



# RESIDENT ASSISTANT MANUAL

**2025-2026**



## The Enrollment Management and Student Affairs (EMSA) Experience

Through an integrated approach focusing on student identity, involvement, support and recognition, EMSA at NSU will assist in creating a university experience in which each student feels a sense of belonging as a result of his or her engagement at NSU. This model is a guide to a culture shift and, therefore, is not built upon stand-alone programming pieces. Learning outcomes (based on Learning Reconsidered) and ongoing assessment will be important vehicles for achieving our vision.

Office of Residence Life Statement of Purpose:

The NSU Office of Residence Life fosters inclusive living where students feel a sense of belonging and community; all with the purpose of supporting residents in achieving academic, career, and life goals.

Enrollment Management, Student Affairs, Admissions (EMSA) Mantra

- ✓ Come
- ✓ Engage
- ✓ Stay
- ✓ Graduate

NSU Office of Residence Life

Location

The main location of the Office of Residence Life is the Leo Goodwin Residence Hall Lobby.

Main Office Hours

9:00am-6pm, Monday through Friday

[Reslife@nova.edu](mailto:Reslife@nova.edu)

Phone: (954) 262-7067

NSU University Housing

Location

The main location of the University Housing office is located on the first floor of the Commons

Main Office Hours

8:30 AM to 6:00 PM, Monday through Friday

Contact Information

Phone: (954) 262-7052

Toll Free Number: (800)-541-6682

Email: [housing@nova.edu](mailto:housing@nova.edu)

## Department Overview

The Office of University Housing oversees the following processes:

- Room Selection
- Room Assignments
- Check-In and Check-Out
- Contract Releases
- Housing Accommodations
- Room Rates
  - Adjustments
  - Billing

# NSU Office of Residence Life

## Residential Life Staff

### **Director and Associate Director**

Provides leadership, guidance, and support to all staff

### **Area Coordinators (AC)**

Our ACs supervise the student staff to help put our residence life programs into action. ACs have master's degrees and live in your community.

### **Lead RA**

Lead RAs work to assist Professional staff with administrative tasks while also still assisting with the residential community answering questions and assisting with programming. The Lead RAs still work as RAs but have an elevated role to assist with the communities.

### **Assistant Area Coordinators (AAC)**

AACs are NSU graduate students who live in your community. They help our ACs with community development.

### **Resident Assistants (RA)**

RAs live in your community, answering your questions and helping you with day-to-day life, as well as planning fun and educational events. RAs also help enforce policies and university regulations.

## Residence Halls

### **Leo Goodwin Sr. Hall**

The Leo Goodwin Sr. Residence Hall was opened in the 1992–1993 academic year. This state-of-the-art residence hall facility will house 400 students during the academic year. \*Leo Goodwin Sr. Residence

Hall is the primary undergraduate facility for students with 0–30 credits.

### **The Commons**

The Commons opened in August 2007. This state-of-the-art living learning community

includes 501 student beds, classroom and meeting space, 16 community living rooms, 16 study rooms, and plenty of indoor and outdoor common space.

#### **The Cultural Living Center**

CLC houses approximately 200 students year-round in an apartment-style community. Its unique balcony structure makes it a popular choice for undergraduate students.

#### **Founders, Farquhar, and Vettel Halls**

These apartment style residence hall facilities will house approximately 55–60 undergraduate residents each during the academic year. Cultural Living Center

#### **Rolling Hills Apartments**

The Rolling Hills Residence Hall opened in August 2008. The Residence Hall is approximately 1 mile west of the NSU Fort Lauderdale/Davie campus and houses approximately 373 students. It has a unique resort-style private pool for the Rolling Hills community.

#### **Mako Hall**

Mako Hall opened in August 2019. The apartment style community houses 608 students. Mako is also home to Razor's Edge Shark Cage for student-operated businesses. The community also has a huge, engaging community courtyard!

## Acronyms Guide

Position	Acronym
Professional Staff On-Call	PSOC
Area Coordinator	AC
Assistant Area Coordinator	AAC
Resident Assistant	RA
Public Safety Coordinator	PS Coordinator
Public Safety Officer	PSO
Davie Police Officer	DPO/Davie PO
Office of Residence Life	ORL
Front Office Staff	FOS
Graduate Assistant	GA

Frequently Used Terms	Acronym
Federal Educational Rights & Privacy Act	FERPA
Enrollment Management & Student Affairs	EMSA
College of Undergraduate Studies	COUS
College of Student Affairs	CSA
Room Assessment Form	RAF
Residential Experience and Engagement Formula	R.E.E.F
Incident Report	IR

Building	Abbreviations
Commons	COM
Founders	FOU
Farquhar	FAR
Vettel	VET
Cultural Living Center	CLC
Leo Goodwin Hall	GDW/LGH
Rolling Hills A/C	RHA/RHC
Mako Hall	MKH

## Important Numbers

Office/Location	Phone Number
Main Housing Office	952-262-7052
Security Desk – Commons	952-262-7027
Security Desk – Commons	952-262-7023
Security Desk – Goodwin <b>ON-CALL Number Resource</b>	952-262-6305
Security Desk – Mako FFV/CLC Duty Phone	952-262-7066 954-593-2540
Security Desk – Rolling Hills A Goodwin Duty Phone	952-262-7092 954-253-1406
Security Desk – Rolling Hills A	952-262-7094
Security Desk – Rolling Hills C Commons East Duty Phone	954-262-7005 954-262-7005
Mail – Commons	952-262-7019
Commons West Duty Phone Mail – Goodwin	954-262-8888 952-262-7019
Mail – Rolling Hills Mako North Duty Phone	952-262-9595 786-714-2558
Mako South Duty Phone	786-714-2557
Rolling Hills Duty Phone	954-599-2875
Public Safety	954-262-8999
Pro-Staff On – Call Phone	954-225-5601
Davie Police/Emergency Response/EMS	911
Community Mental Health Center, Davie	954-262-5730
Poison Control	1-800-222-1222
Rape Crisis Hotline/Sexual Assault Treatment	954-761-7273
Center for Student Counseling and Well-Being	954-262-7050

### Description AY 25-26

The Resident Assistant (RA) is the core of the Student Affairs Staff in residence halls. RAs play a critical role in individual students and community growth and development. The quality of their efforts has a significant, direct bearing upon the quality of life experienced by all members of the University Community.

#### To be successful as an RA one should:

1. Be committed to creating communities that foster a sense of belonging through individual and community development and mentorship.
2. Be able to create a floor and building culture where all individuals feel cared for through various methods of recognition and support.
3. Be willing to work with residents to assist them in creating a sense of identity through involvement and connection to campus resources.
4. Be able to connect with residents genuinely and significantly.
5. Be committed to working under the vision for Enrollment Management and Student Affairs (EMSA) - Come, Engage, Stay, and Graduate.
6. Model and uphold ethical standards and behaviors.

#### Requirements for Employment

- Must be a registered student at Nova Southeastern University, meeting the minimum academic requirements of the academic department.
- Undergraduate students must have a minimum of 2.5 cumulative GPA.
- Must have one semester live-in experience prior to Fall 2025, not necessarily at NSU, OR significant leadership experience.
- Must be in good judicial standing with the University (i.e., not above Written Warning).
- Willingness to commit through the academic year (i.e., August - May), including training periods which begin approximately two weeks before the start of undergraduate fall classes.
- Any outside employment or internship must be approved by the Director of Residence Life.

### **Resident Assistant Position Description 2025-2026**

#### **Community and Individual Student Engagement (60%)**

- Actively engage in developing a sense of community among residents on the floor and an identity as a floor, hall, and residential community member.
- Assist residents in developing communication, time management, and well-being skills, and fostering an affinity for NSU.
- Facilitate programmatic initiatives that encourage resident involvement and community building.
- Develop open and genuine relationships with each resident while maintaining high visibility and availability in the community.
- Learn about residents' concerns, interests, and needs to provide informed engagement opportunities.

#### **Recognition and Support (15%)**

- Display sensitivity to the concerns of our diverse population and refer residents to NSU and community resources as necessary.
- Recognize and celebrate the uniqueness of residents and the NSU community.

#### **Safety and Security (10%)**

- Ensure the residence hall is a safe and secure environment for residents.
- Communicate housekeeping and maintenance needs in a timely manner and follow up with appropriate parties.
- Serve as "on call" and respond to emergency and crisis situations.

#### **Upholding Standards and Ethical Behavior (15%)**

- Encourage compliance with University and Residential Life policies by serving as a role model and addressing concerns about standards not being met.
- Educate residents about applicable policies and their responsibilities to the larger NSU community.
- Model and uphold ethical standards and behaviors, practicing good citizenship and setting a positive example for others.

#### **Administrative Skills (5%)**

- Complete administrative tasks accurately and timely.
- Maintain organized records and ensure all documentation is completed as required.

#### **Communication and Teamwork (Ongoing)**

- Demonstrate proficiency in expressing ideas, listening, asking for, and providing productive feedback.
- Show commitment and support to the Residence Life team.
- Participate in regular staff meetings and training sessions.

#### **Additional Information:**

##### **Time Commitment**

- The RA position requires approximately twenty hours per week for the duration of the RA contract. This includes evenings, weekends, and some holidays.
- Training periods begin approximately two weeks before the start of undergraduate fall classes.
- **Mandatory Meeting Time:** Wednesdays at 8:30 PM are reserved for weekly staff meetings; RAs should not schedule class or other commitments during this time.

## **REMUNERATION/COMPENSATION**

- A. All RAs receive a stipend of totaling \$2,700(before taxes) paid over the entire length of their contract period Aug 2025-May 2026
  - The first and final paychecks may reflect pay for less than 2 weeks of work as start and end dates may be in the middle of pay period.

## **REAPPOINTMENT**

Staff members are selected for a contract period. In the winter semester all current staff members may wish to reapply for reappointment for the following contract period. A staff member's reappointment is never automatic and is contingent upon satisfactory completion of the job responsibilities through the end of the winter semester and summer months. Reappointment includes an assessment of all aspects of job performance as well as attitude. The criteria for reappointment will include job performance which has been documented in semesterly RA's Evaluation and supporting employment documents. When satisfactory performance levels have not been maintained, reappointment may not be considered.



OFFICE OF RESIDENCE LIFE

***Required Dates for 2025-2026 for Residence Life student and professional staff\****

*Staff are not to make any travel arrangements for institutional breaks or training periods until duty coverage has been established or your supervisor has approved your request, respectively. See Resident Assistant (RA) Job Description and/or RA Appointment Letter for expectations around communication and attendance as related to the position's responsibilities.*

*\*Dates are subject to change based on university calendar or unforeseen changes in policy, schedules, etc.*

- Your room assignment will be ready for you between Friday July 25<sup>th</sup> – Sunday July 27<sup>th</sup>. Plan according to your travel needs.
  
- Attend daily training for student staff starting at 9:00am on **Monday, July 28, 2025, through August 8, 2025.**
  
- Assist with move-in, orientation, and Waves of Welcome starting **Monday August 11th, following through Sunday August 17.**
  
- Assist with Health and Safety inspections of resident's rooms to take place during each semester.
  - **Fall 2025: September 15 through September 29**
  - **Winter 2025: Dates given in early January 2025**
  
- Encourage engagement and seek volunteer opportunities during NSU Homecoming week: **November 9<sup>th</sup>-15<sup>th</sup>**
  
- Be prepared to work during university holidays and break periods at the discretion of the Director of Residence Life or their designee.
  - **Thanksgiving Break (only one RA on-call per community)**
  - **Winter Break (only 1 RA on-call per community)**
  
- Stay in residence until all responsibilities are completed prior to the winter mid-year break to assist with closedown procedures;  
Release date: **Sunday December 7 at 5:00pm**  
Attend mid-year training for student staff and engage with opening activities for winter move-in through week of welcome Jan 2026.
  - **Saturday January 3 2026**

- Stay in residence until all responsibilities are completed prior to end of academic year break to assist with closedown procedures; Once released from duties you are released and can begin move out.
  - **Confirmed date May 8<sup>th</sup>, 2026**
  - **Most likely 5:00pm the Friday after undergraduate commencement**
  
- **Further Winter 2025 Dates and information will be given by Late December 2025 to staff for planning.**
  - Winter Training **Saturday, January 3<sup>rd</sup>, 2025**
  - RA recruitment Group Process, Saturday, February 7<sup>th</sup>, 2025 (back-up dates February 21<sup>st</sup>)
  - Health and Safety
  - Community Fest Saturday, February 14<sup>th</sup>
  - End of Year BBQ April 23<sup>rd</sup>
  - Finals Week April 27<sup>th</sup>-May 1st
  - Closing the residence halls
    - May 3<sup>rd</sup> – building walks
    - May 1-3 – weekend closing tanks
  - RA Release Date May 8<sup>th</sup> (contingent on final tasks completed)

## **RA Job Performance**

### **Evaluations**

Performance evaluations are a tool used by Supervisors to ensure all staff members are personally and professionally developed

Throughout the semester, all Resident Assistants (RAs) will have the opportunity to review and discuss their job performance with their direct supervisor(s). At the end of each semester, a self-evaluation, and a supervisor evaluation will be required of each RA. The last one-on-one of the semester will be spent reflecting on the self-evaluation and AC evaluation.

### **Self-Evaluation**

During the evaluation, RAs are provided with feedback and are met with the opportunity to address any performance related questions or concerns they may have. The purpose of the evaluation is to assist RAs in setting goals which will further develop their strengths and target areas for growth. The RAs signature on their evaluation indicates that the evaluation has been reviewed with that individual and their direct supervisor.

### **Pro-Staff Evaluation**

Through formal Professional Staff Evaluations, RAs will be granted the opportunity to provide their direct Supervisor with feedback. This allows for Pro-Staff accountability in their supervision of student staff and provides the AD and Director of Residence Life with information to best support the ACs in identifying areas of growth and strengths.

The Associate Director and/or Director of Residence Life will coordinate Pro-Staff Evaluations. Once all information is collected, it will be disseminated to all ACs. We encourage you to be open and honest in your feedback when using the evaluation as well as throughout the year.

### **Resident Feedback**

Residents will be solicited for their feedback through survey. This survey will measure things like RA engagement, visibility, and approachability in addition to their overall satisfaction.

### **Exit Interviews**

Exit Interviews will be conducted when you graduate or end your time as an RA (whichever comes first). The intent of these interviews is to gain feedback and insights from RAs prior to them leaving the position. There is great value in hearing about the RA experience from the perspective of those who have served in the role. This information is also helpful to the professional staff when developing training material and planning of the overall RA experience. The Associate Director and Director will oversee these processes, and therefore will be available for follow-up meetings for those interested in further processing feedback associated with the exit interviews. Emails will be sent with links to these forms prior to the start of the fall semester, and prior to the end of the spring semester.

### **RA Accountability Process**

Anytime there are concerns around a RAs performance ... When a RA does not meet Departmental expectations, violates policy and/or lacks ethical standards, it is the supervisor's responsibility to meet with said staff member to discuss the problem.

- This meeting should take place within 5 days of the action or learning of an action in question
- The supervisor and RA should review specific expectations, policies, ethical considerations etc.
- All consequences (i.e., verbal warning, written warning, termination) should be carefully documented

## Academic Accountability RA Process

To continue to uphold our 2.5 minimum GPA requirement and better support our Resident Assistant staff, the following accountability measure will be put in place for those staff that fall below a 2.5 cumulative/semester gpa and those that fall between a 2.7-2.5 cumulative gpa.

- Staff will be placed on official academic probation if they fall below a 2.5 cumulative gpa for one semester. If the GPA is not brought up and/or positive progress is not made in the one semester of grace, the staff member will no longer be able to hold the RA role
- Staff that fall below a 2.5 semester gpa and/or have a cumulative gpa of 2.5-2.7 will be issued a Res Zone email communication

## Student Staff Job Performance Review

The Job Performance Review is meant to serve as a means of accountability for student staff. The ultimate goal of this process is to help student staff be successful in their positions and to aid in navigating responsibilities effectively.

### Job Performance Review Steps

1. Notify the student staff member of the concern (through email)
2. Hold the performance review meeting (in person)
3. Supervisor makes a decision and sends follow up as meeting summary & decision letter
4. Future performance issues will warrant going through the full process again

### Types of Concerns

- Human-Error Based: student staff member makes a misstep, no major issue
- Competency Based: failure to follow proper protocol and/or duties
- Integrity Based: student staff member shows lack of decision-making and judgement

### Decision Outcomes

- Verbal Warning
  - Concerning behavior, but not major impact
  - Initial conversation for moments where a misstep might have occurred
- Formal Warning
  - More serious response where performance is impacted
  - Future behavior could lead to stronger outcome
- Probation
  - Period of time where supervisor places stipulations to improve
  - Meeting to discuss progress at the end of the period
- Termination
  - High-level behavior or long-term unchanging behavior
  - Student is removed from their position in Residential Life

**Note:** the severity of the behavior, failure to complete responsibilities, and/or repeated occurrences may result in an elevated decision outcome

### Additional Notes

- Appeal Process: In cases involving probation and/or termination student staff have (5) business days from receiving their letter to appeal to the Associate Director of Residential Life or their designee, for the specific area through email. Student staff should include why they are appealing, what seemed unfair, and how they want it to be addressed.
- Any violations of the Housing Contract or Student Code of Conduct may result in going through the student conduct process as well as the Job Performance Review.
- Newly hired student staff for future positions are expected to follow all policies and procedures for students or risk pre-employment termination from their position.

*Reasons for Termination*

Reasons for terminating shall include but not be limited to:

- Repeated absences and/or tardiness, unsatisfactory work performance, continued failure to meet expectations regarding community development/programming requirements, inability to carry out work assignments, lack of cooperation with co-workers and/or supervisor, found responsible for high-level violation(s) of the Student Conduct Code and/or residential policies, or gross misconduct.

## RA Ethical Standards

### Relationships with Residents

RAs are seen as student leaders within the residential community and NSU at large. With these leadership positions comes a certain level of authority visible or invisible. Due to the RA role and authority/leadership weight is carried, it is not advised for RAs to have romantic relationships with residents they directly oversee. If an RA feels a romantic relationship budding, they are expected to discuss with their direct supervisor immediately as a decision will most likely need to be made regarding staying in the RA role. If an RA has a romantic relationship with a residential student outside of their direct oversight they should think about all the ways that can impact their work as an RA and are highly encouraged to seek out their direct supervisor to discuss possible conflict of interest.

### Alcohol Use

ALL state laws and universities apply to RAs when it comes to the possession and/or consumption of alcohol. RAs under the age of 21 should never possess or consume alcohol, nor should they be in the presence of alcohol in any residential community. Even if an RA is 21 or above, they need to consider that leadership role they carry at NSU and should refrain from drinking to excess and returning to the residence halls where they can be observed as impaired. Please know that residents will see you even when you don't think any are around and you need to be sure to carry yourself in a way that you would be proud of and represent the NSU ResLife team in a positive light.

### Duty

Being on duty and completing duty rounds is a pivotal part of the role of RA. Duty serves as an engagement for engagement as well as ensuring the safety and security of our residential communities. All duty expectations and processes should be followed while on duty. It is the expectations that all RAs are "on duty" and not keep each other accountable for carrying out these expectations.

### Student Information

As RAs you have access to personal information regarding residents. This information can be identifying information from NSU and/or knowledge of situations the student has been a part of (conduct, title IX, ect...). It is expected that any personal information you have about a student is never shared out to anyone other than your direct supervisor/s. There should not be reference to student involved in incident reports of any kind amongst staff members unless staff are communicating for ResLife related work purposes.

# Residential Experience & Engagement Formula "REEF" for 2025-2026

Last Updated: Summer 2025

The Office of Residence Life at Nova Southeastern University believes that community building is accomplished using a variety of distinct methods, including overall building and floor aesthetics, one-on-one interactions between residents and their RA, and interactions between individuals within the community.

Community development is an essential function of the Resident Assistant position. Community development opportunities provide residents with experiences outside the classroom that are just as impactful and memorable as their experiences inside the classroom. Through community development initiatives, residents are more likely to form social interactions/connections, participate in student organizations, and experience greater satisfaction with the university community, which enhances learning and leads to academic success.

## Nova Southeastern University Office of Residence Life Statement of Purpose

The NSU Office of Residence Life fosters inclusive living where students feel a sense of belonging and community, all to support residents in achieving academic, career, and life goals.

### Important Dates for 2025-2026

Semester	Assignment	Deadline/Frequency
Fall 2025	<b>Hall Aesthetics</b>	
	August/September Bulletin Boards	Friday August 8th
	October Bulletin Boards	Sunday September 28
	November Bulletin Boards	Sunday November 2
	New Door Decorations up-Provided by Pro Staff	Friday August 8th
	New Door Decorations up	Wednesday October 1
	Hall Decorations Updated/refresh	Second Friday of every month (9/12, 10/10, 11/14)
	<b>Community Interactions</b>	
	Roommate Agreements	August 18-September 7
	Community Wide Programs	August/September (2) October (2) November 1
	RA Individual Programs	Once a Month- Aug, Sep, Oct, Nov
	Program Proposal Forms	<b>8th of every month for next Month</b> 8/8 11:59pm - September 9/8 11:59pm - October 10/8 11:59pm - November
	Program Evaluation Forms	24-48 hours after program completion
	Health and Safety Checks	September 15-September 29
	<b>Connections with Individual Residents</b>	

	Shark Chat #1 (50% mark/check-in)	September 8 <sup>th</sup> at noon
	Shark Chat #1 Due	September 29 <sup>th</sup> at noon
	Shark Chat #2; Start	October 6 <sup>th</sup>
	Shark Chat #2 (50% mark/check-in)	October 27 <sup>th</sup> at noon
	Shark Chat #2 Due	November 17 <sup>th</sup> at noon
	<b>Miscellaneous Administrative Tasks</b>	
	Weekly Reports	<b>Every Sunday 11:59pm</b> Starting Aug17th 2025. Last Weekly Report of the Semester due 11/23 11:59pm (We will pick back up January 11 <sup>th</sup> )
	Duty Log	End of duty shift- 8:30 a.m.

Semester	Assignment	Deadline/Frequency
<b>Winter 2026</b>	<b>Hall Aesthetics</b>	
	January Bulletin Boards	Sunday January 11
	February Bulletin Boards	Sunday February 1
	March Bulletin Boards	Sunday March 1
	April Bulletin Boards	TBA
	New Door Decorations up	Wednesday January 14
	New Door Decorations up	Wednesday March 4
	Hall Decorations Updated/Refresh	Second Friday of every month (1/9, 2/13, 3/13, 4/10)
	<b>Community Interactions</b>	
	Community Wide Programs	January/February (2) March (2) April (1)
	RA Individual Programs	Once a Month
	Program Proposal Forms	<b>8th of every month for next Month</b> 11/8 11:59pm - January 1/8 11:59pm - February 2/8 11:59pm - March 3/8 11:59pm - April
	Program Evaluation Forms	24-48 hours after program completion
	<b>Connections with Individual Residents</b>	
	Shark Chat #3; Start	January 27 <sup>th</sup>
	Shark Chat #3; 50% mark/check-in	February 10 <sup>th</sup> at noon
	Shark Chat #3	March 10 <sup>th</sup> at noon
	<b>Miscellaneous Administrative Tasks</b>	
	Weekly Reports	<b>Every Sunday 11:59pm</b> Excluding: Spring Break (3/8), Winter Finals (starting 4/26)
	Duty Log	End of duty shift- 8:30 a.m.

## Community Building Strategy #1: Hall Aesthetics

Overall hall aesthetics can help set the tone for the community. Hall aesthetics can create that feeling of being “home away from home” that many students crave. Their door decoration on their assigned space is the first item that makes them associate our residence halls with the idea of home and the beginning of their college experience. Door decorations with a student’s preferred name on their door at move-in may make the student feel included and welcomed.

### Hall Decorations

Hall decorations are strategically placed to set a welcoming tone for their floors. All Hall decorations should be:

- aesthetically pleasing
  - Consult your AC/AAC throughout your process of creating decoration for feedback
- large and consistent enough to be noticed
  - i.e. you are not just putting one printout of a cat on an empty wall by itself
- follow a theme – creating a visually appealing and inclusive environment for residents.
  - **Going into the Winter 2026 semester, RAs should be changing their themes, and it must be obvious to your AC/AAC that a change was done**
    - ♣ I.e. Having your Fall theme be Disney, and your Winter theme be Nickelodeon
    - ♣ RAs should avoid recycling old decorations or rotating with other RAs on different floors/hallways
- involving their residents (i.e. individual handprints from paint on a large poster, favorite movies of all residents)
- **Hall Decorations should be updated/freshened up on a monthly basis.**
  - Updated/freshened up looks like:
    - ♣ replacing old flyers with new ones (i.e. you shouldn't have a flyer with an event date from August up in November),
    - ♣ replacing ripped down decorations with new ones, replacing decorations that may have been sun/water damaged (having paper decorations in front of a window where the sun shines on them may cause discoloration after a while),
    - ♣ if you know the same pieces of paper keep falling consider refreshing the tape or using more putty
  - Please ensure your hall looks presentable and clean.
- **CLC RAs ONLY** please consult with supervisor regarding alternative methods of hall decor.

### Door Decorations: First door decorations provided by ResLife (Fall & Winter)

- **Fall 2025** – Door decorations are due on:
  - Provided by ResLife Team
  - Created by RAs: Wednesday, October 1st by 9AM
- **Winter 2026** – Door decorations are due on:
  - Provided by ResLife Team: Wednesday, January 14th by 9AM
  - Created by RAs: Wednesday, March 4<sup>th</sup> by 9AM
- Additional Door Decs outside of the required 4 are optional.

**Expectations:**

- The door decorations you create should follow the theme of your floor.
- You should create at least 10 extra door decs for any new students you may get throughout the academic year

## **Bulletin Boards**

- Large Title: Every board needs a clear, prominent title.
- Legible Text: For all content beyond titles and headings, ensure text is easy to read against the background.
  - Contrast: Use high-contrast colors (e.g., black or dark blue on white paper).
  - Font & Size: Choose accessible fonts (e.g., Arial 11, Calibri 11, Helvetica 12) with an appropriate size.
- Informative Content: Content must be relevant to your community and helpful for residents.
  - Example: A resource-focused board during opening for first-year communities.
- Culturally Competent: Consult with your supervisor about content and appropriate resources when necessary.
  - Example: If highlighting mental health, ensure sources are reputable and consider connecting with our Mental Health Services Office.
- Neatness: If using butcher paper, cut it neatly without jagged edges (unless intentional for design).
- Full Utilization: Utilize the entire bulletin board space.
- Aesthetic Appeal: Any artistic drawings must be aesthetically pleasing from the perspective of the Assistant/Area Coordinator (A/AC).

## **Bulletin Board Schedule**

- Bulletin boards will be changed regularly throughout the academic year:
- **Fall Semester:** Boards will be changed three times.
- **Winter Semester:** Boards will be changed four times.

## **Types of Bulletin Boards**

- You will create three types of bulletin boards throughout the year: About Me Board (1), Resource Board (3-4), Interactive Board (3-4).
  - **About Me Board**
    - ♣ Frequency: One per academic year.

- ♣ Purpose: Introduce residents to their RA.
- ♣ Content: Include your academic major and classification, interests, pictures, and contact information (if desired).

o **Resource of the Month Boards**

- ♣ Purpose: Highlight campus resources relevant to your floor, the time of year, and resident needs.
- ♣ Restrictions:
  - No more than two floors/wings should highlight the same resource at any given time.
  - Do not recycle content from previous boards or borrow content from other RAs (see rubric for details).

♣ **Examples of Resources:**

- ♣ NSU CAPS
- ♣ NSU TTC/Writing Center
- ♣ NSU Title IX
- ♣ NSU Athletics
- ♣ NSU Campus Life and Student Engagement
- ♣ NSU SEABOARD
- ♣ NSU Clubs and Organizations
- ♣ NSU Counseling and Well-Being
- ♣ NSU Reslife Resolution and Mediation Services
- ♣ NSU Counselor in Residence
- ♣ NSU Residence Hall Association
- ♣ NSU Student Employment
- ♣ NSU Financial Aid
- ♣ NSU RecPlex

o **Intentional Engagement Monthly Boards**

- ♣ Purpose: Below are possible bulletin board themes to consider for each month. Please note that these themes are not required; rather, topics discussed below are grounded in student development theory and help residential students gain important information and skills relative to the time of year.
- ♣ Examples of Intentional Engagement board themes:
  - Academic and time management resources in preparation for midterms.
  - Alcohol Awareness
  - Homesickness missing family
  - Testing/Tutoring
  - Breast Cancer Awareness Month

- Hispanic Heritage Month
- LGBTQA History Month
  
- Halloween
  
- Personal Development:
  - Explore self, identity, values, and purpose.
- Academic and time management resources
- Goal Setting
- Clubs and orgs
- Mental Health Awareness
- Social Justice
  - Promote an inclusive Community. Equity, Emerge in Culture
- Personal Development:
  - Explore self, identity, values, and purpose.
- Global Responsibility
  - Get connected to the community, engage globally, positively contribute to communities
- Academic and time management resources in preparation for midterms.
- Career Prep and intern/research searching
- Alcohol Awareness
- Breast Cancer Awareness Month
- Hispanic Heritage Month
- LGBT History Month
- Goal Setting
- Clubs and orgs
- Mental Health Awareness
  
- Black History Month
  
- World Cancer Day
- Healthy Relationships
- American Heart Month (National Wear Red Day).
  
- Women's History Month / International Women's Day
  
- Room Selection Process
- Alcohol Awareness
- Spring Break Travel
- Sexual Assault Awareness Month
- Topics of sexual violence, consent, and role of the bystander
  
- Summer preparation
  - How to be productive over summer/ life after NSU

## Bulletin Board Timeline

### Fall 2025

- **August/September Boards**
  - General Theme: “Welcome/Opening Boards”
  - About Me Board
  - Resource Board
  - Interactive Engagement
    - ♣ Requirements:
      - QR Code to Floor Group Chat
      - QR Code to Campus Map
- **October Boards**
  - Resource Board
  - Interactive Board
- **November Boards**
  - Resource Board
  - Interactive Board

### Winter 2026

- **January Boards**
  - About Me Board (update accordingly)
  - Resource Board
  - Interactive Board
- **February Boards**
  - Resource Board
  - Interactive Board
- **March Boards**
  - Resource Board
  - Interactive Board
- **April/May Boards**
  - General Theme; “Closing Boards”
  - Checkout process and facilitate sign-ups for resident check out
  - Will be provided for you\*

## Community Building Strategy #2: Community Interactions

There are many strategies Resident Assistants use to help build connections between residents on their floor, including through assisting with the roommate agreement creation process, hosting floor meetings, and through in-hall programming.

### Roommate Agreements

Because roommate agreements are completed early in the academic year, they allow residents to connect with those who live in their room/suite, learn more about each other’s experiences, and work together to create a plan for successful cohabitation. Roommate agreements are live documents that can be changed throughout the year as relationships change, and new situations arise. Residents should contact their RA to update their

roommate agreement. RAs can assist in the roommate agreement creation process by helping residents see the value in such a document and reminding them that this document can be updated at the residents' discretion. ProStaff will take note of all non-completed room agreements, and the RA will be expected to follow up with said residents

### **Facilitation Guide for RAs**

\*\*\*This facilitation guide is meant to assist RAs guide residents in creating clear, specific, and inclusive roommate agreements that address expectations, promote communication, and prevent conflict that could potentially arise during the academic year\*\*\*

#### **Facilitation Goals**

- Ensure all voices are heard equally
- Help residents be specific (not vague)
- Include the needs of all identities and living styles
- Prevent assumptions by clarifying expectations

#### **Before the Meeting**

- Schedule a time that all roommates can attend (all roommates must be present when completing roommate agreement).
- Review the Roommate Agreement Form so you're ready to explain it.
- Find a welcoming, neutral environment to host the agreement (e.g., common lounge, pagodas, courtyards, etc).

#### **Opening the Conversation**

Set the tone: "This meeting is to help you all talk about how you to plan to create a positive environment for cohabitation so everyone feels respected and comfortable. The goal is to avoid misunderstandings and issues throughout your time living in the residence halls this academic year."

#### **Review expectations for the conversation**

- Be respectful and an active listener
- Everyone's voice needs to be heard
- No interrupting or dismissing

- Assume good intentions, but also be honest

Emphasize specificity:

“The more specific you are, the clearer the agreement is. Vague rules can lead to problems later.”

### Walk Through the Agreement Sections

- A. Cleaning & Shared Spaces
- B. Guests & Visitors
- C. Noise & Volume
- D. Shared items
- E. Communication
- F. Mutual Respect
- G. Social Media, phones, electronic devices
- H. Supporting Academic Success & Other Misc Areas

### Finalize and Document

- Make sure the agreement is filled out completely.
- All roommates should sign or acknowledge its receipt when emailed to RA. An RA should have an acknowledgement email from each resident. All residents will have N#s and Names on the document which will act as signature thus all residents should acknowledge receipt of viewing document.

**Explain how to revisit or revise it:**

“If things change or there’s a conflict, you can adjust this agreement with another meeting.”

### Closing the Meeting

Congratulate them on the work:

“You did a great job talking this through—it’s not always easy!”

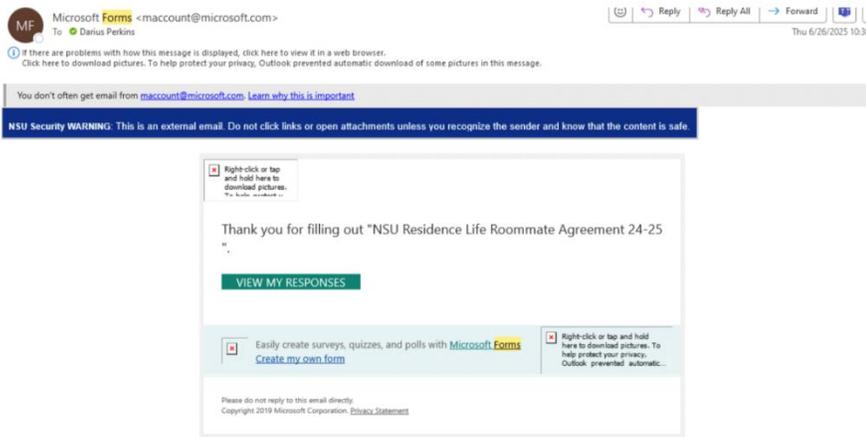
Remind them:

“I’m here to help if you need to revisit this or have any issues later.”

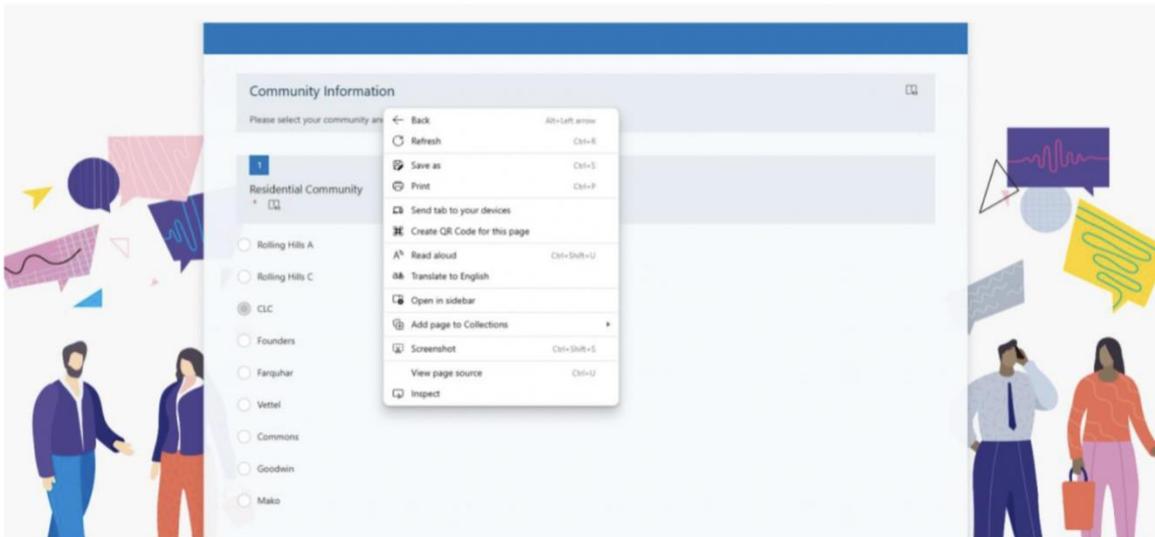
**\*\*\*The RA should be assisting in writing down responses and working on the provided Residential Agreement. After submitting the residents' responses RAs should click the option to have the responses sent to them the RA. Once the responses are emailed to them RAs will click view responses to open the submission then file, print, under the printer option you will select save as a PDF. Title the name of the file as the room number for the roommate agreement that was submitted. After doing this the RA will have a copy of the roommate agreement they completed for that space. \*\*\***

Step 1: After completing the roommate agreement form you will be prompted to have a copy of responses sent to your email

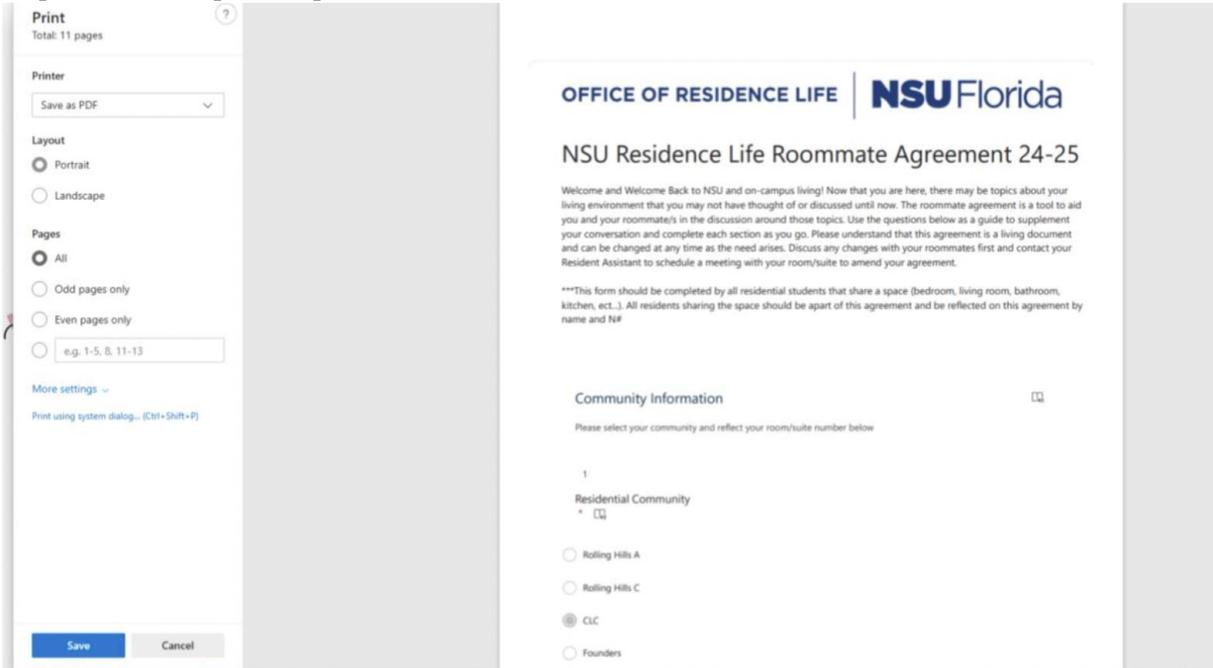
Step 2: Once the responses are sent to your email, open the form by clicking the view my responses button



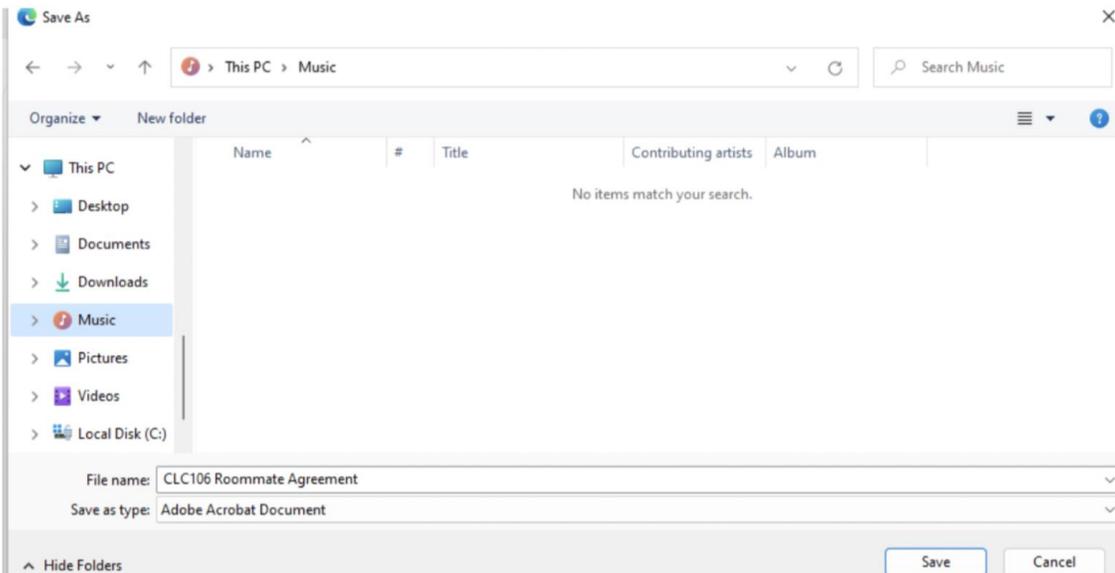
Step 3: Once the form is opened right click and select print



Step 4: Under the printer option select Save as PDF



Step 5: Save (it is recommended that you title the file by building, room number, then roommate agreement).



## Floor Meetings

The first-floor meeting of the academic year, typically held just after move-in, is often the resident's first introduction to the RA and to residence life. Therefore, it is vital that Resident Assistants use these meetings to begin getting to know their residents and provide a safe space for residents to get to know one another. These meetings are not meant to discuss policy; rather, the learning outcome of the first-floor meeting is to introduce

the resident to all that the Office of Residence Life has to offer – peer mentorship, community and NSU engagement opportunities, Shark Pride expression, and a fun and engaging environment to live and grow in. Please refer to the First Floor Meeting Facilitation Guide below.

### **Facilitation Guide**

#### **Welcome: 5-10 minutes**

- Introduce yourself, explain the role of an RA (peer mentor, provide opportunities to engage, help you get acclimated to campus, help you find resources on campus, help prepare for after NSU).
  - How can your residents contact you? Floor group chat?
  - Encourage residents to read the guide for residential living (can be found in sharklink or just googling NSU Residential Living Guide) to better understand ResLife policies & procedures.
- Explain the role of the RA on Duty (emergency support for things like lockouts, facilities emergencies, etc.)
  - give RA on duty number(s) for your community please mention the duty number can be found posted around the building as well.
  - Inform residents that the RA on Duty is only available between 6pm-8:30am Sunday-Thursday and 24 hours on Friday-Saturday.
  - Inform residents that they should be contacting the RA on Duty for support regarding things such as lockouts, facilities, emergencies, etc.
  - Explain to residents what/who public safety: Nova Southeastern University's Public Safety Department oversees the safety and security of all NSU campuses and sites.
  - Inform residents that if they feel they are in immediate danger they can contact public safety at 954-262-8999
  
- Who else is in our community?
  - Area Coordinator (AC) manage the hall, build community, supervise RAs, serve as a resource to residents.
- AC will stop by your floor meeting at some point.
  - Please DO NOT RELEASE students before your AC has shown up to the meeting. Be Patient as the AC will look to stop by each of their RAs meetings.
  - **When AC arrives please STOP and IMMEDIATELY give them the floor to speak**

#### **Icebreakers: 30-35 minutes**

- Please have some icebreaker activities prepared to engage the residents (the goal of these icebreakers would be to begin to learn names of the residents and the residents to begin learning about each other and interacting with one another) You may choose what type of name game exercise you would like to conduct with your residents.

**General Info about Your Community & NSU: 5-10 minutes**

- Location of vending machines (if applicable), trash rooms, study rooms (if applicable), & mailboxes
- How to submit a work order
  - Residents should be responsible for submitting their own work orders, and if they experience any difficulties, RA will then assist.
- Packages are delivered to:

**Student's Legal Name**  
**Nova Southeastern University**  
**3600 S University Dr**  
**Res Hall - Room Number (see Room Number format)**  
**Davie, FL 33328-2709**  
**Room Number Format:**  
 MKH-XXXX (Mako Hall)  
 COM-XXXX (The Commons)  
 GDW-XXXX (Leo Goodwin)  
 RHA-XXXX (Rolling Hills A)  
 RHC-XXXX (Rolling Hills C)  
 CLC-XXXX (Cultural Living Center)  
 FAR-XXXX (Farquhar)  
 FOU-XXXX (Founders)  
 VET-XXXX (Vettel)

- Fire Safety
  - a. Fire alarm rallying point: At some point in training you will have learned where your rally point is when a fire or fire drill occurs.
  - b. Share with residents fire drills will be conducted during the year to Practice evacuation and test alarm systems
  - c. Anytime a fire alarm is activated always treat it as a real emergency and evacuate immediately.

Resources to Highlight:

“My goal as an RA is to make sure you have the tools/resources to be successful in college. Here are some resources you should strive to seek out over the next few weeks.”

- Center for Student Counseling & Well-being (helps you tackle concerns like imposter syndrome, homesickness, depression, anxiety, etc.) – online scheduling for first appointment; Student Affairs

Building 3rd floor

- Tutoring & Testing Center (studying for college is different, and these folks can help) – Student Affairs Building 2nd floor
- Office of Campus Life & Student Engagement (find your home away from home in a club or organization) – Waves of Welcome events, Sharkapalooza
- d. RecPlex (stay active, achieve your wellness goals)
- e. CAPS-Center for Academic and Professional Success

## 25-26 Desk Operation

Inform the residents that this year RAs will maintain a regular presence at the front desk from 7pm-10pm to foster a welcoming and supportive environment for all residents. By being available in this central space, RAs can answer questions, provide resources, and engage in meaningful conversations that build community.

### Floor Engagement info Gathering: 5-10 minutes

- Tell them about SharkChats and what to expect
  - Please do not share the dates when shark chats are due
  - What would you like to see for upcoming programs?
  - How many of you have evening/night classes?
  - What do you like or hobbies?

### Residential Policies & Expectations: 10-15 minutes

## General Floor Expectations/Policies

- Quiet Hours are from 10pm-9am Sunday-Thursday and 12am-9am Friday and Saturday, if it can be heard outside the room- it is too loud.
- 24-hours courtesy hours
- Alcohol: Explain alcohol policy as it is stated in the Residential Living Guide
- Guests: Explain Guest policy as it is stating in the Residential Living Guide (This will be important since there is a new procedure for Guest Check-In)

### Wrap:

- Reminder about ResLife events
- Waves of Welcome event

- Closing floor meetings will be held before finals week of the Winter semester. At these meetings, residents will be informed about the official check-out process, including dates, procedures, important locations, and expectations. Your direct supervisor will provide a closing presentation.

### QR Code for First Year Res Life Program



- Download the **iShark** app.
- Click on the menu bar on the top corner.
- Click on **SharkHub**.
- Log into **SharkHub**.
- Click on your profile picture and select **OR Code Image in the top left corner**.
- Screenshot/download to save **Event Pass** to your photos/wallet.
- Present **Event Pass** at events on campus.

## GET YOUR EVENT PASS

Campus life & STUDENT ENGAGEMENT

Scan the QR code with your phone's camera to download the iShark app.

- Download the **iShark** app.
- Click on the menu bar on the top corner.
- Click on **SharkHub**.
- Log into **SharkHub**.
- Click on your profile picture and select **QR code Image** in top left corner.
- Screenshot/download to save **Event Pass** to your photos/wallet.
- Present **Event Pass** at events on campus!

NSU Florida

## In-hall Programming

### Approved Programming Types

- RA planned Programming (targeted to your individual residents)
  - One per month
- Community Wide/All-Hall
  - Fall 2025
    - ♣ August/September: 2
    - ♣ October: 2
    - ♣ November/December: 1
  - Winter 2026
    - ♣ January/February: 2
    - ♣ March: 2

♣ April: 1

**Note:**

- Timing of programs should match the activity of residents and should aim to be held at times where students can stay and engage
- Remember, you cannot host programs while on call.
- If planning an outdoor program work with your direct supervisor to reserve space (if applicable; especially Mako and Rolling Hills pool)
- You should not submit a proposal with a definite date for a program unless you have confirmed that the location is available first.

**Frequency of Programs**

**RA Planned Program(s)**

- Each RA is expected to host a minimum of \*one\* (1) program a month.
- This program must be RA planned/led by 1 RA (no collaborations) for their individual floor.
- This program should be a “Purpose Program” rooted in the Office of Residence Life Statement of Purpose (see page 1 for reference).
- Programs should be engaging, intentional and connected to resident needs/expectations
- Program proposals should include a budget tracker that is attached and included in the program proposal form- download form and add all program items needed to be purchased.

**Community-Wide Program(s)/All-Hall(s)**

- RAs will work in groups to plan and implement 1-3 social community-wide programs each month for their residential community.
- All RAs are expected to attend All-Halls unless they have an academic commitment. If unable to attend program:
  - Must get approval from Supervisor
  - Will take on an additional task
- Planning deadlines, program dates, and budgets will be communicated by your direct supervisor.
- By the end of the academic year, every RA will have the opportunity to serve on a planning/implementation team for at least three community-wide programs for their residential community.

**RA Community Wide Roles Example:**

- Create Program Idea
- Create Program Flyer
- Submit Program Proposal
- Publix Shoppers
- Program Set-Up
- Program Break Down
- Attendance Tracker
- Submit Program Evaluation

**Program Rescheduling/Postponing Policy**

- We understand that unforeseen circumstances, such as illness or inclement weather, may occasionally necessitate the postponement of scheduled RA-hosted events. In such cases, the RA(s) responsible for the event must reschedule it within **one week** of the original date. Failure to reschedule an event within

this timeframe without proper communication or prior approval by AC/AAC can result in an accountability action.

- ♣ Additionally, a pattern of frequent rescheduling or postponement without valid reason, or due to insufficient planning, will also result in accountability actions.

**Note:** Throughout the academic year, Resident Assistants may be asked to assist with Office of Residence Life departmental programming or facilitate programs for communities or areas that are not their own. For example, Goodwin Hall RAs may be asked to implement a program in Rolling Hills for Rolling Hills residents so the RAs in that community can focus on intentional community building with their residents who attend the program. Expectations for cross-community program implementation will be communicated well in advance.

## Shopping, Budget & Publicity

**BUDGET & REIMBURSEMENTS:** Each RA will receive a specific amount of allocated funds for their programs. Additionally, each building will receive a budget for each community-wide program. This amount is based on the number of residents they start the year with. **Funds do not roll over to the next semester.** The specific budget amount will be communicated via professional staff. Please note that your budget amount is subject to change at any time during the academic year with prior communication from your supervisor.

### Program Shopping:

- RA staff will primarily utilize Publix for programming supplies.
- Please follow your Area Coordinator's instructions regarding Publix card check-out, shopping requirements, such as shopping list submission guidelines.
- Please communicate with your direct supervisor(s) before planning a program that utilizes items that cannot be purchased at Publix.
- All purchases should be added to the Program Proposal Budget sheet

While we discourage RA spending their own money for RA purposes, it is important to understand that all purchases RAs make on their own must be **tax exempt** utilizing the NSU Tax Exemption Certificate. If an RA plans to purchase supplies for programs on their own, receipts must be free of tax and submitted in a timely manner to their direct supervisor(s). Receipts containing tax will not be eligible for reimbursement, and the Resident Assistant will be responsible for submitting a tax-free receipt from the merchant.

### Note:

- Budget should be spent appropriately and throughout the semester. Blowing a large portion of the budget at the end of a term will not be permitted
- **MUST** get approval before spending any money

### Budget:

- \$3.00 per resident per semester (Ex: RA with 35 residents \$105 budget)
- \$250.00 per community wide

Your publicity must include the following:

- Building Name (i.e., Commons Presents)
- Resident Assistant Name
- Title of Program
- Date & Time

- Location
- Host's contact Information (NSU Email)
- Brief description of the program and the incentives provided to encourage students to attend.

#### Publicity Strategies:

- Flyers
- Posters/banners near elevators
- GroupMe
- Door-to-door quarter sheets or door tags
- Knock on every single door within ten minutes of the program starting
- E-mail all your residents (be sure to bcc)
- Chalk in residential approved areas
- Have you event posted to the Res. Life Instagram Account

#### Pre-Program Requirements

- Program Proposals are due on the 8th of every month prior to the month of the program. (October program is due by Sept 8)
- Submit program shopping list within program proposal by communicated deadlines.
- Arrive 30 minutes early to set up the room and to make sure all of your supplies are ready to go.
- Make sure you have a garbage can available.
- Be sure to take a picture of setup/program attendees
- If programming virtually, be sure to share the Zoom link ahead of time and arrive early to account for any issues.

#### Post-Program Requirements

- Submit a Program Evaluation form 48 hours (about 2 days) after the program.
  - This should include a photo of set up and photo of residents at the program.
- The budget you add to the eval should be the actual final amount you spent not an approximate
- All equipment should be returned to their place of origin or disposed of immediately. Extra programming supplies, including food, should be returned to your direct supervisor within 48 hours (about 2 days).

Note: if something is perishable, please look for ways it does not go to waste (e.g. if there are 20 cupcakes left, leave them at the front desk with a sign that encourages passing residents to grab one). If something can go bad, it should not be left at the building's fridge (as then no one wants to clean it/dispose of it when it rots).

Note: If something is not perishable, it is expected for it to be returned to the resource room so it can be utilized in future programming efforts

- All garbage accumulated should be removed from the space and furniture should be moved to its original place.
- Remove all publicity within 24 hours after the program.

#### Possible Programming Topics

- UNIV1000 Topics
- Life skills (laundry, dishes, cleaning, time management, money management)
- Physical health
  - Food (calories, "my plate", how to cook, fire safety)
- Mental health
  - Recharging

- Campus and community resources
- Healthy relationships (consent)
- Study skills
- Building connections/relationships
- Personnel/ professional goal setting
- Homesickness
- Use survey from last year's FYE group to inform your programming
- Life skills (money management, time management)
- Career preparation (job, intern)
- Physical health
  - Food (calories, “my plate”, how to cook, fire safety)
- Mental health
  - Recharging
- Campus and community resources
- Healthy relationships (consent)
- Study skills
- Keeping connections/relationships
- Personnel/ professional goal setting

## Community Building Strategy #3: Connections with Individual Residents

While it is important to help residents build connections with peers who live on their floor, it is essential that residents feel connected to their RA. There are many strategies to help build the connection between a Resident Assistant- and their residents.

### Shark Chats

Shark Chats are intentional interactions that RAs have with their residents and are used as an additional method of engaging with individuals living in their community. RAs are expected to log at least one Shark Chat with each of their residents every six weeks in the Fall (twice) and once in the Winter.

### Shark Chat Tracking

Each Shark Chat will be logged through a Microsoft Form that will ask questions about the interaction you had with your resident, which will include the resident’s name, room number, and approximate date and time of the chat. RAs will also report a brief description of the chat as well as any concerns the residents expressed. If the resident expresses concern during a Shark Chat, please do your best to refer them to resources on campus to alleviate concerns. If you referred your resident to any on-campus resources, please make note of that on the tracking form. Your direct supervisor will have access to all responses recorded via the Shark Chat Tracking Form.

### Weekly Report Form

- Weekly Reports will be a way for RAs to communicate to supervisors about community interactions along with how they are doing in their RA and student roles.
- Weekly reports will also be a way for RAs to provide supervisors with feedback and discuss where they could benefit from support/guidance
- Due every Sunday by 11:59PM

## Engagement while on Duty

RAs will be asked to be present on their floor. This may include being in their room with their door propped (if able) or in a common room on their floor. Additionally, RAs will walk their community and intentionally engage with their residents. The expectation of engaging with the community while on duty is **in the spirit of increased presence on your floor** during set times of the week or month. See below for the engagement while on duty checklist that should be completed each evening:

- By 6:00pm: pick up the duty phone, call ProStaff for check in
- By 6:30pm: Communicate with your residents that you are on-call and present on the floor
- Make it a point to actively seek out and engage with residents you have not seen in the last week
  - Send a message via floor group chat
- Update/Add to Hall Decor
- Be visible on your floor
  - Being in commons area
  - Take down old flyers
  - Adding more decorations to the wall or updating
  - Create a fun themed engagement opportunity

While you are on duty, you are encouraged to attend other RAs' floor programs in support of your coworkers and engage with your residents outside of door knocking and programming.

**Note:** Your AC reserves the right to add to the Duty engagement checklist. All additions will be based on community needs.

## Desk Engagement Plan (7-10pm)

Through intentional desk engagement, we aim to make every resident feel at home, supported, and valued. By being present, approachable, and creative at the desk, we build trust, spark connection, and empower residents to have an active voice in shaping our community. When we engage from the desk, we're not just filling out a shift — we're actively weaving the fabric of a community where every resident feels connected, empowered, and truly at home.

The front desk isn't just an information point — it's the heartbeat of the building. We want residents' first feeling when walking through the doors to be: "I belong here. I'm seen. My voice matters." Through warm greetings, inclusive activities, and visible RA presence, we transform the desk into a space of comfort, curiosity, and community.

### Desk Do's & Don'ts Do's

<b>Do:</b>	<b>Don't:</b>
Smile and make eye contact	Stay glued to your phone/laptop
Greet residents by name when you know it (or ask!)	Ignore residents walking by
Ask residents how their day is going	Create an exclusive space only for staff/friends
Invite residents to join the activity of the day	Let personal tasks overshadow resident engagement
Be approachable/open to conversation	
Keep the desk area tidy/clean	

## Engagement Plan Ideas

- Question of the Day – Fun or reflective, written on a whiteboard for residents to answer
- Polls & Votes – e.g., “Which is better: sunrise or sunset?”
- Trivia Corner – Residents answer a trivia question to win a small prize
- Affirmation Station – Residents write or take an uplifting note
- Grab & Go / Drop Off a Book, Take a Book – Build a small community bookshelf at the desk
- Guess How Many? – Jar of candy or treats; closest guess wins
- Puzzle Station – Leave a communal puzzle for anyone to add a piece
- RA Baby Photo Board – Residents vote and guess which baby photo belongs to which RA
- Weekly Wellness Tip or Resource Highlight – Share study tips, mental health resources, or events
- Program Suggestion Box – Residents drop ideas for hall events or improvements
- Resident Shoutouts – Collect compliments and display them weekly/monthly
- Birthday Board – Celebrate residents' birth months
- Culture Corner: Highlight a holiday, cultural tradition, or fun facts about different places around the world. Question residents on their knowledge and educate them.
- All of these can rotate weekly or monthly to keep residents curious and engaged! Subject to building!

### Bulletin Board & Hall Decor Assessment Rubric:

	Requires Redo	Below Expectations (May Require Redo)	Meets Expectations	Exceptional
<b>Neatness: Quality of Construction</b>	Decorations and boards were put together sloppily. Pieces may be loose or fall off the bulletin board. Smudges, stains, rips, uneven edges, and/or stray marks are evident.	Shows some attention to construction. Most items are neatly trimmed. All items are securely attached. A few stray marks, smudges or glue stains are present.	Decorations and boards have clean and well-executed edges. The bulletin board shows attention to construction. All items are carefully and securely attached. There are one to two stray marks, smudges or glue stains present.	Bulletin board and decoration have clean and well-trimmed edges reflecting considerable attention to time and effort. These may include individual borders around text boxes, creative die-cuts, and arrows directing the board's flow. All items are carefully and securely attached. There are no stray marks, smudges, or glue stains.
<b>Creativity: Detail, Originality, Time, and Effort</b>	RA did not make or customize any of the items used for hall and board decoration. Bulletin board may have been recycled from a previous year or borrowed from another Resident Advisor.	One or two graphics or objects were made or customized by students, but the ideas were typical rather than original. Some time and effort went into the planning and design.	One or two of the graphics or objects used in the bulletin board reflect RA creativity in their creation and/or display. Adequate time and effort went into the planning and design. Bulletin board met expectations and had various design elements.	Several of the graphics or objects used in the bulletin board reflect an exceptional degree of student creativity in their creation and display. Much time and effort went into the planning. RA went beyond regarding details. Bulletin board was original, unique, varied, and visually appealing.
<b>Visibility: Titles and Texts</b>	Titles and/or text were hard to read, even when the reader is as close as three feet.	Titles and text were easy to read close-up. There was slight variation in the appearance of text.	Titles and text were easy to read close-up. Text varied in color, size and/or style for different text elements. Students can see the bulletin board up to six feet away	Titles and text were easy to read from a distance. Text varied in color, size and/or style for different text elements. Students can see elements of the board from over six feet away.
<b>Content Accuracy: Attention to Theme, Sources, and Specificity</b>	Multiple pieces of required content are missing and it is difficult to understand how the board is related to the assigned theme.	Some pieces of required content are present, but some information is still missing. It is evident as to how most items on the	The bulletin board contains all required content. There is a reasonable explanation of how items are related to assigned theme.	The bulletin board contains additional content beyond what is required and clearly relates to other information/theme on the board. For most items, the theme is clear without explanation.

		board are related to the theme.		
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# RA On-Call System

**Purpose**

On-call coverage is an integral part of the RA role. The RA On-Call system is established to provide an after-hours resource for students in need as well as proactively foster community and uphold university/residence life policies.

**On-Call Overview:**

**Levels of On-Call**

- Resident Assistant on Call
- Professional Staff On-Call (AC, AAC)
- Leadership Team On-Call (AD, DRL, Asst. Dean for Student Services)

*\*There will be seven RAs “On-Call” each night, on weekends, and during holidays when the Residential Life Office is closed.*

Residence Hall	# of RAs on Call Each Night
Commons	2 RAs
Goodwin	1 RA
CLC/FFV	1 RA
Mako	2 RAs
Rolling Hills	1 RA

**On-Call Coverage**

- Weekday Coverage (Sunday – Thursday) begins at 6PM and ends at 8:30AM the following day
  - Ex: On-Call from 6PM on Monday to 8:30AM on Tuesday
- Weekend coverage (Friday – Sunday) begins at 6PM and ends at 6PM the following day
  - Ex: On Call from 6PM Saturday to 6PM on Sunday
- Holiday coverage (observed by NSU) begins at 6PM the night prior to the holiday and ends at 6PM the next day (the day of the holiday)
  - Ex: Fourth of July- On-Call from 6PM on July 3rd to 6PM on July 4<sup>th</sup>

**On-Call Schedule**

- In conjunction with their AC and AAC, each community will come up with on on-call schedule/rotation
- RAs are expected to identify and communicate important dates that may hinder them from serving on-call

- Examples include evening classes, conferences, internships, weddings etc. (if in question communicate with your supervisor)
- A RA will serve on-call every day through the Academic Year
  - This includes Holidays, all breaks (i.e., Thanksgiving, Winter, Spring etc.) and every day the residence halls are open
- Once an RA On-Call schedule is finalized, all changes must be approved by their respective supervisor(s).
- If an emergency occurs while a RA is on-call, and they need coverage it is important that they notify and receive approval from Pro-Staff on-call

### **On-Call Check-In**

- All RAs are expected to carry a designated on-call phone while they are on duty. This phone allows residents, front desk staff, professional staff etc. immediate access to the RA on-call
- All RAs are expected to call or text the Professional Staff on-call phone (954)-225-5601 no later than 6:05PM (from their respective on-call phone)
  - Ex: “Mako RA (insert name) reporting for duty”
- Failure to adhere to this expectation may result in formal documentation

### **Duty Rounds**

- Duty Rounds can be defined as a thorough walk-throughs of your respective community
- RAs are expected to make a minimum of two rounds in the hall(s) and complete the RA On-Call Log (see appendix).
- RAs are to complete rounds at or around 6:15PM and 10PM on weekdays; 6:15PM, 10PM and Midnight during weekend shifts.
- RAs are to complete and submit a Duty Log by 8:30Am following each shift. (The log can be found in Sharklink)

During rounds, RAs are expected to do the following:

- Engage with residents they encounter while walking the community
- Conduct a full walk through of every floor and stairwell
- Check all access points to ensure doors are locked and not propped open
- Remove and dispose of outdated flyers from bulletin boards, walls, and elevators (if applicable).
- Check all study rooms, lounges, laundry rooms, trash rooms, common area bathrooms, and kitchenettes
- Document any policy violations observed or encountered
- Complete incident reports and appropriate work orders for any issues you encounter.

### **Engagement While on Call/DESK Coverage**

#### Desk Engagement Plan (7-10pm)

Through intentional desk engagement, we aim to make every resident feel at home, supported, and valued. By being present, approachable, and creative at the desk, we build trust, spark connection, and empower residents to have an active voice in shaping our community. When we engage from the desk, we're not just filling out a shift — we're actively weaving the fabric of a community where every resident feels connected, empowered, and truly at home.

The front desk isn't just an information point — it's the heartbeat of the building. We want residents' first feeling when walking through the doors to be: “I belong here. I'm seen. My voice matters.” Through warm greetings, inclusive activities, and visible RA presence, we transform the desk into a space of comfort, curiosity, and community.

Desk Do's & Don'ts Do's

<b>Do:</b>	<b>Don't:</b>
Smile and make eye contact	Stay glued to your phone/laptop
Greet residents by name when you know it (or ask!)	Ignore residents walking by
Ask residents how their day is going	Create an exclusive space only for staff/friends
Invite residents to join the activity of the day	Let personal tasks overshadow resident engagement
Be approachable/open to conversation	
Keep the desk area tidy/clean	

### Engagement Plan Ideas

- Question of the Day – Fun or reflective, written on a whiteboard for residents to answer
- Polls & Votes – e.g., “Which is better: sunrise or sunset?”
- Trivia Corner – Residents answer a trivia question to win a small prize
- Affirmation Station – Residents write or take an uplifting note
- Grab & Go / Drop Off a Book, Take a Book – Build a small community bookshelf at the desk
- Guess How Many? – Jar of candy or treats; closest guess wins
- Puzzle Station – Leave a communal puzzle for anyone to add a piece
- RA Baby Photo Board – Residents vote and guess which baby photo belongs to which RA
- Weekly Wellness Tip or Resource Highlight – Share study tips, mental health resources, or events
- Program Suggestion Box – Residents drop ideas for hall events or improvements
- Resident Shoutouts – Collect compliments and display them weekly/monthly
- Birthday Board – Celebrate residents' birth months
- Culture Corner: Highlight a holiday, cultural tradition, or fun facts about different places around the world. Question residents on their knowledge and educate them.
- All of these can rotate weekly or monthly to keep residents curious and engaged! Subject to building!

### Contacting Professional Staff On-Call

- RAs should call Pro-Staff on-call for all incidents involving Public Safety and or emergency Personnel including but not limited to fire alarms, drugs, alcohol, assault of any form, medical transport etc.
- RAs should also contact Pro-Staff on-call when addressing the behavior of combative students, and/or with any questions regarding policies/procedures.

## RA On-Call Checklist

- Wear your staff polo and nametag
- Pick up the On-Call phone no later than 6PM
- Be in the building and near the On-Call phone in case a resident or staff member needs to contact you. Make sure you are accessible
- Complete rounds at 7PM and 11PM (weekdays) 7PM, 10PM and Midnight (weekends)
- Respond to all calls as appropriate. Call for backup if necessary. When the On-Call phone rings answer it “**RA On – Call for [Hall/Complex name]. This is [your name].**” so callers know exactly who they are talking to.
- Walk the entire length of each floor – be sure to walk by every door
- Check the laundry room(s) for damage and improper use
- Check fire equipment
- Check common areas and elevators for damage and trash
- Remove all signs and posters that are outdated, unsightly, or inappropriate. Remember to
- POOP (Pull Off Old Publicity)!**
- Check all entrance doors to ensure they are locked and not propped open. Address student concerns and confront ALL inappropriate behavior, documenting situations when necessary. Be consistent and firm, but kind.
- Complete the RA Duty Log Report by 8:30AM the following morning (located on Housing page in Shark Link). Remember, you must enter something in every box, or it will make you start over.
- Note items that need repair. Call in and log maintenance concerns that night. Complete IRs when needed.

## Incident Reports

Incident Reports (IRs) are used to document any Residential Life policy violations or any unusual situations that may have occurred in the residence halls.

When writing an incident report, please follow these guidelines:

1. Access Maxient IRs homepage by visiting the Housing page in Shark Link.
2. Please use the correct IR Report type to Indicate what type of incident: Roommate Concerns, Housing Violation, Lockout, etc.
3. Get all persons' names and N#s (if student, staff, or faculty).
4. List residence hall names and room numbers.
5. List date and time of incident (remember to use AM and PM).
6. Be specific, thorough, and detailed.
  - a. Be objective and not judgmental (avoid opinions).
  - b. Write in **third person** (Refer to yourself and others with full names, avoid pronoun usage, do NOT use the words I, Me, We, Us, Myself etc.
  - c. Try to include direct quotes and specific behaviors.
  - d. Use paragraphs to make it readable.
  - e. Include as many times of arrival and departure as possible.
  - f. When first introducing someone state their whole position, first last name, Room Number and N number (for residents) [i.e. Resident James Brown (CLC 215, N55555555), Resident Assistant Elvis Presley, Assistant Area Coordinator Jimi Hendrix,
  - g. After the first introduction, names should be shortened to position acronym and lastname only [i.e. Resident Brown, RA Presley, AAC Hendrix].
  - h. If involved persons are not NSU students, get all information from license or other official identification.
  - i. Please include any witness names in the incident report.
7. Once submitted online, IR will be automatically forwarded to all Professional/Leadership Staff members.
8. If the incident is an emergency crisis or a severe policy violation, notify the SSOC IMMEDIATELY.

DOCUMENT EVERYTHING! Remember, if it is not submitted in an IR, it never happened – so write it down!

# Policies and Procedures

## Hurricane/Severe weather

Due to the nature of the work of the Residence Life team, there are times when the Resident Assistant staff will be called upon to perform duties in an active emergency. Specifically for natural emergency scenarios, the Resident Assistant team is expected to work at some level due to on-call responsibilities. For a hurricane scenario, the Resident Assistants will be expected to perform duties and be available for Severe Weather, Tropical Storm, Category 1 & 2 hurricane or weaker storm to be present and work in the residence halls.

## **Tornado/Severe Weather Event**

### **RA On Duty**

- Understanding Watch vs. Warning
- SW/Tornado Watch - Weather conditions are such that a tornado MAY develop.
- SW/Tornado Warning – National weather service has detected atmospheric conditions consistent with a developed tornado and protective measures should be taken.
- Make sure to pay attention to NSUAlerts
- Shelter in place (rounds suspended, meetings suspended)
  - PSOC or AC/AAC will be in contact with RA-OD
- After weather event
  - RAOD will continue rounds like normal, paying extra attention to windows, exterior, and looking for leak/power outage/doors etc.
    - submit work orders in damage present

### **Not on Duty?**

- Shelter in place, pay attention to NSUAlerts

## General

### **Noise Violation**

In all residence halls courtesy hours or reasonable quiet is expected. Quiet hours Sunday through Thursday from 10:00 p.m.– 9:00 a.m. and Friday and Saturday from midnight to 9:00 am

### **Procedure/Tips:**

- Be polite and assume best intent—the resident(s) may not know they are loud
- Mention community quiet hours and the impact their noise level may have on the community
- Ask the resident to lower their sound
- Notate in the duty log.
  - A formal Incident Report should be written if resident is uncompliant and/or if this is a repeated offense

### **Guests Violations**

Upon entering a residence hall, all guest must:

- a. Should be registered by a NSU host resident
- b. Be prepared to present their ID
- c. Adhere to all University/Residence Life policies

### **Procedure**

- If a student is found in violation of the guest policy, please meet with the student related to the matter and review the policy and write an incident report.
- If the guest is present who is violating the policy, please have them leave.
- If the guest does not leave, please contact Professional Staff On-Call Staff and/or Public Safety

**ResLife Resolutions**

The NSU ResLife resolution process is designed as a **developmental process** for residents to learn communication and problem-solving skills, as well as a methodology for resolving current roommate issues. Conflict resolution/teaching residential students' communication and problem-solving skills they may use in current and future relationships are all goals of this process.

**Procedure**

- Responding staff should immediately contact resident who brought forth the concerns
- Fact Finding Stage
  - o Find a neutral/safe space to meet individually with other roommates/suitemates as necessary
  - o This is solely finding out information and NO RESOLUTION ATTEMPTS should be made at this step
- Follow up and communicate information to Supervisor via email and/or in-person
- Res Life Resolution
- RA Involvement: Conduct a roommate/suitemate Roommate Resolution to update the roommate/suitemate agreement and or discuss the situation- This is a resolution stage and is NOT considered Mediation
- AC/AAC Involvement
  - o If severe issue than Pro staff will have a meeting with all parties to discuss and have resolution conversation
  - o Res Life will conduct a Fact-Finding Stage, 1 Res Life Resolutions before Mediation Services
- Submit an Incident Report as needed via Maxient or Student Mediation Services Form
- Students are directed to Mediation Services for further assistance for Third Step: Mediation



**Health and Safety Inspections**

The Office of Residence Life will conduct periodic safety inspections in the residence halls.

The inspections will include a check of areas such as:

- Electrical, heating, and cooling appliances
- Combustibles
- Housekeeping, health hazards, and pest control
- Other unauthorized hazardous or illegal items.

Notification of all Health and Safety Inspections will be done 24–48 hours prior to the safety inspections by the Office of Residential Life and Housing.

**Procedure:**

- Virtually inspect assigned rooms at the Area Coordinator's direction
- Complete the Health and Safety Inspection form and check off any areas of violation
- Notify resident of violations and provide them with follow-up information
- Follow up with the residents at the Area Coordinator's direction to ensure that violations are corrected.
- If the violation is not corrected, submit an Incident report and notify your AC.

**Policy Violations**

**Alcohol**

Residents are expected to abide by all Florida State Laws and Statutes regarding the possession and consumption of alcoholic beverages. The possession or consumption of alcoholic beverages by persons under the age of 21 is against the law.

Residence hall policy states no consumption of alcoholic beverages can take place in student's rooms where both members are under the age of 21, no consumption of alcohol can take place in common areas of halls regardless of age, and no alcohol games, displays, or kegs may take place on campus.

**Procedure**

Once a RA is made aware of a possible alcohol violation, they must go to the scene to assess the nature of the situation

- If any students are under 18, belligerent, there are a large number of students violating this policy, or anyone is in need of medical attention, contact Pro-Staff on-call.
- Depending on the severity of the situation (i.e., vomiting, passing out, etc.) contact Public Safety who will then contact EMS
- If you ever fear for a student's safety, call 911 immediately and notify Public Safety.
- Once the situation is contained, collect all student names, and determine whether they are residential students or not.
  - Request ID for verification of name and age.
  - If all students are underage, ask them to pour out all alcohol into the nearest sink. Be sure this happens in your presence.
  - Any students who do not live in the room should be asked to go to their own rooms or to leave campus if they live off campus.
- Complete a detailed incident report, including information about all parties present, both students and non-students/guests.

**Drugs**

The illegal possession, use or sale of or any attempt to obtain any illegal drug, drug paraphernalia or controlled substance (including marijuana) is strictly prohibited in the residential facilities. If you choose to possess and/or use illegal controlled substances/paraphernalia, you may be subject to the full extent of law enforcement, student conduct violations, and Housing and Residence Life Agreement violations, including immediate housing agreement termination.

**Procedure**

In cases of marijuana use, try to identify where the smell is coming from.

- If you can pinpoint the room, call Public Safety followed by Pro-Staff on-call.
- Do not knock on the door or notify the residents, once Public Safety arrives, they will contact Davie PD and all other appropriate parties.

If a Staff member encounter **suspected** drug use, or drug paraphernalia, the following steps should be taken:

- Staff member should notify Public Safety and Pro-Staff on-call
- Upon arrival, Public Safety will photograph all suspected drugs and paraphernalia
- Davie PD will be contacted by Public Safety to confiscate the drugs and/or paraphernalia
- Davie PD will follow their protocol and procedures
- RA will write a detailed report of the incident, including all parties who reside in the room, all parties and guests who were present, exactly where the drugs or paraphernalia were located, details of how they were disposed of who was notified, etc.

## Theft

If there is an occurrence of theft the RA should Contact Public Safety and the PSOC

### Procedure:

- If Public Safety has not responded, contact Public Safety.
- Contact Pro-Staff on-call to inform them of the situation
- Davie PD may be called if residents would like to report theft to municipal authorities.
- Allow Public Safety and/or Davie PD to collect information
- Once a Public Safety report is generated, refer incident to area AC to follow up

**For Standard Operating Procedures Related to safety/security, please use our team's folders and documents.**

## Fire and Building Evacuation

The following procedures are general in nature but provide a basic plan of action for emergencies. Because each residence hall structure is different, there may be different procedures for fire evacuation.

### Procedure:

- Pull the fire alarm if you see a fire or smell/see smoke.
- Call Public Safety immediately if you hear a fire alarm.
- Knock loudly on all doors on your floor on the way out of the building **but do not try to "CLEAR" your floor.**
- Staff members are not expected to take any action which could jeopardize their own safety.
- A special effort should be made to assist disabled students in evacuating the building. An evacuation plan will be developed with Student Disability Services in conjunction with the AC and AAC and shared with the residents RA.
- Meet your staff and residents in the designated area.
- CALL Pro-Staff on-call
- Should a resident sustain injuries, summon assistance from the Fire Department
- Wait for all clear from Public Safety and the Fire Department
- Submit an Incident Report detailing the incident.

## Trespass

The following procedure applies to anyone who is physically in a space in an NSU residential community where they have been trespassed

**Procedure:**

- If a RA is made aware of someone who is trespassing in the community, do not make contact.
- Immediately call Public Safety, followed by Professional Staff on-call
- After all information is collected and the incident has cleared, complete and submit a formal incident report

**Weapons**

Nova Southeastern University prohibits the possession and control of weapons, firearms, and dangerous devices

**Procedure**

- If a RA is made aware of an unauthorized weapon being in the community or a student threatening to use a weapon, do not engage
- Immediately call Public Safety, followed by Professional Staff on-call
- After all information is collected and the incident has cleared, complete and submit a formal incident report

**Physical/Non-Physical Conflict**

A physical assault is a situation in where one or more persons have physically touched each other (punch, kick, push, etc.).

For nonphysical fight, RA can deescalate verbally, but can call the PSOC if needed. This can be done best by separating those who are having the conflict.

**Procedure:**

- Do not put yourself in physical danger
- Call Public Safety immediately, followed by a call to the Professional Staff on-call
- Try to control the crowd, call for back-up if needed
- Care for victims as instructed (if applicable)
- Once the situation is diffused, collect as much information as possible then complete and submit an incident report
- Follow up with members of the community to ensure they are okay
- 

**Student Crisis & Medical:**

**Mental Health Concern**

Sometimes residents can turn to their RAs for help if they are experiencing emotional distress or having a problem. RAs can be the first line of support for residents living with a mental health condition.

**Procedure:**

- Share your sympathy and concern by asking about how the resident is doing
- Ask if there is any way you can help
- If your resident is not receiving treatment, offer your help in identifying and getting the right kind of care
- Remember that the CIR is a resource, and you should refer your resident to them
- If the resident ever appears to be in a mental state where they could possibly be an immediate harm to themselves, or others call Public Safety and the Pro-Staff on-call immediately

**Suicide Intervention**

Any suicide threat, however subtle, must be taken seriously. Although not everyone who threatens suicide commits or attempts it, almost all those who do either make an open threat or give significant clues to their contemplated act.

**Procedure:**

- LISTEN, be ATTENTIVE and AWARE
- Look around the room for any potential hazards (prescription medicine, knife oncounter, sleeping medicine, etc.)
- Do not be afraid to ask the student THE question, "Are you going to hurt yourself?"
- If you believe the student is a harm to themselves, call Davie PD immediately
- Then call PSOC and ask for the CIR
- Remember, you are not a therapist. Refer the student to a qualified professional(Center for Student Counseling and Well-Being and the CIR).

**Sexual Misconduct**

Sexual misconduct is any sexual act to which one participant does not consent.

**Procedure:**

Once you have been contacted that an instance of sexual misconduct may have occurred you must Immediately notify the survivor that they are a mandatory reporter for NSU. If they chose to maintain confidentiality provide them with the following resources:

**Center for Student Counseling and Well-Being**

3301 College Avenue, Student Affairs Building, 3<sup>rd</sup> Floor Davie, Florida 33314

Telephone: (954) 262-7050 (available 24 hours, 7 days per week)

**Graduate Assistant for Mental Health Engagement and Well-Being**

Office of Residential Life and Housing 3301 College Avenue

Ft. Lauderdale, Florida 33314-7796

Telephone: (954) 262-7052 or (800) 541-6682, ext. 27052

**Healthcare Professionals at the NSU Student Medical Center**

3200 S. University Drive Davie, Florida 33328

Telephone: (954) 262-1262

NSU Psychological Services Center Maltz Building

3301 College Avenue

Davie, Florida 33314-7796

Telephone: (954) NSU-CARE (678-2273)

If the survivor understands that you are not a confidential resource and would like to report the alleged sexual misconduct, follow the below protocol:

- Immediately contact the Professional Staff on-call who will then contact all appropriate parties
- Offer the survivor all options available (Residence Life staff will be responding to offer support; all information will be provided to the Associate Dean of Students and Office of Title IX; police will be contacted; EMS can be called to provide medical attention).

- If the student chooses to seek or needs medical attention notify Public Safety to contact EMS.
- Listen, believe, support.**
- DO NOT interview the survivor. Only the police can interview/investigate the matter.
- Submit an incident report via Shark Link.

## **Emergency Workorders**

### **Procedure:**

If there is an emergency during the week after 4:00 PM or on the weekend, the RA must

- Submit a work order and facilities IR (Incident Report)
- call Public Safety (ext. 8999) to page a Physical Plant employee.
- Emergency work orders (i.e., toilet not working, leak, broken air conditioning, etc.) will be completed within a 24-to-48-hour time span. Routine work orders (i.e., lights, broken furniture, etc.) will be completed within 4 to 7 days.

Note: The online work order system generates a work order immediately. Upon its receipt, the Physical Plant will email back a copy of the work order. Each RA is responsible for following up with residents to ensure the work order was completed.

### **Professional Staff Follow-Up**

- When calling Pro-Staff to follow up on a workorder, please be prepared to provide the work order number
- Ensure you share information related to incomplete work orders with the AC/AAC of the effected building

## **Locks and Keys**

All locks and keys are the property of Nova Southeastern University and are not to be repaired, altered, changed, or duplicated except by University Public Safety personnel, at the request of the Office of Residential Life and Housing.

### **Procedure**

RA will inform Professional Staff on-call about one of the following lock/key/door issues, Pro-Staff will submit a Locksmith Request:

- Key is stuck in the lock
- Key does not work in the door
- Key is lost
- Lock on the exterior of interior door is not working properly
- Any additional lock problems on common area or room doors

When a problem like this occurs, the RA is responsible for completing a **Facilities Incident Report** within 24 hours of the incident.

RA will include all lockouts and or lost key requests in the duty log, so the appropriate building staff can update the charge log

**If locks need to be changed, all lock change requests must be completed by a Professional Staff member**

## SAMPLE INCIDENT REPORT

NOVA SOUTHEASTERN  
UNIVERSITY



### Office of Residential Life & Housing Staff Incident Reporting Form

Please use this form to report any behaviors involving Nova Southeastern University students which may constitute a violation of the NSU Residential Life & Housing policy or the student code of conduct. If this report pertains to **sexual misconduct**, please advise the affected student(s) of the option to report online via the [Sexual Misconduct Incident Reporting Form](#).

When completing this form, you are invited to include vivid detail. Limited detail on the part of a report's author may significantly limit our ability to appropriately follow up with those involved. If you have any questions regarding the filling of an incident report, please contact your Area Coordinator or the Associate Director of Residential Life.

If it is necessary to report an emergency, please contact NSU Public Safety at **(954) 262-8999** and the Senior Staff On Call **(954)225-5601**.

#### Background Information

[Enable additional features by logging in.](#)

Your full name:	<input type="text" value="Robb Stark"/>
Your position/title:	<input type="text" value="Resident Assistant"/>
Your phone number:	<input type="text" value="954-262-0000"/>
Your email address:	<input type="text" value="rstark@nova.edu"/>
Primary Nature of this report <small>(Required):</small>	<input type="text" value="General Incident Report"/>
Date of Incident <small>(Required):</small>	<input type="text" value="07/06/2022"/>
Time of Incident:	<input type="text" value="2:30 AM"/>
Location of Incident <small>(Required):</small>	<input type="text" value="Vettel Hall"/>
Specific location:	<input type="text" value="Room 201"/>

## Involved Parties

Please list the individuals involved, including witnesses. For each of them, please include the appropriate information for as many of the listed fields as you can provide (the NSU ID number is especially critical). DO NOT list yourself in this section (or any other responding Residential Life & Housing staff members, university staff or police/emergency). These people SHOULD be identified in the narrative below, where applicable.

For non-students, please list a Drivers License Number in the block labeled SID (Student ID #) if available.

Click "add another" to add additional persons to the Involved Parties list. There is no limit.

Name or Organization	Select Gender	Select Role	ID Number
<input type="text" value="Theon GreyJoy"/>	<input type="text" value="Male"/>	<input type="text" value="Alleged/Respondent"/>	<input type="text" value="N0000000"/>
DOB (YYYY-MM-DD)	Phone number	Email address	Hall/Address
<input type="text" value="2003-02-20"/>	<input type="text" value="954-777-7777"/>	<input type="text" value="tgjoy@nova.edu"/>	<input type="text" value="Vettel/210"/>

Name or Organization	Select Gender	Select Role	ID Number
<input type="text" value="Clark Kent"/>	<input type="text" value="Male"/>	<input type="text" value="Alleged/Respondent"/>	<input type="text" value="N1111111"/>
DOB (YYYY-MM-DD)	Phone number	Email address	Hall/Address
<input type="text" value="2003-01-19"/>	<input type="text" value="954-444-4444"/>	<input type="text" value="ckent@nova.edu"/>	<input type="text" value="Vettel/201"/>

Name or Organization	Select Gender	Select Role	ID Number
<input type="text" value="Selma Kyle"/>	<input type="text" value="Female"/>	<input type="text" value="Alleged/Respondent"/>	<input type="text" value="FL 321654987123"/>
DOB (YYYY-MM-DD)	Phone number	Email address	Hall/Address
<input type="text" value="2002-01-30"/>	<input type="text" value="954-888-8888"/>	<input type="text"/>	<input type="text" value="Non Resident"/>

Name or Organization	Select Gender	Select Role	ID Number
<input type="text" value="Bruce Wayne"/>	<input type="text" value="Male"/>	<input type="text" value="Student of Concern"/>	<input type="text" value="N22222222"/>
DOB (YYYY-MM-DD)	Phone number	Email address	Hall/Address
<input type="text" value="2003-04-16"/>	<input type="text" value="954-555-5555"/>	<input type="text" value="bwayne@nova.edu"/>	<input type="text" value="Vettel/201"/>

Add another party

Remove last party

## Incident Details

Please provide a detailed description of what occurred, using specific, concise, and objective language (Who, what, where, when, why, and how). **(Required)**

At approximately 2:33 a.m., Resident Assistant On-Call Robb Stark received a Duty Call from Resident Theon Greyjoy to inform RA Stark that Vettel Room 201 was being excessively loud. At approximately 2:39 a.m. RA Stark arrived to the 2nd floor of Vettel Hall. RA Stark heard the loud noises coming from room 201. RA Stark knocked on V201's door. Upon knocking on the door RA Stark heard what sounded like Alcohol Bottles being moved around. Resident Clark Kent opened the door and granted permission for RA Stark to enter the room. Upon entering the room, RA Stark noticed that Resident Bruce Wayne was slouched on the couch vomiting into a wastebasket. Non-resident Selina Kyle was sitting next to Resident Wayne. RA Stark asked how Resident Wayne how much he had to drink. Resident Wayne's response was mostly incomprehensible.

At approximately 2:44 a.m. RA Stark contacted Senior Staff On-Call Bruce Banner and informed him of the situation. SSOC Banner instructed RA Stark to call NSU Public Safety and request an ambulance to check on Resident Wayne. SSOC Banner arrived on scene at approximately 2:52 a.m.... The Paramedics arrived at approximately 3:01 a.m. and assessed Resident Wayne. The Paramedics determined that transportation was necessary and Resident Wayne was transported at approximately 3:07 a.m..... SSOC Banner instructed RA Stark to follow-up with Resident Wayne tomorrow to see how he was doing. Situation resolved at 3:10 a.m....

Your Name: Robb Stark

Your Email: rstark@nova.edu

## Supporting Documentation

Photos, video, email, and other supporting documents may be attached below. 5GB maximum total size.

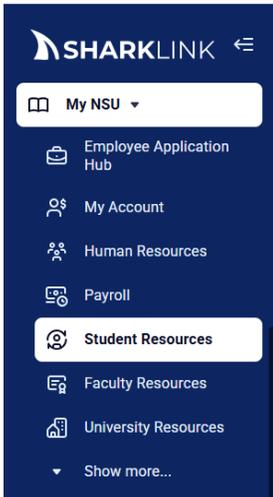
**Attachments require time to upload, so please be patient after submitting this form.**

Choose files to upload

Choose Files

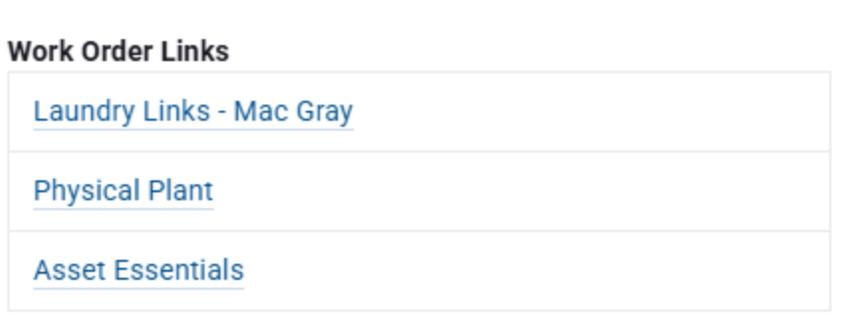
**Submit report**

# ACCESSING WORK ORDER VIA SCHOOL DUDE

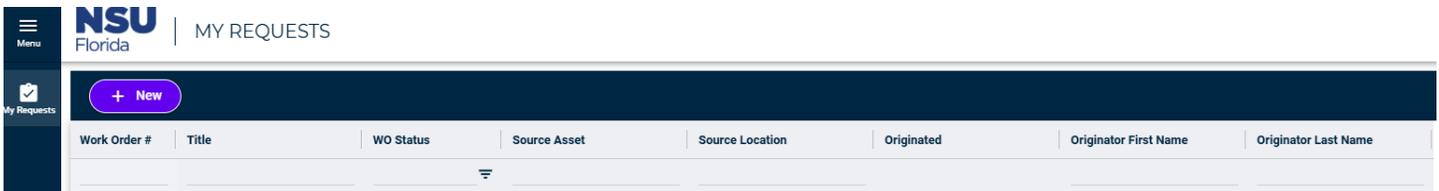


Log into Shark Link and click on the Student Resources tab

Click on the “Asset Essentials” tab



Click + New



**ALERT!!**

\*If you are submitting an event request, locksmith request, OR shuttle request, you must attach the appropriate form to your request.\*

---

^ SELECT REGION/SITE

Site  
Nova Southeastern University

---

^ REQUEST DETAILS

Please select the Building in the Zone. Not just the Zone. Thank you!

Work Category\*  
Plumbing

Location\*  
Z5-Leo Goodwin Sr. Residence Hall - 225035

Area/Room Number\*  
Leo Goodwin 300

Work Requested\*  
The Sink in Leo Goodwin 300 is not draining properly. Can someone please assess?

Floor\*  
1

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^ UPLOAD DOCUMENT/IMAGE

Documents/Images

Add attachment

OR

Drag and Drop File Here

Fill out appropriate sections

## Work Order (continued)

To get to the Work Order page:

1. Log into Sharklink and click on the Housing tab
2. Click on "Asset Essentials" under the work order links section
3. Log in with your Sharklink username and password

## Submitting a Work Order

1. Ensure that your Region/ Site is Nova Southeastern University
2. Click on the drop-down box for Work Category Based on Need of Work Order
3. Write in the Area/Room Number the exact location of work order- Ex: Leo Goodwin 300
4. Click on the drop-down box for "Location" and select Zone 5, Residence Hall.
5. Add to the Work Requested Information: Give a detailed description of what is needed and add in the room number and location again. Leo Goodwin 300 Sink is not draining. Please assess the situation when you are able.
6. Add in Floor- 1-7
7. Insert any Images of the issue into the Add Attachment area in the Upload Document/Image section

## Mail System

Mailboxes are available to all campus residents.

- Residents of Leo Goodwin Sr. Hall, Cultural Living Center, Founders, Farquhar, and Vettel will have a mailbox in Leo Goodwin Sr. Hall.
- Residents in The Commons will have a mailbox in The Commons.
- Residents in Mako Hall will have a mailbox in Mako Hall.
- Residents living in Rolling Hills Apartments will have a mailbox at Rolling Hills.
- Mail is placed in student mailboxes Monday through Friday.
- If students receive special mail or packages, they will receive a notification email.
- Residents with special mail or packages will receive instructions on how to retrieve their items.

### **RA Supply Box Form**

Each RA will receive a RA supply box at the beginning of August training. They are responsible for all items in the box. Please see below for more details:

## RA Supply Box – Check In/Out Form

RA Name: \_\_\_\_\_ Community: \_\_\_\_\_

\_\_\_\_\_ I understand that the items provided in this box are provided to me by the Office of Residence Life.

\_\_\_\_\_ I understand that these items are being loaned to me while in my Resident Assistant role to provide me with supplies deemed necessary for my job.

\_\_\_\_\_ I understand that while I am in possession of this box, I am responsible for the items inside of it.

\_\_\_\_\_ I understand that should an item get damaged to the point of non-use I am to tell my supervisor immediately so the item can be repaired/replaced.

\_\_\_\_\_ I understand that I am responsible for turning this box in to my supervisor prior to my departure from the Resident Assistant role.

\_\_\_\_\_ I understand that should I not return either the box, or the items within, that I will be held fiscally responsible for replacing the items.

\_\_\_\_\_ I understand that the following items being provided are:

Item	Amount	Item	Amount	Item	Amount
Ruler		Staple Remover		Tax Exempt Card	
Scissors		Box		Markers	
Stapler		Staples			

### CHECK-OUT

RA Printed Name: \_\_\_\_\_ Date Checked Out: \_\_\_\_\_

All Items accounted for (circle one): Y N

- If N, what items are missing: \_\_\_\_\_

RA Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_

### CHECK-IN

RA Printed Name: \_\_\_\_\_ Date Checked Out: \_\_\_\_\_

All Items accounted for (circle one): Y N (To be filled out by supervisor)

- If N, what items are missing: \_\_\_\_\_

RA Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_

## Master Key/RA Access Shark Card Policy

The following form outlines the expectations surrounding Access Keys/Master Shark Cards:

**Access Key – Check In/Out Form**

Each RA has been issued an **access key**, allowing access to the master key(s). These master keys open rooms throughout the floors and the buildings. The Key Code is as follows:

<b>Founders</b>	RVH1	<b>Farquhar</b>	RVH1	<b>CLC</b>	RVH1
<b>Vettel</b>	RVH1	<b>Goodwin</b>	RVH3	<b>Mako</b>	RVH5
<b>Commons</b>	RVH2	<b>Rolling Hills</b>	RVH4		

It is the RA responsibility to keep the access key secure and to use it properly. The access key should be kept on a separate key ring in a private area of your Residence Hall room. Your access key should not be on your personal key ring. Please initial and sign below if you understand/will adhere to the following guidelines:

\_\_\_\_\_ RAs are **not** permitted to carry master key(s), unless they are On-Call and need them to fulfill On-Call responsibilities, complete a RAF or conduct formal health and safety checks. **RAs are expected to return the master keys to the security block immediately after completing the task that requires the use of the master keys.**

\_\_\_\_\_ RAs must store their access key in a secure area separate from the place they store their other keys and not noticeable/accessible to residents.

\_\_\_\_\_ Master keys **may never** leave the community.

\_\_\_\_\_ Master keys/RA Shark Card **may never** be loaned to residents.

\_\_\_\_\_ Master Keys/RA Shark Card **may not** be used to allow students access to a building/room in which they do not reside.

\_\_\_\_\_ Lockout assistance may only be provided to residents of the room that is locked.

\_\_\_\_\_ When lockout assistance is requested, RAs are responsible for verifying the person making the request is a resident of the room by checking hall listings and asking the person to show her/his ID.

\_\_\_\_\_ **Third party lockout requests will not be honored** (requests made by the resident’s girl/boyfriend, parent, friend, etc.). Each resident’s privacy and security rights must be respected at all times.

\_\_\_\_\_ Master key entry to a student room is limited to: health and safety inspections, resident lockouts, and crisis/emergency situations (mental, medical, etc.).

\_\_\_\_\_ Loss of master or other departmental keys (i.e. access and office keys) is very serious. It is a violation of departmental expectations of the RA position. For this reason, the penalties for losing such keys are severe. The consequences described below will be imposed whether or not lock changes result. **REMEMBER: All lost or missing keys (master) or RA Shark Card must be reported by the RA to her/his supervisor within 24 hours of when the key is discovered missing.** Policies regarding loss of keys by RAs are as follows:}

\_\_\_\_\_ Loss of Master Key: Possible termination of employment and key expenses.

\_\_\_\_\_ Failure to report a missing key will result in disciplinary action, possibly including dismissal.

RA Name: \_\_\_\_\_ Community: \_\_\_\_\_

Check-Out Date: \_\_\_\_\_ Access Key Code (include number at the top): \_\_\_\_\_

RA Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_