

Mediation

General Information

- Mediations are processes for students who are experiencing roommate/suitemate conflicts and are unable to resolve the problems on their own
- Community Advisors (CA) and Residential Life Coordinators (RLCs) are trained mediators
- Students should always try to talk to their roommate first before requesting a mediation
- Room changes for roommate conflicts are only explored after an honest effort is made to resolve the conflict through mediation; sometimes conflicts take multiple mediations before they can be resolved

Process

- Roommates have a conflict
- Roommates should try to have a conversation with each other
- Roommates should reach out to RA/CA
- If they've attempted to resolve the conflict on their own, the CA will organize a mediation
 - A student can always request a different mediator by reaching out to their RLC or the Office of Campus Life
- Mediation
 - Issues Phase: both roommates are provided the opportunity to present the issues as they see them in the roommate relationship. Roommates are coached to use "I" statements
 - Understanding Phase: both roommates are provided the opportunity to respond to the issues their roommate brought up including: how they felt about what their roommate said and how they understand what their roommate said
 - Agreement Phase: both roommates will think of and offer possible solutions. Solutions should involve compromise and negotiation. Mediators will not offer solutions so that students can develop this skill and fully agree together
- Sometimes multiple mediations are required to resolve the issue
- Sometimes mediators will meet with all parties separately prior to a formal mediation
- If a workable solution cannot be found, the roommates may look into a room change
- Only a professional staff member from the Office of Campus Life can approve a room change