

### **Scene 1**

Amelia Heartright, a sophomore nursing major, was excited to be a first-year RA in Tracker Hall. After working hard on her section throughout RA training, Amelia was pumped to meet her residents. She was on her floor throughout move-in, helping her residents and their parents, and they all seemed nice. During her first section meeting, Amelia talked about the importance of forming a community on the floor. She led her residents in a few icebreakers to help her residents get to know each other. Amelia also went over the Code of Student Conduct and established a community agreement for the hall. For the rest of the weekend, Amelia hung out with her residents in their rooms, and took them on a tour of campus. Trinity Lee, a first-year student and a member of the soccer team, moved in early. She missed the floor meeting and was not in her room that weekend. Amelia never realized that she was missing Trinity, as she had forgotten to put a door tag on Trinity's door.

After the first week of school, Amelia noticed that her residents were leaving their doors open and interacting. Amelia encouraged her residents to come out to Activities Night to find a club or organization that they wanted to get involved in. Amelia was a member of Dance Marathon and her class board, and really pushed her residents to get involved in something. For the residents that did not make it to the Activities Night, Amelia went around and personally made sure that they knew how to login to OrgSync to get all the information about clubs and organizations on campus. Amelia also made an open Facebook group for her floor, and invited the floor to join. Amelia did not knock on Trinity's door to help her with signing up for Orgsync, or invite Trinity to Activities Night and the Facebook group, thinking that it was an empty room.

During the 3<sup>rd</sup> week of classes, Amelia informed her supervisor, Claire, that her classes were tough and required a much greater time commitment than she had originally planned, but that she was staying on top of everything. When Claire asked her how the residents were getting along on her floor, Amelia replied that everything was great, that she had met all of her women, and that everyone had made a connection to campus. Amelia told Claire that she loved being an RA and was so excited to be part of the staff. Claire informed Amelia that two of her residents had complained that Amelia was posting information about them on Facebook that made them uncomfortable. Amelia was surprised by this. She told Claire that she saw those two residents regularly and they had never indicated that they were uncomfortable with her posts, and, further, that the posts did not contain personal information. Claire asked Amelia if she had been able to connect with Trinity yet, and Amelia said she had talked to her the night before, although she actually did not know who Claire was talking about.

During the sixth week of classes, the first room-change day occurred, and five of Amelia's residents requested to move off the floor. Trinity left a note for Amelia to say that her cable was not working, but Amelia thought that Trinity was another RA's resident and did not file it. Amelia also found out that she did not pass her vitals test. Amelia's GPA had been a 2.8, but the low grade on the test put her in jeopardy, as Amelia needed to maintain at least a 2.75 to be an RA. She knew that letting it drop too low would mean potentially losing her RA position, but she did not tell Claire.

Claire asked Amelia how her first program went. Amelia had completely forgotten that she was meant to plan a program, but told Claire that she was prepared for it. Amelia planned her program afterwards, but scheduled it during her professor's office hours and during tutoring. The program had four people in attendance. Amelia did not take time to get supplies, so the program ended rather quickly, as there were not enough materials for everyone to make a craft. Amelia stayed up late studying, and then overslept for her anatomy test the next morning. When she woke up and checked her email, she found deficiency reports for three of her classes.

The following week, Amelia met with her academic advisor and was told that if she failed another test in her nursing class, she would have to change her major because her GPA would drop to a 2.3.

Later that day, Amelia met with Claire. Claire asked how Amelia's classes were going, and Amelia replied that everything was fine. Claire asked how the program went, and Amelia told Claire that a majority of the section had come, and that the program ended early because she ran out of supplies. Claire told Amelia that Trinity Lee's mom called because her daughter was feeling bullied by residents on the Facebook group and on the floor, and that Trinity wanted to move off-campus.

Reflection Questions:

1. From her perspective, how did Amelia meet or fail the RA expectations in the RA contract?
2. From Claire's perspective, did Amelia meet the RA expectations in the RA contract? Why/why not?
3. From the perspective of a student on Amelia's floor, how would you characterize the experience so far?

**Scene 2:**

At the end of October, Amelia arrived at the Wednesday staff meeting late and appeared exhausted. Amelia told her fellow RAs that she was tutoring residents who needed extra help with their nursing classes. Claire asked Amelia to stay after the meeting and asked her how classes were going. Amelia said that everything was going well, and her residents knew they could turn to her for help. Claire asked Amelia about her plans for her second section event and Amelia told Claire that she would start planning it right after she finished the upcoming event for Dance Marathon. Claire asked Amelia how things were going on her floor, and Amelia said that, "she had not been around much, but everyone had been posting to the Facebook page, and it seemed like things were going okay."

On Friday, Amelia was on call; however, she fell asleep at the library and did not make it back to the building until midnight. When she came in, Amelia told the desk worker that she had already made her rounds. On her way to her room, Amelia heard loud music coming from room 600, Apple and Candi's room. Amelia knocked on the door and Apple answered. Apple said that she would turn down the music, but asked if Amelia seen Candi. Candi had received a call on her phone from some guy who had found her number on the Facebook group. Candi had walked out of the room talking to him, and Apple had not seen her since. Amelia said that she would message Candi and let her know that Apple was looking for her, but instead went to bed when she made it back to her room.

Amelia rescheduled her meeting with Claire from Tuesday to Thursday so she could have extra time to study. Amelia spent all Tuesday night studying and overslept for her test on Wednesday when Claire saw Amelia running out of the building in a panic. Amelia made it to the test 15 minutes late, and ended up getting a D. When Amelia met with Claire on Thursday, Claire asked Amelia if she had received any deficiencies. Amelia said no, her grades were much better than they had been last semester. Claire asked Amelia how duty had been, and Amelia said that it had been great except for a noise violation. Claire said that she did not get an incident report, and Amelia said that she had had some issues with the form, and would resubmit it. Claire asked Amelia what her plan was for her second section event, and Amelia said that she was going to do a passive event, but had not decided the details yet. Claire reminded Amelia that her section events should reflect community needs, and offered help, which Amelia declined.

Amelia went up to her floor to write the incident report, but could not remember where to find the link, so she ended up emailing Claire.

Amelia spent the rest of the night on Pinterest, and finally came up with a passive program that another RA had posted to her page. Amelia did not know who the RA was, but she copied the passive program for her hall.

The next day, Claire checked the floors and noticed:

- The interactions between Amelia and her residents were either really awkward or overly friendly.
- The residents did not seem to get the point of Amelia's passive program, and had not participated on the board
- The passive program looked a lot like one Claire and the other Hall Directors had made as a sample for last year's training.
- A majority of the resident's names were spelled wrong on their door tags, and Amelia was mispronouncing her international students' names.

Reflection Questions:

1. At this point, what concerns, if any, does Claire have about Amelia? Why?
2. How would you describe the community in Amelia's section?
3. How is the Facebook group helping and/or hindering the community?

**Scene 3:**

Toward the beginning of late November, Amelia was exhausted. She could not wait for Thanksgiving so she could go home and spend a few days not thinking about her RA responsibilities or school. Amelia decided to leave for break on Tuesday so she could have some extra time at home. However, Amelia forgot to communicate this to her fellow RA's and Claire, and missed the staff Fun-da-tory event. Amelia also forgot to tell her residents, and missed Apple's message that Candi's guy friend was always over and telling Candi what to do, and kept sending Candi notes and flowers, which was alarming Apple. Claire went up to Amelia's floor and noticed the following:

- Amelia never posted her Community Agreement
- Amelia's passive program had derogatory comments written on it, and complaints about the floor.
- Most of the residents had removed their door decorations or corrected their own names in white out.
- Trinity's whiteboard had mean comments about Trinity written or drawn all over it.
- Candi came out of her room looking really depressed, but declined to talk to Claire, saying that Claire could not help her. Claire noticed that Candi kept tugging on her sweater sleeves. She also noticed that there was a guy sitting on Candi's bed, watching Candi's interaction with Claire.
- A resident from another floor was knocking on Amelia's door. She asked if Claire had seen Amelia, as Amelia had missed the past three sessions of mandatory tutoring for their nursing class.

While on break, Amelia enlisted the help of her family in making up the pieces for her next two bulletin boards. Amelia also tried to catch up on her classwork, but realized that she left several of her study guides behind. Amelia then focused on creating a program for her residents, as she realized while talking to her mom that she needed to have a final program ready for the end of the semester. Searching for ideas, Amelia returned to the RA's Pinterest board where she had found the idea for her passive program, and expanded on a program that she found there. However, Amelia unknowingly expanded on the "Do Not" example that Claire and the other HD's had put together for last year's training.

When Amelia returned from Thanksgiving Break, she met with Claire to discuss why she had missed the staff Fun-da-tory activity. Amelia told Claire that she was exhausted, and had needed some time away from school and from her RA position. Amelia said that she had a great time at home, and had taken the time to plan her next program, which she planned to have that evening. Claire reminded Amelia that she needed to submit a

proposal for her program. Claire asked Amelia about Apple and Candi, and Amelia said that they were having issues with noise, but everything else appeared fine. Claire asked Amelia about Candi's boyfriend, and Amelia said that Candi's boyfriend really cared about Candi, and was always sending Candi tokens of affection. Claire shared with Amelia her observations about the floor, particularly the derogatory comments and the similarities to the sample bulletin board, and asked Amelia how the passive program supported the needs of the residents. Amelia became flustered, and told Claire that the comments she had seen must have been posted after Amelia left. In terms of the board, Amelia told Claire that she did not know what Claire was talking about.

Amelia went ahead with her program, which no one attended. Worried, Amelia filled out the paperwork saying 10 people had attended, and everyone had had a great time. She uploaded the flier that had been downloaded from the Pinterest page.

The next day, Claire asked to meet with Amelia. Claire asked Amelia about her program and her attendance. Amelia told Claire that it went well. Claire showed Amelia the flier that had been uploaded. The flier advertised the event as having happened the year before. Claire told Amelia that two of her residents had come to talk to Claire about the Facebook group and inappropriate messages that were being posted. Amelia said that she was unaware of any inappropriate messages. Claire asked Amelia when she had last checked or posted anything to the Facebook page. Amelia realized that it had been almost three months, and that she did not know what her residents had been posting. Claire asked if Amelia had talked to Trinity, as Trinity was planning to leave the college and had requested an exit interview with Claire. When she left Claire, Amelia checked the Facebook page and found that her residents had been posting inappropriate, explicit and derogatory comments about the two residents that had changed buildings during the first room-change, and about Trinity Lee. Panicked, Amelia closed the Facebook group.

At the end of the semester, Amelia was pulled aside after class by her nursing professor. Due to her poor attendance, test and assignment scores, Amelia had failed her nursing class. This meant that unless she passed with an 80 or higher in her other classes, Amelia would not meet the minimum GPA requirement to continue in the RA position. Amelia met with Claire, who had just finished Trinity's exit interview. In tears, Amelia asked Claire, "Am I going to be able to continue being an RA next semester?"

Reflection Questions:

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