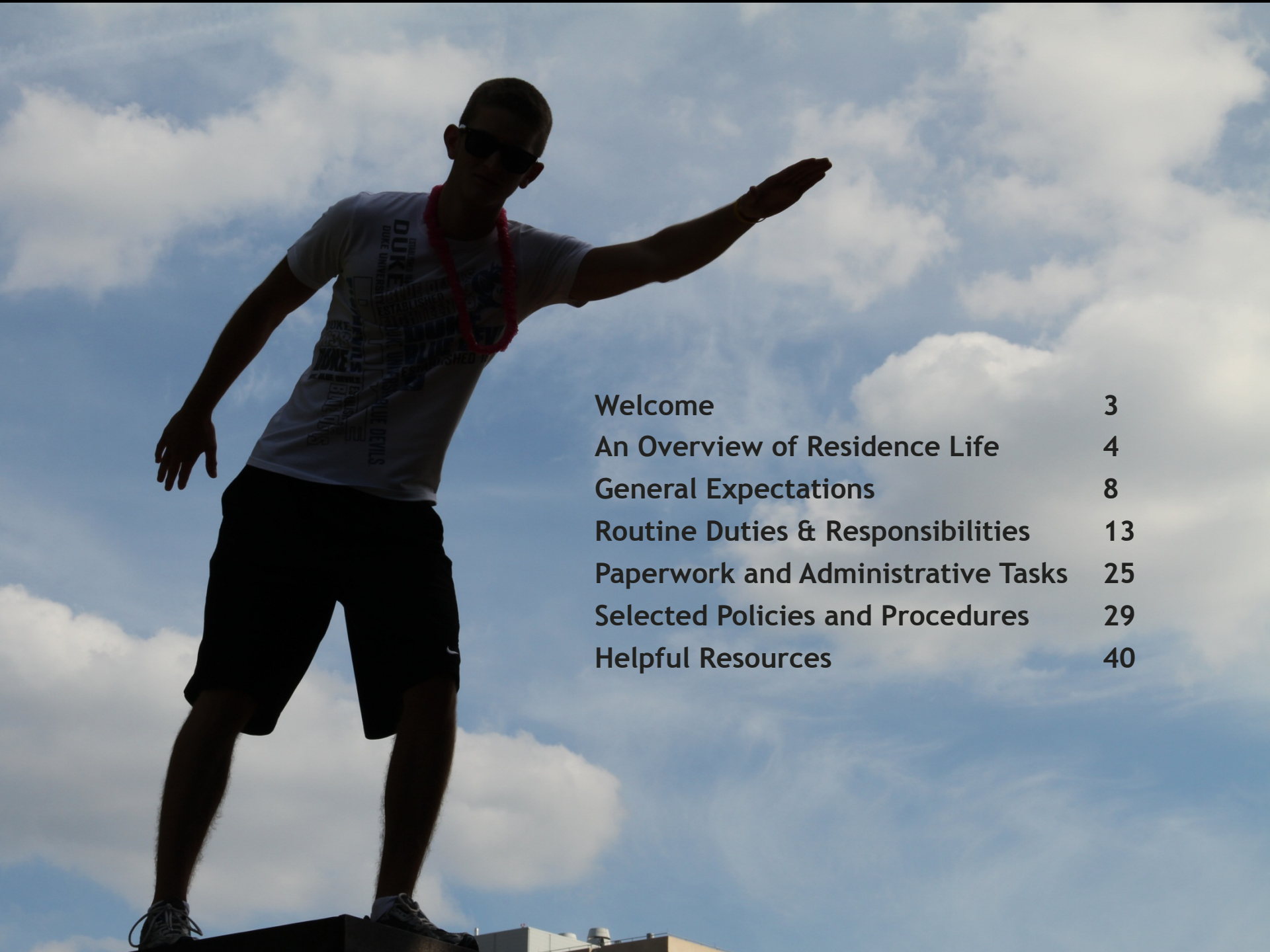




**KEEP  
CALM  
AND  
READ THE  
MANUAL**

**Boston University RA Manual  
2013-2014**



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Congratulations on being a member of the Residence Life team for the 2013-2014 academic year!

Whether you're a rookie or a veteran to our department, you're embarking upon a remarkable journey in your tenure here at Boston University, a journey where it is your job *to care* about residents. Few people can claim that they get paid to care about others, but as a resident assistant that is precisely what you do. While on this journey, you will certainly assume your share of seemingly mundane tasks as you complete Room Condition Reports (RCRs), sign-out board keys, and post flyers, to cite only a few examples. However, you will also respond to your share of daunting incidents, which might necessitate medical, psychological, or police intervention. No matter how small or how big the task, you will quickly realize that you add a human touch as you interact with your residents in meaningful ways. The journey of a resident assistant is inextricably linked with the journey of our residents. At the intersections of these journeys, you will demonstrate that you care and your residents will soon discover that the university experience is more than meaningful; it is life-transforming.

The training and supervision that you receive from your supervisors (Residence Hall Directors, Area Directors, and Assistant Directors) will equip you with the knowledge and skill sets that you need to be a successful RA. This RA Resource Manual supplements that training and supervision. It is designed to provide you with an overview of your job in relation to the overall framework at Boston University. It is also designed to serve as a quick-reference guide to duties, responsibilities, and procedures that you must know. Finally, it is designed to provide you with helpful tools that you can use to support your residents, cultivate community, and enforce policies.

No manual can account for the wide range of issues that an RA might encounter. In light of this, keep in mind that your supervisors are your best resource. If you cannot find what you're looking for in the pages of this manual, then let them know. Indeed, our team is dedicated to providing you with the support that you need to be successful.

Again, welcome and thank you for joining our team! We look forward to a great year of hard work, fun, and those profound educational experiences that so often occur outside the classroom.



Daryl Healea, M.Div., Ed.D.  
Associate Director for Student & Staff Development  
**Boston University** Residence Life

# History, Philosophy, and Mission

## History

Residence Life can trace its history as far back as the early 17<sup>th</sup> century origins of American higher education—a time when educators recognized the responsibility that colleges had in cultivating appropriate patterns of social conduct, ethical behavior, and good citizenship. Residence Life in the 21<sup>st</sup> century operates upon the conviction that the living environment for residents plays a crucial role in developing the *whole* student.

## Philosophy

Academic criteria are given priority in the selection and training of residential staff, in the formulation of standards for community living, and in the design of programs and services. However, the experiences that residents have outside the classroom can be just as educational. Through its policies, programs, and personnel, Residence Life functions like a curriculum, albeit a “hidden curriculum,” that enriches residents’ academic, cultural, interpersonal, emotional, and moral growth.

## Mission Statement

Residence Life engages and connects students in residential and University communities, fostering students' growth as leaders equipped to interact in a local and global context.

We strive to facilitate student learning and development in a safe and healthy experience defined by respect and dignity for all individuals.







# Staffing

**30 senior resident assistants 248 resident assistants  
46 fulltime professional staff.**

The **Assistant Dean of Students & Director of Residence Life** monitors all operations within Residence Life and is responsible for the overall management of the department. The **Senior Associate Director of Residence Life**, the **Associate Director for Administration**, and the **Associate Director for Student & Staff Development** report to the Director of Residence Life and are responsible for coordinating the efforts of the full-time and part-time Residence Life staff in each of the residential campuses. The Senior Associate Director of Residence Life is responsible for the supervision of all full-time, professional staff. The Senior Associate Director also directs, monitors, and coordinates the daily implementation of University and Residence Life policies and procedures. The Associate Director for Administration is responsible for the development, implementation, and evaluation of standard operating procedures. The Associate Director for Administration also serves as a liaison with Facilities Management, Housing, and other University departments. The Associate Director for Student & Staff Development oversees staff recruitment, selection, and evaluation. This Director also oversees Residential Education at 19 Deerfield Street and coordinates the development and training of full-time professional staff, support staff, and resident assistants.

Residential campuses are supervised by **Assistant Directors**, each of whom assumes primary responsibility for one of the six residential campuses at BU. The six Assistant Directors supervise Residence Hall Directors or Area Directors, full-time support staff, Graduate Resident Assistants, and Resident Assistants; they also meet regularly to discuss policy issues and concerns in order to make recommendations to the Assistant Dean of Students & Director of Residence Life. Some of their primary responsibilities include the coordination of the move-in process, the selection and evaluation of resident assistants, and the compilation of statistical reports concerning maintenance, housing, security, and judicial issues.

Each residence or residential campus is supervised by a **Residence Hall Director** or **Area Director**, who is a trained educational administrator with knowledge and expertise in college and university residential living. Residence Hall Directors and Area Directors are full-time professionals with duties that include the selection, supervision, and on-going training of Graduate Resident Assistants and Resident Assistants. In most cases, Residence Hall Directors and Area Directors manage their residence office, conduct judicial investigations, and assist residents by providing referrals to



# Staffing

167 residences: 11,000 + residents

**Graduate Resident Assistants** are full-time graduate students with a Bachelors degree who aid Residence Hall Directors and Area Directors in supervising Resident Assistants. Typical duties include supervision and performance evaluation of resident assistants, on-call responsibilities, and administrative duties. Other responsibilities may include student conduct hearings, office hours, and special projects as assigned by supervisors.

Affectionately known as the “RA”, **Resident Assistants** are student staff members who work with residents living on their same floor or within their same residence. RAs are selected for their concern for fellow residents and for their leadership skills. RAs are trained to provide support and assistance to residents on a variety of issues. They're invaluable members of the University staff!

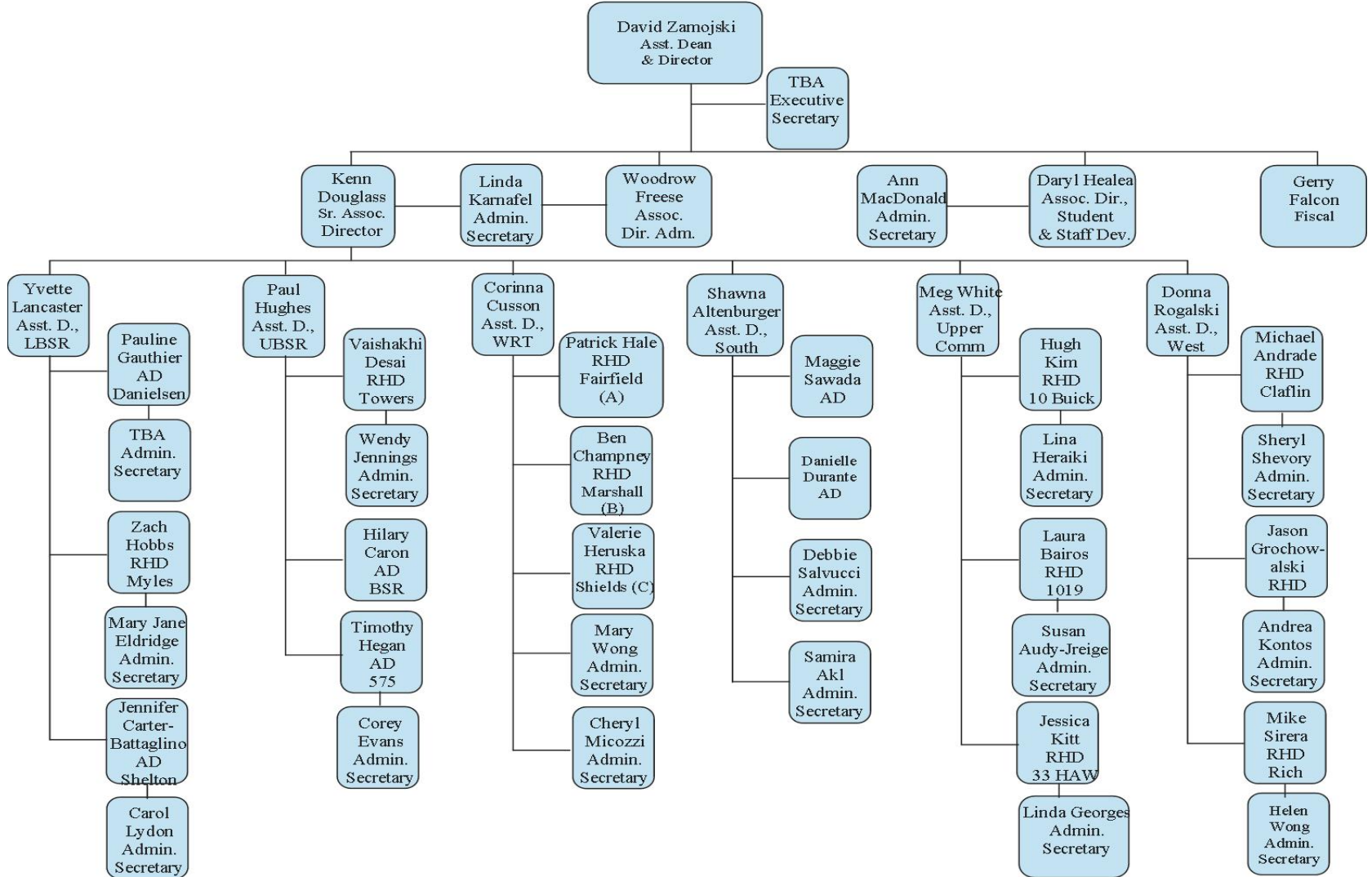
The following make up the six residential campuses, from east to west: **Lower Bay State Road** which consists of Danielsen Hall, Myles Standish Hall, Shelton Hall, and various annexes and brownstone buildings along Beacon Street, Raleigh Street, Bay State Road, and Commonwealth Avenue; **Upper Bay State Road** which consists of The Towers, 575 Commonwealth Avenue, Fisk House, Harriet E. Richards Cooperative House, and various brownstone buildings along Bay State Road; **Warren Towers**, consisting of Fairfield Tower, Marshall Tower, and Shields Tower; **South Campus**, which consists of various residences on Park Drive, Arundel Street, Mountfort Street, Buswell Street, St. Mary's Street, Carlton Street, Beacon Street, and Commonwealth Avenue; **Upper Commonwealth Avenue**, which includes 33 Harry Agganis Way, 10 Buick Street, and 1019 Commonwealth Avenue; **West Campus**, which consists of Claflin Hall, Sleeper Hall, and Rich Hall.

An organization's success cannot be measured by the sum of its parts. The same is true for Residence Life and its relationship to the broader framework of operations at Boston University. Residence life is actually one of the many offices that report to the Dean of Students. Other offices include: Orientation, Student Activities, Judicial Affairs, Disability Services, Community Service Center, and the Howard Thurman Center.

Though there are many offices, our general mission is the same: to promote student success. Toward that end, our offices seek to coordinate with one another to support the academic mission of the University, to foster students' development, to provide services, and to educate students via various co-curricular and extra-curricular experiences. For more information, visit <http://www.bu.edu/dos/>.



# Residence Life's Part in Boston University





# E X P E c T a t i O N S !

Managing expectations is an important skill set that you will use throughout life, and your RA position offers a unique training ground for testing and improving this invaluable skill set. You likely have your own expectations for this job and we certainly have our own expectations for you. The following expectations are integral to Residence Life and to your continued eligibility as an RA. You can learn more about our job expectations via consistent meetings with your supervisor and via a reading of your RA contract.

- Role Modeling, Ethics and Judicial Standing
- Financial Standing
- Areas of Accountability
- Attendance and Conduct at Training Sessions
- Wednesday Night Attendance
- Academic GPA and ERC Resources
- Time Away
- Remuneration
- Permission to Obtain Additional Employment



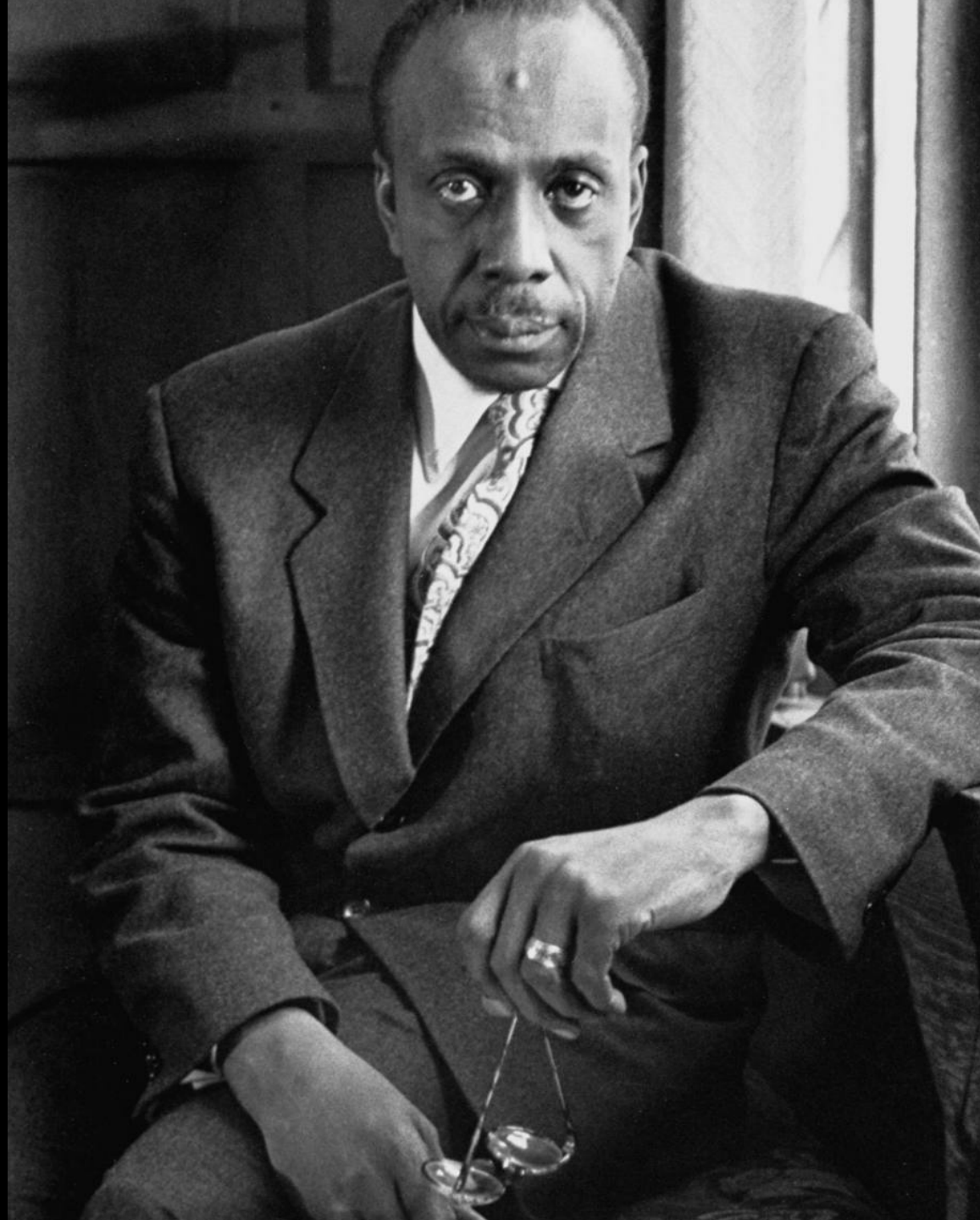
# Role Modeling, Ethics, and Judicial Standing

When you stop to think about it, you'll discover that the vitality of any authentic university is founded upon ideals of excellence in research, teaching, and service. A community of higher learning cannot be realized unless its members also exemplify intrinsic values such as **intellectual vision, honesty, temperance, justice, and wisdom**. By accepting your position as an RA, you are expected to work in accordance with these ideals of excellence.

As a student, the RA retains his or her rights under the laws of society and under the University's Code of Student Responsibilities. Nothing in this discussion of the RA position description on staff ethics and personal responsibilities infringes upon your rights as a student. However, you must recognize that as an employee of Residence Life, you are held to **standards of behavior** of a higher order than those of the residential population, which includes but is not limited to the requirement that you remain in good judicial standing at the University.

*There is something in every one of you that waits and listens for the sound of the genuine in yourself.  
It is the only true guide you will ever have.*

*-Howard Thurman*



## Wednesday Night Meetings

**All RAs and GRAs** are expected to attend regularly scheduled staff meetings and ongoing training exercises, which are held each Wednesday night of the academic year from **7:00 p.m. to 11:00 p.m.** This is a non-negotiable expectation. If you encounter a Wednesday night conflict with a course that is **required** for graduation then you should contact your supervisor in advance to discuss the matter. Supervisors will have to consult with your academic advisor to further discuss the matter.



## Academic GPA & ERC Resources

All RAs must maintain a minimum cumulative grade point average (GPA) of **2.70** and be in good academic standing with the University. If your GPA drops below the 2.70 minimum then you are ineligible to serve as an RA, and you should notify your supervisor who will then work with the Associate Director for Student & Staff Development to address the matter. Please also remember that many substantive academic resources are available at the **Educational Resource Center (ERC)**.



## Time Away

RAs are required to sleep in their room **every night** that residents have access to residence halls. If you plan on being away for **over twenty-four hours** you must request this time from your supervisor in advance. You should not assume that the vacation time will be granted. If time is granted, you will be required to find a fellow RA to cover your floor duties (i.e., weekly reports, flyer postings, and regular rounds, etc.). Please see your supervisor for more details.



## AUGUST TRAINING

August Training is a campus-wide, large-scale operation that is designed to prepare you for **job-readiness, hall-readiness, and team-readiness**. Specifically, August Training provides a fundamental, practical, and comprehensive curriculum that equips you with the essential skill sets and the foundational knowledge to serve residents, role-model effective leadership, and build meaningful communities. Please keep the following items in mind during August Training:

- Carry and show your Terrier Card; introduce yourself to all office staff and security assistants.
- Wear your official silver Residence Life name badge during all training exercises.
- Do not text, email, or use cell phones during training sessions.
- As a courtesy to presenters, refrain from side conversations during sessions.
- Do not bring food into training sessions.
- August Training is extremely busy; refrain from scheduling social engagements during training that will distract you from the workload that you must complete.

## RESIDENTIAL CAMPUS-WIDE TRAINING AND DEVELOPMENT PROGRAMS

Your hall and area directors will provide you with appropriate and comprehensive training and development programs during weekly RA staff meetings. If you have suggestions on topics that you would like to see covered, please share your suggestions with your supervisor.

## SEASONAL RESIDENT ASSISTANT CONFERENCES

In order to supplement your August training program, a number of seasonal campus-wide training programs are held during the academic year. These conferences feature training programs for RAs presented by professionals from across the University and from greater Boston. The format often allows you to choose training topics that best meet your needs. If you have any feedback that you would like to provide regarding topics for seasonal training programs then let your supervisor know.





## Remuneration

All GRAs and RAs receive a private room or apartment. GRAs and RAs in dormitory style rooms receive a dining plan. GRAs and RAs in apartment style rooms do not receive a dining plan. Some RAs and GRAs receive small stipends based on their number of residents and/or other responsibilities. If you are unsure of what your specific remuneration is, please contact your supervisor. Additionally, RAs receive on-campus telephone service, a free SportsPass (please do *not* reject your SportsPass, it will be credited to your account), free ResNet service (please do *not* reject your ResNet, it will be credited to your account). RAs do not receive free or discounted parking, nor do they receive free microfridge rentals.

## Permission to Obtain Additional Employment

The RA position is your **first non-academic time commitment**. If you are interested in taking on additional work (on or off campus; paid or unpaid) then you must first receive permission from your supervisor.



## Financial Standing

All RAs and GRAs must settle their student accounts **prior to arrival for GRA or RA training**. If you encounter a complex situation (such as multiple grants, academic scholarships and the like) in attempting to settle your student account, then please notify your supervisor. We ask that you also communicate with faculty and administrators about the requirement for RA staff to be settled prior to RA training. If you are still having difficulty once you have communicated with the individual(s) administering your account then please contact the **University Service Center**, 617-358-1818





## Routine Duties and Responsibilities

After a few months on the job, you'll discover that there are certain duties that you do on a consistent basis. The following list, while not exhaustive, will provide you with descriptions of the more routine responsibilities that you will face as an RA.

### Areas of Accountability

Landline Voice Mail

Email

RA Mailbox

Serving On-Call and Coverage

Office Etiquette

Office Duties and Expectations

Fall Move-in, Openings, and Closings

Low Occupancy

Monthly Community Meetings

Event Participation Model

RA Selection

Admissions Open house

Summer RA Positions

Master Keys

Specialty Communities

# Areas of Accountability: Overview and Strategies

## Developing a Healthy Community

*As the designated leader for your community, it is your job to instill mutual respect, cooperation, and trust while you also attempt to cultivate commonly shared values among many different individuals.*

- By the end of September, memorize your residents' first names, last names, room assignments, and at least one other piece of information about them.
- Bring your community together at least once a month to attend a campus event and a community meeting.
- Be visible in your community; keep your door open whenever possible.
- Visit residents regularly, particularly during the first two weeks of the semester.
- Keep your bulletin boards updated, attractive, and informative. If your bulletin board is damaged then repair it immediately.
- While use of email or voicemail for the sharing of information is efficient, it should never take the place of face-to-face communication with your residents.

## Assisting Students

*Through observation, availability, and interaction within your community, you can anticipate residents' needs, identify potential problems, and make appropriate referrals to help residents overcome obstacles such as personal fears, uncertainties, and conflicts.*

- Be knowledgeable about campus services. If you don't know where to refer a resident, stay in touch with that resident until you have found someone who can help.
- Post a memo board on your door so that residents can leave notes for you.
- Never promise complete confidentiality; information may need to be shared with senior staff.
- Know your limitations and refer when necessary; when in doubt, check with senior staff.
- Be empathetic: kindness goes a long way.

## Providing Control

*As an RA, you help foster an orderly, civil, and respectful community by learning, following, and informing residents of the rules and regulations that have been established, and by enforcing and appropriately citing all alleged violations of policy.*

- Clearly communicate your expectations for behavior at your first community meeting.
- Be consistent and fair by treating each resident equally.
- Hold residents accountable for their actions. Avoid giving "verbal warnings."
- Document all incidents accurately and thoroughly, and submit timely reports.
- Attempt to deescalate tension and conflict whenever you encounter it.
- Never make promises regarding sanctioning and never predict the outcome of a judicial case.

# Areas of Accountability: Overview and Strategies

## Working as a Team Member

*As an individual RA, your resources, talents, and skills are limited. However, by utilizing the skills and knowledge of your teammates and other University staff members, you can provide thorough answers and direction for the community that you serve.*

- Maintain a positive attitude, and refrain from conduct that lowers team morale.
- Support decisions made by the group or by *ad hoc* committees
- Be dependable and trustworthy; be open to swapping shifts with those in need
- Confront inappropriate behavior and be tolerant when a fellow staff member makes a mistake.
- In the context of a meeting, ask questions that are for the good of the order; reserve “me-questions” for individual time with your supervisor after the meeting.
- Discuss any concerns about the staff team with your supervisor.

## Performing Administrative Tasks

*Through your efforts to provide timely, accurate, and thorough information, you can contribute to the smooth and effective operations of many University offices as well as the residence hall system.*

- Provide accurate, detailed information in a courteous, constructive manner.
- Be organized and attentive to details; meet all deadlines.
- Know the time and location of staff meetings and be prompt.
- Follow the established guidelines for all office tasks (e.g., on-call, key sign-outs, etc.).
- Stop in the office, check your mailbox, and update bulletin boards daily.
- Inform your supervisor of any problems/concerns.

## RA Mail Box

RAs must stop by their residential campus office **every day**, preferably during business hours. When you visit your local office, you should pick up mail from your RA mailbox. You should scan the contents of your box to check for important messages, and then post every flyer that you receive. Your bulletin board space is likely very limited, so you will need to remove all outdated posters and find creative ways to display all flyers as required.

## BU Email

RAs must use their **Boston University email account** (example@bu.edu) for all Residence Life business. Boston University email accounts are the only email accounts used by Residence Life to communicate with RAs. Consequently, you must keep your email account in proper working order, including clearing out your inbox so that it does not block incoming messages from Residence Life staff.

## BU Landline Phones

All RA units are equipped with landline telephone service and all RAs are expected to have and use a landline telephone. You need to set up your voicemail service as soon as you move into your room. If you do not know how to set up your voicemail service then simply follow the easy instruction at the Telecommunications website: <http://www.bu.edu/telecom/student/voicemail/index.html>. It is your responsibility to **check this voicemail daily** and to **keep the outgoing message current**.

### A sample outgoing message for day-to-day use:

*Hello, you have reached [Your Name], the RA for [Your Floor]. I am currently unavailable. If this is an emergency, please hang up and dial the Boston University Police Department at 617-353-2121. If this is not an emergency, and it is during regular business hours, please stop by our local Residence Life office at [Location of Office]. If it is after hours, you may contact the RA On-Call. On-Call schedules are posted near the entrance of our Residence Life offices, inside the vestibule of our brownstones, and on each floor of our larger halls. If this is a personal call, and you would like to leave a message, then do so and I will call you back as soon as I can.*

## Communication



### A sample outgoing message for use when you're on-call:

*Hello, you have reached [Your Name], the RA On-Call for [Date/Time]. During the hours of 7:00 p.m. to 12:00 midnight, I will be serving on call in our local Residence Life office. You may reach me there by visiting in person or calling [Office Telephone Number]. If this is an emergency, please hang up and dial the Boston University Police Department at 617-353-2121. If this is a personal call, and you would like to leave a message, then do so and I will call you back as soon as I can.*





## Office Duties and Expectations

Please pay close attention to the following expectations for the office and on-calls. When on-call, RAs are expected to:

- “Un-forward” the telephones at the beginning of a shift. “Forward” phones during rounds or at the end of a shift.
- Create a welcoming and hospitable environment.
- Wear your official silver Residence Life name badge.
- Speak slowly and clearly when answering the phone and identify yourself and the residential campus office.  
For example: *Good evening; you’ve reached Danielsen Hall. This is [your name]. How may I help you?*
- Help visiting residents to complete maintenance requests, furniture requests, and other paperwork that will assist them with their inquiries.
- Sign out keys, vacuums, carts, and other items; answer questions per the procedures and protocols as outlined by Residence Life and your supervisor.
- Complete rounds per the procedures and protocols as outlined by your supervisor.
- Complete on-call log (either physical or virtual) as per the procedures and protocols outlined by your supervisor.

## Serving On-Call and Coverage

At least one RA serves on-call each day in every residential campus office. The RA(s) on-call is responsible for handling routine office tasks as well as responding to emergencies.

On a **regular business day**, an RA is on-call from **5:00 p.m. until 9:00 a.m.** the following business day.

On **weekends and holidays**, an RA is on-call from **9:00 a.m. to 9:00 a.m.** the following day.

You are expected to post your RA on-call schedules on your room door, on your floor or in your house, and to update the schedule by a specific day of the week as outlined by your supervisor.

The purpose of this on-call rotation is to guarantee **24 hour availability to residents**. Consequently, if you have class or an academic requirement that would require you to arrive late for on-call and/or have to leave early from an on-call shift then you should make every effort to avoid being on-call during those days where your arrival/departure time is inflexible. Make no assumptions that you would be permitted to get another RA to cover these hours for you. Additionally, should these scheduling issues be something you cannot work around, you should communicate with your supervisor(s) to come up with a solution that meets the needs of the residential campus.

## Office Etiquette

The RA on-call is expected to behave in a **professional manner**. Attention should be given to the noise level and the number of individuals in the office. Residents should feel welcome when they enter the residence office. A noisy, active office may give the wrong impression to residents that their concerns will not be taken seriously. It is also expected that the office will be left clean and ready for the next business day. Remember, you may be sharing workspace in the office with the Administrative Secretary. When you leave the office at night, be sure that everything is in the same condition as you found it. If you find that any supplies (pens, staples, forms, etc.) are running low, please leave a note for your supervisor.

# Office Dos and Don'ts

## OFFICE "DO'S"

- **It's all right to say, "I don't know."**  
If you are unsure of the answer to a question, ask (consult a peer, utilize the RA Manual, contact senior staff). As long as it is not an absolute emergency, you can always get back to the resident. Take the time to be accurate!
- **Study groups are not permitted** during on-call hours. You may study in the office as long as it does not detract from assisting residents.
- RAs must *always* follow the same key sign out procedure as all residents!
- **Clean up after yourself!** Leave the office ready for business the following day.
- **Lock the door** when you leave the office, even if only for a few moments.

## OFFICE "DONT'S"

- **No guests** while on-call.
- **Never provide information about residents** (i.e., phone numbers and addresses) unless requested by a senior staff member, BUPD officer, or a residential safety supervisor. Refer all calls regarding students' information to Student Information at 617-353-3700.
- **Do not wear headphones or "earbuds"** while in the office. You may listen to music, but the volume must be kept at an acceptable level.
- **Office supplies are not for personal use.** Requests for supplies can be made through your supervisor.
- **Office computers are for business use only.**
- **Never sign out office keys, master keys, or any other RA key** to anyone who is not a staff member.



# Fall Move-in, Openings, and Closings

Fall move-in dates generally occur in **late August** and **early September**. This move-in period is arguably one of the busiest times of year. You'll also find that it is one of the most exciting. Your residents are eager to settle in to their new home, and many will have questions for you. Be sure to offer a friendly smile, be visible, and make yourself extra available to your residents during this time. Additionally, you are expected to complete the following during fall move-in:

- Keep an eye out for any maintenance issues and complete maintenance requests in a timely manner
- Work with your residents to complete RCR check-in forms
- Decorate your bulletin boards, post flyers, and prepare doortags
- Conduct community meetings: review policies and procedures, and focus on community issues
- Recruit RHA volunteers and floor/house representatives; encourage RHA involvement and attendance to RHA Tuesday night meetings
- Post the on-call schedule on your door and on your bulletin board
- Post a schedule of your available hours on the outside of your room/apartment door
- Participate actively in your scheduled shifts during move-in.

RAs are also required to assist with scheduled openings and closings for **low occupancy periods** (Fall Recess, Winter Intersession, Spring Recess) and **both closings in May**.

## Low Occupancy

RAs and GRAs living in dormitory-style buildings that are closed during vacation periods may remain in residence during designated dates for the 2013/2014 academic year; however, those who do must adhere to Low Occupancy Procedures for the time they stay in residence.

If you wish to remain in your assignment during a low occupancy period, you must **notify your supervisor in advance** and **follow all Low Occupancy Procedures** issued to you by your supervisor. If you fail to check-in per the Low Occupancy Procedures then you will be issued one, and only one, warning, which will also result in a performance meeting with your supervisor. Any subsequent failure to check-in will result in the immediate loss of privilege of staying in residence over the remainder of the vacation. This means that the ORL Administrator On-Call will have to confiscate your keys and request that you arrange for alternative lodging, which may include vacation housing at a local hotel, the cost of which is charged to your student account. Warnings are cumulative and, therefore, if you fail to call in once over fall recess and once over winter intersession, you will be asked to turn in your keys over winter intersession, etc. Also, if you are asked to turn in your keys for a recess period, you can expect that your privilege to stay during subsequent recess periods will be revoked.

These procedures are in place as a safety measure, per order of the University, and apply to all RAs and GRAs in closed buildings, whether the specific staff accommodations within closed buildings are dormitory-style or apartment-style.

Consequently, you are expected to demonstrate a heightened concern for personal safety during these periods and should use peepholes before answering a door, lock the room/apartment at all times, and report any suspicious individuals to the BUPD. Senior staff will be on-call throughout each vacation period to respond to questions or concerns. Finally, if you wish to remain in housing during vacation periods, then know that: (1) dining service is not available during vacation periods, (2) heat in large halls may be lowered to conserve energy, (3) some fluctuation in water temperature may occur, especially in large halls, and (4) all residence policies remain in effect.





# Monthly Community Meetings

The RA position poses a compelling challenge: to create a strong community where acceptance, mutual respect, cooperation, and trust become shared values in a dynamic environment. Monthly community meetings play an integral role in helping to introduce and welcome new members, promote shared values, and build community.

You are expected to hold one community meeting each month to discuss issues, clarify expectations, and describe ongoing administrative functions. Planning and preparation are essential to a successful meeting. The following provides general tips that will help you to run a successful meeting:

## Before the meeting:

- Select a time and location convenient for residents
- Publicize meeting well in advance
- Develop an agenda and anticipate questions
- Go door-to-door before your meeting to encourage attendance

## During the meeting:

- Be organized and enthusiastic
- Highlight RHA events at every meeting, and set aside time for RHA floor/house representatives to speak
- Review community expectations (noise, cleanliness, guests, use of laundry facilities, etc.)
- Emphasize consideration and courtesy each month
- Be creative; include surprises each month to pique residents' curiosity
- Discuss and promote the next floor/house event; solicit resident input on what they would like to do

## After the meeting:

- Follow up with individual residents who expressed concerns
- Touch base with residents who missed the meeting





# Event Participation Model

The Event Participation Model provides a framework that exposes residents to diverse activities, fosters community, provides educational opportunities outside the classroom, and connects residents to the quintessential Boston University experience—this is the governing philosophy behind RAs' duty to promote events.

Each year, Boston University sponsors thousands of events on campus. As a result, RAs are neither required nor encouraged to create and fund events from scratch. Rather, RAs are asked to select, promote, and attend events with their residential community that are already being planned, funded, and organized by a University organization (i.e., RHA, FIR, SAO, academic school). With that said, RAs are certainly free to create their own events from scratch if they feel so inclined.

RAs are required to complete a minimum of **seven (7) events each academic year**:

- 2 events in September to make the most of move-in enthusiasm
- 1 event in October
- 1 event in November/December
- 1 event in January/February
- 1 event in March
- 1 event in April/May

RAs should consider the following **categories** when choosing events.

**Community Building:** RAs may choose four (4) of their seven events from our Community Building category.

This category is only as limited as your imagination. You can be creative, spontaneous, and free to choose from a veritable potpourri of University events that best meet the unique needs of your community.

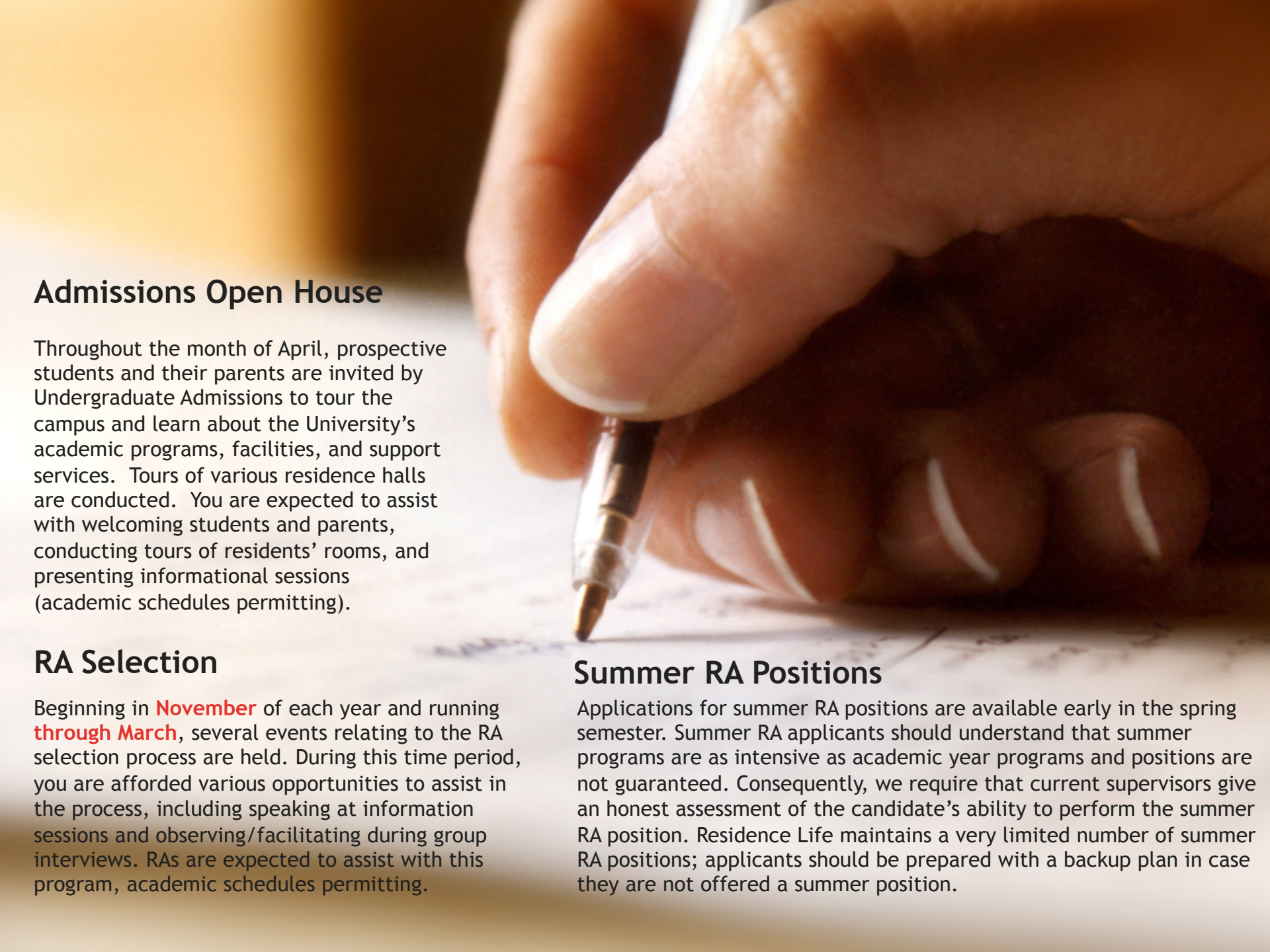
**BU Tradition:** RAs must complete one (1) BU Tradition event each academic year. These events support school spirit, promote our University's history and heritage, or celebrate our many University traditions.

**Educational:** RAs must complete one (1) Educational event each academic year. Educational events further students' learning outside the classroom while advancing the holistic development of students across a wide range of areas: academic, interpersonal, emotional, moral, health, and wellness. You can choose events that focus on students' academic success or events that broaden educational horizons.

**Cultural:** RAs must complete one (1) Cultural event each academic year. Boston University is one of the more diverse campuses in the nation and student differences encompass race/ethnicity, religion, socioeconomic status, political preference, age, gender, and much more. RAs can choose from concerts, plays, dance performances, and other artistic offerings that are just the tip of the cultural iceberg in our University community.

**Specialty Community RAs** adhere to the same requirements as other RAs; however, specialty RAs should relate at least four of their events—regardless of category—to their specialty community. Additionally, one event should be planned in collaboration with the specialty advisor both in the fall and spring semesters.





## Admissions Open House

Throughout the month of April, prospective students and their parents are invited by Undergraduate Admissions to tour the campus and learn about the University's academic programs, facilities, and support services. Tours of various residence halls are conducted. You are expected to assist with welcoming students and parents, conducting tours of residents' rooms, and presenting informational sessions (academic schedules permitting).

## RA Selection

Beginning in **November** of each year and running **through March**, several events relating to the RA selection process are held. During this time period, you are afforded various opportunities to assist in the process, including speaking at information sessions and observing/facilitating during group interviews. RAs are expected to assist with this program, academic schedules permitting.

## Summer RA Positions

Applications for summer RA positions are available early in the spring semester. Summer RA applicants should understand that summer programs are as intensive as academic year programs and positions are not guaranteed. Consequently, we require that current supervisors give an honest assessment of the candidate's ability to perform the summer RA position. Residence Life maintains a very limited number of summer RA positions; applicants should be prepared with a backup plan in case they are not offered a summer position.



A black and white photograph of a hand holding a key. The hand is positioned in the upper left quadrant, with the fingers gripping the key's shaft. The key is held horizontally, with its head pointing towards the left and its bit pointing towards the right. The background is plain white.

## Master Keys

In August, Resident Assistants are issued master keys for their floor or small hall(s). The keys come in very handy during pre-opening preparations. Master keys should be stored in an accessible but well-concealed place, and must *never* be given to a resident or taken out of the floor or house. It is expected that RAs will **take extra precautions** in storing master keys. Large halls/areas require that RAs return their master keys after pre-opening exercises have been completed. Remote location buildings/small halls (i.e. brownstones) will keep their keys at their supervisor's discretion.

An RA should **contact his or her supervisor immediately if a master key is misplaced**. A lost master key seriously jeopardizes the safety and security of residents. To protect residents, lock replacements will need to be ordered for all rooms/apartments, vestibules, and mailboxes on the master key. The RA responsible for the lost master key will incur the costs associated with the lock replacements. In the large halls, the cost for lock replacements for an entire floor exceeds \$500. Depending on the circumstances, an RA who loses or misplaces a master key may face serious disciplinary action, including termination of employment.

As an extra precaution, RAs must **turn in master keys to their supervisor before leaving for vacation periods**, and should retrieve floor masters upon their return. RAs are entrusted with upholding the guidelines for entering residents' rooms as stipulated in the Residence License Agreement. Misuse of master keys by an RA seriously undermines residents' confidence and trust. RAs are prohibited from using a master key to enter a resident's room or apartment in the absence of that resident, or to let a resident into another resident's room. **Board master keys** are kept in a secure location in the residential campus office. These "back-up" master keys are used whenever the RA for the house/floor is unavailable or when the board key has been signed out. Master keys are never to be signed out for routine use and are never to be signed out to residents.



# Specialty Communities



A specialty community is a very unique floor or house where residents with similar interests live, study, and socialize together (i.e., French House, Common Ground Floor, Wellness House, CFA Floor, etc...). Specialty communities are created and continued by residents with the support and involvement of academic departments and faculty members. Specialty communities provide environments that encourage in-depth exploration of academic disciplines and/or special interests. The interests served by specialty communities are as diverse as the student population of the University. Specialty Community RAs are expected to be proactive in communicating with their Specialty Advisors, and to meet regularly with their supervisors to discuss the nuances of their specialty communities.

In addition to their routine RA duties, Specialty RAs also do many of the following routine duties:

- Complete specialty-themed bulletin boards and doortags

- Attend Specialty Community RA Training and prepare for house or floor events

- Meet regularly with Specialty Advisors and Supervisors to discuss event participation and to collaborate on floor events

- Relate at least 4 floor events to your specialty theme

- Collaborate with your advisor on at least two of your floor events

- Uphold expectations for the specialty community program and the residents within it.

- Review and follow the Specialty Community Guidebook which serves to outline specific Specialty-related goals and practices for the academic year.





## Paperwork and Administrative Tasks

As an RA, you are asked to process numerous documents that play a critical role in data collection. The contents below list a variety of documents that you will use regularly. Please note any stated deadlines, and refer to the campus-wide Blackboard website, "RA 101," for downloadable versions of many of these forms.

RA Weekly Reports  
Incident Reports  
Event Assessment Forms  
Housing Census  
Fire Alarm Notices  
Room Condition Report (RCR)  
Maintenance Requests  
Furniture Requests  
Emergency Maintenance Requests

more

paperwork,

please



## RA Weekly Reports

RA Weekly Reports are an opportunity for you to report and reflect on interactions with residents. Through these interactions, you will learn about wonderful accomplishments, times for celebration, as well as concerns that need to be brought to your supervisor's attention. Each week, RA Weekly Reports will change slightly, prompting you to answer questions that relate to certain times of year and the stressors that coincide with seasonal issues. The reports will be distributed via Blackboard (RA 101), and each week you should download the corresponding report. You should confer with your supervisor for his/her preferred means of uploading reports to area-specific Blackboard websites (i.e., an RA at Rich Hall will upload a Weekly Report to a West Campus Blackboard website, and not to RA 101).

When uploading Weekly Reports, be sure to title both the file name and the link name with your last name and the date that your report is due.

The format would appear as follows: **LastnameMMDDYY**

For example: Smith090212 (John Smith's report, due September 2, 2013)

The file name format is very important as Residence Life archives and electronically saves all Weekly Reports in a uniform fashion. RA Weekly Reports should be completed and **submitted via email** attachment/Blackboard to your supervisor by the deadline that he/she has predetermined. This deadline allows for your supervisor to review the content of the logs in anticipation of the weekly staff meeting.

## Incident Reports

An incident report is a record of events and is a crucial document in holding residents accountable for their behavior. You should submit an Incident Report via Advocate whenever you encounter problematic resident behavior, the BUPD, medical situations, sexual assault, mental health concerns, or alleged violations of policy. **Sensitive incidents (such as sexual assaults) could require either a hand-written incident report or an Advocate-entry, pending your supervisor's directive at that time.** Additionally, you should submit a report whenever you encounter something out of the ordinary: "When in doubt, write it out."

Incident reports serve as **official documents** and must be **accurate, signed, and submitted** via our Advocate reporting system. You serve as a Campus Security Authority (CSA) in that you are responsible for collecting and submitting reports about possible crimes on campus. When completing an incident report, you should state the facts, pay close attention to details, and refrain from editorializing. You should use clear, concise, and legible prose. You should also pay close attention to accuracy when listing Terrier Card numbers, names, phones numbers, dates, times, locations, and all other details. Keep in mind that your incident report may be shared by your supervisor with other residential campuses or with the Dean of Students. As a result, you should not editorialize; instead, submit any editorial comments you have on a separate sheet of paper that you may attach to the incident report.

You should submit all incident reports to your supervisor **via Advocate** by **9:00 a.m. the next day.**

## Event Assessment Forms

The Residence Life Event Assessment Form is a monthly event participation form that provides a record of individual RA efforts and is used to track the quality of event participation area-wide. The form is also a helpful tool in recommending particularly successful events to other staff. You should complete and return the form to the GRA for Training & Development, or the area designee, by his/her preferred deadline.

**Events with zero attendance are not acceptable.**

## Housing Census

A census is conducted in the early weeks of the fall and spring semesters to ensure that Housing's assignment records are accurate. You will receive a printout for your floor/house, will need to obtain **signatures from each student**, and will return the completed form to your supervisor. If you encounter any discrepancies on the printout then please make a note on the cover sheet form provided to you. Your supervisor will notify you of the precise deadline for your respective census.

## Fire Alarm Notices

The staff member in charge is responsible for completing and posting the Fire Alarm Notice at the conclusion of a building evacuation and prior to re-entry into the building. The notice indicates the **date, time, location, and cause of the alarm**. The explanation should read, for example, "smoke alarm activated on 8E," or "pull station activated on 7W." You should post the completed notice in a prominent location **near the main entrance** of the building. You will find fire alarm notices on the fire alarm clip-board in your office.

## Room Condition Report (RCR)

A Room Condition Report (RCR) is completed **whenever a resident moves in or out of a room**. An RCR check-in form documents the condition of a room (including pre-existing damage) when a resident moves in, and an RCR check-out form documents the condition of a room (including damage directly attributable to the resident) when a resident moves out. The RCR serves a dual purpose: the form protects residents from unnecessary charges, and is a critical source of information in identifying and billing residents responsible for damage. You will need to **prepare all check-in RCRs prior to the resident's move-in** and no later than the deadline issued by your supervisor.

## Furniture Requests

Furniture Request Forms are used to request replacement of **damaged furniture, or delivery of missing furniture**. This form is also used to request **bedrails, ladders, bunk beds and curtains**. Please be sure to share with your residents during your first floor meeting that we can process a furniture request for a bedrail or ladder for their University-lofted bed should they want one. Additionally, appliance repair in apartment-style residences is requested via this form. (Note: Wardrobe units and desk carrels are separate, moveable pieces of furniture. Built-in closets and shelves are not pieces of furniture, and repairs to these items should be made via a maintenance request.) You will need to **submit all furniture request forms to your supervisor** who will review and sign the form before submitting it to Housing/Residential Services. Standard-issued furniture will not be removed from any resident rooms and you should advise residents to leave furniture in original move-in locations. You need to complete all furniture requests in a timely manner and no later than the end of that business day.



# Maintenance Requests

A maintenance request form is used to track and process **all routine maintenance issues** in both dormitory-style and apartment-style residences. You need to complete all maintenance requests in a timely manner and no later than the end of that day.

You should always use a maintenance request to document the following issues:

- broken windows, stuck windows, screen repair
- broken light fixtures and broken light bulbs
- door locks, broken or stuck keys, door knobs, and hinge problems
- water leaks, drains clogged, toilet clogged
- water temperature or pressure problems
- electrical sockets/switch problems
- fire extinguishers, CO detectors, and smoke detectors
- holes in walls, cabinet repairs, ceilings
- general cleaning of hall bathrooms and vacuuming common area rugs
- pest control requests
- elevator problems (submitted concurrently with a phone call to the area manager or to the after hours emergency number, 617-353-2105)

When completing maintenance requests, you should be sure to:


- (1) Write legibly
- (2) Include address & room number.
- (3) List only one item per form.
- (4) Be specific as possible as to the nature and location of the problem.
- (5) Always say “Please” and “Thank You.”



## Emergency Maintenance Requests

If a maintenance issue warrants immediate attention, RAs should call Facilities Management & Planning via their emergency hotline, **617-353-2105**. After you place a call to the emergency hotline, document the phone call with a **written maintenance request form**; simply write the phrase “called to Emergency Desk” at the top of the form and—in the case of serious situations or vandalism—document the information on an incident report. When you call the emergency hotline, you should be courteous and clear, identify yourself as an RA, state your location, and state the problem.

# Selected Policies and Procedures

- Board Keys & Lock Changes
  - Confrontation and Response Tips
  - Crime Reporting
  - Distribution of Flyers & Graffiti
  - Fire Alarm Evacuation Procedures
  - Harassing Phone Calls & Electronic Messages
  - Illegal Drugs, Weapons, & Drug Paraphernalia
  - Impounding Alcohol
  - Impounding Prohibited Appliances
  - Inquiries from the Media
  - Medical Emergencies
  - Missing Residents
  - Psychological Emergencies
  - Room Changes
  - Senior Staff On-Call
  - Sexual Assault
  - Special Periods of the Year
- 





## Board Keys

Board keys (from a local residential campus office's keyboard) are available for residents who have misplaced or lost their room/apartment keys. Board keys should be returned **within 24 hours**. Lock changes will be ordered and fines will be assessed for any board keys that are not returned within a reasonable time frame. As an RA, you also must sign out a board key via appropriate procedures should you lose or misplace your key.

## Lock Changes

A **lock change** is required when a resident loses a key, when one key inappropriately opens two locks, or when the security of a room/apartment is compromised by a lock concern.

An **immediate lock change** is required whenever a resident loses a room/apartment key(s) along with a Terrier Card (or other personal identification). When such situations arise, you must immediately contact the senior staff on-call to request permission to complete an "emergency lock change." Once granted, you should call the Facilities Management emergency hotline at **617-353-2105** to request the emergency lock change. Additionally, please make a note for the secretarial staff of any key deliveries that are made to your residential campus office after 5:00 p.m. (Non-emergency lock changes should be arranged with the administrative secretary during daytime business hours.)

**Lock repairs** are required when locks are not working properly. An emergency lock repair is needed when the door to a residence cannot be locked or opened. When such situations arise, the RA should immediately call the Facilities Management emergency hotline at 617-353-2105 to request an emergency lock. When the need for lock repair is not immediate, a maintenance request form should be used to make the request.





## Confrontation and Response Tips

RAs should follow the procedures outlined below when confronting suspected violations of residential policy:

- **Knock audibly**, whether the door is open or closed.
- **Identify yourself** and your position to ensure that residents know exactly who you are and why you are there: *It's [Your Name], the RA.*
- **Inform the resident why you need to enter the room.** If residents deny your entrance, tell them that you will key in to enter the room or you will call BUPD. (Typically this will get them to open the door; however, if you are alone, you should call another RA for backup, and request that they get a key from the office for this particular room. Do not leave your location.)
- **State what you need to address.**  
Example: *Your stereo is too loud, or you are not permitted to drink alcohol unless you are 21.*
- **State the potential impact on the community.**  
Example: *You are disturbing other residents who are trying to sleep.*
- **State what you want to happen.**  
Example: *Please turn down your stereo. I need to see an ID. Please have your guests leave the room/hallway.*
- **Explain** that you will be documenting the incident. The resident will receive a letter from the residence hall/area director regarding the matter.
- Avoid getting yourself into a vulnerable or compromising position.
- **Do not make promises.** Avoid statements that allow residents to manipulate you.  
Example: *I'm sorry, I'll get in trouble with my director if I don't. I'm the RA and I said so. I hate to do this, but...*
- **Always enlist the help of another staff member** when confronting a large number of people if you do not feel comfortable handling the situation alone.



## Graffiti

If you notice or receive a report of hate graffiti (e.g., racist, sexist, xenophobic, or homophobic remarks) then **you should not remove it**; rather, cover it, call BUPD, and also report it to a senior staff member immediately. BUPD will document and advise regarding its removal.

## Distribution of Flyers

Any requests to post material on residence bulletin boards must have the **approval of Student Activities** located at 1 University Road, or Residence Life, located at 25 Buick Street. The document will be stamped if it's been approved. If you receive it in your RA mailbox, it has been approved. If a student requests to distribute a flyer, and has not received approval, refer the individual to Student Activities. **"Free expression boards"** are available for all who wish to advertise programs or services. We recommend that you make yourself familiar with the location of the free expression boards in your residential campus. Please bring all unapproved flyers to your supervisor's attention.

# Fire Alarm Evacuation Procedures

Environmental Health and Safety has provided the residential community with the following evacuation procedures. In all cases, if there is a fire, follow **ACES**:

**Alert:** Activate the nearest fire alarm-pull station, call BUPD, and report the location of the fire.

**Confine:** Close all doors in the fire area to confine fire and smoke.

**Evacuation/Extinguish:** Evacuate the building immediately and report to the posted evacuation point for your location. Do not use elevators to evacuate unless directed by the fire department. A portable fire extinguisher is permitted to be used to put out a small fire or to assist in escaping from a larger fire. Only trained individuals are to use a fire extinguisher.

**Special Assistance:** Pre-designated staff will assist all persons who require special assistance to be evacuated from the building to a pre-designated area of safe refuge on the floor in which they live, or to the nearest stairwell. Pre-designated staff will wait with them until help arrives.

## Resident Responsibilities

Residents are required to evacuate their room and the building as quickly as possible (remembering their keys and Terrier Cards) via the stairs and departing through designated emergency exits.

## RA Responsibilities

As an RA, you will receive specialized evacuation training tailored to your specific hall/campus, but know that you too should immediately evacuate whenever there is an alarm just to be safe. After evacuating, you will then report to the main entryway of your residence and receive instructions from the residence life staff member in charge. S/he will assign you to critical points along the evacuation route (i.e. main entryway, rear entryway, egress points, walkways, meeting point, etc).

## Resident Assistant Posts during Re-entry

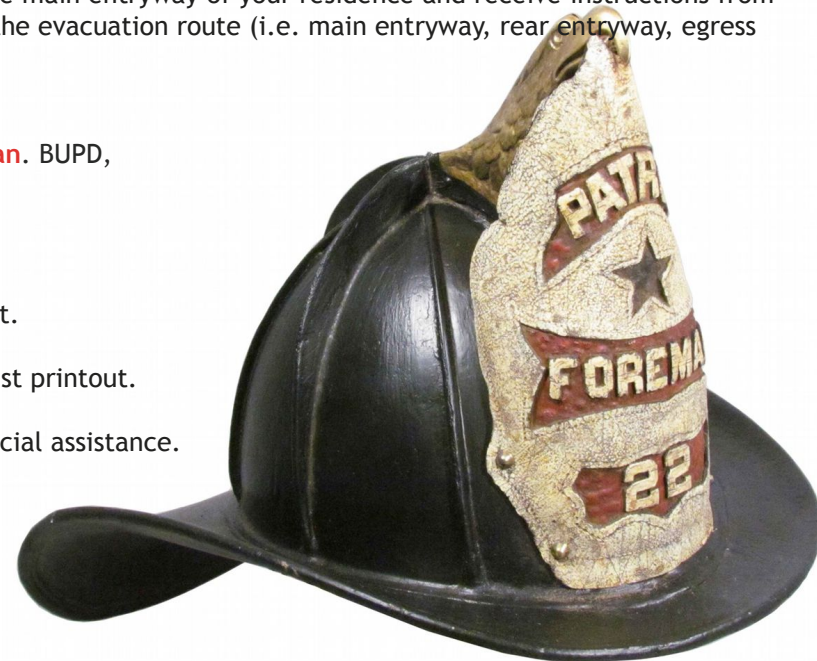
Re-entry will commence only with an **“all clear” from the Boston University Electrician**. BUPD, Boston Police, and the Boston Fire Department will not authorize re-entry. The Residence Life staff member in charge will:

**Identification Check Post:** Check residents' identification for re-entry into the building. Residents without Terrier Cards should be sent to the alpha list check post.

**Alpha List Check Post:** Confirm that resident is a building resident by using the alpha list printout.

**Elevator Check Post:** If the building has elevators, try to keep them down and direct residents to use stairwells as the elevators will be reserved for residents who need special assistance.

**Egress Check Post:** All egresses that lead out of the building should be checked to ensure that they are closed, alarmed, and secured.







## Impounding Alcohol

Whenever you impound alcohol please remember that there may be times that the BUPD needs to be involved, especially if large quantities of alcohol are present. Specifically **you need to call BUPD whenever students under the legal drinking age of twenty-one are in possession of more than two 30-packs of beer or more than three liters of other alcoholic beverage.**

You should also keep the following in mind when impounding alcohol:

- Request that a resident **remove the alcohol** from his/her room and escort that resident to the designated storage areas in your respective residential campus office. If there is a large quantity of alcohol (as indicated above), then contact BUPD and senior staff.
- **Note the room number and the location** in the room where the item was found (e.g., on top of bed on right side of the room, on left desk).
- **Complete an impound form** and attach it to the item. Small quantities of alcohol should be left in the designated storage area in the residential campus office. If an alcohol container is open, please note how full it was and then empty it prior to storing the empty containers in the office. Do not discard any empty containers.

**CRIME SCENE DO NOT CROSS**

## Crime Reporting

RAs should encourage residents to report crimes of any type directly to the Boston University Police Department (BUPD). However, you should never force or coerce a resident into reporting a crime. If you have concerns about a resident, please talk to your supervisor.

## Illegal Drugs, Weapons, & Drug Paraphernalia

You should notify BUPD and senior staff immediately if you encounter any weapons, illegal drugs, or drug paraphernalia. You should not remove these items from a resident's room unless so directed. No staff member should remove a firearm or act in any way that could lead to injury.

## Impounding Prohibited Appliances

Prohibited items (e.g., microwaves, candles, incense, hot pots, etc.) should be impounded as outlined below:

- **Remove item** from resident room/resident's possession.
- **Note the room number and the location** in the room where the item was found (e.g., on top of bed on the right side of the room, on the left desk, etc.).
- Bring the item(s) to the designated storage area in the residential campus office. These items should be left in the designated storage area in the residential campus office.
- Notify owners that, at the **end of the semester**, they may retrieve items and take them out of the residences.



## Inquiries from the Media

RAs should not speak to media without permission. If you are contacted by a member of the press (on or off campus) then direct all inquiries to your immediate supervisor or the senior staff person on-call. All requests for external news media information pertaining to any campus emergency should be referred to Public Relations at 617-353-2240.





# Medical Emergencies

For injuries and severe illnesses, **call BUPD** and state the nature of the emergency. Whenever you request medical assistance, inform senior staff on-call as soon as possible, and document this on an incident report. You should advise residents with minor illnesses to consult Student Health Services during office hours, and the physician on-call after hours. If you encounter a resident with a minor illness that requires a hospital transport then you should consult with senior staff regarding the possible issue of a cab voucher.

# Sexual Assault

**If a sexual assault is suspected, the RA should:**

- Contact senior staff immediately.
- Outline contact information for the Sexual Assault Response & Prevention Center (SARP) at 930 Commonwealth Avenue, 617-353-SARP (7277)
- Do not speculate if an assault occurred or on the criminal aspects of the incident.
- Encourage the resident to get the necessary intervention (medical, psychological, police).

# Missing Residents

If a resident has not been seen for several hours and friends, parents, or roommates are concerned, you should ascertain when the individual was last seen and other pertinent details. You should then contact your supervisor or the senior staff member on-call. Once appropriate reports are made, be sure that friends and roommates are offered appropriate referrals and support where necessary, and invite them to contact BUPD.

# Psychological Emergencies

If you suspect that a resident is experiencing a psychological crisis then contact senior staff. Please follow these procedures for responding to a psychological crisis:

- **Address the immediate situation.** Keep the resident calm.
- **Contact senior staff** to assess the situation.
- If the situation is acute (e.g., suicide attempt), **contact BUPD**. BUPD will send an EMT and contact the ambulance service affiliated with the University. Residents will be transported to an appropriate medical treatment facility.
- **Note the name of the hospital or other location** where the resident is being transported so that a Behavioral Health Clinician can conduct follow-up.

# Harassing Phone Calls & Electronic Messages

In the case of threatening or extremely abusive phone calls, AIM messages, text messages and email, you should notify the BUPD immediately. Residents should keep a record of the calls, save the voice mail message, print out and/or save any electronic records, and contact BUPD with this information.



# Room Changes

At times, residents will move in and out of your community mid-year. Undoubtedly, some of your residents will approach you for advice regarding room changes. If this happens, please remember that **Housing manages the housing inventory**; however, Residence Life works in tandem with Housing to assist residents in facilitating their moves. Though you cannot make promises, you can ensure that room changes happen smoothly. Room changes generally fall into one of the following **five categories**:

## 1. Room Change Request Forms

Room Change Request Forms are solely processed by Housing. Residents considering a room change should file a room change request form with Housing at 25 Buick Street. Remind your residents that, although room changes occur throughout the year, space restrictions severely limit the number of residents who move. Room change request forms are only processed after the census is completed, and are offered according to class rank and in the order that requests are received.

## 2. Direct Swaps

Direct Swaps are initiated by Residence Life and finalized by Housing.

Residents who are interested in directly swapping their housing assignment for another housing assignment can locate other interested residents by visiting “swap boards” or “swap binders” outside Housing at 25 Buick Street and at each residential campus office. In short, residents negotiate with one another for a direct swap that meets their own preferences. Residents should be encouraged to give serious consideration to this option, especially when space is tight. Residents then complete Direct Swap paperwork with the residential campus office prior to swapping housing assignments. Residents should be aware of possible changes in room costs.

## 3. Pull-ins

A pull-in occurs when a resident fills a confirmed vacancy in his/her room or apartment by “pulling in” another resident. During pull-in periods, vacancies result when a resident moves out of a multiple-occupancy room or apartment. In these instances, the current resident(s) of the room or apartment are allowed 24 hours to pull in another resident. Within this 24-hour period, a Pull-in Room Change Request Form (available at all residence offices) must be completed and submitted to the residence office. If the resident(s) does not pull in another resident within this 24-hour period, the vacancy will be managed by Housing and may be offered as a room change or as an initial assignment for an incoming resident. There are no pull-ins at the beginning of each semester.

## 4. Illegal Moves

Changing rooms without the approval of Housing or the residential campus office is considered an illegal move. Residents who move illegally are subject to administrative and judicial action.

## 5. Room Selection

Room selection is the process by which continuing Boston University residents who desire University housing during the following academic year select their housing assignments. Continuing residents are eligible to participate in room selection if they complete a fall housing reservation and deposit online. The room selection process consists of three phases.

- **Same Room Selection** (February): for residents who wish to remain in their current room for the next academic year
- **Internal Selection** (later in the spring): for residents who wish to remain in their current residence, but not in the same room
- **Community Selection** (later in the spring): for those who desire to move to a new residence.

Notification of room selection numbers and appointment times are generally mailed to all residents in March by Housing. Residents *must* bring their notification card and Terrier Card along with them to room selection. Residents who cannot be present to select a room may authorize someone else to serve as their proxy; they must give their proxy a letter to bring to room selection authorizing them to select a room for them.





## Senior Staff On-Call

After hours, there is always a senior staff person on-call. The senior staff member on-call serves as support for the RAs, and is an GRA, Residence Hall Director, or Area Director. The senior staff on-call may be **reached at home, or via a senior staff pager or senior staff cell phone.**

**To contact senior staff,** you should always try the senior staff member's home phone number first before paging him or her. If you do not get an answer on the staff member's home phone, contact the senior staff on-call cell phone number. Allow the senior staff member ten minutes to respond before trying again.

**Before contacting Senior Staff, and whenever possible,** gather the following information first:

- **Incident facts:** names, ID#s, room assignments, college/year; date, time, location; facts of what, why, when, and how the incident occurred.
- **Health/safety information:** Is person calm/agitated? Describe body language? Has person taken prescription medication? Are there any physical injuries? Is the person being seen by a counselor? Is there a reported history of previous incidents with this person?

**You must report the following situations to senior staff on-call immediately:**

Bomb threats	Fires
Large quantities of alcohol	Major disturbances/arrests
Major maintenance issues/power outages	Press/media involvement
Crime (i.e., breaking & entering, theft, vandalism)	Serious medical emergencies/student deaths
Serious roommate conflicts	Residents' emotional/psychological crises
Suicide gestures/attempts/verbalizations	Drug policy violations
Resident's lost key and ID/ emergency lock changes	Hospitalizations
Serious physical assaults (including sexual assaults)	Weapons
Problems obtaining assistance (e.g. BUPD, FM&P, etc.)	

Whenever you're uncertain about how to respond

# Special Periods of the Year

RAs help to manage the residence hall system throughout the calendar year including vacation periods, May closing, and the summer. You should familiarize yourself with the following seasonal periods that will impact your residents' stay at the University.

## Vacation Housing

All residence halls (with the exception of apartment buildings and graduate buildings) are closed for the duration of Fall Recess, Winter Intersession, and Spring Recess. For specific dates and times, please direct your residents to the Housing Website ([www.bu.edu/housing](http://www.bu.edu/housing)). Vacation housing is typically provided within a local hotel and is available, at a fee, for residents who need to reside on-campus during vacation periods. To sign-up, residents must complete a vacation housing application via the Housing website ([www.bu.edu/housing](http://www.bu.edu/housing)). Space is limited, so encourage your residents to sign-up early. Dining service is not available during vacation periods.

RAs from across campus may **apply to staff the vacation housing** hotel 24-hours a day during the vacation period, and will be compensated at an hourly rate. Information regarding the selection process for vacation RAs is distributed several weeks prior to each vacation period. Vacation Housing RA positions are competitive and, as such, RAs interested in serving as vacation RAs are strongly advised to complete and return sign-up forms well in advance of the deadline.

## First Closing/Commencement Weekend

The residences close for all continuing students during first closing in mid-May. Graduating seniors, summer students, residents working Commencement weekend, and residents with extenuating circumstances (e.g., unable to be picked up by the closing deadline, moving into an off-campus apartment, etc.) are permitted to stay beyond first closing. Residents who wish to stay beyond the first closing deadline must submit a request to the residential campus office. A resident's judicial status weighs heavily in considering extension requests. Residents who have been involved in serious violations of residence policy may be asked to move out within 24 hours of their last final exam.

The list of residents who have received permission to stay will be supplied to several University offices. The **extension list** is used by: (1) RAs when checking rooms during first closing, (2) Residence Services staff in determining which rooms need to be inventoried for check-out, and (3) Facilities Management and Planning staff in prioritizing the cleaning of room/apartment units.

Boston University provides housing to ensure that parents and guests have an opportunity to attend Commencement ceremonies. Most residents who receive permission to stay beyond the first closing deadline will be permitted to stay in their assigned rooms. A few residents may be required to move to another room or will be assigned a roommate. Graduating seniors will be permitted to remain in their current spaces and will not be assigned roommates for the weekend. Residents who stay beyond the first closing deadline should expect a minor disruption in daily routines as Facilities Management & Planning staff prepares the buildings for Commencement weekend. All policies remain in effect.

## Second Closing/Summer Housing

Residents who receive an extension must move out by the second closing deadline (usually 10:00 a.m., the day following Commencement). Residents must vacate their rooms by the **10:00 a.m.** deadline to allow adequate time for Facilities Management staff to clean and set up rooms for summer residents. **Check in for CELOP and Summer Session I students begins at 4:00 p.m.**, that afternoon. Storage areas will be available for those residents who need to store personal belongings for a few hours.

This period is very busy and your communication skills need to be at their best. The move out process can be confusing for residents, especially first-year students. Although written instructions are distributed to all summer session students in advance, some residents do not read the materials, or may have difficulty understanding and following the instructions.

## Summer Programs

During the summer, Residence Life houses a diverse mix of summer programs. Summer Term students attend one or both summer sessions. Students enrolled in the Center for English Language and Orientation Program (CELOP) attend a 6, 9, or 12 week intensive study program of English. There are five pre-college programs housed on campus. These programs provide an opportunity for intensive study in a specialty or for broad exposure to college-level coursework.

Summer programs attract students from all ages, nationalities, and interests, many of whom are unfamiliar with Boston and the Boston University community. The summer residence program is an extension of the academic year. Residence Life's commitment to maintaining the highest professional standards does not waver during the summer. Residence Life remains committed to supporting the University's academic mission, and in creating and maintaining residences devoted to students' academic, cultural, interpersonal, and emotional growth.



# Helpful Resources

Supervisor-Supervisee Relationships  
One-on-One Meetings  
Annual Evaluations  
RA Re-Applications  
Faculty in Residence  
Residence Hall Associations  
Blackboard  
Residential Education  
Abbreviations and Acronyms  
Suggestions for Event Participation  
Categories  
Month-by-Month Event Suggestions for  
“Community Building” Category  
Monthly Community Meeting Agendas  
Important Dates to Remember



# Supervisor-Supervisee Relationships

An RA's key to success is often founded upon the working relationship that a resident assistant has with his/her supervisor; namely, a Graduate Resident Assistant, Residence Hall Director, Area Director, or Assistant Director. These supervisors are in place to **provide routine direction, advice, and accountability**. They also help to provide a broader perspective on Residence Life, a grasp of the bigger picture issues that are too often invisible in the day-to-day operations. Get to know your supervisors. **Trust them**, and meet with them regularly to discuss your experiences in Residence Life. You will quickly find that the supervisor-supervisee relationship is one of your most important assets in this job.

## One-on-One Meetings

Your supervisor(s) will schedule monthly meetings with you throughout the academic year. The purpose of this meeting is to provide a formal opportunity for you to meet with your supervisor, to reflect on your performance as an RA, and to discuss your experiences in Residence Life.

## Annual Evaluations

Annual evaluations are completed during the final weeks of the fall recess. The evaluation process is a formal opportunity for the RA to assess his/her own performance as an RA. It is also an opportunity for both RAs and supervisors to receive constructive feedback regarding their performance. During the annual evaluation process, RAs will work with the following documents, which serve as tools for strengthening and improving our department's overall performance:

**Self-evaluation:** The purpose of the self-evaluation is to help you assess your own performance as an RA against our five areas of accountability. Your supervisor will review your self-evaluation, add a supervisor's rating, and will discuss your evaluation during your annual performance review meeting.

**Residents' Evaluation of RA:** Your residents will receive an electronic survey (e.g. via Survey Monkey) that enables them to provide constructive feedback relative to your performance as an RA. Your supervisor will review this evaluation with you.

**Evaluations of Supervisors:** To help provide constructive feedback to your supervisors, each RA will have the opportunity to complete a survey regarding his/her GRA, GRA for T&D (where applicable), and Residence Hall Director/Area Director.

## RA Re-Applications

If an RA wishes to return to the Residence Life staff for the following academic year, he/she must complete an RA Re-Application in **late November** and be prepared to discuss the Re-Application in a December meeting with his/her Residence Hall Director/Area Director. An RA's continuation on staff is conditional on good performance and not guaranteed. RAs who are interested in a **transfer** may apply only if they meet one of the following criteria: Specialty Interest (the RA meets the requirements to live in a specialty community), Personal Status Change (the RA will be newly married or have children), or Seniority Status (the RA has served two or more years in their current position).

Additionally, RAs who are interested in a promotion may apply only if they have been admitted into a graduate program and will hold a bachelor's degree. Please know that transfer and promotion requests may result in an interview anywhere on campus, but a **transfer and promotion is not guaranteed** simply because one applied. If a transfer or promotion is denied, the applicant may return to his/her current position pending supervisor approval and good performance.







## Faculty in Residence

Schools and colleges represented in the FIR program are; the College of Communication, Sargent College of Health and Rehabilitation Services, the School of Theology, the College of General Studies, School of Education, and College of Arts and Sciences. They enhance the **living-learning environment** for residents and often partner with RAs or the Residence Hall Associations to provide programming. You should introduce yourself to the FIR living in your residential campus. Feel free to attend their events and invite them to attend yours!

## Residence Hall Association

The Residence Hall Association (RHA) is a student-run organization devoted to enhancing the quality of life in building or area. The RHA plays an integral role in facilitating community development. Representatives from each floor/house volunteer or are elected to serve. Hall Councils meet on **Tuesday evenings** to plan educational, cultural, social, and recreational events; coordinate the residential campus recycling program; finalize plans for community service activities; and determine the group's involvement in Parents Weekend, Winterfest, Spring Weekend, and other University events. RAs must make every effort to assure that they have a floor/house representative participating in RHA. Some, but not all, Hall Councils provide floor funds to assist floor/house representatives and RAs with event participation efforts. Hall Councils do not meet as a general assembly each Tuesday. Rather, they utilize some of the Tuesday night meetings as opportunities to have executive board meetings. Hall Councils are advised by professional staff, and resources for Hall Council leaders are available from the RHA Overarching Executive Council (OEC) and from Residential Education (19 Deerfield Street)



## Blackboard

Blackboard is a nationally recognized leader in e-learning. Many residents have utilized Blackboard or Course Info in their academic work. Residence Life currently uses Blackboard as a means of communicating with staff members. To access Blackboard, go to <http://blackboard.bu.edu>. After being prompted to enter your login name and Kerberos password, you will be connected to all the courses that you have access to (including academic courses). Our main campus-wide Residence Life website is entitled “RA 101.” You can access this website to use many pertinent tools including training resources, standard forms, Weekly Report templates, and other helpful information. Each area also has its own area-specific Blackboard site (e.g. Blackboard for Warren Towers staff).

## Residential Education

Residential Education provides members of the Boston University community with resources and assistance as they explore their own unique and individual development. The essential conviction of Residential Education is that **living and learning should be integrated, not separate**; that formal teaching, informal learning, and personal support in residences are integral to a Boston University education and can be created in an environment within each floor or hall where residents develop and participate meaningfully in communities. Residential Education facilitates programs that occur in cooperation with offices and departments throughout Boston University with the goal of a resident’s individual development, which spans a wide range of areas including academic, cultural, interpersonal, emotional, and moral. The physical space is located at **19 Deerfield Street** and in the heart of historic Kenmore Square. It is designed to be a welcoming space where you can feel free to gather with friends and classmates, become engaged by our programmatic offerings, and even take advantage of a quiet space to relax and refocus. Come join us and become part of our community. Our operational hours are **Monday through Friday, 9:00 a.m. to 6:00 p.m.** We are closed on weekends and holidays. Additionally, you will receive frequent correspondence from our office email account ([resed@bu.edu](mailto:resed@bu.edu)); be sure to read these emails in detail.



## Abbreviations and Acronyms

<b>Residence Life</b>	
AD	Assistant Director or Area Director
FIR	Faculty in Residence
HER	Harriet E. Richards Cooperative House
ORL	Residence Life
RA	Resident Assistant
RCR	Room Condition Report
RHA	Residence Hall Association
RHD	Residence Hall Director

<b>Locations</b>	
33	HAW 33 Harry Agganis Way
1019	1019 Commonwealth Avenue
140	The Towers, 140 BSR
700	Warren Towers, 700 Comm, Ave
881	Student Health Services (881 Comm Ave)
A Tower	Fairfield Tower, Warren Towers
B Tower	Marshall Tower, Warren Towers
BI	Beth Israel Hospital
BMC	Boston Medical Center
BSC	Brownstone Student Council
BSR	Bay State Road
BU Beach	The Park behind Marsh Chapel
C Tower	Shields Tower, Warren Towers
CLF	Clafin Hall, West Campus
Case	Case Athletic Center
Comm. Ave.	Commonwealth Avenue
DNL	Danielsen Hall
575	575 Commonwealth Avenue
LBSR	Lower Bay State Road
The Link	The Lower Lobby of the GSU
Marsh	Marsh Chapel or Marsh Plaza
MYL	Myles Standish Hall
RCH	Rich Hall
StuVi	Student Village
The Roof	Case Athletic Center
SHL	Shelton Hall
SLP	Sleeper Hall
UCA	Upper Commonwealth Ave.
TOW	The Towers
UBSR	Upper Bay State Road
WRT	Warren Towers

<b>General</b>	
Agganis	Agganis Arena
ARAMARK	Campus Dining Services
BUPD	Boston University Police Department
CampCo	Campus/City Convenience
CSC	Community Service Center
ERC	Educational Resource Center
FitRec	The Fitness & Recreation Center
FMP	Facilities Management and Planning
FREEP	"The Daily Free Press student newspaper"
GSU	George Sherman Union
ISSO	International Students and Scholars Office
Mugar	Mugar Memorial Library
DOS	Dean of Students
SA	Summer Orientation Student Advisor
SAO	Student Activities Office
UIS	University Information Systems
ResEd	Residential Education

<b>Academic</b>	
CELOP	Center for English Language and Orientation Programs
CGS	College of General Studies
CAS	College of Arts and Sciences
COM	College of Communication
ENG	College of Engineering
GRS	Graduate School (Arts and Sciences)
GSM	Graduate School of Management
LAW	School of Law
MED	School of Medicine
MET	Metropolitan College
SAR	Sargent College of Health and Rehabilitation Sciences
SED	School of Education
CFA	College of Fine Arts
SDM	Goldman School of Dental Medicine
SHA	School of Hospitality Administration
SMG	School of Management
SPH	School of Public Health
SSW	School of Social Work
STH	School of Theology
XRG	Cross Registration

# Suggestions for Event Participation Categories

The following chart contains concrete examples of ideal events for each event participation category

BU Tradition	Educational	Cultural
Bu Beach Drive-Movie	Coffee and Conversation	BU Symphony Orchestra
Splash	The Great Debate	Dim Sum Brunch in Chinatown
Annual Myles Standish Hall Birthday Bash	College Night at a local Museum	Bu India Club Dance Performance
South Campus Winter Lights Celebration	ERC Study Skills Workshop	Howard Thurman Center Events
Home Opener for any Athletic Event	Career Services Resume Writing Skills Workshop	Halloween Trip to Salem
Fall Welcome Events	Howard Gotlieb Archival Research Center Events	Trips to a local Museum
Warren Towers RHA Hollipalooza	Intramural Competitions	CFA Performances
Shelton Hall Spring Courtyard BBQ	Ice Skating on the Frog Pond	Dance Group Shows
1019 Day	Wellness Fair	Cultural Food Festivals
Day of Service	Sargent Choice Nutritional Event	Berklee Concerts
Wellness Fair	Interfaith Dinner	Annual LGBT Reception



# Month by Month Event Suggestions for “Community Building Category”

The following lists contain suggestions for monthly events. These are suggestions only; please confer with your residents to select a range of events to attend during the academic year. Refer to Blackboard for various resources including ticket ordering forms and information on special events.

## **SEPTEMBER (Remember that 2 events are required in September)**

- *On-campus:* Late Nite Opening Night Comedy, SPLASH, Fall Welcome activities, Activities Expo
- *Off-campus:* apple picking, and any of the following Boston sites: Boston Red Sox, Duck Tours, Skywalk Observatory at Prudential Tower, Freedom Trail, Museum of Fine Arts (MFA), Museum of Science/Mugar Omni Theatre, Isabella Stewart Gardner Museum, the Black Heritage Trail, the New England Aquarium/Simons IMAX Theater, Harvard Square, Chinatown dim sum brunch, dinner in the North End, the John F. Kennedy National Historical Site.

## **OCTOBER**

- *On-campus:* BU Symphony, athletic home openers, Huntington Theater production, Parents Weekend, intramurals, study skills & time management workshops (contact the ERC), study abroad information sessions (contact the International Programs Office), Coffee & Conversations with Dean Elmore
- *Off-campus:* Head of the Charles Regatta, fall foliage tours, Halloween trip to Salem, and any of the Boston sites listed above.

## **NOVEMBER/DECEMBER (Remember: No hall programs during study and exam periods)**

- *On-campus:* Thanksgiving Coalition, a cappella performance, Inner Strength Gospel Choir concert, resume writing workshops especially for seniors (contact Career Services), stress reduction workshops (contact the ERC), study breaks offered through Late Nite Café, the Great Debate, Annual Myles Standish Hall Birthday Bash, South Campus Winter Lights Celebration
- *Off-campus:* *The Nutcracker*, tree lighting, ice skating on the Frog Pond, Faneuil Hall carols and bells, and any of the Boston sites listed above.

## **JANUARY/FEBRUARY**

- *On-campus:* MLK, Jr., Day celebration, Super Bowl party, Back Bay Ball, Black History Month, intramurals
- *Off-campus:* Boston Celtics, Boston Bruins, the Beanpot Tournament, the African American Meeting House, and any of the Boston sites listed above.

## **MARCH**

- *On-campus:* Housing lottery information sessions , Study Abroad information sessions
- *Off-campus:* St. Patrick’s Day Parade, and any of the Boston sites listed above.

## **APRIL/MAY (Remember: No hall programs during study and exam periods)**

- *On-campus:* UMOJA Fashion Fair, Earth Week Celebration, Holocaust Education Week, A cappella Beanpot, Inner Strength Gospel Choir Concert, Student Leaders Recognition Ceremony, Senior Week, Study breaks offered through Late Night Café, Shelton Hall Spring Courtyard BBQ, RHA Spring Block Party, Wellness Fair
- *Off-campus:* Day of Service, Boston Marathon, Boston Red Sox, Walk for Hunger, and any of the Boston sites listed above.

# Monthly Community Meeting Agendas

## **SEPTEMBER** (aka. "First Floor Meetings")

*Your first floor meeting is one of the most important as your residents are developing their first impressions of you and as you are setting a tone for the remainder of the year. Your objective with this meeting is to clarify policies and procedures, and to underscore the need for cooperation, communication, and respect.*

### **September Agenda**

(This meeting is generally held on the Sunday evening of move-in weekend to best assist first-year students. See your supervisor for specific information about dates, times, and locations.)

- Facilitate icebreaker and introductions.
- Describe role of the RA and Residence Life staff in assisting students.
- Discuss purpose of monthly meetings.
- Introduce faculty-in-residence, residence hall director, and senior resident assistant.
- Explain RA on-call system and where schedules are posted.
- Conduct a walk-through of fire alarm evacuation procedures, and general fire safety tips.
- Review residence hall policies: noise, alcohol, drugs (especially marijuana), smoking, prohibited items, incense and candles, guests, prohibition of overnight guests during first two weeks of the academic year, hall sports, lounge furniture, defenestration, etc.).
- Discuss procedures for lock-outs, maintenance, trash removal, carts, and vacuum sign-outs.
- Emphasize security procedures (presenting Terrier Card when asked to do so, locking room/apartment door when unattended or when asleep, not signing in strangers, escorting guests at all times, etc.).
- Stress personal safety in an urban environment (waiting for crosswalk signals, using escort security service, knowing where to find blue phones, wearing helmets when rollerblading or biking, being aware of surroundings, etc.).
- Explain the role of the RHA in community development, encourage involvement, and elect floor/house representatives.
- Brainstorm and agree upon campus events to attend. Refer to posters and flyers for ideas.
- Explain to students that if they are involved in an alleged policy violation they will be contacted via their BU email requesting they make an appointment with their respective Hall or Area Director
- Promote our EcoRep program, which includes: 1) familiarity with recycling areas in your residence, 2) BU Sustainability's 10 sustainable actions initiative, and 3) general stewardship of University resources/environment.
- Ensure that your residents are clear about the University's stance on medical marijuana. You can state something as follows: "Marijuana use is not permitted including medical marijuana. Feel free to see me privately after the meeting if you have any questions or concerns about this, and I can happily make arrangements for you to speak with Dr. David McBride, Student Health Services, for further advisement."
- Please be sure to share with your residents during your first floor meeting that we can process a furniture request for a bedrail or ladder for their University-lofted bed should they want one.

## **OCTOBER**

*Resident concerns during October—especially for first-year students—include: homesickness, conflicts with others, fear of being alone, long distance relationships, adjustment to academics, financial adjustment, values exploration, adjusting to a large University system, disenchantment with school, interaction with faculty, academic stress, anxiety (particularly during the midterm exam period), and dating relationships.*

### **October Agenda**

- Welcome new residents and wish happy birthday to residents with October birthdays.
- Although Fall Recess is a month away, residents should be encouraged to finalize their travel plans. The dormitory-style small halls and all large halls (with the exception of 10 Buick St. and 33 Harry Agganis Way) are closed for the duration of Fall Recess, Winter Intersession, and Spring Recess. Vacation housing information will be available in early November via the Housing website ([www.bu.edu/housing](http://www.bu.edu/housing)).
- Encourage participation in Parents Weekend activities (October 18-20, 2013).
- Highlight RHA events and set aside time for floor/house representative to speak.
- Brainstorm and agree upon floor/house event for October. Please refer to posters and flyers for ideas.



## **NOVEMBER (Fall Recess Closing)**

*Resident concerns during November include: registering for spring semester classes, roommate problems and conflicts, academic pressures, change in diet and eating habits, increase in alcohol use as a relief from stress and pressure, and anxieties associated with Fall Recess (travel, family pressures, etc).*

### **November Agenda**

- Welcome new residents and wish happy birthday to residents with November birthdays.
- To ensure a safe holiday, remind residents that: live trees, wreaths, and branches are not permitted in the residences and will be confiscated; open flames, including candles, may not be used and will be confiscated, and paper streamers and decorations of any kind may not block hallways, common areas, or obstruct exits
- Encourage residents to apply for RA positions. For a complete list of information sessions and to download an application, visit the Residence Life website ([www.bu.edu/reslife](http://www.bu.edu/reslife)).
- Highlight RHA events and set aside time for floor/house representative to speak.
- Brainstorm and agree upon campus events to attend. Refer to posters and flyers for ideas.
- **Vacation Housing and Closing Information:** Remind residents that residences close for Fall Recess promptly at 12:00 noon on Wednesday, November 27, 2011. (Vacation housing in a local hotel is available at a fee for on-campus residents who complete a vacation housing application via the Housing website: [www.bu.edu/housing](http://www.bu.edu/housing).) Before leaving for the vacation period, residents should:
  1. close and lock doors and windows
  2. unplug all electrical appliances (see supervisor for specific information about fridges)
  3. remove all trash and perishable items
  4. turn off all lights
  5. remember to bring important items (i.e. Terrier Card, cell phone, passports, airline tickets, medication, keys) and know that all rooms will be checked for health and safety concerns during the vacation period. Any common area articles (lounge furniture, vacuum cleaners, trashcans, etc.) found in a resident's room/apartment will be removed and a moving fee will be assessed to a student's account. Any prohibited appliances or items will be impounded and judicial action may result.

## **DECEMBER (Intersession Closing)**

*Resident concerns during December include: final exam pressures, roommate problems and conflicts, financial constraints with seasonal gift-giving, pre-holiday/vacation blues, demands on time, conflict between academic needs and desire to socialize at holiday events.*

### **December Agenda**

- Welcome new residents and wish happy birthday to residents with December birthdays.
- Thank residents for completing the RA evaluation survey. If residents have not completed a survey, then the RA can forward the Survey Monkey link to residents.
- Remind residents that guest passes are suspended during the study and final exam periods to ensure that all residents have the space they need to study and sleep.
- Notify residents that 24-hour quiet hours go into affect at 5:00 p.m., on the last day of classes and remain in effect throughout study days and final exams.
- Remind residents that residences close for Winter Intersession promptly at 12:00 noon on Saturday, December 22, 2011. Refer to November agenda (above) for more specific details about "Vacation Housing and Closing Information."
- Residence License Agreements (RLAs) extend for the duration of the academic year. If residents are contemplating moving off-campus, they should file a petition with Housing and wait for the results *before* finalizing their plans.
- Residents who plan to take a leave of absence or withdraw from the University must complete the appropriate paperwork at the University Service Center, 881 Commonwealth Avenue. Residents should also contact the secretary for the residential campus to complete the necessary paperwork and pick up a room condition check-out form (RCR).
- Residents with vacancies in their room/apartment should expect to meet their new roommate either upon their return in January or shortly thereafter. Residents with vacancies should be reminded to leave their room/apartment clean and ready for occupancy, especially the roommate's side of the room.
- Brainstorm and agree upon campus events to attend, and remember that events (other than study breaks) must take place before the last day of classes.

## **JANUARY**

- *Resident concerns during January include: post-vacation/holiday blues, re-adjusting to routine, acceptance of new roommates, and anxiety over academic performance during first semester and beginning of second semester.*

### **January Agenda**

- Welcome new residents and wish happy birthday to residents with January birthdays.
- Ask residents to verify assignment information and sign the census.
- Residents who wish to return to their specialty community—or select into a specialty community for the next academic year—must complete and submit a specialty community application ([www.bu.edu/housing](http://www.bu.edu/housing)) by the February deadline.
- Highlight RHA events and set aside time for floor/house representative to speak.
- Brainstorm and agree upon campus events to attend. Refer to posters and flyers for ideas.

## **FEBRUARY (Spring Recess Closing)**

*Resident concerns during February include: “cabin fever,” graduating seniors’ anxieties over job searches, graduate school applications, summer employment, midterms and papers, relationship anxieties, and housing plans for next year.*

### **February Agenda**

- Welcome new residents and wish happy birthday to residents with February birthdays.
- Demystify room selection and remind residents to complete their Housing Reservation by the deadline (for more information, visit: [www.bu.edu/housing](http://www.bu.edu/housing)).
- Remind residents that residences close for Spring promptly at 12:00 noon on Saturday, March 8, 2014. Refer to November agenda (p. 48) for more specific details about “Vacation Housing and Closing Information.”
- Highlight RHA events and set aside time for floor/house representative to speak.
- Brainstorm and agree upon campus events to attend. Refer to posters and flyers for ideas.

## **MARCH**

*Resident concerns during March include: midterm anxieties, Spring Recess travel plans and safety tips, housing decisions for next year, frustration with the lingering cold weather, and completing a Housing Reservation.*

### **March Agenda**

- Welcome new residents and wish happy birthday to residents with March birthdays.
- Re-emphasize consideration and courtesy.
- Highlight RHA events and set aside time for floor/house representative to speak.
- In the Towers, Warren Towers, and West Campus, recruit volunteers to show rooms or assist with April Admissions Open House tours.
- Brainstorm and agree upon campus events to attend. Refer to posters and flyers for ideas.

## **APRIL (May Closing)**

*Resident concerns during April include: registering for fall semester classes, seniors' job search anxieties, summer employment, academic pressure, and financial concerns.*

### **April Agenda**

- Welcome new residents and wish happy birthday to residents with April birthdays.
- With spring in the air, remind residents to respect others and to avoid placing stereo speakers in open windows or playing stereos/radios at an excessive volume. (cont.)
  
- Remind residents that residences close for all continuing students during first closing: Sunday, May 11, 2014. Graduating seniors, summer residents, and residents who are scheduled to work Commencement weekend are permitted to stay beyond the first closing deadline. Residents who wish to stay beyond the first closing deadline must register with the residential campus office.
- The residences close for all residents at 10:00 a.m. on Monday, May 19, 2014, following commencement, except for 10 Buick Street and 33 Harry Agganis Way, which remain open through the Tuesday following commencement.
- Remind residents that guest passes are suspended during the study and final exam periods to ensure that all residents have the space they need to study and sleep.
- Notify residents that 24-hour quiet hours go into affect at 5:00 p.m., on the last day of classes and remain in effect throughout study days and final exams.
- Note that storage is not available on-campus. When choosing a storage company, residents should be careful to check the company's reputation and the procedures for retrieving stored items before contracting for the service.
- Inform residents that all keys should be returned to the residential campus office. Residents should not return keys to RAs, Facilities Management staff, or a roommate.

## **MAY**

*Resident concerns in May include, among others: securing summer employment or internship, transitioning into full-time jobs or graduate school, packing, shipping belongings, or locating a storage company for summer storage of personal belongings, moving off-campus, forwarding mail, and enrolling in Summer Term classes.*

### **May Agenda**

- In addition to reiterating move-out information (see April agenda above), the final floor/house meeting should include a social component. Some suggested programs include: study breaks, stress reduction activities, end-of-the-year gathering, tribute to graduates, or outdoor recreational activity.



# Important Dates to Remember

<b>August 2013</b>	
August 12	GRA Training begins
August 19	RA Training begins
August 26	Internal Early Move-in
August 27	25th Annual RA Banquet
August 28 – 30	Early Move-in
<b>September 2013</b>	
August 31-September 2	Official Move-in
September 1	First Community Meetings for all 1 <sup>st</sup> Year Students
September 2	First Community Meetings for Continuing Students
September 3	Classes begin; First RHA Meetings and Nomination Night
September 9, 17, 24, 30	Rhett Talks
September 10	RHA Election Night
September 17	First Night for Overnight Guests
September 21	RHA Training
<b>October 2013</b>	
October 18-20	Parents Weekend
October 25-27	Alumni Weekend
October 30	Fall RA Conference
<b>November 2013</b>	
November 1	RA Applications available via <a href="http://www.bu.edu/reslife">www.bu.edu/reslife</a>
November 8	RA Re-Applications distributed
November 15	RA Applications for study abroad candidates due
November 27	Residences close at 12:00 noon for Fall Recess
November 29	RA Re-Applications due to supervisor
<b>December 2013</b>	
December 1	Residences open at 10:00 a.m. after Fall Recess
December 6	Last night for programs within residence
December 10	Last Night for Overnight Guests
December 11	Last Day of Classes; 24-hour Quiet Hours begin at 5:00p.m.
December 12-15	Study Period
December 16-20	Exam Period
December 21	Residences close at 12:00 noon for Winter Intersession

The following lists many important dates that you should keep in mind during the academic year. The list is not exhaustive, so you'll want to refer to your supervisor for additional dates.

<b>January 2014</b>	
January 10	Residences open at 10:00 a.m. after Winter Intersession
January 15	Classes begin
January 16	RA Applications due to Residential Education by 2:00 p.m.
<b>February 2014</b>	
February-March	RA Interviews take place
<b>March 2014</b>	
March 1	Summer RA Applications due
March 8	Residence close at 12:00 noon for Spring Recess
March 16	Residences open at 10:00 a.m. after Spring Recess
<b>April 2014</b>	
April (Fridays and Saturdays)	Admissions Open House
April 2	2014/2015 RA Orientation Meetings
April 9	Summer RA Orientation Meetings
April 16/23/30	Area End-of-Year RA Receptions
April 26	Last night for programs within residence
April 30	Last Night for Overnight Guests
<b>May 2014</b>	
May 1	Last Day of Classes; 24-hour Quiet Hours begin at 5:00 p.m.
May 2-5	Study Period
May 6-10	Exam Period
May 11	Residences close at 12:00 noon for non-degree candidates
May 16-18	Commencement Weekend
May 19	Residences close at 10:00 a.m. for all 2013/2014 students (10 Buick and 33 HAW stay through May 20)