

## CONFLICT RESOLUTION and ROOM CHANGE POLICY

Living in a residence hall is truly an educational experience. As stated by Peter-Hans Kolvenbach, S.J., "Solidarity is learned through 'contact' rather than 'concepts'. When the heart is touched by direct experience, the mind may be challenged to change." This idea was expressed by the former Superior General of the Society of Jesus and guides our practices. At John Carroll University, our goal is that students will learn about life, themselves, and others from their time spent in our residential communities. By interacting with people of different backgrounds and interests, students form rich and lasting relationships with one another. These bonds will help them on their journey of becoming people for and with others.

We acknowledge that conflict may at time arise, so we ask students to utilize our trained staff members to help them work towards a resolution. We believe that a result of the mediation process, regardless of outcome, should be that students develop the ability to have open, communicative relationships and maintain mutual respect in the midst of uncomfortable situations. **Because of the intentionality and learning that occur during the process, this process may require several weeks.** We understand that sometimes the need for a room change may be necessary, so please review the following steps about our room change process. Based on the discretion of a Residence Life professional staff member any or all of these steps may be circumvented to best address the unique relationship of the roommates.

### Learning Outcomes:

As a result of the student(s) participating in this process, we expect they will learn:

1. To communicate effectively during periods of conflict with others
2. To advocate for their interests and compromise when appropriate
3. To utilize available resources to navigate conflict resolution

### Mediation Process

The Mediation Process is built into all room change procedures for the educational and developmental benefit of the students. When a conflict arises between roommates, they must make a good faith effort to mediate the process amongst themselves. If they cannot resolve their issue(s) themselves, they should reach out to their Resident Assistant (RA) to help facilitate a mediated conversation. The RA is trained in mediation techniques and are there to help the students. During the conversation, the RA can help students revisit their roommate agreement and possibly amend expectations. If, after a period of reflection and adjustment determined by the RA and the roommates, issues continue to persist, a Residence Life professional staff member will facilitate a conversation amongst the roommates. A room change may be the outcome of this process, but is the exception and not the rule.

**Room changes are NOT guaranteed.**

### Types of Room Changes:

There are three types of room changes. Students must determine which type of room change they are requesting and follow the step-by-step procedures in order to be granted a room change. Please Note: Requesting a change does **NOT** guarantee that the room change will be granted.

*Room Reassignment:* After going through an extended mediation procedure between roommates and the Office of Residence Life, the Office has the discretion to process a room reassignment.

*One-for-One Swap:* Two (or more) residential students from different rooms desire to swap room assignments.

*Vacancy Fill-in:* If a vacancy exists within a room a student can preference another student within a 72 hours of the vacancy becoming available.

### Room Change Periods

All room change requests must follow the timeline below.

Fall Semester	No room changes in the first two weeks. You can file a request for mediation assistance at any time by visiting our website.
	September 13 at 9:00 am room change request period opens. To Request for help mediating a roommate situation or to begin review for a Room Change, Please visit our website for the link.
	October 27 at 5:00 pm Fall semester room change request period closes.
	November 1 at 9:00 am mid-year room change request period opens. November 30 at 5:00 pm mid-year room change request period closes. After November 30 no room change requests will be processed and will not reopen until Spring Semester. To Request, Please Visit our website for the link.

Spring Semester	No room changes in the first two weeks. You can file a request for mediation assistance at any time by visiting our website.
	February 1 at 9:00 am room change request period opens. To Request for help mediating a roommate situation or to begin review for a Room Change, visit our website.
	March 21 at 5:00 pm room change request period closes.
	After March 21 no room change requests will be processed.

### **Room Change Procedures**

In order to obtain a room change, a student must complete all of the following steps.

#### **Room Reassignment:**

1. The student must inform the Resident Assistant (RA) of a conflict between roommates.
2. The RA, who is trained in conflict mediation, will require a meeting with the roommates to work through the conflict and revisit expectations.
3. The RA will meet with the Residence Life professional staff member for their building to discuss the mediation meeting.
4. The RA will follow up with the roommates to determine if the conflict between the roommates has been resolved. If the mediation is successful, the room reassignment procedure stops here.
5. If the conflict is not resolved, the RA will inform the Residence Life professional staff member.
6. The Residence Life professional staff member will require a meeting with the roommates to discuss the continued situation.
7. The Residence Life professional staff member or their designee will follow up with the roommates to determine if the conflict between the roommates has been resolved. If the mediation is successful, the room reassignment procedure stops here.
8. If the conflict is not resolved, the Residence Life professional staff member will determine the continued living situation.
9. The roommates will be informed by the Residence Life professional staff member of their decision to grant/not grant a room reassignment.
10. If granted, the professional Residence Life staff member will provide all involved students access to the Room Reassignment Form which must be completed according to the directions given by the professional residence life staff member.

#### **One-for-One Swap Procedure:**

1. Two (or more) residential students from different rooms inform their Resident Assistant (RA) that they desire a One-for-One Swap.
2. All involved students will schedule a mandatory meeting with the RA to discuss the potential new living situation.
3. The RA will meet with the Residence Life professional staff member for their building to discuss the meeting.
4. The professional Residence Life staff member will either determine if there is an underlying problem between the old roommates which requires mediation. If so, the One-for-One Swap Procedure is stopped and the roommates will be required to go through the Mediation Process.
5. If there is no conflict, the Residence Life professional staff member will decide if the One-for-One Swap can occur.
6. The Residence Life professional staff member will inform the students of the decision. The decision of the Residence Life professional staff member is final and cannot be appealed.
7. If granted, the Residence Life professional staff member will provide all involved students access to the One-for-One Swap Form which must be completed according to the directions given by the Residence Life professional staff member and no later than the dates specified in the Room Change Period.

#### **Vacancy Fill-In Procedure:** There are two types of Vacancy Fill-ins

A student currently has a vacancy in their room at the beginning of the semester:

1. A student informs their RA that there is a vacancy in a room that they desire to be reassigned.
2. The RA will schedule a mandatory meeting with the student requesting the move and their current roommate(s) to discuss the current living situation.
3. The RA will meet with the Residence Life professional staff member for their building to discuss the meeting.
4. The Residence Life professional staff member will determine if there is an underlying problem between the old roommates which requires mediation. If so, the Vacancy Fill-in Procedure is stopped and the roommates will be required to go through the Mediation Process.
5. The Residence Life professional staff member will confer with other Residence Life staff to determine if the Vacancy Fill-in can occur.
6. The Residence Life professional staff member will inform the students of the decision. The decision of the professional Residence Life staff member is final and cannot be appealed.

7. If granted, the Residence Life professional staff member will provide all involved students access to the Vacancy Fill-in Form which must be completed according by the directions given by the Residence Life professional staff member and no later than the dates specified in the Room Change Period.

A student's roommate withdrew from housing, graduating, studying abroad, or reassigned to another room:

1. The Office of Residence Life will email the remaining student to inform them that they will have a vacancy in their room.
2. If the student has a preferred roommate, both the student and the preferred roommate must email the Residence Life Housing Coordinator informing their desire to be reassigned together. [This does not guarantee the room reassignment. It is used solely for the Housing Coordinator to place a hold on the room.]
3. If both students emailed the Housing Coordinator **within 72 hours**, the RA will schedule a mandatory meeting with the student who is requesting to be reassigned into another room and their current roommate(s) to discuss their current living situation. If both students do not email the Housing Coordinator **within 72 hours**, the students will no longer be able to preference a roommate and the Office of Residence Life will retain the right to place any suitable student in that vacancy.
4. The RA will meet with the Residence Life professional staff member for their building to discuss the meeting.
5. The Residence Life professional staff member will determine if there is an underlying problem between the old roommates which requires mediation. If so, the Vacancy Fill-in Procedure is stopped and the roommates will be required to go through the Mediation Process.
6. The Residence Life professional staff member will confer with other Residence Life staff to determine if the Vacancy Fill-in can occur.
7. The Residence Life professional staff member will inform the students of the decision. The decision of the professional Residence Life staff member is final and cannot be appealed.
8. If granted, the Residence Life professional staff member will provide all involved students access to the Vacancy Fill-in Form which must be completed according by the directions given by the professional Residence Life staff member and no later than the dates specified in the Room Change Period.

**Requirements for a room change to be completed students interested in a room change:**

- The student has followed all above procedures to obtain permission from the Office of Residence Life to receive a room change.
- All affected students must agree with the room change.
- Room changes are limited to halls that contain the student's cohort year with the only exception is first year move into Fraternity and Sorority Life housing.
- Students are not permitted to move into a vacant double-occupancy room by themselves; they must have a roommate chosen to keep maximum room occupancy.
- Students are not permitted to move from a single occupancy room to another single occupancy room.
- Room change forms must be submitted during the approved time period, with the exception of room reassignments which are only initiated by the Office of Residence Life.

**Other Room Related Policies**

**Vacancies:**

The Office of Residence Life reserves the right to assign a student to any open vacancy. A student with a vacancy in their room should expect that their vacancy will be filled. They do not have the right to buy-out that vacancy and must maintain the original prepared condition of the room, meaning all furniture, such as one bed, one desk, one dresser, one wardrobe, or one nightstand, must be kept open in the room. If the Office of Residence Life requests you to meet with a potential roommate, you must make a good faith effort to meet with them. The student must be welcoming to any new student placed in the vacancy. Failure to do so is called an **un-prepared vacancy** and will result in a student conduct violation and a \$250 fine.

**Emergency Room Changes:**

Situations may arise that require the Office of Residence Life to change a student's location temporarily with little to no notice. The Office of Residence Life expects everyone involved to be understanding and cooperative.

**Illegal Room Changes:**

It is vital for the Office of Residence Life that our records accurately reflect your room assignment. Illegal room changes compromise the safety of the community. Any unauthorized room changes/swaps **will** result in a student conduct violation and a \$250 fine. Additionally, the student will still be responsible for any room damages in their assigned space, regardless of who damaged the room.

**Once Change has been Approved:**

Students will pick up their new keys from the Office of Residence Life located in the Lombardo Student Center. Once the new keys are picked up, they student will have 48 hours to move into their newly assigned space. After 48 hours, the students must return their old room key to the Office of Residence Life.

**FAQs:**

- If I apply for a room change, will I get one?
  - The Office of Residence Life cannot guarantee that all students who submit a room change request will receive a room change. The possibility of receiving a room change depends on the availability of vacancies.
- Can I request to move in with my friend?
  - The specific policy on filling in a vacancy depends on if the vacancy existed from the beginning of the year or will soon become available. Please refer to the Vacancy Fill-In policy for specific steps in both situations.
- If I get a room change, will I have to pay more?
  - Possibly. Different rooms across campus have different rates associated with them. If you are moved to a new room, these changes will be reviewed with your prior to your move and reflected on your billing statement.
- Will a room change affect my meal plan?
  - No, changing rooms will not affect your meal plan.
- What if my roommate gets a room change?
  - Please refer to the Vacancy Fill-In procedure outlined above to learn about your options.
- What do I need to do if I am withdrawing from housing, studying abroad, or transferring?
  - There is a form that you need to fill out with the Office of Residence Life to remove you from your housing. This form must be turned in before you leave the university so the Office of Residence Life can have an accurate snapshot of our open spaces.
- Can I buy-out a vacancy in room?
  - No, you cannot buy out the vacancy in your room. Since we have a limited number of spaces available, we need to make sure we have enough beds to accommodate for transfer and international students.
- Can you give me a list of empty rooms to pick from?
  - No, the information of students is protected and cannot be shared.
- How long does the process take?
  - Each case is unique and the Office of Residence Life will resolve the situation in a timely manner. The process could take up to three to four weeks to complete, but we hope to have all situations address within two weeks from the first point of notification.
- What do I do if I don't feel safe in my room?
  - If you feel an immediate threat, call JCUPD or call RA or Residence Life professional staff member to report a threat to health and safety. If the threat is not as urgent, please connect with your RA to discuss the situation.