

Scene 1

Jane Frost is a 1st year RA in Mooney Hall. On move-in day, she was so excited to meet her residents. All of her residents and their parents seemed nice. During her section meeting that night, Jane stressed the importance of the floor getting to know one another. She even facilitated a few ice breakers so that the women could all learn each other's names. Jane also went over the student code of conduct and answered questions that her residents had. Jane spent the rest of the weekend going around to each of her residents to start building a rapport with them. Samantha Golden, a member of the ND Marching Band missed the floor meeting and Jane never saw her the first week she was here.

The 1st week passes and Jane sees that her residents are really getting along. She sees residents being cordial to one another in the bathroom, they are studying together and are hanging out in the floor lounge. Jane encourages her residents to come out to Activities Night and to find a club/organization that they would want to get involved in this year. Jane is President of the SOS group (students mentoring high school students) and really pushes her residents to sign up to be SOS mentors. Jane personally goes around to each of her residents who she didn't see at the Activities Night and shares with them all of the good work that SOS does and persuades an additional 5 of her students to become SOS Mentors. At the Student Senate meeting the next week, Jane reports that the SOS club went from 10 members to 30 members this year.

During the 3rd week of classes Jane, junior global studies informs her supervisor, Yolanda that her classes are tough and that she is spending a lot of time on homework but she is staying on top of everything. Jane's GPA last semester was a 2.75. When Yolanda asks her how the community on the floor is doing, Jane replies that everything is great, she sees her women all of the time and that there are not any problems. Jane tells Yolanda that she loves being an RA and is so excited to be part of a great staff. Yolanda informs Jane that 2 of her residents withdrew from Saint Mary's this week. Jane was surprised by this and told Yolanda that she saw those two residents all of the time and they never indicated that they were not happy here. Yolanda asks Jane if she has been able to connect with Samantha yet, and Jane replies she is never home and because she lives in a single, it is even harder to get hold of her.

During the 6th week of classes, the first room change day occurs and 3 of Jane's residents have requested to move off the floor. Samantha left a note for Jane informing her that her cable isn't working but Jane had to spend extra time on her Math class so she forgot to submit the work order. Jane is embarrassed about how poorly she is doing in Math so she doesn't tell Yolanda. Yolanda asks Jane how her first program went and Jane completely forgot that she was supposed to have her first of three section events completed by the end of this week. Jane tells Yolanda that everything is all set to go for her craft night on Friday. It is Wednesday and Jane hasn't started to plan it though. Jane skips her Math class on Thursday to go to Hobby Lobby to pick up supplies and make a flyer for the program. On Friday Jane goes to her Math class and is told that she is getting a Deficiency report. Later that night, only 2 people attend Jane's program.

The following week, Jane meets with her academic advisor who tells her that if she fails her Math class, her GPA will fall to 2.5. Later that day, Jane meets with Yolanda. Yolanda asks how Jane's classes are going and Jane replies everything is going fine. Yolanda asks how the program went on Friday, and Jane tells Yolanda "the students that came had a great time. We made cards for the SOS students." Yolanda tells Jane that a Samantha Golden's mom called her because her daughter was complaining that her daughter hates living in Mooney Hall and she wants to move to Agnes Ann Hall where her friends live.

Reflection Questions:

1. From Jane's perspective, how has she met or not met the RA expectations in the RA contract?
2. From Yolanda's perspective, is Jane meeting the RA expectations in the RA contract? Why/why not?
3. From a perspective of a student on Jane's floor, how would you characterize their experience so far?

Scene 2:

It is now the end of October, and Jane comes to staff meeting on Wednesday and is so happy. Jane tells her staff that she was awarded a \$750 grant to bring the SOS students to campus for a weekend of activities. Jane's residents "offered" to host these women overnight. Yolanda asks to meet with Jane after the staff meeting about this grant. Jane assures Yolanda that everything is planned and approved for the event this weekend. Yolanda asks Jane about her plans for her 2nd section event and Jane tells Yolanda that she will start planning it right after she gets done with this SOS weekend. Yolanda asks Jane how things are going on her floor and Jane says, "she has been really busy but everyone is fine." It is now Friday, and the SOS students arrive to Mooney Hall and Jane greets them at the front desk and takes them upstairs to introduce them to their weekend hosts. Jane leaves Mooney Hall to make preparations for tomorrow's activities. She comes back at midnight and as soon as she gets off the elevator, she hears loud noises and music coming from room 782, Mary and Heather's room. Jane knocks on their door and Jane immediately sees 4 of the SOS students in there along with Mary, Heather and a few of her other residents. The rest of the weekend happens without a hitch. The SOS students seemed to have had a good time and Jane is really happy with how the weekend turned out.

Jane reschedules her meeting with Yolanda from Tuesday to Thursday so she can have extra time to study for her Math test on Wednesday. Jane spends all Tuesday night studying and overslept for test on Wednesday. Yolanda sees Jane running out of the building in a panic. Jane makes it to her test 15 minutes late and ends up getting a D on her test. Jane meets with Yolanda on Thursday. Yolanda asks Jane how the test went and Jane says she didn't do great but she is still passing Math with a C. Yolanda asks Jane how the weekend went and Jane says that it went great except that on Friday that they were having such a good time that she had to tell them to quiet down. Yolanda says that she didn't get any incident report and Jane says that she got caught up with studying for her Math test and that she will immediately go upstairs to write it. Yolanda asks Jane what her plan is for her 2nd section event and Jane says that she hasn't planned anything yet but that it will be done by next Friday (the deadline). Yolanda offers to help Jane brainstorm ideas but Jane declines. Yolanda reminds Jane that her section event should be in response to a need that her residents have and/or in response to what is happening in the community.

Jane goes up to her floor to write the incident report. Jane spends the weekend thinking of what she is going to do for her 2nd section event and she has decided to have a DESSERTS program (stressed spelled backwards). She is going to make desserts with her residents and discuss stress management tips. Jane makes large cupcake posters as advertisements, buys all of the supplies and submits the necessary paperwork.

It is now the 1st week of November and Jane is really proud of the work she has put into this program but when it came time for the event, she had 10 people come. Yolanda stops by the event and notices:

- The interactions between Jane and her residents are awkward and uncomfortable.
- The residents came and grabbed a cupcake and left. They didn't grab any of the stress management information Jane put out.
- Jane confuses her residents and calls them by the wrong name.
- The residents are surprised to see Jane and say "we thought you volunteered every night at the high school with the SOS students."
- One resident asks Yolanda "are these cupcakes for the SOS students?"

Reflection Questions:

1. At this point, what, if any concerns does Yolanda have of Jane? Why?
2. Was Jane's STRESSED program a success? Why or why not?
3. How would you describe the community in Jane's section?

Scene 3:

It is now the mid-late November and Jane is exhausted. She can't wait for Thanksgiving so she can go home and spend a few days not thinking about the RA position or school. Jane decides to leave for break on Tuesday so she can have some extra time at home.

Since, Jane left for break early, Yolanda goes up to Jane's floor and notices the following:

- Jane's community agreement has been ripped off the walls.
- Jane's bulletin board has nothing on it.
- Most of the residents have removed their door decs off their doors.
- She walks by Mary and Heather's room and notices lots of empty alcohol bottles. Yolanda asks them to throw them out and they ask what the big deal is because "Jane doesn't care if we have them. They are from a few weeks ago."
- One of Jane's residents ask Yolanda if she is here to check on a work order that she submitted to Jane weeks ago. Yolanda tells the resident she never got it.
- Another resident asks Yolanda if Jane still lives here because she hasn't seen her in weeks.

Before Jane left for Thanksgiving, Jane decides that her final bulletin board for December will be about the importance of community service and giving back. She is going to highlight some of the SOS mentors and students and quotes on the benefits of the program. She is also going to list some of the volunteer opportunities that OCSE has. Jane took down the old bulletin board and figures that she will put up the new one in a few weeks. Jane is proud of herself for working ahead.

Jane meets with Yolanda after Thanksgiving and once again, Jane has completely forgotten that her final section event must be completed by the December 5th. Yolanda shares with Jane her observations from when she was on the floor and Jane quickly becomes defensive about everything. Jane leaves the meeting with Yolanda frustrated and upset. Jane completes her bulletin board but not with the level of creativity and detail as her previous ones. Jane decides that her final section is going to be to make Christmas stockings for the SOS students because they at least appreciate all of the work she does for them. Because all of Jane's residents are really busy, Jane mentions to her residents that she is going to be making the stockings the next week and if they want to help, to stop by her room. No one does. Jane still submits the paperwork to Yolanda that the 3rd event was successful and that "the SOS students appreciated them."

Yolanda tells Jane that 3 of her residents are leaving at the end of the week because they are transferring to other schools. Yolanda asks Jane if she was aware of this, and Jane said "no."

It is the end of the semester and Jane takes her last Math exam and scores a C- on it. This means that perhaps she may not meet the min. GPA requirement to continue in the RA position. So, Jane meets with Yolanda and in tears, tells her. Yolanda is surprised. Jane promises that she will try harder. Jane asks Yolanda, "am I going to be able to continue being an RA next semester?"

Reflection Questions:

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