

Resident Assistant Handbook



Florida Gateway College -Granger Hall



Welcome to the Resident Assistant Team

Welcome to the Residence Life staff at Florida Gateway College. Congratulations on being selected to serve as a Resident Assistant in Granger Hall. Your selection reflects the confidence that the College has in your leadership abilities, character, and commitment to supporting your fellow students.

As a Resident Assistant, you play a vital role in creating a safe, welcoming, and engaging living environment for our residents. You are often the first person students turn to for guidance, support, and assistance. Through your leadership, you help build a strong residential community where students can thrive academically, socially, and personally.

This handbook has been developed to serve as a resource throughout your employment. It outlines the responsibilities, expectations, policies, and procedures that guide the Resident Assistant position. While no handbook can address every situation you may encounter, it provides the foundation needed to make informed decisions and respond appropriately to the needs of our residents.

Being an RA is both a privilege and a responsibility. You will have opportunities to develop valuable skills in leadership, communication, problem-solving, crisis response, and community building. The experiences you gain in this role will not only benefit the residents you serve but will also contribute to your own personal and professional growth.

We encourage you to approach this position with enthusiasm, integrity, and a willingness to learn. Remember that you are not expected to have all the answers. The Residence Life staff is here to support you, provide guidance, and work alongside you to ensure the success of our residential community.

Thank you for your commitment to serving the students of Florida Gateway College. We look forward to working with you and are excited to see the positive impact you will make in Granger Hall.

Go Wolves!

A handwritten signature in black ink, appearing to read "Amy Dekle-Hunt". The signature is fluid and cursive, with the first name "Amy" being more prominent.

Amy Dekle-Hunt
Director of Student Life and Residence Life

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Mission and Philosophy of Residence Life

Mission

The mission of Residence Life at Florida Gateway College is to provide a safe, supportive, and engaging residential community that promotes student success, personal growth, and meaningful connections. Through intentional programming, community standards, and student support, Residence Life seeks to create an environment where students can thrive academically, socially, and personally while developing the skills necessary to become responsible and engaged members of the college community.

Philosophy

Living on campus is an important part of the college experience. Residence Life is more than simply providing housing, it is an opportunity for students to learn, grow, and build relationships outside of the classroom. Granger Hall serves as a living-learning community where students are encouraged to develop independence, responsibility, respect for others, and a sense of belonging.

Residence Life is founded on the belief that every student deserves to live in an environment that is safe, inclusive, and conducive to academic success. We value respect, integrity, accountability, community, and personal responsibility. Through these values, we strive to foster a culture where students feel supported, challenged, and empowered to achieve their goals.

Resident Assistants play a critical role in bringing this philosophy to life. Through leadership, mentorship, community building, and policy enforcement, RAs help create an atmosphere where residents feel welcomed, connected, and supported throughout their college experience.

By working together, Residence Life staff and residents contribute to a community that promotes learning, personal development, and mutual respect while reflecting the mission and values of Florida Gateway College.

The Role of a Resident Assistant

A Resident Assistant (RA) is a student leader who serves as a resource, role model, and community builder within Granger Hall. RAs play a critical role in supporting residents, fostering a positive living environment, promoting student success, and helping maintain a safe and welcoming residential community.

As representatives of Florida Gateway College and the Residence Life Department, RAs are expected to uphold College policies, demonstrate professionalism, and serve as examples

of responsible behavior. RAs work closely with residents to build community, address concerns, provide support, and connect students with campus resources when needed.

The RA position is multifaceted and includes the following primary responsibilities:

Community Builder

RAs create opportunities for residents to connect with one another and develop a sense of belonging within the residence hall. Through programs, activities, conversations, and community meetings, RAs help foster an inclusive and engaged living environment.

Resource and Mentor

RAs serve as a knowledgeable resource for residents by providing information about campus services, policies, procedures, and opportunities for involvement. They encourage academic success, personal growth, and responsible decision-making.

Safety Advocate

RAs help maintain a safe living environment by conducting duty rounds, identifying potential safety concerns, responding appropriately to emergencies, and educating residents about community standards and safety procedures.

Policy Educator and Enforcer

RAs are responsible for educating residents about residence hall and College policies. When violations occur, RAs are expected to address concerns appropriately, document incidents accurately, and follow established Residence Life procedures.

First Responder

RAs are often the first staff members notified when a resident experiences a crisis, emergency, or personal concern. RAs are expected to respond calmly, provide appropriate assistance, and contact professional staff or emergency personnel when necessary.

Representative of Residence Life

RAs represent the values and mission of Florida Gateway College both on and off campus. They are expected to demonstrate integrity, accountability, respect, and professionalism in their interactions with residents, fellow staff members, and the College community.

While RAs are important leaders within the residence hall, they are not expected to solve every problem on their own. RAs should seek guidance from professional staff whenever a situation exceeds their training, authority, or comfort level. Successful RAs recognize when to act independently and when to ask for assistance.

Through leadership, service, and commitment to the residential community, Resident Assistants help make Granger Hall a place where students feel safe, supported, connected, and successful.

Chain of Command and Important Contacts

Resident Assistants are expected to follow the established chain of command when seeking guidance, reporting concerns, or addressing issues within the residence hall. Following the chain of command ensures that information is communicated appropriately and that concerns are addressed by the appropriate College personnel.

Residence Life Chain of Command

Coordinator of Residence Life

The Coordinator of Residence Life serves as the direct supervisor of the Resident Assistant staff and oversees the daily operations of Granger Hall. RAs should contact the Coordinator of Residence Life first regarding resident concerns, incidents, policy questions, duty-related matters, programming, and operational issues within the residence hall.

Director of Student Life

The Director of Student Life provides overall leadership and oversight for the Residence Life program. The Director supervises the Coordinator of Residence Life and serves as a resource for complex situations, policy interpretation, students conduct matters, and departmental operations.

Executive Director of Student Engagement and Financial Aid

The Executive Director provides leadership and oversight for student engagement and student support services. Matters requiring additional administrative review may be referred through this office.

Vice President of Student Services

The Vice President of Student Services provides executive-level leadership for student affairs and student support services. Significant student concerns, policy issues, and emergency situations may be elevated to this level when appropriate.

President of the College

The President serves as the chief executive officer of Florida Gateway College and provides overall leadership for the institution.

Other Important Individuals

Director of Security

The Director of Security oversees campus safety and security operations. Security personnel should be contacted immediately when situations involve safety concerns, criminal activity, threats, suspicious behavior, missing students, or emergencies requiring a security response.

Security Officers

Security Officers provide campus patrol, emergency response, building security, and assistance during incidents. RAs should work cooperatively with Security Officers and promptly report safety concerns or emergencies.

Coordinator of Life Safety

The Coordinator of Life Safety oversees fire safety systems, emergency preparedness, evacuation procedures, and life safety compliance. Questions regarding fire alarms, evacuation procedures, severe weather, or emergency preparedness may be directed through this office.

Facilities Personnel

Facilities staff are responsible for building maintenance, repairs, custodial services, groundskeeping, and operational support. RAs should report maintenance concerns through established procedures and communicate urgent facility issues to Residence Life staff immediately.

Emergency Situations

In emergencies involving threats to life, safety, health, or property, RAs should prioritize contacting emergency services and campus security before following the normal chain of command. Once the immediate emergency has been addressed, the appropriate Residence Life staff members should be notified as soon as possible.

When in doubt, contact the Coordinator of Residence Life or the professional staff member on call for guidance.

Employment Expectations

Resident Assistant Job Description and Expectations

The Resident Assistant (RA) is a student leader and paraprofessional staff member within the Department of Residence Life who plays a vital role in fostering a safe, supportive, and engaging residential community in Granger Hall. RAs serve as mentors, role models, community builders, and valuable resources for residents while promoting personal growth, academic success, and community responsibility.

Under the direction and supervision of the Coordinator of Residence Life and professional staff, Resident Assistants are responsible for assisting in the development of a positive residential community through leadership, programming, policy enforcement, crisis response, and resident support.

Primary Responsibilities

Community Development

Resident Assistants are expected to:

- Build positive relationships with residents.
- Foster an inclusive and welcoming community environment.
- Encourage resident involvement in campus and residence hall activities.
- Promote academic success and personal development.
- Assist in conflict resolution among residents.

Programming and Engagement

Resident Assistants are expected to:

- Plan and implement educational, social, recreational, and community-building programs.
- Promote participation in Residence Life and campus activities.
- Support departmental initiatives and special events.

Policy Enforcement

Resident Assistants are expected to:

- Educate residents on Residence Life and College policies.
- Address inappropriate behavior and policy violations.
- Document incidents accurately and objectively.
- Hold residents accountable for community standards while treating all individuals fairly and respectfully.

Daily Responsibilities

Resident Assistants are expected to:

- Maintain a visible, approachable presence within the residence hall and build positive relationships with residents.
- Hold assigned office hours and complete administrative responsibilities in a timely manner.
- Promote a safe, welcoming, and engaging residential community through daily interactions and programming support.
- Communicate promptly with residents and Residence Life staff while reporting concerns and following established procedures.

On-Call Responsibilities

Resident Assistants are expected to:

- Participate in the residence hall on-call rotation.
- Conduct scheduled rounds of the building.
- Respond to lockouts, policy violations, emergencies, and resident concerns.
- Complete required reports and documentation.
- Be available and accessible while on call.

Resident Support

Resident Assistants are expected to:

- Serve as a resource for residents experiencing personal, academic, or social challenges.
- Refer residents to appropriate campus resources when needed.
- Maintain appropriate professional boundaries while providing peer support.

Emergency Response

Resident Assistants are expected to:

- Respond appropriately to emergencies and crisis situations.
- Follow established Residence Life and College emergency procedures.
- Notify appropriate staff members and emergency personnel when necessary.

Administrative Responsibilities

Resident Assistants are expected to:

- Attend and actively participate in training sessions.
- Attend all mandatory staff meetings.
- Complete assigned administrative tasks and reports in a timely manner.
- Assist with residence hall openings, closings, check-ins, check-outs, and room inspections.

General Expectations

Resident Assistants are expected to maintain high standards of conduct and professionalism both on and off duty. As representatives of Florida Gateway College and Residence Life, RAs should model responsible behavior and demonstrate leadership within the residential community.

Resident Assistants are expected to:

- Maintain good academic standing.
- Demonstrate professionalism, integrity, and accountability.
- Communicate effectively with residents and staff.
- Follow all College and Residence Life policies.
- Exercise sound judgment and decision-making.

- Maintain confidentiality while fulfilling reporting obligations.
- Work collaboratively with fellow staff members.
- Be dependable, responsible, and accountable.
- Serve as positive role models for residents.

Essential Skills and Qualities

Successful Resident Assistants should demonstrate the following skills and qualities:

- Strong time management skills.
- Ability to multitask effectively.
- Problem-solving abilities.
- Sound judgment and decision-making.
- Excellent verbal and written communication skills.
- Creativity and initiative.
- Ability to enforce policies and procedures fairly and consistently.
- Strong interpersonal and leadership skills.
- Empathy, compassion, and a caring demeanor.
- Professionalism and accountability.
- Ability to remain calm under pressure.
- Commitment to diversity, inclusion, and respect for others.

Confidentiality Expectations

Resident Assistants are often entrusted with sensitive personal information and may become aware of private matters involving residents. Residents should feel comfortable seeking assistance without concern that their personal information will be shared inappropriately.

RAs are expected to:

- Maintain confidentiality regarding resident concerns and personal information.
- Share information only with appropriate College officials who have a legitimate need to know.
- Protect student records and personal information.
- Refrain from discussing resident situations with friends, classmates, or other residents.
- Understand that confidentiality may be limited when safety concerns, threats of harm, Title IX concerns, policy violations, or other reportable incidents require disclosure to College officials.

Professionalism and Ethics

Resident Assistants serve as representatives of Residence Life and Florida Gateway College and are expected to conduct themselves in a manner that reflects positively on the department and institution.

RAs are expected to:

- Demonstrate honesty, integrity, and accountability.
- Treat all residents fairly, respectfully, and without bias.
- Maintain professional boundaries.
- Follow established policies and procedures.
- Complete responsibilities in a timely and professional manner.
- Accept feedback and work toward continuous improvement.
- Demonstrate maturity and sound judgment when making decisions.

Social Media Expectations

Resident Assistants are encouraged to use social media responsibly and professionally.

RAs should:

- Avoid posting content that reflects negatively on themselves, Residence Life, or the College.
- Maintain resident privacy and confidentiality.
- Refrain from discussing conduct matters, investigations, or disciplinary issues online.
- Exercise good judgment when identifying themselves as Resident Assistants on social media platforms.
- Follow all College policies regarding electronic communications and social media usage.

Relationships with Residents

Building positive relationships with residents is an important part of the RA role. However, Resident Assistants must maintain appropriate professional boundaries to ensure fairness and objectivity.

RAs should:

- Be approachable, supportive, and accessible.
- Treat all residents fairly and consistently.
- Avoid favoritism or the appearance of favoritism.
- Avoid relationships that may impair their ability to perform their duties.

- Refer residents to professional staff and campus resources when situations exceed their role or training.

Conflicts of Interest

Resident Assistants must avoid situations that compromise their ability to perform their responsibilities fairly and objectively.

Examples of potential conflicts of interest include:

- Showing favoritism toward friends or acquaintances.
- Ignoring policy violations involving friends or teammates.
- Using the position for personal gain.
- Allowing personal relationships to influence decision-making.

Any actual or perceived conflict of interest should be disclosed to the Coordinator of Residence Life as soon as possible.

Mandatory Meetings and Training

Resident Assistants are required to attend and actively participate in:

- Fall and Spring RA Training.
- Bi-monthly staff meetings.
- Individual meetings with supervisors.
- All Residence Life events and activities.
- Opening, closing, move-in, and move-out responsibilities.

Absences must be approved in advance except in emergency situations. Excessive absences or failure to participate may result in disciplinary action.

Performance Evaluations

Resident Assistants will be evaluated periodically throughout the academic year.

Evaluations are designed to provide constructive feedback, recognize accomplishments, and identify opportunities for growth.

Performance evaluations may consider:

- Duty performance and reliability.
- Community development efforts.
- Programming and event participation.
- Documentation quality and timeliness.
- Policy enforcement and accountability.
- Professionalism and communication.
- Teamwork and cooperation.
- Initiative and leadership.

- Overall contribution to the Residence Life program.

Residence Life staff may conduct formal and informal evaluations throughout the academic year and may establish improvement plans when necessary.

Terms of Employment

The Resident Assistant position is a year-long commitment extending through both the Fall and Spring semesters. Resident Assistants are expected to fulfill all responsibilities associated with the position throughout the academic year.

To remain eligible for employment, Resident Assistants must:

- Remain enrolled as a full-time student at Florida Gateway College.
- Maintain a minimum cumulative GPA of 2.0.
- Remain in good academic, disciplinary, and financial standing with the College.
- Comply with all Residence Life and College policies.
- Successfully complete all required training programs.
- Fulfill assigned duty and programming responsibilities.

Failure to meet performance expectations, maintain eligibility requirements, uphold College policies, complete assigned responsibilities, or demonstrate appropriate conduct may result in corrective action, probation, suspension from duty, or termination from the position, depending on the nature and severity of the concern.

Residence Life staff reserve the right to modify responsibilities as needed to support the operation of the residence hall and the needs of the residential community.

Daily Responsibilities and Office Hours

Resident Assistants are expected to maintain a consistent presence within the residence hall and actively engage with residents each day. While every day may look different depending on classes, programming, and on-call assignments, the following responsibilities are considered part of the regular expectations of the position.

Daily Responsibilities

Resident Assistants are expected to:

- Be visible and approachable within the residence hall.
- Interact with residents daily through conversations and community engagement.
- Check in with residents who may need additional support or follow-up.
- Maintain the cleanliness and appearance of bulletin boards, door decorations, and common areas.
- Report maintenance concerns as they are observed.

- Respond to emails, text messages, and communications from Residence Life staff in a timely manner.
- Complete assigned administrative tasks by established deadlines.
- Promote upcoming Residence Life and campus events.
- Encourage resident involvement in campus activities and Granger 22 (G22).
- Document resident concerns or significant interactions when appropriate.
- Represent Residence Life professionally both on and off campus.

Office Hours

Resident Assistants are required to hold weekly office hours in the Residence Life Office as assigned by the Coordinator of Residence Life.

During office hours, Resident Assistants should:

- Be present in the Residence Life Office for the entire scheduled shift.
- Be available to assist residents with questions and concerns.
- Answer phone calls and respond to general inquiries.
- Assist with lockouts when assigned.
- Complete administrative tasks and required paperwork.
- Prepare bulletin boards, door decorations, and program materials.
- Work on event planning and programming.
- Update informational displays and promotional materials.
- Complete follow-up communication with residents when requested.
- Maintain a clean, organized, and welcoming office environment.

Office hours are considered work time. Resident Assistants should remain engaged in Residence Life responsibilities and avoid completing homework or engaging in personal activities unless specifically approved by the Coordinator of Residence Life.

Resident Availability

Because Resident Assistants live in the residence hall, residents may approach them outside of scheduled office hours. While RAs are encouraged to be friendly and approachable, they are not expected to be available 24 hours a day.

Resident Assistants should:

- Set healthy professional boundaries.
- Refer non-emergency concerns to office hours or appropriate staff when necessary.
- Direct emergencies to the RA on duty or professional staff when they are not serving on call.
- Balance academic responsibilities with their Residence Life responsibilities while remaining engaged members of the community.

On-Call Responsibilities and Procedures

On-Call Program Overview

Resident Assistants serve as the primary Residence Life staff members available to residents during designated on-call periods. While on call, Resident Assistants are responsible for promoting a safe, secure, and welcoming living environment by responding to resident concerns, addressing policy violations, documenting incidents, and serving as a resource for the residential community. On-call coverage is an essential function of the Resident Assistant position and requires staff members to remain attentive, accessible, and prepared to respond to situations that may arise within the residence hall.

During on-call shifts, Resident Assistants are expected to:

- Maintain a visible presence within the residence hall.
- Respond promptly to resident concerns and emergencies.
- Conduct scheduled rounds of the facility.
- Monitor visitor activities.
- Document incidents, concerns, and observations.
- Communicate significant issues to professional staff.

On-Call Scheduling Procedures

On-call assignments are established by Residence Life professional staff and distributed through a monthly duty schedule. Resident Assistants are responsible for reviewing the schedule and ensuring they are available for all assigned shifts. Staff members should submit requests for time off prior to the creation of the schedule whenever possible.

Resident Assistants who are unable to fulfill an assigned shift are responsible for securing an approved replacement. All duty changes must receive prior approval from Residence Life professional staff and be communicated to appropriate staff members prior to the beginning of the shift.

Duty schedule changes must:

- Be approved by Residence Life professional staff.
- Be communicated in writing.
- Clearly identify the staff members involved.
- Be submitted at least 24 hours in advance whenever possible.

On-Call Availability Expectations

Resident Assistants serving on call must remain within Granger Hall and be readily available throughout the duration of their assigned shift.

Resident Assistants are expected to balance community engagement with operational responsibilities by actively interacting with residents and remaining attentive to potential concerns within the community.

While on call, Resident Assistants shall:

- Participate in the Residence Life on-call rotation.
- Conduct scheduled community rounds throughout their assigned shift.
- Remain within Granger Hall and be readily available to respond to resident concerns unless otherwise approved by professional staff.
- Carry the on-call phone at all times and respond promptly to calls, text messages, and voicemails.
- Respond to lockouts, policy violations, emergencies, maintenance concerns, and other resident needs.
- Complete all required reports, duty logs, and documentation before the end of the shift.
- Notify the Coordinator of Campus Life or professional staff of significant incidents or emergencies requiring immediate attention.
- Maintain a visible presence within the residence hall by engaging with residents and spending time in common areas rather than remaining in their room for the duration of the shift.
- Conduct themselves in a professional manner and exercise sound judgment while representing Residence Life.

On-call duty is more than responding to incidents. Resident Assistants are encouraged to use their time on duty to build relationships with residents, answer questions, identify community needs, and foster a welcoming and inclusive living environment. A visible and approachable Resident Assistant can often prevent concerns from escalating and helps create a stronger residential community.

Weekend, Break, and Holiday Coverage

Additional coverage responsibilities may be required during weekends, academic breaks, holidays, opening periods, closing periods, and other times designated by Residence Life professional staff. During these periods, Resident Assistants may be required to conduct additional rounds, assist with facility operations, and provide enhanced support to residents remaining on campus.

Staff members assigned to break or holiday coverage should remain familiar with all operational procedures and emergency protocols.

On-Call Phone Procedures

The Residence Life on-call phone serves as the primary means of communication for the staff member assigned to on-call coverage and must remain operational, charged, and readily accessible throughout the duration of the shift. The on-call phone is intended solely

for Residence Life business and should be used to respond to resident concerns, emergencies, and communications from College personnel.

At the beginning and end of each shift, the on-call staff member is responsible for documenting the transfer of the on-call phone in the *On-Call Phone Log*. This process ensures accountability and confirms which staff member is responsible for the phone during a given period.

Resident Assistants are expected to:

- Sign the on-call phone out at the beginning of their shift and sign it back in at the conclusion of their shift.
- Verify that the phone is fully charged and functioning properly when receiving it.
- Carry the on-call phone at all times while serving on call.
- Respond promptly to calls, text messages, and voicemails.
- Immediately report any lost, damaged, or malfunctioning equipment to Residence Life professional staff.
- Transfer the on-call phone directly to the next on-call staff member or designated professional staff member at the conclusion of the shift.

Community Rounds and Safety Inspections

Community rounds are conducted to promote safety, security, and policy compliance within Granger Hall. During rounds, Resident Assistants should inspect interior and exterior areas of the facility, identify maintenance concerns, monitor community behavior, and address potential policy violations.

Resident Assistants should use rounds as an opportunity to interact with residents, assess community needs, and maintain a visible staff presence.

Rounds should include:

- Inspection of common areas and hallways.
- Verification that exterior doors are secure.
- Observation of policy compliance.
- Identification of maintenance or safety concerns.
- Monitor visitor activity and ensure compliance with visitation procedures.
- Inspection of community trash receptacles and common areas for cleanliness.
- Removal of trash from common areas when necessary if custodial services have not yet addressed the issue and presents a cleanliness, sanitation, or community appearance concern.
- Documentation of observations in the duty log.

Resident Assistants are not responsible for custodial services; however, they are expected to take reasonable action to maintain a clean and welcoming living environment and promptly report recurring housekeeping concerns to the Coordinator of Campus Life.

Hallway Fire Code Compliance

Resident Assistants should monitor hallways and common areas during each on duty rounds to ensure compliance with fire and life safety regulations. Hallways, exits, and other means of egress must remain clear at all times to allow for safe evacuation during an emergency.

Items that should not be stored or left in hallways include, but are not limited to:

- Furniture
- Bicycles or scooters
- Shoes or clothing
- Boxes or storage containers
- Sports equipment
- Personal belongings or decorations that obstruct walkways

If an item is found obstructing a hallway, the Resident Assistant should make a reasonable effort to have the resident remove it immediately. If the owner cannot be identified or the item is not removed within a reasonable amount of time, the concern should be documented and reported to the Coordinator of Campus Life for follow-up. Repeated violations may result in disciplinary action in accordance with Residence Life policies.

Resident Assistants should also report any fire safety concerns observed during rounds, including blocked exits, damaged exit signs, malfunctioning emergency lighting, obstructed fire extinguishers, or tampering with fire safety equipment.

Cleanliness, Common Areas, and Pest Concerns

Resident Assistants are responsible for monitoring the overall condition of Granger Hall during each community round. A clean, safe, and well-maintained residence hall promotes student well-being, reduces health and safety risks, and fosters a positive living environment.

During rounds, Resident Assistants should inspect common areas, including hallways, lobbies, kitchenettes, laundry rooms, and bathrooms for cleanliness, safety, maintenance concerns, and policy compliance.

Resident Assistants should:

- Remove overflowing trash from common area receptacles as needed.
- Dispose of litter found in common areas when practical.

- Monitor for spills or other hazards that could cause injury.
- Report damaged furniture, equipment, or maintenance concerns.
- Ensure common areas remain free of excessive clutter and unauthorized items.
- Encourage residents to clean up after themselves and respect shared spaces.
- Observe common areas for policy violations or behaviors that negatively impact the community.

Resident Assistants are not expected to perform custodial duties; however, they are expected to take reasonable action to maintain the appearance and safety of the residence hall. Larger custodial issues or recurring sanitation concerns should be documented in the On-Call Duty Log and reported to the Coordinator of Campus Life for follow-up.

Resident Assistants should also remain alert for signs of insects, rodents, bed bugs, or other pest-related concerns. If a resident reports a suspected infestation or evidence of pests is observed, the Resident Assistant should notify the Coordinator of Campus Life as soon as possible, encourage the resident to submit a maintenance request when appropriate, and document the concern in the On-Call Duty Log. Residents should be advised not to attempt to treat infestations themselves or move affected furniture or belongings unless directed by professional staff.

Maintaining clean and welcoming common areas is a shared responsibility between Residence Life staff and residents. Resident Assistants should lead by example by promoting community pride, addressing concerns promptly, and encouraging residents to take ownership of their living environment.

Guest and Visitation Monitoring

Resident Assistants are responsible for assisting with the enforcement of all Residence Life guest and visitation policies. During on-call shifts, Resident Assistants should regularly monitor visitor activity and ensure all guests comply with established procedures. Maintaining accurate visitor records and enforcing visitation expectations are essential to preserving the safety and security of the residential community.

While conducting rounds and responding to resident concerns, Resident Assistants are expected to:

- Monitor the visitor log to ensure all guests have properly signed in.
- Verify that each visitor is wearing a visible visitor pass at all times while in the residence hall.
- Ensure visitors are accompanied by their host resident at all times and are not left unattended in the building.
- Address any visitor who is not properly signed in or who is not displaying a visitor pass.

- Verify that guests are complying with all Residence Life and College policies.
- Document guest policy violations and report concerns to Residence Life professional staff as appropriate.
- Ensure all visitors have departed the residence hall by the conclusion of approved visitation hours.
- Conduct final checks at the end of visitation hours to confirm compliance with guest departure requirements.

Visitors who fail to comply with Residence Life policies may be required to leave the residence hall immediately and may be subject to restrictions on future visitation privileges. Residents may also be held accountable for the actions and conduct of their guests.

Resident Assistance and Lockout Procedures

Resident Assistants are often the first point of contact for routine resident concerns and are expected to provide timely assistance while maintaining the safety and security of the residence hall. All interactions should be handled professionally, respectfully, and in accordance with Residence Life policies and procedures.

Resident Assistants may assist with:

- Room lockouts.
- Lost or malfunctioning key fobs.
- Maintenance concerns.
- Visitor questions.
- General residence hall inquiries.

Lockout Procedures

When responding to a resident lockout, Resident Assistants should:

1. Verify the resident's identity before providing access to the room.
2. Retrieve the master key using established key control procedures.
3. Proceed to the room and knock, announce yourself as a Resident Assistant, and allow time for any occupant to respond before unlocking the door.
4. Once access has been provided, ask the resident to locate and present their room key or key fob, if available, to verify possession.
5. If the resident is unable to locate their key or key fob, notify the Coordinator of Campus Life as soon as possible for follow-up.
6. Return the master key immediately after use and ensure it is properly secured.

7. Document the lockout in the On-Call Duty Log, including the resident's name, room number, date, time, and any relevant circumstances. Repeated lockouts or lost key fobs should also be documented.

The master key may only be used for authorized Residence Life business and should never be loaned, left unattended, or used to grant access to anyone other than the verified resident assigned to the room. Resident Assistants should never permit another student or guest to enter a resident's room without authorization.

If a Resident Assistant is unable to verify a resident's identity, suspects unauthorized access, or encounters a situation that raises safety concerns, they should not unlock the room. Instead, they should immediately contact the Coordinator of Campus Life or the professional staff member on call for guidance.

Documentation and Reporting

Accurate documentation is critical to the effective operation of Residence Life. Resident Assistants are required to document incidents, policy violations, maintenance concerns, and significant resident interactions in a timely and objective manner.

Reports should contain factual information and avoid assumptions, opinions, or personal judgments.

Documentation responsibilities include:

- Duty logs.
- Incident reports.
- Violation reports.
- Follow-up communication when requested.

Emergency Response Procedures

Resident Assistants are often the first staff members to become aware of incidents and emergencies within the residence hall. While Resident Assistants play an important role in responding to concerns and providing initial assistance, they are not expected to manage serious situations independently. When in doubt, Resident Assistants should contact Residence Life professional staff immediately.

The first responsibility of an on-call Resident Assistant during any significant incident is to notify the appropriate Residence Life professional staff member. Professional staff will determine what additional actions are necessary and provide guidance regarding response procedures, documentation requirements, and follow-up actions.

Situations requiring immediate notification of Residence Life professional staff include, but are not limited to:

- Medical emergencies or injuries
- Mental health concerns or behavioral crises
- Suicidal statements, threats, or self-harm concerns
- Missing students
- Fire alarms, fires, or smoke-related incidents
- Severe weather emergencies
- Physical altercations or threats of violence
- Sexual misconduct or relationship violence concerns
- Confirmed or suspected drug activity
- Weapons or prohibited items
- Significant property damage or vandalism
- Flooding, power outages, or major facility failures
- Any situation that may impact the safety, security, or well-being of residents

In situations involving an immediate threat to life, health, or safety, Resident Assistants should contact emergency services or Campus Security as appropriate and then notify Residence Life professional staff as soon as possible.

Resident Assistants should not attempt to investigate serious incidents, conduct searches, provide counseling, or place themselves in unsafe situations. Their role is to observe, respond appropriately, ensure immediate safety, document factual information, and promptly involve professional staff.

Documentation and Reports

Accurate documentation is one of the most important responsibilities of a Resident Assistant. Reports provide an official record of policy violations, safety concerns, emergencies, and significant resident interactions. Proper documentation allows Residence Life staff to respond appropriately, identify patterns of behavior, maintain community standards, and support the safety and well-being of residents.

Violation Reports

Violation Reports should be used to document routine policy violations, community standards concerns, and issues commonly encountered during rounds, room inspections, health and safety checks, or while responding to resident complaints.

Examples may include:

- Quiet hour or courtesy hour violations
- Minor guest or visitation violations
- Unauthorized decorations

- Candles or prohibited appliances
- Improper trash disposal
- Cleanliness concerns
- Lost key fobs
- Repeated lockouts
- Minor policy violations that do not present an immediate safety concern

Violation Reports should include factual information about what was observed, who was involved, actions taken, and the outcome of the interaction.

Incident Reports

Incident Reports should be used to document situations involving health, safety, security, conduct concerns, emergencies, or significant behavioral issues. These situations often require involvement from professional staff, Security, emergency responders, or outside agencies.

Examples may include:

- Alcohol or drug violations
- Physical altercations
- Serious verbal confrontations or threats
- Medical emergencies
- Mental health concerns
- Weapons
- Vandalism or significant property damage
- Fire alarms or fire safety concerns
- Missing students
- Sexual misconduct concerns
- Any situation involving police, Security, EMS, or hospital transport

These examples are not all-inclusive. When in doubt, document the incident and consult the Coordinator of Campus Life or professional staff.

On-Call Round Log Expectations

The On-Call Round Log serves as the official record of activity that occurs during each on-call shift. It provides continuity between Resident Assistants, documents concerns requiring follow-up, and creates a record of events within the residence hall. Round logs should be completed throughout the shift rather than at the end of the evening to ensure accuracy.

Resident Assistants are expected to complete a round log for every on-call shift, even if no significant incidents occur. If there is nothing unusual to report, the log should indicate that rounds were completed and that no concerns were observed.

Each duty log should include:

- The date and time of each community round.
- The name of the Resident Assistant on call.
- General observations of the residence hall environment.
- Resident interactions that may require follow-up.
- Maintenance or facility concerns.
- Safety hazards or security concerns.
- Cleanliness or sanitation issues in common areas.
- Visitor concerns or policy violations.
- Resident lockouts or other assistance provided.
- Items found or confiscated.
- Community-building interactions or positive resident engagement.
- Any incidents, unusual behavior, or situations reported to professional staff.
- Outstanding concerns for the next on-call staff member.

Documentation Standards

All reports should:

- Be submitted as soon as possible after the incident.
- Be completed no later than 8:00 a.m. the following morning.
- Be factual, objective, and professional.
- Be written in chronological order.
- Clearly identify dates, times, and locations.
- Identify all individuals involved and any witnesses.
- Document actions taken by staff and residents.
- Include relevant direct quotes when appropriate.
- Be free of opinions, assumptions, or personal judgments.

Reports may be reviewed by Residence Life staff, College administrators, Security, law enforcement, or other officials. Accuracy and professionalism are essential.

Writing Objectively

Document only what you observed, heard, or were told directly.

Appropriate:

- "The resident's speech was slurred and they had difficulty maintaining balance."

- "The resident stated, 'I drank three beers before returning to the hall.'"

Inappropriate:

- "The resident was obviously drunk."
- "The resident was acting crazy."
- "I think the resident was lying."

Avoid:

- Personal opinions
- Assumptions
- Diagnoses
- Emotional language
- Gossip or hearsay presented as fact

What to Include

Every report should answer the following questions:

Who

- Who was involved?
- Who witnessed the incident?
- What staff members responded?

What

- What occurred?
- What policies may have been violated?

When

- When did the incident occur?
- When did staff respond?

Where

- Where did the incident occur?

Actions Taken

- What actions did staff take?
- Were Security, EMS, or professional staff contacted?

Outcome

- How was the situation resolved?
- Were residents cooperative?

- Is additional follow-up needed?

When to Contact Professional Staff Immediately

Some situations require immediate notification of the Coordinator of Campus Life, Residence Life professional staff, or other designated administrators. This list is not all-inclusive.

Contact professional staff immediately for:

- Hospital transport
- Serious illness or injury
- Mental health emergencies
- Suicide threats, attempts, or gestures
- Missing students
- Death of a student
- Suspected or confirmed sexual assault
- Physical fights
- Serious threats or harassment
- Confirmed or suspected drug use
- Weapons
- Fire alarms, fires, or significant facility emergencies
- Flooding or major water leaks
- Power outages
- Safety and security failures
- Severe weather emergencies
- Vandalism causing significant damage
- Blood, bodily fluids, or biohazards in common areas
- Any situation that makes a room unsafe or uninhabitable
- Any situation where the RA feels additional assistance is needed

Professional staff should be informed by phone call or text message as soon as possible. The Incident Report should not be the first notification staff receive regarding a significant incident.

Sample Good Incident Report

At approximately 12:35 a.m. on Thursday, September 26, Resident Assistant Peter Parker was conducting rounds on the second floor of Granger Hall when he heard loud music and yelling coming from Room 231.

As RA Parker approached the room, he heard the sound of cans opening and individuals chanting, "Chug, chug, chug."

RA Parker knocked on the door and identified himself as a Resident Assistant. Immediately after knocking, the music volume decreased and movement could be heard inside the room. Resident John Doe opened the door.

RA Parker informed Resident Doe that he had heard loud music and conversations regarding alcohol consumption. When asked if alcohol was present, Resident Doe stated, "We were celebrating being done with finals and had a few beers."

RA Parker requested identification from all occupants. Residents John Doe and John Smith provided identification and confirmed they were under the age of 21.

RA Parker observed alcoholic beverages in plain view and instructed the residents to dispose of the alcohol. The residents complied. No additional policy violations were observed during a visual scan of the room.

RA Parker informed the residents that the incident would be documented and Professional Residence Life staff will be informed. Both residents remained cooperative throughout the interaction.

Sample Poor Incident Report

I was walking around and heard noise. I knocked on the door and found some guys drinking. They should have known better because everybody knows alcohol isn't allowed. They seemed fine and I don't think they should get in trouble. I told them to dump it out and left.

Problems with this report:

- Missing dates, times, and locations.
- Uses personal opinions.
- Does not identify individuals involved.
- Does not document observations.
- Lacks specific details and chronology.
- Does not professionally describe the incident.
- Includes conclusions instead of facts.

Community Development and Resident Engagement

Community development is one of the primary responsibilities of a Resident Assistant. Through intentional engagement, relationship building, programming, communication, and leadership, Resident Assistants help create a residential community where students feel welcomed, valued, supported, and connected. Residents arrive at Florida Gateway College with diverse backgrounds, experiences, identities, and perspectives. Resident Assistants play an important role in helping students build meaningful relationships, navigate

challenges, and become active members of both Granger Hall and the broader Florida Gateway College community.

Community development is an ongoing process that begins before students arrive and continues throughout the academic year. Resident Assistants are expected to actively foster an environment where residents feel respected, included, and empowered to contribute positively to the community.

Building Community

A strong residential community does not develop by chance. Resident Assistants are expected to intentionally create opportunities for residents to connect with one another, develop a sense of belonging, and engage with campus resources and opportunities.

Resident Assistants are expected to:

- Create a welcoming and inclusive environment.
- Engage Residents in regular conversations.
- Learn residents' interests, goals, and concerns.
- Follow up with residents after significant conversations or concerns.
- Be visible and approachable within the community.
- Build positive relationships with residents.
- Connect residents with campus resources and opportunities.
- Encourage participation in residence hall and campus activities.
- Foster a sense of pride and ownership within the residential community.
- Promote respect, responsibility, and accountability among residents.
- Serve as positive role models for community behavior.

Community development should be proactive rather than reactive. Resident Assistants should consistently look for opportunities to strengthen relationships, encourage involvement, and support resident success.

Community Development Throughout the Academic Year

Before Students Arrive

The foundation of a successful community begins before residents move into the residence hall. Resident Assistants should ensure their communities are welcoming, organized, and prepared for resident arrival.

Responsibilities may include:

- Decorating bulletin boards and common areas.
- Creating door decorations for residents.
- Posting event calendars and campus resource information.

- Reviewing Residence Life policies and procedures.
- Identifying and reporting maintenance concerns.
- Assisting with move-in preparation activities.

After Move-In and Before Classes Begin

The first few days of the semester set the tone for the remainder of the academic year. Resident Assistants should actively engage residents and encourage participation in welcome activities.

Resident Assistants should:

- Introduce themselves to residents.
- Facilitate introductions among residents.
- Encourage attendance at Welcome Week events.
- Review community expectations and Residence Life policies.
- Assist residents in becoming familiar with campus resources.
- Gather resident interests and programming ideas.

During the First Two Weeks of Classes

The first two weeks of classes are critical for establishing connections and helping residents become involved.

Resident Assistants should:

- Continue meeting residents individually.
- Encourage participation in student organizations and campus events.
- Promote academic support resources.
- Help residents establish positive relationships with roommates and neighbors.
- Monitor residents for signs of adjustment difficulties.

Mid-Semester Engagement

As the semester progresses, Resident Assistants should continue intentional outreach and engagement efforts.

Resident Assistants should:

- Check in with residents regarding academic progress and well-being.
- Encourage participation in programs and activities.
- Recognize resident achievements and contributions.
- Assist residents in identifying and utilizing support resources.
- Continue building relationships with residents who may be less engaged.

End-of-Semester Responsibilities

As the semester concludes, Resident Assistants should assist residents with closing procedures while celebrating community accomplishments.

Responsibilities may include:

- Providing check-out information.
- Assisting with move-out procedures.
- Recognizing community leaders and contributors.
- Hosting end-of-semester community events.
- Assisting with residence hall closing procedures.

Granger 22 (G22)

Granger 22 (G22) serves as the official residence hall student organization and provides residents with opportunities to build community, develop leadership skills, and contribute to the residential experience. Resident Assistants serve as the primary student leaders and facilitators of G22 and are responsible for encouraging resident participation and engagement.

Resident Assistants should actively recruit residents to become involved in G22 and encourage representation from all areas of the residence hall. The organization serves as a valuable resource for gathering resident feedback, identifying community needs, and developing programs and activities that reflect resident interests.

Resident Assistants are expected to:

- Promote G22 membership throughout the academic year.
- Encourage residents to attend meetings and participate in discussions.
- Seek input from G22 members regarding residence hall programs and activities.
- Collaborate with G22 members when planning community events.
- Encourage resident leadership and ownership of community initiatives.
- Utilize G22 as a resource for identifying concerns, needs, and opportunities within the residential community.

While Resident Assistants provide leadership and guidance, G22 should be resident-driven whenever possible. Residents should be encouraged to share ideas, assist with planning, and take an active role in shaping the Granger Hall experience.

Resident Engagement Strategies

Meaningful resident interactions are the foundation of a successful residential community. Resident Assistants should make intentional efforts to engage all residents, including those who may be less involved or spend limited time in common areas.

Resident Assistants are expected to:

- Learn residents' names, interests, and goals.
- Conduct meaningful conversations with residents.
- Identify students who may be struggling or disconnected.
- Connect residents with campus resources and support services.
- Follow up on concerns or significant life events.
- Maintain a visible and approachable presence.

Particular attention should be given to residents who rarely participate in community activities or spend significant amounts of time isolated from others.

Resident Assistants are encouraged to maintain professional notes regarding resident interactions to assist with follow-up and community development efforts. Any notes maintained should be stored securely and treated as confidential.

Community Standards and Accountability

Resident Assistants play a key role in establishing and maintaining community standards. Through communication, education, and accountability, Resident Assistants help residents understand how their actions impact others and contribute to the overall community environment.

Resident Assistants should:

- Clearly communicate expectations.
- Model responsible behavior.
- Address concerns consistently and fairly.
- Encourage residents to take ownership of their community.
- Foster an environment of respect and accountability.
- Help residents understand the impact of their choices on others.

Community standards should be reinforced through positive interactions, educational conversations, and appropriate policy enforcement.

Programming Requirements

Programming serves as an important tool for building community and supporting student development. Resident Assistants are responsible for planning and implementing programs that address the social, educational, cultural, recreational, and wellness needs of residents.

Each Resident Assistant is expected to plan and facilitate monthly programs as directed by Residence Life professional staff.

Programming expectations include:

- Conducting needs assessments and gathering resident feedback.
- Developing programs that address identified community needs.
- Obtaining approval from the Residence Life Coordinator prior to implementation.
- Advertising programs effectively.
- Encouraging resident participation.
- Evaluating program success and documenting outcomes.
- Participating in all-hall and collaborative programs.

Programs may include:

- Educational workshops.
- Arts and crafts activities.
- Community service projects.
- Wellness initiatives.
- Movie nights.
- Game nights.
- Campus engagement activities.
- Approved off-campus experiences.

Program Planning and Assessment

Successful programs require thoughtful planning, effective promotion, sound risk management, and meaningful evaluation. Resident Assistants are expected to actively contribute to the development of educational, social, recreational, and community-building programs that support the mission of Residence Life and the needs of residents.

Step 1: Assess Resident Needs

Effective programs begin with understanding the needs and interests of residents. Resident Assistants should gather information through conversations, surveys, observations, community meetings, and resident feedback.

Questions to consider include:

- What interests do residents have?
- What concerns or challenges are residents experiencing?
- What opportunities exist for community building?
- Are there educational, wellness, or academic topics residents would benefit from learning about?

Step 2: Establish Goals and Objectives

Once a need has been identified, Resident Assistants should determine what the program is intended to accomplish and how success will be measured.

Program goals may include:

- Building community connections.

- Promoting wellness.
- Supporting academic success.
- Encouraging campus involvement.
- Increasing awareness of campus resources.
- Providing educational opportunities.

Step 3: Involve Residents

Programs are most successful when residents are involved in the planning process. Resident Assistants should encourage residents to contribute ideas, assist with planning, and participate in implementation whenever possible.

Strategies may include:

- Gathering program suggestions.
- Delegating responsibilities.
- Encouraging resident leadership.
- Collaborating with other Resident Assistants or campus departments.

Step 4: Develop a Plan

Careful planning helps ensure successful execution.

Resident Assistants should consider:

- Date and time.
- Location.
- Program supplies and materials.
- Staffing needs.
- Budget requirements.
- Transportation needs.
- Accessibility considerations.
- Safety and risk management concerns.

All programs must receive approval from the Coordinator of Campus Life before implementation.

Budget Procedures

Resident Assistants should utilize Residence Life resources responsibly and follow all purchasing procedures established by the Coordinator of Campus Life.

Resident Assistants should:

- Stay within approved budgets.
- Never commit College funds without authorization.

Risk Management

Resident safety should be considered during all phases of program planning and implementation.

Resident Assistants should evaluate:

- Physical safety concerns.
- Weather conditions.
- Facility capacity.
- Food allergies and dietary restrictions.
- Transportation needs.
- Emergency response procedures.
- Appropriate supervision requirements.

Questions regarding potential risks should be discussed with the Coordinator of Campus Life prior to the event.

Step 5: Advertise

Effective advertising is critical to program success. Resident Assistants should utilize multiple methods to inform residents about upcoming programs and encourage participation.

Advertising methods may include:

- Bulletin boards.
- Flyers and posters.
- Community meetings.
- Social media platforms approved by Residence Life.
- Door-to-door invitations.
- Word-of-mouth promotion.

Advertising should clearly communicate:

- Event title.
- Date and time.
- Location.
- Purpose or description.
- Any participation requirements.
- College Logo

Step 6: Implement

Resident Assistants should arrive early, prepare the event space, welcome participants, and facilitate engagement throughout the event.

During the program, Resident Assistants should:

- Foster an inclusive environment.
- Encourage participation.
- Monitor safety concerns.
- Be flexible and adaptable.
- Address issues as they arise.

Attendance Tracking

Attendance records help Residence Life evaluate resident engagement and assess programming effectiveness.

Resident Assistants may be required to:

- Track attendance.
- Record participation numbers.
- Document resident engagement.

Step 7: Evaluate

Following each program, Resident Assistants should evaluate its overall effectiveness and identify opportunities for improvement.

Evaluation questions may include:

- Did the program meet its objectives?
- How many residents attended?
- Were participants actively engaged?
- What aspects of the program worked well?
- What improvements could be made?

Resident Assistants should be prepared to discuss program outcomes, successes, and challenges during staff meetings and one-on-one meetings with professional staff.

The purpose of programming is not simply to host events, but to create opportunities for connection, learning, personal growth, and community building within Granger Hall.

Hall Meetings

Hall meetings provide opportunities to communicate important information, establish expectations, address concerns, and strengthen relationships among residents.

Hall meetings may be used to:

- Review policies and procedures.
- Discuss safety information.
- Address community concerns.
- Promote upcoming programs and events.
- Gather resident feedback.
- Build community connections.

Resident Assistants should facilitate meetings in a manner that encourages participation, fosters respectful dialogue, and promotes community ownership.

Hall meetings should be organized, informative, and engaging while remaining respectful of residents' time and schedules.

Communication, Conflict Resolution, and Resident Support

Communication and Active Listening

Resident Assistants frequently serve as a resource for students seeking support, guidance, information, or simply someone willing to listen. While Resident Assistants are not counselors, they are often among the first individuals residents turn to when experiencing personal, academic, or social concerns. Effective communication and active listening are essential skills that help Resident Assistants build trust, strengthen relationships, and connect residents with appropriate resources.

When interacting with residents, Resident Assistants should:

- Listen attentively and without judgment.
- Allow residents to fully express their thoughts and concerns.
- Use open-ended questions to gather information.
- Demonstrate empathy and understanding.
- Pay attention to verbal and nonverbal communication.
- Maintain professional boundaries.
- Refer students to appropriate resources when necessary.

Effective Listening Techniques

Resident Assistants should strive to create an environment where residents feel comfortable sharing concerns and seeking assistance.

Helpful communication practices include:

- Maintaining appropriate eye contact.
- Using attentive body language.
- Avoiding interruptions.
- Allowing moments of silence when appropriate.
- Asking clarifying questions.
- Summarizing information to ensure understanding.
- Focusing on both facts and emotions being expressed.

Examples of effective questions include:

- "Can you tell me more about what happened?"
- "How did that situation make you feel?"
- "What outcome would you like to see?"
- "What support do you think would be most helpful right now?"

Resident Assistants should avoid rushing to solutions and instead focus on understanding the resident's concerns before offering guidance or referrals.

Responding to Resident Concerns

Throughout the academic year, residents may approach Resident Assistants with a variety of concerns. While Resident Assistants are expected to be supportive and resourceful, they should also recognize the limits of their role and involve professional staff when appropriate.

Academic Concerns

When residents express concerns about academics, Resident Assistants should encourage them to utilize available resources, including:

- Faculty office hours.
- Academic advisors.
- The Student Success Center.
- Tutoring services.
- Study groups.
- Library resources.

Community Concerns

When residents express concerns regarding roommates, neighbors, or other residents, Resident Assistants should encourage respectful communication and assist with informal conflict resolution when appropriate.

Concerns involving policy violations, harassment, threats, discrimination, safety issues, or repeated behavioral concerns should be referred to Residence Life professional staff.

Personal Concerns

Residents may seek support regarding relationships, family matters, stress, anxiety, or other personal issues. Resident Assistants should listen, provide support, and refer residents to appropriate campus resources when additional assistance is needed.

Confidentiality and Appropriate Referrals

Trust is an important component of the Resident Assistant role. Residents often share personal information with the expectation that conversations will remain private. While Resident Assistants should respect resident privacy whenever possible, they cannot guarantee complete confidentiality.

Resident Assistants are considered responsible employees and may be required to report certain information to professional staff or other College officials.

Resident Assistants should:

- Be honest about their reporting responsibilities.
- Avoid promising confidentiality.

- Share information only with appropriate personnel.
- Seek guidance when uncertain about reporting obligations.
- Prioritize the health and safety of residents.

Information That Must Be Reported

The following situations should be reported immediately to Residence Life professional staff:

- Threats of self-harm or suicide.
- Threats to others.
- Harassment or discrimination.
- Sexual misconduct.
- Relationship violence.
- Stalking.
- Drug or alcohol concerns.
- Missing students.
- Medical emergencies.
- Significant mental health concerns.
- Any situation involving resident safety.

When in doubt, Resident Assistants should notify professional staff and allow them to determine the appropriate response.

Confrontation and Policy Enforcement

Resident Assistants are responsible for addressing behaviors that negatively impact the residential community. Effective confrontation focuses on behavior rather than personality and seeks to educate residents while maintaining community standards.

Confrontation should be:

- Respectful.
- Professional.
- Direct.
- Consistent.
- Focused on behavior rather than character.

Resident Assistants should not ignore policy violations or assume someone else will address them.

Preparing for a Confrontation

Before addressing a concern, Resident Assistants should:

- Gather accurate information.

- Understand the relevant policy.
- Determine the desired outcome.
- Remain calm and professional.
- Know when to seek assistance.

During a Confrontation

Resident Assistants should:

- Identify themselves and their role.
- Explain the concern or policy violation.
- Clearly communicate expectations.
- Allow residents an opportunity to respond.
- Remain calm and professional.
- Inform residents when documentation will occur.

Resident Assistants should never argue with residents, threaten disciplinary action, or engage in power struggles.

When to Seek Assistance

Professional staff or Campus Security should be contacted whenever:

- A resident becomes aggressive.
- A resident refuses to comply with reasonable instructions.
- The situation appears unsafe.
- The incident involves serious policy violations.
- The Resident Assistant feels uncomfortable handling the situation alone.

Conflict Resolution

Conflict is a natural part of community living. When handled appropriately, conflict can lead to personal growth, improved communication, and stronger relationships.

Resident Assistants are expected to assist residents in resolving minor conflicts while encouraging direct communication and personal accountability.

Resident Assistants should:

- Encourage respectful communication.
- Help residents identify concerns and solutions.
- Remain neutral.
- Focus on behaviors and actions.
- Promote problem-solving and compromise.

Conflicts involving threats, harassment, violence, discrimination, stalking, sexual misconduct, or safety concerns should be referred immediately to Residence Life professional staff.

Conflict Resolution Tools: "I" Messages

One effective communication strategy Resident Assistants can teach residents is the use of "I" Messages. This technique encourages individuals to express concerns without assigning blame or creating defensiveness.

An "I" Message consists of three components:

1. The behavior being addressed.
2. The feeling created by that behavior.
3. The impact of the behavior.

Examples include:

- "When music is played loudly after quiet hours, I feel frustrated because I cannot sleep."
- "When food waste is left in the room, I feel stressed because it makes the space feel unclean."

Encouraging residents to use "I" Messages can improve communication, reduce conflict, and promote mutual understanding.

Mediation Procedures

Mediation is a structured process that helps residents address concerns and develop mutually acceptable solutions. The goal of mediation is not to determine who is right or wrong, but to help participants communicate effectively and reach a resolution.

Prior to Mediation

Resident Assistants should:

- Gather information from all parties involved.
- Discuss concerns with professional staff when appropriate.
- Select a neutral meeting location.
- Establish expectations for respectful communication.
- Ensure all parties are willing to participate.

During Mediation

Resident Assistants should:

- Explain their role as a neutral facilitator.
- Allow each person an opportunity to speak.

- Encourage active listening.
- Redirect conversations when necessary.
- Focus on solutions rather than blame.
- Help participants identify common goals.

Following Mediation

Resident Assistants should:

- Summarize agreements reached.
- Document outcomes when appropriate.
- Follow up with participants.
- Refer unresolved concerns to professional staff.

Multiple mediation sessions may be necessary to fully resolve a conflict.

Roommate Agreements

Communication between roommates is essential to a positive residential experience. At the beginning of the academic year, roommates are expected to complete a Roommate Agreement outlining shared expectations and responsibilities.

Topics commonly addressed include:

- Study habits.
- Sleep schedules.
- Guests and visitation.
- Cleanliness and organization.
- Shared property.
- Noise expectations.
- Communication preferences.

Resident Assistants are responsible for:

- Facilitating completion of roommate agreements.
- Reviewing agreements with residents.
- Ensuring expectations are reasonable and clearly understood.
- Maintaining copies of completed agreements.
- Using agreements as a resource during future roommate discussions or mediations.

Students who refuse to participate in the roommate agreement process should be referred to Residence Life professional staff.

Resident Assistant Best Practices

Successful Resident Assistants consistently demonstrate professionalism, accountability, and a commitment to community development.

Effective Resident Assistants:

- Know and enforce policies consistently.
- Build positive relationships with residents.
- Communicate effectively.
- Seek assistance when needed.
- Maintain appropriate boundaries.
- Follow up on concerns.
- Document incidents accurately.
- Promote inclusion and belonging.
- Support resident success.
- Serve as positive role models within the community.

Resident Assistants should remember that they are never expected to handle serious situations alone. When in doubt, contact Residence Life professional staff for guidance and support.

Resident Conduct and Accountability

Resident Assistants play an important role in maintaining a safe, respectful, and supportive living environment within Granger Hall. While Resident Assistants are not responsible for determining sanctions or disciplinary outcomes, they are expected to understand Residence Life policies, educate residents regarding community expectations, document violations, and notify professional staff when concerns arise.

The purpose of this section is to familiarize Resident Assistants with common policies, conduct expectations, and procedures they may encounter while serving in their role. Resident Assistants are expected to be familiar with all Residence Life policies and the Student Code of Conduct and should seek guidance from professional staff whenever questions arise.

Student Code of Conduct

All Florida Gateway College students are expected to comply with the College's Student Code of Conduct. The Student Code of Conduct establishes behavioral expectations and outlines procedures used to address violations occurring both on and off campus.

Violations of the Student Code of Conduct may result in disciplinary action through the College conduct process and may also impact a student's eligibility to remain in campus housing.

Resident Assistants are expected to:

- Be familiar with the Student Code of Conduct.
- Educate residents regarding behavioral expectations.
- Document observed violations.
- Refer conduct concerns to Residence Life professional staff.
- Avoid making promises regarding disciplinary outcomes.

Residence Hall Policies

Residents are subject to additional expectations and regulations specific to Granger Hall. These policies are designed to promote safety, security, respect, and community well-being.

Residence Hall policies address topics including:

- Guests and visitation.
- Quiet and courtesy hours.
- Alcohol and drugs.
- Weapons.
- Prohibited items.
- Fire and life safety.
- Cleanliness and sanitation.
- Property damage.
- Room inspections.
- Privacy and security.

Resident Assistants should be familiar with these policies and prepared to explain them to residents when necessary.

Right of Entry and Room Inspections

Residence Life staff reserve the right to enter student rooms for health, safety, maintenance, emergency, and policy enforcement purposes in accordance with College policy.

Resident Assistants may assist professional staff with:

- Scheduled room inspections.
- Health and safety inspections.
- Move-in and move-out inspections.

- Emergency room entries.
- Policy-related room checks when authorized.

Resident Assistants should never conduct room searches independently and should always follow established Residence Life procedures regarding room entry and inspections.

Visitor Policy

The visitation policy is intended to balance resident safety, privacy, and community standards while allowing residents to host guests.

Resident Assistants are expected to assist with enforcement of the visitation policy by:

- Monitoring visitor logs.
- Verifying guests are signed in.
- Ensuring visitors display a visitor pass.
- Ensuring guests are accompanied by their host resident.
- Addressing unauthorized guests.
- Confirming visitors have departed at the conclusion of visitation hours.

Repeated violations or concerns regarding unauthorized guests should be documented and reported to professional staff.

Quiet Hours and Courtesy Hours

Quiet hours and courtesy hours exist to promote an environment conducive to studying, sleeping, and community living.

Resident Assistants are expected to:

- Educate residents regarding quiet hour expectations.
- Address excessive noise complaints.
- Encourage respectful behavior among residents.
- Document repeated violations.
- Notify professional staff of recurring concerns.

Resident Assistants should utilize educational conversations whenever appropriate while maintaining consistent enforcement of community standards.

Alcohol and Drug Policies

Florida Gateway College is an alcohol-free and drug-free campus. Possession, use, distribution, manufacture, or being under the influence of alcohol or illegal drugs is prohibited within Granger Hall and on College property.

Resident Assistants are expected to:

- Document suspected violations.
- Notify Residence Life professional staff immediately.
- Contact Campus Security when directed or when safety concerns exist.
- Avoid confiscating substances unless directed by professional staff.
- Never place themselves in unsafe situations.

If a Resident Assistant observes suspected illegal drugs, drug paraphernalia, or other controlled substances within a resident's room, the Resident Assistant should immediately notify Residence Life professional staff. While awaiting further instructions, the Resident Assistant should request that the resident(s) exit the room and accompany the Resident Assistant to the Residence Life office or another designated common area. This helps maintain the integrity of the situation and allows staff to monitor the resident's condition if impairment is suspected.

Resident Assistants should not search rooms, personal belongings, or individuals, nor should they physically prevent a resident from leaving. Professional staff, Campus Security, and/or law enforcement will determine the appropriate next steps.

Any resident appearing impaired, unconscious, or experiencing a medical emergency should receive immediate medical attention, and appropriate emergency services should be contacted in accordance with Residence Life emergency response procedures.

Weapons and Prohibited Items

Weapons and other prohibited items present significant safety concerns within the residential community. Any report, observation, or discovery of a weapon should be treated seriously and reported immediately.

Resident Assistants should immediately notify Residence Life professional staff and Campus Security upon discovering or receiving information regarding:

- Firearms.
- Ammunition.
- Explosives.
- Knives prohibited by policy.
- Weapons or weapon replicas.
- Dangerous instruments.
- Other prohibited items identified in Residence Life policies.

If a weapon is observed, Resident Assistants should prioritize the safety of themselves and others. Resident Assistants should remain calm, avoid escalating the situation, and maintain a safe distance whenever possible. If circumstances permit, the Resident

Assistant should discreetly remove themselves and others from the immediate area and notify professional staff and Campus Security immediately.

Resident Assistants should:

- Immediately contact Residence Life professional staff and Campus Security.
- Provide accurate information regarding the weapon, location, and individuals involved.
- Monitor the situation from a safe distance when possible.
- Follow instructions provided by professional staff, Campus Security, or law enforcement.
- Document all observations and actions taken.

Resident Assistants should not:

- Attempt to confiscate or secure a weapon.
- Physically intervene with an individual possessing a weapon.
- Search a resident, room, or personal belongings.
- Attempt to determine whether a weapon is functional.
- Place themselves or others at risk.

If there is an immediate threat to the safety of any person, Resident Assistants should contact 911 immediately and then notify Residence Life professional staff and Campus Security as soon as possible.

Conduct Process Overview

Resident Assistants serve an important role within the Residence Life conduct process. Their primary responsibilities include observation, intervention, documentation, and notification.

Resident Assistants are responsible for:

- Addressing observed policy violations.
- Documenting incidents objectively.
- Gathering relevant information.
- Referring concerns to professional staff.
- Cooperating with conduct investigations.

Resident Assistants do not determine responsibility, assign sanctions, or conduct formal disciplinary hearings.

All conduct decisions are made by Residence Life professional staff and/or designated College officials.

Residential Violation Levels

Residence Life utilizes a tiered conduct model to address policy violations. The examples below are intended as guidelines and are not all-inclusive.

Tier 1 – Minor Community Violations

Tier 1 violations involve minor disruptions to community living and generally present limited risk to resident safety.

Examples include:

- Quiet hour violations.
- Courtesy hour violations.
- Minor visitor policy violations.
- Improper trash disposal.
- Unauthorized decorations.
- Minor cleanliness concerns.
- First-time prohibited appliance violations.

Possible responses may include:

- Educational conversations.
- Verbal warnings.
- Written warnings.
- Documentation for future reference.

Tier 2 – Safety or Repeated Conduct Violations

Tier 2 violations impact community safety or involve repeated misconduct.

Examples include:

- Alcohol possession.
- Intoxication or disruptive behavior.
- Smoking or vaping in the residence hall.
- Repeated visitor violations.
- Tampering with safety equipment.
- Possession of prohibited items.
- Failure to comply with staff directives.

Possible responses may include:

- Educational sanctions.
- Housing probation.
- Behavioral contracts.

- Community service.
- Additional conduct action as determined by professional staff.

Tier 3 – Major Safety or Behavioral Violations

Tier 3 violations involve serious misconduct, repeated violations, or behaviors that significantly impact community safety.

Examples include:

- Illegal drugs or drug paraphernalia.
- Assault or fighting.
- Overnight visitors.
- Significant vandalism.
- Theft.
- Fire safety violations.
- Threats or intimidation.
- Harassment.
- Hosting unauthorized parties.

Possible responses may include:

- Housing probation.
- Restitution.
- Housing suspension.
- Contract termination.
- Referral through the College conduct process.

Tier 4 – Critical Safety Violations

Tier 4 violations present a significant threat to the health, safety, or security of the residential community.

Examples include:

- Possession of a weapon.
- Distribution or sale of illegal drugs.
- Arrest for a felony or violent crime.
- Conduct creating a substantial threat to others.
- Repeated violations demonstrating disregard for community standards.

Possible responses may include:

- Immediate interim suspension from housing.
- Contract termination.
- Permanent removal from housing.

- Referral to Campus Security.
- Referral to law enforcement.
- Referral through the College conduct process.

Documentation and Incident Reports

Accurate documentation is one of the most important responsibilities of a Resident Assistant. Incident reports provide a factual record of events and assist professional staff in making informed decisions regarding resident conduct.

All reports should be:

- Objective and factual.
- Written in chronological order.
- Free from assumptions or personal opinions.
- Submitted as soon as possible following the incident.
- Complete and professionally written.

Incident reports should include:

- Date, time, and location.
- Individuals involved.
- Witnesses present.
- Actions taken by staff.
- Statements made by involved parties.
- Notification of professional staff, Campus Security, or emergency responders.

When in doubt, document the situation and notify professional staff. It is always preferable to document and seek guidance rather than assume a situation does not require reporting.

Resident Assistant Responsibility

Resident Assistants are expected to consistently enforce policies, document concerns, and maintain a safe residential environment. Staff should approach conduct situations with professionalism, fairness, and respect while remembering that their role is to educate, support, and refer concerns through appropriate channels.

When uncertain how to respond to a situation, Resident Assistants should immediately contact the Coordinator of Campus Life or other designated Residence Life professional staff for guidance.

Crisis Response, Safety, and Mandatory Reporting

Crisis Response Philosophy

Resident Assistants are often the first staff members to become aware of emergencies within the residence hall. While Resident Assistants play an important role in responding to incidents and providing support, they are not expected to manage emergencies independently.

In any crisis situation, Resident Assistants should:

1. Assess the situation and ensure their own safety.
2. Address any immediate life-safety concerns.
3. Notify Residence Life professional staff.
4. Contact emergency services when necessary.
5. Follow instructions provided by emergency personnel and professional staff.
6. Document the incident.

When in doubt, contact professional staff immediately.

Important Contact Numbers

Pro Staff: 386-406-2278

Campus Security: 386-754-4490

Emergency (Police, Fire, EMS): 911

Medical Emergencies

Medical emergencies should always be treated seriously. Resident Assistants are not medical professionals and should never attempt to diagnose or treat a resident.

For all medical emergencies:

- Notify Residence Life professional staff.
- Notify Campus Security.
- Call 911 immediately when appropriate.
- Remain with the student until help arrives when safe to do so.
- Document the incident.

Injury or Illness

Residents experiencing significant illness or injury should be encouraged to seek medical attention. Emergency services should be contacted when symptoms appear severe or life-threatening.

Alcohol Poisoning

Potential warning signs include:

- Unconsciousness.
- Inability to wake the individual.
- Slow or irregular breathing.
- Vomiting while unconscious.
- Pale or bluish skin.

If alcohol poisoning is suspected:

- Call 911 immediately.
- Notify Residence Life professional staff.
- Notify Campus Security.
- Do not leave the individual alone.

Drug Overdose

Potential warning signs include:

- Unresponsiveness.
- Difficulty breathing.
- Seizures.
- Loss of consciousness.

If an overdose is suspected:

- Call 911 immediately.
- Notify Residence Life professional staff.
- Notify Campus Security.
- Monitor the individual until help arrives.

Unconscious Student

Any unconscious or unresponsive individual should be treated as a medical emergency.

- Call 911 immediately.
- Notify professional staff.
- Notify Campus Security.
- Monitor breathing until emergency personnel arrive.

Seizures

If a resident experiences a seizure:

- Call 911.
- Protect the individual from injury.
- Do not restrain them.
- Do not place anything in their mouth.
- Notify Campus Security and professional staff.

Mental Health Emergencies

Resident Assistants are often the first individuals students approach during times of emotional distress. While RAs are not counselors, they play an important role in recognizing when a student may need support, listening without judgment, and connecting students with appropriate campus resources.

When speaking with a student experiencing emotional or mental health concerns, Resident Assistants should:

- Listen calmly and respectfully.
- Allow the student to share their concerns without judgment.
- Avoid attempting to provide counseling or solve the student's problems.
- Encourage the student to seek professional support.
- Refer the student to the appropriate campus resource.
- Notify the Coordinator of Campus Life or professional Residence Life staff when a student's well-being or safety is a concern.

BetterMynd

Florida Gateway College provides students with access to BetterMynd, a secure, web-based teletherapy platform that connects students with licensed mental health clinicians. Through BetterMynd, students can schedule confidential virtual counseling appointments at times that fit their schedules from a computer, tablet, or smartphone.

Resident Assistants should listen, provide support, and connect students with appropriate resources.

Suicidal Statements

Any statement regarding suicide, self-harm, or wanting to die must be taken seriously.

Examples include:

- "I don't want to live anymore."
- "Everyone would be better off without me."
- "I'm thinking about hurting myself."

Response:

- Stay with the student if safe to do so.
- Contact professional staff immediately.
- Contact Campus Security.
- Call 911 if there is immediate danger.

Self-Harm Concerns

Any known or suspected self-harm behavior should be reported immediately to professional staff.

Resident Assistants should not attempt to provide counseling or assess risk independently.

Panic Attacks

Common symptoms include:

- Rapid breathing.
- Chest discomfort.
- Shaking.
- Feeling overwhelmed.

Resident Assistants should:

- Remain calm.
- Move to a quiet environment if possible.
- Encourage slow breathing.
- Notify professional staff.

Severe Emotional Distress

Residents experiencing severe emotional distress may cry uncontrollably, become withdrawn, express hopelessness, or exhibit unusual behavior.

Notify professional staff immediately for guidance.

Behavioral Emergencies

Threatening Behavior

Threats against oneself, others, or property should be reported immediately.

Contact:

- Professional staff.
- Campus Security.
- 911 when appropriate.

Physical Altercations

If a fight occurs:

- Do not physically intervene.
- Notify professional staff.
- Contact Campus Security immediately.
- Call 911 if injuries are present.

Domestic Violence

Any reports or observations of domestic violence should be immediately reported to professional staff and Campus Security.

Harassment and Stalking

Reports of stalking, intimidation, harassment, or repeated unwanted contact should be documented and immediately reported to professional staff.

Missing Student Procedures

All reports of missing residents must be taken seriously.

Resident Assistants should immediately:

- Notify professional staff.
- Notify Campus Security.
- Provide all known information.

Documentation should include:

- Last known location.
- Last known contact.
- Known friends or companions.
- Vehicle information if available.

Professional staff will coordinate emergency contact notification and further response efforts.

Fire Safety and Emergency Evacuations

Fire Alarm Response

Whenever a fire alarm sounds:

- Treat every alarm as a real emergency.
- Ensure residents evacuate immediately.
- Direct residents to the designated assembly area.
- Do not let residents re-enter the building.
- Notify professional staff
- Contact Campus Security if necessary.

Evacuation Procedures

Residents should report to the designated assembly areas.

Resident Assistants should:

- Encourage orderly evacuation.
- Never re-enter the building.

- Assist with accountability efforts.

Fire Safety Expectations

Residents should report:

- Blocked exits.
- Fire hazards.
- Malfunctioning smoke detectors.
- Misuse of fire safety equipment.

Severe Weather Procedures

Tornado Procedures

Residents should move to designated shelter locations within Granger Hall.

Resident Assistants should:

- Direct residents to shelter locations.
- Monitor emergency alerts.
- Remain sheltered until the all-clear is given.

Hurricane Procedures

If the College closes due to a hurricane or extended weather emergency, Resident Assistants may assist with collecting evacuation information and documenting resident departure plans.

Active Threat Response

In the event of an active threat, Resident Assistants should follow the Run, Hide, Fight model.

Run

Evacuate if it is safe to do so.

Hide

If evacuation is not possible:

- Lock or barricade doors.
- Silence cell phones.
- Remain out of sight.

Fight

As a last resort, defend yourself if confronted with an immediate threat.

Call 911 as soon as it is safe.

Utility and Facility Emergencies

Power Outages

Report outages to professional staff and Campus Security.

Water Leaks and Flooding

Immediately report leaks or flooding to professional staff.

Residents should avoid affected areas when electrical hazards may be present.

Utility Failures

Report gas odors, HVAC failures, or other facility concerns immediately.

Suspicious Persons and Security Concerns

Suspicious Persons

Residents should be encouraged to report unfamiliar individuals who appear to be in the building without authorization.

Resident Assistants should:

- Contact Campus Security when appropriate.
- Notify professional staff.
- Avoid confrontation when safety concerns exist.

See Something, Say Something

If a Resident Assistant observes anything that appears unusual, unsafe, or concerning, they should report it immediately.

Trust your instincts and notify professional staff.

Title IX and Mandatory Reporting

Resident Assistants are considered mandatory reporters and are required to report certain incidents and disclosures.

Reportable Incidents

Resident Assistants must report:

- Sexual harassment.
- Sexual assault.
- Dating violence.
- Domestic violence.
- Stalking.
- Retaliation.

How to Report

Immediately notify:

- Residence Life professional staff.
- The College's Title IX Coordinator.

Confidentiality

Resident Assistants should never promise confidentiality.

Students should be informed that certain information must be reported to ensure student safety and compliance with College policy.

Reporting Timelines

Reports should be made as soon as possible after receiving information.

Resident Assistants should never wait until the end of a shift to report Title IX concerns.

Administrative Procedures

Administrative Responsibilities

Resident Assistants play an important role in the daily operation of Granger Hall. In addition to community development, conduct, and crisis response responsibilities, Resident Assistants assist Residence Life professional staff with a variety of administrative functions that support the safety, cleanliness, and overall management of the residence hall.

Resident Assistants are expected to complete administrative tasks accurately, professionally, and within established timelines. Questions regarding procedures should be directed to the Coordinator of Campus Life.

Room Inspections and Health & Safety Checks

Room inspections and health and safety checks are conducted periodically throughout the semester to ensure compliance with Residence Life policies and to promote a safe, healthy, and well-maintained living environment. Resident Assistants may assist professional staff with scheduled inspections but should not conduct room inspections independently unless specifically directed to do so by professional staff.

Resident Assistants may assist with:

- Scheduled room inspections.
- Health and safety inspections.
- Move-in and move-out inspections.
- Documentation of policy violations.
- Identification of maintenance concerns.

During inspections, Resident Assistants should observe for:

- Fire and life safety hazards.
- Excessive trash, clutter, or sanitation concerns.
- Prohibited appliances or other unauthorized items.
- Damage to College property.
- Maintenance concerns or needed repairs.
- Signs of pests or infestations.
- Unauthorized occupants or evidence of policy violations.

Inspection Procedures

Room inspections should always be conducted professionally, respectfully, and in accordance with College policy. Whenever possible, inspections should be conducted with at least two authorized staff members present.

When assisting with a room inspection, Resident Assistants should:

- Knock, announce themselves, and allow residents an opportunity to answer the door before entering.
- Explain the purpose of the inspection to any resident who is present.
- Respect residents' privacy and personal property throughout the inspection.
- Limit the inspection to its intended purpose and avoid searching through personal belongings unless specifically authorized by professional staff.
- Return any items moved during the inspection to their original location.
- Document any policy violations, maintenance concerns, or health and safety issues observed.

If prohibited items are observed in plain view or voluntarily disclosed by a resident, Resident Assistants should follow established Residence Life procedures for documentation and confiscation when appropriate. If illegal drugs, weapons, or other serious safety concerns are discovered, Resident Assistants should immediately notify the Coordinator of Campus Life or professional Residence Life staff before taking further action.

Resident Assistants should never conduct investigative room searches independently. If a resident refuses entry, becomes confrontational, or if circumstances raise safety concerns, Resident Assistants should discontinue the inspection and immediately contact the Coordinator of Campus Life or professional staff for assistance.

Following each inspection, Resident Assistants should accurately document any findings and report maintenance concerns, policy violations, or follow-up needs to professional Residence Life staff.

Lost and Found / Confiscated Property

Resident Assistants may occasionally encounter personal property that has been left unattended or items that must be confiscated because they violate Residence Life or College policies. All property should be handled professionally, documented appropriately, and secured to protect both the student and the College.

Lost and Found Property

If personal property is found in a common area and the owner is not immediately known, Resident Assistants should make a reasonable effort to identify the owner. If the owner cannot be located, the item should be turned in to the Residence Life Office as soon as possible.

When processing a lost item, Resident Assistants should:

- Record the date, time, and location where the item was found.
- Label the item, if appropriate, with the date it was received.
- Secure the item in the designated lost and found storage area.
- Document the item in the On-Call Duty Log.
- Notify the Coordinator of Campus Life of valuable or unusual items.
- Return the item only after confirming the identity of the individual claiming ownership.

Items of significant value, including wallets, identification cards, keys, electronic devices, or other valuables, should be reported to professional Residence Life staff immediately.

Confiscated Property

Items that are prohibited by the Residence Life Handbook or College policies may be confiscated by Residence Life staff when appropriate. Confiscation should always be conducted respectfully and professionally. If a resident refuses to surrender a prohibited item or becomes confrontational, Resident Assistants should not escalate the situation. Instead, contact the Coordinator of Campus Life, professional Residence Life staff, or Campus Security for assistance.

When confiscating property, Resident Assistants should:

- Explain why the item is prohibited.
- Complete the appropriate Incident Report or Violation Report.
- Label the item with the date, location, resident's name (if known), and the staff member who confiscated it.
- Secure the item in the designated locked storage area.
- Document the confiscation in the On-Call Duty Log.
- Notify the Coordinator of Campus Life as soon as practical.

Resident Assistants should never dispose of confiscated property unless directed to do so by professional staff.

Illegal or Dangerous Items

If an item appears to be illegal, poses a safety risk, or may be evidence of criminal activity, Resident Assistants should not attempt to investigate or handle the situation beyond ensuring immediate safety. Contact Campus Security and the Coordinator of Campus Life immediately. Illegal drugs, weapons, suspected stolen property, or other evidence should remain secured whenever possible until professional staff or law enforcement provides direction.

Professional Expectations

Resident Assistants should never remove property for personal use, borrow items that belong to residents, or release property to anyone other than its verified owner or authorized College personnel. All lost, found, and confiscated property should be handled with integrity, respect, and accountability.

Check-In Procedures

Resident Assistants play an important role in welcoming residents to Granger Hall and assisting with the move-in process.

Check-in responsibilities may include:

- Greeting residents and families.
- Assisting with move-in logistics.
- Providing residence hall information.
- Reviewing community expectations.
- Assisting with Room Condition Reports.
- Answering resident questions.

During the check-in process, Resident Assistants should encourage residents to thoroughly document existing room conditions to ensure accurate records and prevent future disputes regarding damages.

Check-Out Procedures

At the conclusion of each semester, Resident Assistants assist with residence hall closing and resident check-out procedures.

Responsibilities may include:

- Communicating move-out expectations.
- Assisting with room inspections.
- Verifying room cleanliness.

- Documenting damages.
- Collecting key fobs as directed.
- Confirming rooms have been vacated.

Residents should be informed that failure to properly complete the check-out process may result in additional charges or administrative action.

Break Closings

Residence halls may close during designated break periods, including Thanksgiving Break, Winter Break, Spring Break, and emergency closures.

Prior to closing, Resident Assistants may assist with:

- Communicating closing procedures.
- Collecting resident departure information.
- Conducting room checks.
- Verifying rooms are secured.
- Ensuring windows are closed and appliances are unplugged.
- Reporting concerns to professional staff.

During weather-related or emergency closures, Resident Assistants may be asked to collect:

- Resident destination information.
- Departure date and time.
- Transportation information.
- Emergency contact information.

This information assists Residence Life staff in accounting for residents and responding to emergencies.

Opening Procedures

Prior to the beginning of each semester, Resident Assistants may assist with residence hall opening preparations.

Responsibilities may include:

- Preparing bulletin boards and door decorations.
- Conducting facility walkthroughs.
- Reporting maintenance concerns.
- Assisting with room preparation.
- Reviewing opening assignments and schedules.
- Participating in staff training.

Opening periods establish the tone for the semester and provide an opportunity to create a welcoming environment for residents.

Closing Procedures

At the conclusion of each semester, Resident Assistants may assist Residence Life professional staff with residence hall closing and transition preparations. Closing periods provide an opportunity to assess facility conditions, identify maintenance concerns, and prepare the building for academic breaks or the next occupancy period.

Responsibilities may include:

- Removing outdated bulletin board materials and decorations.
- Taking down door decorations and community displays.
- Conducting facility walkthroughs.
- Reporting maintenance concerns and damages.
- Assisting with room inspections and documentation.
- Inventorying Residence Life supplies and equipment.
- Cleaning and organizing Residence Life office and storage areas.
- Assisting with residence hall closing assignments.
- Completing required documentation and reports.
- Participating in end-of-semester staff meetings and evaluations.
- Preparing transition notes for future staff when applicable.

Closing periods are an important part of maintaining the residence hall and ensuring the facility is prepared for breaks, maintenance projects, and future resident occupancy. Resident Assistants are expected to complete assigned responsibilities thoroughly and communicate any concerns to the Coordinator of Campus Life.

Maintenance Requests

Resident Assistants serve as an important resource for identifying and reporting maintenance concerns throughout Granger Hall.

Maintenance concerns may include:

- Plumbing issues.
- HVAC concerns.
- Electrical problems.
- Water leaks.
- Damaged furniture.
- Broken doors or locks.
- Pest concerns.
- Safety hazards.

Resident Assistants should:

- Encourage residents to submit maintenance requests when appropriate.
- Report urgent maintenance concerns immediately.
- Document concerns identified during rounds or inspections.
- Follow up with professional staff when necessary.

Emergency maintenance concerns involving flooding, electrical hazards, loss of utilities, or other significant safety concerns should be reported immediately to professional staff and Campus Security.

Administrative Documentation

Accurate documentation is essential to the effective operation of Residence Life. Resident Assistants may be required to complete or assist with various administrative records, including:

- Room inspection reports.
- Room condition reports.
- Maintenance documentation.
- Check-in and check-out records.
- Break closing documentation.
- Opening and closing checklists.

All records should be completed accurately, objectively, and within established timelines.

Resident Assistants are responsible for maintaining the confidentiality of any information obtained through their role.

Student Support and Campus Resources

Resident Assistants play an important role in connecting residents with the resources they need to be successful. While RAs are often the first people students turn to for assistance, they are not expected to solve every problem independently. Instead, Resident Assistants should listen, provide support, and refer students to the appropriate campus office or professional staff member.

The following resources are available to assist students throughout their time at Florida Gateway College.

Counseling Resources

Students experiencing stress, anxiety, depression, homesickness, relationship concerns, grief, or other emotional challenges should be encouraged to utilize BetterMynd, Florida Gateway College's teletherapy platform. BetterMynd allows students to schedule

confidential virtual counseling appointments with licensed mental health clinicians at times that fit their schedules.

Resident Assistants should provide support and encouragement while recognizing the limits of their role. Students experiencing a mental health crisis or expressing thoughts of harming themselves or others should never be left alone. Contact the Coordinator of Campus Life, Campus Security, or 911 immediately if there is an immediate threat to the student's safety or the safety of others.

Academic Support Services

Florida Gateway College offers a variety of academic support services to help students succeed both inside and outside the classroom. Students should be encouraged to seek assistance early if they are experiencing academic difficulties.

Resources may include:

- Academic Advising
- Tutoring services
- Library resources
- Student Success services
- Faculty office hours
- The Navigate student success platform

Campus Security

Campus Security is responsible for maintaining a safe campus environment and responding to emergencies, suspicious activity, criminal incidents, and safety concerns.

Resident Assistants should contact Campus Security immediately when responding to emergencies, suspicious persons, threats, criminal activity, or situations that place the safety of students or staff at risk.

Financial Aid

The Financial Aid Office assists students with financial aid eligibility, scholarships, grants, loans, satisfactory academic progress, and other funding questions. Resident Assistants should refer students with financial concerns directly to the Financial Aid Office for assistance.

Accessibility Services

Florida Gateway College is committed to providing equal access to educational opportunities for qualified students with disabilities. Students requesting academic or housing accommodations should be referred to Accessibility Services. Resident Assistants should never attempt to approve or implement accommodations independently.

Campus Food Resources

Students experiencing food insecurity should be referred to available campus and community food resources. Resident Assistants should notify the Coordinator of Campus Life if they become aware of a student experiencing significant hardship so appropriate assistance and referrals can be provided.

Additional Campus Resources

Resident Assistants should also be familiar with other campus offices that support student success, including:

- Student Life
- Career Services
- TRIO Student Support Services
- Admissions
- Business Office
- Bookstore
- Information Technology (IT)
- Testing Center
- Faculty and Academic Departments

When uncertain where to refer a student, Resident Assistants should contact the Coordinator of Campus Life for guidance. Connecting students with the appropriate resource is one of the most valuable ways an RA can support student success.

Final Words

Being a Resident Assistant is an opportunity to make a lasting impact on the lives of your fellow students. Through your leadership, professionalism, and willingness to serve, you help create a community where residents feel safe, supported, and connected.

This handbook serves as a guide, but no handbook can prepare you for every situation. When questions arise, trust your training, use good judgment, and never hesitate to seek guidance from the Coordinator of Campus Life or professional Residence Life staff.

Thank you for your commitment to the Granger Hall community. We appreciate your dedication and look forward to the positive difference you will make throughout the year.

Go Wolves!

Appendix A -Incident Reporting Guide

Incident	Notify Pro Staff	Contact Campus Security	Call 911
Noise Complaint	✓ - If repeated or escalates		
Visitor Policy Violation	✓		
Unauthorized Overnight Guest	✓ -Immediately		
Student Lockout			
Lost Key Fob	✓ -Pro Staff will notify security		
Suspicious Non-Resident in Building	✓ -Immediately	✓	
Refusal to Comply with Directives	✓ -Immediately	✓ -if necessary	
Alcohol Violation	✓ -Immediately		
Suspected Drug Use or Possession	✓ -Immediately	✓	
Drug Overdose or Suspected Overdose	✓ -Immediately	✓	✓
Student Appears Intoxicated	✓ -Immediately		
Physical Fight	✓ -Immediately	✓	
Verbal Threats or Harassment	✓ -Immediately	✓	
Weapon Observed (No Immediate Threat)	✓ -Immediately	✓ - Immediately	
Threatening Behavior with Weapon	✓ -Immediately	✓ - Immediately	✓
Firearm Displayed or Brandished	✓ -Immediately	✓ - Immediately	✓
Fire Alarm Activation	✓ -Immediately	✓	
Smoke	✓ -Immediately	✓	
Fire	✓ -Immediately	✓	✓
Bomb Threat	✓ -Immediately	✓	✓
Explosive Device or Suspected Bomb	✓ -Immediately	✓ - Immediately	✓
Medical Emergency	✓ -Immediately	✓	✓
Student Unconscious	✓ -Immediately	✓	✓
Student Having Difficulty Breathing	✓ -Immediately	✓	✓
Severe Injury	✓ -Immediately	✓	✓
Mental Health Crisis	✓ -Immediately		
Suicide Threat	✓ -Immediately	✓	
Suicide Attempt	✓ -Immediately	✓	✓
Self-Harm Concerns	✓ -Immediately		

Sexual Assault or Relationship Violence Concerns	✓ -Immediately	✓	If requested by victim or emergency medical care is needed
Missing Student	✓ -Immediately	✓	
Vandalism or Significant Property Damage	✓ -Immediately	✓	
Flooding or Major Water Leak	✓ -Immediately		
Power Outage	✓ -Immediately		
Exterior Door Not Securing Properly	✓ -Immediately	✓	
Blood, Vomit, or Biohazard in Common Area	✓ -Immediately		
Bed Bug or Pest Concern	✓ -Immediately		
Any Situation Where Resident Safety May Be at Risk	✓ -Immediately	✓	As needed

General Rule for Incidents

When in doubt, contact Residence Life professional staff immediately.

Call 911 first whenever there is an immediate threat to life, health, or safety. After emergency services have been contacted, notify Residence Life professional staff and Campus Security as soon as possible.

Appendix B -Quick Phone Reference Guide

Important Numbers

RA On-Call	386-623-1776
Emergency Contact	386-406-2278
Campus Security	386-754-4490
Coordinator of Campus Life	386-754-4335
Director of Student Life	386-754-4317
Ex. Director of Student Engagement and Financial Aid	386-754-4395
Title IX Officer	386-754-4313
Library	386-754-4400
IT Help Desk	386-754-4420
Mail Room	386-754-4327
Student Success	386-754-4382
Testing Center	386-754-4333
Accessibility Services	386-754-4215
Advising	386-754-4428
Financial Aid	386-754-4244

Appendix C -Forms

Incident Report

Florida Gateway College Granger Hall Incident Report

Names, ID, Rooms of Students Involved:				Names, ID, Rooms of Witnesses:			
1.				1.			
2.				2.			
3.				3.			
4.				4.			
5.				5.			
6.				6.			

Incident Location:		Reported By:	
Incident Date:		Campus Address:	
Incident Time:		Campus Extension:	
Nature of Incident		Staff Title:	
Specific Policy			
Violation:			

Professional Staff Involved:	
<i>Administrator:</i>	
<i>Safety:</i>	
<i>Residential Life:</i>	
<i>Health/Counseling:</i>	
Details of the Incident (should be unbiased, factual, and comprehensive):	
Actions Taken:	

Name of Staff Reporting:	
Date Reported:	
Signature of Staff:	

Room Condition Form



Room Condition Form

Student Name:

Room Number:

Check the room carefully for any damages - you will be charged for any damages/missing items

The purpose of this form is to protect both the student and the college as to damage charges and provide for maintenance corrections. Students will be assessed for damage or loss which occurs during their occupancy, as well as fines for extraordinary cleaning, furniture removal, etc. Each resident must verify room condition accuracy at both check in and check out. *Students not signing the report of either check-in or check-out forfeit their ability to appeal any charges.*

CHECK-IN VERIFICATION

I accept responsibility for the room and furnishings as listed. I understand that all items/areas are jointly shared by roommates. By signing this form, I acknowledge my responsibility for any damages.

Name (printed)

Signature

Date

Time

Staff Signature

Date

CHECK-OUT VERIFICATION

Signature

Date

Time

Staff Signature

Time

Room Key Returned: ☐ Yes ☐ No

CHECKOUT ITEMS	MAX COST	CHARGE
Improper Checkout	\$100	
Cleaning Fee	\$100	
Trash and/or Item Removal	\$50	
Furniture Not Back in Place	\$50	
Lost Key	\$100	
Total		

ITEMS	CHECK-IN CONDITION	CHECK-OUT CONDITION	MAX COST	CHARGE
Bed Frame			\$175	
Fridge			\$200	
Mattress			\$130	
Dresser/Drawer			\$500/ \$100	
Wardrobe			\$470	
Wardrobe Racks/ Mirror			\$150/ \$50	
Desk			\$215	
Desk Chair			\$190	
Lights			\$100	
Light Switch			\$20	
Thermostat			\$150	
Blinds			\$50	
Floor			\$75	
Walls			\$200	
Door			\$250	
Door Hardware			\$200	
Outlets			\$30	
Windows			\$350	
Window Hardware			\$40	
Smoke Detector			\$100	
Ceiling			\$200	

Are you OK with being on FGC's social media pages/website?: Yes/No

Any health conditions or allergies we should be aware of?: Yes/No

If "yes", describe:

ROOM CONDITION CODES

F Front
L Left
SC Scratch
NC No Charge
AD Adhesive/Tape Residue
ST Stained
LO Loose
NVD No Visible Damage

B Back
R Right
HO Holes
MI Missing
BE Bent
BR Broken
PC Paint Chip

For office Use Only:

Room Damage:

Checkout Items:

Other:

Total:

Handbook or Student Code of Conduct Violations

Handbook or Student Code of Conduct Violations

Student Name: _____ Today's Date: _____

Student ID #: _____ Room #: _____

Date of Occurrence: _____

Name of Reporter: _____ Witness: _____

Violation:

☐ Contraband: _____ Violation #: _____

☐ Quiet Hours Violation #: _____ ☐ Lost Key Fob Violation #: _____

☐ Parking Violation #: _____

☐ Unauthorized Visitation Violation #: _____

☐ Other _____ Violation #: _____

Description: _____

Room Check Violations

☐ Contraband: Action Taken: _____ Violation #: _____

☐ Candles Action Taken: _____ Violation #: _____

☐ Hot Plate Action Taken: _____ Violation #: _____

☐ Trash Action Taken: _____ Violation #: _____

☐ Fire System Action Taken: _____ Violation #: _____

☐ Other Action Taken: _____ Violation #: _____

Description: _____

Room will be rechecked on: _____



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Roommate Agreement Form



FLORIDA GATEWAY
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Roommate Agreement Form – Granger Hall

Communication is key in building good relationships with your roommates. This agreement will help you and your roommate, with the assistance of your Resident Assistant (RA) or the Resident Life Supervisor, begin the process of discussing issues that may be found as a source of conflict. Many roommates assume the other knows how someone feels which can prove to be far from the truth of the feelings. Once a potential conflict is identified we can begin to resolve through communications before a major problem develops. Your RA is here to help guide the conversation in the beginning and if a problem does arise.

Be honest with yourself and your roommate now, so issues can be addressed *before* they arise.

Each member of a room will complete a copy of this form during a group meeting with your RA/RLS. Be aware that if a roommate change occurs, you and your new roommate will develop a new agreement. Remember to keep a copy to refer back to as needed.

REMEMBER: Communication is KEY!

1st Meeting Date

2nd Meeting Date

General Information

Room Number		RA/RLS	
-------------	--	--------	--

This section is for you to put any important information you feel your roommate may want to know about you, or feel they *should* know about you. This will help you feel comfortable in your space. Topics to consider are dietary restrictions, religious practices, relationships, etc. Your RA will also be taking time throughout the semester to get to know you, but this will help spark conversations!

Roommate Name:	Preferred Name:	Pronouns:
----------------	-----------------	-----------

Information:



Cleanliness

It is important to know, respect, and work together with your roommate to have an enjoyable time!

Our shared space will be:	We will clean:	General cleaning supplies will be purchased:
☐ Neat	☐ Daily	☐ On a rotation basis
☐ Messy	☐ Weekly	☐ With the cost split each time
☐ In Between	☐ Monthly	☐ Other/additional:
	☐ As needed	

When we clean we will:
☐ Do our laundry
☐ Wash dishes after using them
☐ Take out the trash
☐ Put away personal items in shared space
☐ Other Additional:

Use of Space

Guests of the same sex are allowed to visit during visitation hours:
☐ Always give notice
☐ Never give notice
☐ No guests allowed
☐ Other/Additional:

Guests of the opposite sex are allowed to visit during visitation hours:
☐ Always give notice
☐ Never give notice
☐ No guests allowed
☐ Other/Additional:

Study time(s) in the space will be:
☐ 9am—Noon
☐ Noon—5pm
☐ 5pm—10pm
☐ 10pm—Midnight
☐ Midnight—9am
☐ Other/Additional:

Study atmosphere in the space will be:
☐ Silent
☐ Low music
☐ Low TV volume
☐ No distractions
☐ Anything goes
☐ Other/Additional:



Use of Space

Time of Day Routine (Write names in and any additional information):

I like to stay up late:	
I like to wake up early:	
I am an afternoon/early evening person:	

Roommates can use each other's:

Gaming Equipment	◇ TV/Stereo	◇ Without asking
◇ Food/Drink	◇ Computer	◇ Only after asking first
◇ Personal Care	◇ Clothes	◇ Only if immediately returned as is
◇ Other Items:		Clarify Differences:

Guests in our space are allowed to:

◇ Sit on/use each other's beds	◇ Use other's personal belongings
◇ Sit on/use each other's desk chair/furniture	◇ Use other's computer
◇ Eat other's food	◇

Sleeping time(s) in the space will be:

◇ 9am—Noon
◇ Noon—5pm
◇ 5pm—10pm
◇ 10pm—Midnight
◇ Midnight—9am
◇ Other/Additional:

While other(s) are sleeping in the space it is okay to:

◇ Make noise	◇ Other/Additional:
◇ Listen to music	
◇ Keep overhead light on (if applicable)	
◇ Have guests over	
Play video games	
◇ Keep desk lamp on (if applicable)	
◇ Watch TV	
◇ Use Hair Dryer	



Definitions

"Quiet"	
"Privacy"	
"Neat & Clean"	
"Offensive Language" (whether in person, movies, or music)	

Personal Habits

The door should remain:

◊ Locked at all times
◊ Unlocked when one of us is in the room
◊ Other additional:

If leaving for the weekend/period of time, we will:

◊ Notify each other
◊ Not notify each other
◊ Other additional:

How will we request private time in the room/apartment?

--

How far ahead of time?

--

Please note that alcohol and drugs are **against** school policy and appropriate action will be taken if you violate these policies.

Please speak with your RA/RLS if you have further questions or concerns about this policy.



Plans of Action

Preferred means of communication with roommate during conflict:

◊ Speaking face to face	◊ Communicating over email/Facebook
◊ Communicating via text message	◊ Mediation with a staff member
◊ Other/Additional:	

If one of us is bothered by the action of the other, we should:

◊ Keep it to ourselves	◊ Immediately voice our concerns by talking
◊ Consult with a staff member	◊ Not post it on social media
◊ Not gossip to other about it first	
◊ Other/Additional:	

If we hear gossip/negative talk about the other, we agree to:

◊ Confront the person sharing the gossip
◊ Consult a staff member
◊ Inform the roommate
◊ Other/Additional:

Food or drink consumed that is not ours, will be:

◊ Replaced within three days
◊ Replaced within a week
◊ Not replaced (what's mine is yours)
◊ Other/Additional:

We would like to

◊ Only revisit/revise this agreement form if one of the roommates wants to at a later date
◊ Set a date now to revisit (and revise if needed) this agreement form. +Put date in "2nd meeting date" box on page 1 of this form.
<i>Note: The RA/RLS may revisit this agreement with roommates as needed during the year.</i>



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- ☐ I am entering into a good-faith agreement with my roommate to make the most of our living arrangements this year. As issues arise I promise to first communicate openly with my roommate. This form is only a starting point for open communication. As needed, we will refer back to this form and seek counsel of the RA/RLS.

This form should be printed and signed by each roommate.

Roommate Printed Name	Roommate Signature

RA/RLS Signature:

Date:

In approximately two months, your RA/RLS may want to revisit this agreement with you and your roommate(s) to see if any updates need to be made.