

Supervision

What your supervisor needs to know...

- Medical or Psychological crisis
- Resident concerns
- Judicial concerns
- Programming efforts by you and your staff
- Parent calls—document the conversation
- Staff job performance issues – individual as well as the staff as a whole
- Community development efforts
- Student interactions you've had – the good and not-so-good
- Exciting things about your job and some of the stressors
- Your thoughts on the staff team
- Reactions to the staff meetings
- Things you would like to try or get more experience in
- Ways your supervisor can better support you in the position
- Questions, ideas, and clarifications

Ways to keep your supervisor informed...

- Give him/her some details about one of the programs in your area that was successful
- Forward him/her the e-mail from a resident thanking you for a job well done.
- Tell him/her about some of your residents you find unique
- Share about the impromptu gatherings in your area that shows the strong sense of community
- Invite him/her to programs



Confidentiality

- As an RA, you might find out some confidential information. You should not share this with friends, classmates, residents, staff other than your supervisor, or family.
- Things that you should not share:
 - Policy enforcement/judicial
 - Personal concerns about a resident
- You cannot report to a parent about his or her student, regardless of what they ask. Tell parents that if they would like to know how their student is doing, they need to ask the student.
- Remember that you should share some of these things with your supervisor. For a list of things to inform your supervisor about, go to **WHAT YOUR SUPERVISOR NEEDS TO KNOW** and **WAYS TO KEEP YOUR SUPERVISOR INFORMED**.



Away forms

As an RA, you get ten nights away per semester. A night away is any night that you are not in your assigned area (hall, cottage, or apartment) by 2:00 A.M. In addition to the ten nights away, you also get the following nights away:

1. Thanksgiving break (Wednesday-Saturday nights)
2. Christmas Break (Friday night of exam week-Friday night before classes begin in January)
3. Spring Break (Thursday night-the next Saturday)

Seven days before you intend to be away, you should submit an away form:

<http://www.hope.edu/student/residential/ra/forms/away.html>

When you submit this form, be sure to find another RA in your hall or neighborhood to cover your area for you. You will need to put his or her name on your form. **BE SURE TO CHECK WITH THIS PERSON BEFORE YOU LIST HIM OR HER ON YOUR FORM.**

When you are gone, let your residents know how they can reach the person covering for you.



Chore charts and consequences (for cottage/apartment RAs)

In order to make cleaning at closing time easier, you will want to divide up chores for your house or apartment depending on the size of your house or apartment and the number of community rooms you have. Chores should be done once a week.

Example of a chore chart:

1. Kitchen
2. Downstairs Bathroom
3. Upstairs Bathroom
4. Living Room/Dining Room
5. Trash
6. Basement/Shoveling

Have your residents rotate through these chores during the semester. Be very explicit about the expectations for each chore so that your residents know how to properly clean each area. See the Physical Plant section for HOW TO CLEAN USING COLLEGE-PROVIDED SUPPLIES.

If chores become an issue in your house, and there are one or more people in your house not completing their chore(s), you should enforce some sort of chore consequence. The best way to do this is to agree on a consequence as a house at your first house meeting before classes begin in August. By doing this, something is set up before chores become an issue. This may need to be readjusted in January if you find that you have many new residents or if the consequence was not effective in deterring people from skipping chores. Examples of consequences are:

1. Put a dollar in a jar for a “pizza fund”
2. Have the resident not doing his or her chore this week do all of the chores next week (works in a small house, not a big house). In a bigger house, you can have the person skipping his or her chore do the chore he or she skipped the next week along with what would normally have been his or her assigned chore for that week (for example: Fred does not clean the bathroom by Sunday the 5th like he is supposed to do. On the 12th, Fred is supposed to clean the living room. For the 12th, Fred has to have cleaned both the bathroom and the living room. John would have been assigned to the bathroom for the 12th, but because Fred did not clean it on the 5th, John gets the week off and Fred does double duty).
3. Have the resident not doing a chore do something extra around the house that is not on the chore chart (i.e. wash the dishes all week, dust the floorboards)

The most effective consequences are the ones that your residents most do not want to do. Do not be afraid to enforce the chores at your house. Remember that if you do not enforce the chores, you will also have to use that dirty room.

