

## Mediation process

Throughout college, it is natural for conflict to arise between roommates and suitemates. When it does, our staff is professionally trained and prepared to help your student positively work towards resolution through the mediation process. Below is an overview of the process that we will ask your student to walk through.

**Step 1: Speak with your peer directly about the issue(s).** Be sure to cite specific examples, focus on addressing behaviors not character, and utilize "I" statements.

**Step 2: Reach out to your Resident Assistant (RA).** Should you need help having a conversation with a peer or should your initial conversation not feel successful, speak to your RA. They have been trained on how to assist peers with mediation and will be a valuable resource for you in this process.

**Step 3:** Schedule a mediation with your RA. After you have spoken to your RA, your RA will schedule a mediation between you and your peer. Your RA will facilitate a solution focused conversation to address any issues. Your RA will also schedule a time to follow up after the mediation.

**Step 4:** Speak to your Assistant Director (AD). Should your RA follow up and find that the mediation was unsuccessful, you will be referred to meet with your AD to discuss the issues and have a professionally facilitated mediation with your peer.

## Room change process

We understand there may be times when a room change is necessary. If and when this is the case, we have outlined the following process for room changes. Please note that room changes will not be granted until after the first 6 weeks of the academic semester.

**Step 1: Open room change.** Open room change occurs after the sixth week of each semester. During this time, residents may request room changes based on availability. If open room change has ended, please follow steps 2-4.

**Step 2: Mediation.** The first step in any room change due to conflict is the formal mediation process. Only after completing all four steps of the mediation will a room change request be considered. If you are requesting a room change not related to a conflict, you must meet individually with your Assistant Director (AD) to discuss your reasons for requesting a change.

**Step 3: Meet with your AD.** Once you have completed the mediation process and your AD has determined that the process was unsuccessful, you may request a room change. It is up to your AD to determine whether a room change is necessary and to make a recommendation for a room change to the Director of Residence Life and Housing.

**Step 4: Meet with Director.** After your AD has made a recommendation for room change, you will meet with the Director to discuss availability on-campus, room change timelines, and any necessary details for your move.