We want you to...

- Understand the Maryland Residential Experience
- Learn how to engage with your student about having roommate(s) prior to moving on campus
- Gain resources that you, as family members, can use when your student is navigating a roommate conflict
- Understand the process and policies around mediating a roommate conflict
- Understand the role of the student; the role of the RA; and the role of the RD with regard to handling roommate conflicts
The Maryland Residential Experience

● We house 12,000 students in our halls including traditional halls, suites, semi-suites, and apartment.
● Staff available 24/7 to ensure students have the support that they need
● When living in our halls, we want our students to:
  ○ Be Safe
  ○ Be Civil
  ○ Be Cooperative
  ○ Be Involved
Packing for Move-In

- Packing suggestions: boxes, bags, and totes
- Dress comfortably for any weather condition
- Your room includes:
  - Regular Twin Bed (36" x 75" mattress)
  - Five-drawer dresser (except Oakland Hall and Leonardtown apartment buildings #238-242, which have three-drawer dressers)
  - Desk with drawer and shelf
  - Desk chair for each student
- Storage space is LIMITED
- Wired data line
- Carpets: 10' x 12' carpet is recommended for most rooms
The 3 C’s

- **Contact:** Touch base with your roommate in advance just to break the ice.

- **Communicate:** We encourage you to talk with your future roommate(s) 3-4 times before move-in day.

- **Compromise:** We recommend you "pack light" as personal space is limited. Talk with your roommate(s) about who will bring what, and what your expectations are around sharing.
#1 Be Proactive

Talk with your student about having roommate(s) and how that differs from their home life. Ask them about their expectations and their thoughts on how they’ll manage...

- Sharing space and setting boundaries
- Communicating concerns when they arise
- Addressing the root of the problem
- Understanding difference in backgrounds
- Anticipating possible discomfort
- Understanding the role of the RA
#2 Make an Introduction

Once your student receives their housing assignment, your student should contact their roommate via email to introduce themselves

- Avoid researching them on social media accounts
- Ask about meeting up (if possible) prior to move-in day
- Discuss what items each roommate(s) will be bringing
- Engage in a conversation about preferences for the room (i.e. set-up, temperature, decorations, and etc.)
#3 Be Solution-Oriented

Encourage your student to...

- Talk to their roommate directly in person (not text)
  - Use “I” statements and non accusatory language
  - Listen, try to understand the other person’s perspective
  - Compromise, there are multiple sides to a conflict and all students need to be reasonable about making accommodations
- Contain the issue to the students directly involved
- Avoid channeling emotions through social media
- Seek advice or assistance from their RA
- Revisit the Community Living Agreement and amend as needed
- Request additional support from their Resident Director
The Roommate Mediation Process

1. RA meets with each student separately
2. RA facilitates a mediation with both students
3. Roommates reach a compromise and amend CLA
4. RD intervention if necessary
Remember, it’s a process

- You are hearing your student in a very emotionally-charged state.
  - Listen carefully without immediately trying to problem-solve

- Time and process will help resolve the issues; not a magic wand. It takes time to make a change in behavior

- Continue to check in with your student to see how things are going

- Help your student understand that conflict resolutions skills will be important in their personal and/or professional future
Questions?
Register now at terpfamily.umd.edu for 2018-2019 topics!

Getting your Terp into a new shell - Supporting your transfer student
  Supporting your Terp in recovery
  Building coping and resiliency skills
  Education abroad 101 for families
Understanding mental health support on campus
  Greek Life: Fraternities
  Greek Life: Sororities
Supporting your Terp's career success
  Taking care of your sick Terp
Financing & Safety for your abroad Terp
Navigating off-campus housing with your Terp
Preparing your Terp for the Smith transfer application
Supporting your Terp's Internship Search
Supporting your Terp through room selection

Coaching your Terp's financial wellness
  Understanding the advising meeting
Understanding the withdrawal and leave of absence process
Understanding Limited Enrollment Programs
Supporting Terps with disabilities on campus