

Scene 1:

Skye Harris, a first year RA, was excited to be joining the Cork Residence Hall staff and working with a mixed population. She was looking forward to the challenge of helping first year students' transition to college life and helping the returners continue making lasting memories. Skye planned on making all her decorations and planning her events over the summer as she knew once school started that she would be busy. Since she worked so hard during the summer, Skye spent her building prep time during RA Training re-connecting with old roommates and other friends. On move in day, Skye helped her residents move in and let them know about the section meeting that night. At the section meeting, Skye had her residents make name tags. As she passed out her BINGO cards, she discovered that the line plan that she was going off of to create her icebreaker was different; there were names that she had not seen before. Blaming the mistake on not having up to date information, she apologized and skipped the icebreaker and went straight to the community agreement portion of her agenda. When none of her residents volunteered to write the agreement or suggest ideas, Skye became discouraged and quickly jotted down some basic thoughts for them to sign off on before they left.

In the first staff meeting, Skye heard from the other RA's how well their section meetings went. When they asked her about hers, she brushed it off and said that it went well. During the meeting, HD Kasey, encouraged each RA to partner with each other to plan a shared program; in hopes of creating a larger opportunity for community development. At the end of the meeting, RA Samantha approached Skye asking if she would be interested in being her partner. Skye told Samantha that she had already planned her programs for the year, but that she was more than welcome to join in on one of them if she really wanted to. Samantha agreed and asked her if she had time the following week to meet to discuss the shared program. Skye responded that her schedule was very busy and that she would have to look and then email her a time that would work.

As the first week of classes ended, Skye learned that her schedule was going to be a lot more complicated than she had thought. That weekend, hoping to wind down, Skye spent time with her friends and forgot to send an email Samantha and complete her first Weekly Report. The following week, Skye was running 10 minutes late for her 1:1 with her HD Kasey, so she texted Kasey asking to re-schedule. HD Kasey re-arranged her schedule and offered to stay in the office later that day so that they could meet.

During her re-scheduled 1:1, HD Kasey noticed that Skye was unprepared and asked her how she was balancing everything. Skye told Kasey that she was getting a hold of her schedule and that her section was connecting. When HD Kasey asked her about the missed Weekly Report, Skye apologized and said that it would not happen again. HD Kasey then followed up with Skye on how her shared program was going and Skye said that it was already planned for the following week and that she was just waiting to hear back from Samantha on a time to discuss it further. At the end of her 1:1 HD Kasey asked her to submit her Weekly Report and a Program Proposal including what the responsibility break down was for the shared program. Skye agree to do so and left the meeting to get ready for her choir practice.

On her way to practice, Skye ran into Samantha. Samantha asked if she had time to speak about the program. In a rush, Skye told her that she spoke with HD Kasey about it already and everything was set for next Wednesday at 9 p.m. All she needed to do was advertise in her section.

At 8:45 p.m. on Wednesday night, Skye texted RA Samantha letting her know that her lab was running a bit behind and that she might be late for the section event. RA Samantha, not knowing exactly what the program was, asked Skye what she could do to help. Skye told her that she left all the supplies to make transoms in her unlocked room. Samantha went ahead and set up for the program and had both her section and Skye's section participate. During the program, one of Skye's resident, Bridget, approached Samantha and told her that her sink was clogged and asked if she would be able to get it fixed since Skye has not responded to her email? Samantha said she would speak to Skye and make sure it was fixed.

Reflection Questions:

1. From Skye's perspective, how has she met or not met the RA expectations in the RA contract?
2. From Kasey's perspective, is Skye meeting the RA expectations in the RA contract? Why/why not?

3. From RA Samantha's perspective how would you characterize her shared program experience so far? And how would you describe Skye's resident's experience?

Scene 2:

One night on the way to a section event, HD Kasey walked through Skye's section and noticed that most of her residents door decorations were missing, the community agreement was torn down and that there were garbage bags, recycle bins, shoes, a few lofts and a bike outside the residents doors. HD Kasey went around to each resident's door and asked them politely to remove the personal items and bins from the hall. They all apologized and said they did not know that building services did not pick up their garbage and recycling and they wondered why the lofts were not collected. When HD Kasey asked why the resident did not have a door decoration, she stated that the name on the door was not hers so she took it down. After leaving the section, HD Kasey sent an email to RA Skye asking her to set up a meeting that week before she left for break. Two days went by without an answer from Skye so HD Kasey followed up with another email and text. Skye responded to her text an apologized for not getting her initial email but that she had time the following day to meet before she left for October break.

During the meeting, HD Kasey asked Skye how her classes were going, and Skye shared that they were challenging but she was doing well. HD Kasey then asked Skye how her section was doing, and Skye said that they were very engaged, connecting well and that there were no complaints. When HD Kasey asked her about the condition of the hallways, Skye explained that she had told them numerous times that it was a fire hazard, but they wouldn't listen to her. HD Kasey asked her why she did not ask for help and Skye said she did not want to bother anyone. Before the meeting ended, Kasey asked Skye how her section event went with Samantha because she did not see an evaluation. Skye said that the program was a hit and that she thought Samantha was doing the evaluation since she did everything else. HD Kasey asked Skye to speak with RA Samantha and make sure that the evaluation was completed.

After fall break, Skye learns that she did not do well on her Chemistry and Spanish midterm and that she was failing the courses. Stressed to the max Skye forgot to plan her second program in her section and was beginning to find herself "living" in the library or the lab. One night while on duty, Skye fell asleep in her room and forgot to do a round. She was woken up by a call on the duty phone by the Night Assistant. A noise complaint was coming from her section and she was asked to check on the room. When she addressed the situation, she found her first year residents Bridget and Mary having a party with male guests, and there where bottles of beer and alcohol all over the room. Extremely tired, she told the residents that they needed to empty the alcohol and escort the guests home and that she would speak with them in the morning. After leaving the room, she went back to sleep.

A few hours later, RA Samantha knocked on her door and woke her up. Surprised to see Samantha, most of her residents, the HD on Call and the paramedics in the hallway, Skye asked what was going on. Samantha informed her that Skye's residents knocked on her door because Bridget had too much to drink and had passed out so they called 9-1-1. Samantha asked if Skye was alright as she slept through the phone calls and knocks on her door. Upset, Skye told Samantha that she had everything under control. Samantha apologized and said that she was just trying to help and walked away. Skye collected all the information, sent her residents back to bed and wrote an IR. The following day, HD Kasey asked Skye to debrief about the incident the night before, and Skye told HD Kasey that her she had a major Chemistry test that afternoon, but that she would be able to touch base in their 1:1 the following day. HD Kasey, wanting to support her academics, agreed.

Before the 1:1 with Skye, a resident from her section approached HD Kasey and shared with her that the incident the night before was not the first time there had been parties. She was having a hard time sleeping because of all the noise and that she felt like Skye's priorities were not on the section. She even shared that she has had to go to RA Samantha, the RA down the hall to talk as Skye was never around; and that she wanted a room change.

HD Kasey followed up with RA Samantha and learned that she had been covering for Skye and was concerned about her, but did not want to cause any trouble; hence why she had not said anything before.

Reflection Questions:

1. At this point, what, if any concerns does Kasey have of Skye? Why?
2. How would describe Skye and Samantha's working relationship? And what would you do in this situation?
3. How would you describe the community in Skye's section?

Scene 3:

Skye's Chemistry test did not go well, so she went to speak with her professor afterward. Her professor shared that she scored lower on this exam than her midterm thus bringing her overall grade down. The only way that she would be able to salvage her grade would be to do well on all of her labs and score a 98% on her final. Her professor suggested that she take more time to focus on her classes if she wanted to succeed in her Bio/Chem major.

Defeated, Skye felt like she needed a distraction. Her friends were going out to a party at a local athlete's home. Typically Skye does not attend those types of functions, but she convinced herself that it would not be a big deal. While at the party, Skye ran into some of her residents; including her freshman Bridget and Mary who both were drinking. Feeling awkward, and not wanting to address their underage drinking or the incident from the night before, Skye left the party and went back to campus.

The following day, Skye met with HD Kasey. HD Kasey identified areas in which she wanted to address with Skye:

- Door decorations were down because she had used an outdated line plan
- Residents were complaining about consistent noise violations
- Work orders were not being put in
- Residents felt like Skye was not taking her job seriously
- Her relationship with Samantha
- Her response to the incident the night before
- Her appearing to be unprepared/running late or rescheduling meetings on a consistent basis
- Not asking for help
- Falling behind in her administrative work

Skye caught off guard began to cry. She finally shared with HD Kasey that she was failing her Spanish and Chemistry class and because of that she was focusing all of her attention on trying to stay afloat. She did not realize how hard being a first year RA would be while getting into her core courses. She really liked her job but did not know what to do. She only had a few labs and her final exam in Chemistry and a few more tests in Spanish to pull her grades up.

HD Kasey asks Skye to take Thanksgiving break to process what HD Kasey addressed and about realistically what she needs to do in her classes to remain eligible for the RA position. HD Kasey expects Skye to return from break with an action plan.

Reflection Questions:

1. What impact has Skye's RA performance had on the students on that floor?
2. What changes could Skye had made along the way to improve her performance as an RA and as a student?
3. What would Skye need to do to repair the relationship with RA Samantha?
4. What would Skye need to do in order to flourish as an RA next semester? Is it possible? Why/why not?