



## RESIDENCE LIFE

# Case Study

Complete an essay (typed, double spaced, 12pt Times New Roman, 1-2 pages) for one of the following situations. Be specific, identify the issues, and include how you, as a leader, would handle the scenario and uphold the office of Residence Life mission statement.

### Consider the Following Questions in Your Essay:

- What information do you need and who will you get it from to help resolve the issue?
- What resources at Snow College could be used to aid this situation?
- If possible, how could you prevent this in the future?

### Situations:

- 1) Your staff of 4 Resident Assistants has been getting along pretty well during and right after fall training as well as throughout the first few weeks of school. However, you are beginning to notice that two of your staff members are complaining often about the other two staff members for “not doing their jobs.” It is starting to divide your staff and the residents are taking notice. Your RAs are now complaining to residents and the residents are now spiteful and untrusting towards different members of your staff for multiple reasons (as they are beginning to take sides). How will you put a stop to this gossip amongst your staff? How will you reunite your staff and begin to create a positive environment within your residence hall? What steps will you take to mend the gaps between your RAs and the residents?
- 2) Your staff of 4 Resident Assistants (RAs) have been struggling with fulfilling their responsibilities in planning regular programs. For example, they are not turning in their program paperwork or giving you (the supervisor) enough time to approve the programs. The activities have been poorly planned and the RAs are not showing enthusiasm when they executing the programs. It seems the RAs have lost sight of the Office of Residence Life mission statement and are choosing to do the minimum requirement. In the past, the RAs have told you they have been disappointed in the program attendance numbers and that people have been unwilling to attend. What is your plan to address these issues in your next staff meeting? What advise would you give your staff to get the residents more involved?
- 3) It is move-in day! Students are moving into your building and check-in with the front desk Resident Assistants. You notice a mother and student enter their new room with an RA, and quickly go into the room and turn to leave, leaving the RA very confused. You walk quickly to catch up to the family as they are exiting the building, asking if you can help. The mother is very upset and demands to speak to the person responsible of the building. To which you reply, “I am the Resident Director and supervisor of the building, how can I help you?” The mother is furious stating that, “This is not the room we signed up for, we specifically signed up for a single room, and this is a double. He now has a roommate and we just do not accept this, I demand that he have a single room! This is my only child going to school and I don’t want him to have this as the start of his college experience.” How would you approach the mother and son and help deescalate the situation? Keep in mind all students self-select their rooms in the housing application and emailed placement letters are sent to all students.

**\*Turn in this essay along with your Cover Letter, Resume, & Picture of yourself via email to [nathan.beck@snow.edu](mailto:nathan.beck@snow.edu)**

(send files as a PDF, JPEG, or Word Doc)