

Residence Hall Staff Members

The people in your student's neighborhood

The scenario: When you move your student into the college residence hall for the first time, you will no doubt meet a dozen people. This list of people might include a roommate, an Orientation Leader, a Resident

Assistant—and that's only a sampling of the people who live and work in your student's residence hall.

Obviously, the majority of people in the residence hall are other students, but some of those students hold jobs that help the neighborhood run smoothly. There might also be some professional, adult staff members who live in the hall. And still others work in the halls, heading home at night. Here is a sampling of some titles you might hear:

Resident Assistant or Community Advisor—This person is typically an upperclass student who has gone through training prior to the start of the school year. These students will facilitate hall programs, post campus information, engage students, do peer counseling, enforce campus policies and generally be a resource person for students.

Desk Attendant—You will find these staffers in residence halls that have a front desk operation. Desk Attendants can typically help with a variety of things, from contacting someone to help your student if he gets locked out to sorting mail to registering guests.

Alphabet Soup

In this day of abbreviations for everything, college campuses are no different. All of the positions listed here will inevitably be abbreviated. If you hear about the "RA" that's the Resident Assistant. If your student has a meeting with the "RD" that's the Residence Director. Don't be afraid to ask what they're talking about! Until you get familiar with the terms and abbreviations, it can all sound like a new language.

Hall/Residence Director or Area Coordinator—This title refers to a variety of types of staff. Sometimes the person is a Graduate Assistant

and sometimes the person is a full-time employee of the college. In either case, this person supervises the Resident Assistants and other hall staff. He may meet with students directly when there is a roommate disagreement or if there is a violation of policy (for example, being too loud after quiet hours).

These people are also a resource for students, but they have a more significant administrative responsibility.

Director or Assistant Director of Residence Life—Sometimes these people are required to live on-campus and their apartment might be in a campus residence hall. They may have a family that lives with them, too. Other times, these professional staff members live off campus and maintain an on-campus office.

Housekeeping/Custodial Staff—These folks have a very important job. They are responsible for the day-to-day cleaning of the hallways, common areas and bathrooms. However, if they come across a mess that goes beyond that (for example, someone had a food fight in the lounge), students may face fees for that extra cleaning because it is considered a form of vandalism.

Maintenance—This crew repairs general wear-and-tear in the residence halls. If there is a burned out light or a leaking shower, students just put in a work request and someone will repair it. Again, similar to custodial staff, if there is vandalism found in the hall, students may face additional fees. Check the student handbook for the policy on Common Area damage for more specific information

Public Safety/Security/Campus Police—Each of these forces is responsible for the safety of students on campus. They will patrol the campus regularly, checking to make sure doors aren't propped open and that students are behaving.

These staff members choose to live and work with residence hall students because they believe in the positive power of the campus experience. Encourage your student to get to know these good folks who can provide help, inspiration, safety, education and guidance throughout their time in college.

