punitive) philosophy and the fact that the behavior was not acceptable, not the person. Always separate the action from the person.

Have a positive attitude about policies set forth by Housing and the University. Frequently remind students that the enforcement of all policies is for their benefit and that they should take pride in their community.

DOCUMENTATION (Incident Reports)
The purpose of an incident report is to allow you to share information about events occurring with residents or Housing facilities with your supervisors. Incident reports are the foundation for student conduct record-keeping at the University of Central Arkansas. They provide a permanent record of the information necessary to understand the details of an event. All information on the incident report and concerning the incident should be kept confidential.

What to include on an Incident Report
- An RA should thoroughly complete all sections of an incident report - leaving no section blank.
- Always get names, ID #, local address, box #, and phone # of the people involved (both witnesses and principals).
- Always get the names of police, EMS, and fire department personnel if applicable.
- Only relate the facts of the situation - in a “just the facts” attitude.
- If you feel the need to include your personal feelings on the situation, please complete an addendum and submit it with the report. Do NOT put personal feelings on the report.
- Include as many facts with as much detail as possible.

Tips on how to write an Incident Report
- You will remember more facts if you complete the report immediately.
- If you are filling out the paper version, write legibly. It will be returned if it cannot be read.
- Always write in the 3rd person.
- Write the facts as you observed them in during the situation.
- Use good grammar and check your spelling. It will be filed with the University as a permanent document with your signature.

When to complete an Incident Report
- When there is a security concern.
- When vandalism has occurred in or around the hall/complex.
- When there is a concern about the physical/mental health of a resident.
- When there is a roommate conflict or issue.
- Whenever police have entered the building to respond to a call.
- Whenever there has been a possible criminal offense (i.e., theft, assault, etc.)
- Whenever there has been a possible violation of University or Housing policies.
- Whenever any situation occurs that is out of the ordinary (if you are not sure—fill out a report anyway).
• Whenever any event, situation, issue, or incident may need to be referred back to in the future. If it is not documented it’s like it didn’t happen.

On-line Incident Reports
• In addition to the paper format, an on-line incident report form is available to Housing & Residence Life Staff
• To access the form:
  o Go to the Housing Homepage – under “Prospective Students”
  o Click on “Printable Forms” and then on “Incident Report”
• These forms can be completed by an RC/ RA in only one of the following locations:
  o RCs office
  o RAs room (with no other residents present)
• Upon completion of the IR, you should check it to make sure it is ENTIRELY complete and free of spelling errors.
• You should print off AND sign one copy of the report to turn into your RC. Due to privacy & confidentiality concerns, RAs are not allowed to retain copies of incident reports they have written.
Confrontation Tips

You should say

“I am documenting the incident.”

“I am documenting what I saw occur today. The Residence Coordinator will contact you about this report and you will receive a copy. When the RC contacts you, you’ll have the chance to tell them your side of the story.”

“I need to see your UCA ID (or Photo ID for non-students).”

“This is (RAs name) the RA on duty (or on your floor). I need you to please open the door.”

“I need for you to open the door. If you do not open the door, I will have to call UCAPD.”

“I believe you have a (male/ female) guest in your room because I heard his/ her voice. Please have the person present themselves.”

“I am documenting the fact that I heard your music more than 3 doors down the hall.”

You should NOT say

“I am documenting you for breaking the following policies . . .”

“You better open the door because I am on duty.”

“I don’t have to knock on your door.”

“I will write you up for failure to comply if you don’t give me your ID.”

“I am documenting you because (my RC, other RAs, or the AC) said I have to.”

“You are really not in trouble; I just have to write you up.”

“It’s my job to write you up. Don’t get mad at me.”

“If you don’t like the rules, then move off-campus.”

“It’s me (RAs name). Open the door.”

“Don’t make me have to write you up for that.”

“You have been warned about this before. I am going to have to write you up.”