

**ACUHO-I Scholarship Award
Case Study
NWACUHO 2009**

This award is available for One (1) new professional award reimbursement to support attendance at the ACUHO-I Annual Conference and Exposition. The amount of the award will be \$1000, and is reimbursable after attendance to the conference and submission of receipts. This award may be awarded to one attendee, or split among several, at the region's discretion.

Recipients must be from ACUHO-I member institutions. For the purposes of this award, "new professional" is defined as someone with 5 years or less full-time experience in the housing field. This award is awarded only for the year it is offered and may not be saved for later use if unused.

NWACUHO ACUHO-I Scholarship 2009 Case Study

You are in your first fall working at a private institution as a Hall Director for a co-ed building of 300 first and second year students. Because you are new, you did not have any say in choosing the Resident Assistant (RA) staff that you are now working with. It is now October and numerous issues have come up with this staff.

A first year RA, Tina, came to you to tell you about an issue with another male staff but doesn't want you to tell any of the other staff members that she shared anything, for fear that they will not want to work with her. As you perceive it, Tina is already an outsider on the staff and hasn't acclimated well to the rest of the staff team. Tina mentions that Joe, one of your male veteran staff members, is making uncomfortable comments toward her, including texting her daily to invite her to meals while also asking her where she would like to go in town if she were going on a date. Tina also feels that Joe does not have a good idea of the appropriate physical space of others, and often stands too close to her for his comfort. She isn't sure what to do next, and is concerned. Joe is well liked by the rest of the staff team and others seem to gravitate toward him. Joe has been on staff for a year already and is well established as a high performing, dynamic staff member. Tina, on the other hand, has struggled significantly this year and was already placed on job probation for missing a night of duty. When you placed Tina on probation, her parents called you to complain about how ridiculous that was. Tina has already informed you that if you don't handle this right, her parents will be involved.

Andy, one of your veterans who has been an RA for the previous two years, is upset because your expectation that your staff do two hours of office hours every night while they are on duty is "unreasonable" in his opinion, and no staffs are required to do office hours, nor have they ever been required to do office hours. He feels like he doesn't get paid enough to have to do that in addition to all of his other responsibilities. Andy has also been quite vocal with his displeasure about this requirement, which has now resulted in gossip amongst other RAs about not wanting to work for you in the future because of your "unreasonable requirements."

Another new staff member, Holly, comes to talk to you about some relationship troubles. Without telling anyone or discussing it with you, she started dating another resident of the building, Tommy. Now, her and Tommy are having some relationship troubles and Tommy has threatened to go to you with all of the ways that he and Holly broke policies while they were dating, including drinking while Holly was on duty and him staying over at Holly's place, which is a violation of university intervisitation policy, which prohibits opposite sex visitors in rooms between 2 am and 9 am. Holly is terrified that Tommy is going to come to you about this, and proceeds to hand you an incident report listing all of the things Tommy has done to break policy.

To be entered for this award, please read the following case study and send a response that addresses the following:

1. What are the most apparent and time sensitive issues in this situation and how should they be handled?
2. Who else do you communicate with about these issues and concerns?
3. What factors need to be considered in each individual person's scenario so that the best decision can be made?

To be considered for this scholarship, your response should be e-mailed to Yashinsky@gonzaga.edu by April 28, 2009 at 11:59 p.m. Please limit responses to three typed pages. Winner(s) will be notified by May 4, 2009.