

Family Guide to Solving Common Problems

Roommate Issues:

Constructive: Discussing with your student what the grievance process is and asking them what steps they have taken.

Not Helpful: Calling the housing director with roommate issues.

If you are tempted to call: remember that you are empowering your student how to resolve conflicts and use the resources available to them without alienating all parties involved.

Changing Finals Schedule:

Constructive: All finals schedules are published a year in advance, have your student check all dates before travel arrangements are made.

Not Helpful: Calling a professor to request they change their finals schedule because you've already purchased travel tickets.

If you are tempted to call: Remember that according to FERPA, it may be inappropriate for a professor to even speak to you at all about your unsatisfactory student.

Room Conditions:

Constructive: Ask if your student has documented the problem and if they have informed anyone of the problem. If they have, ask if they've followed up and what response have they received.

Not Helpful: Making a scene or yelling at a staff member if something is broken or is not in satisfactory condition in their residence hall room.

If you are tempted to call: Encourage your student to let us know when something isn't satisfactory. Remember we are unable to make things right if we do not know about it.

Special Requests:

Constructive: All special needs need to be communicated to the Residence Life Office as early as possible to make sure we can address those needs. Complete the special needs form at https://my.graceland.edu/ICS/icsfs/Special_Housing_Needs_Request.pdf?target=7b48b273-e9c7-40e2-ba0a-99e3288bb76d on the website.

Not Helpful: Informing the House President on move in day that your student wants a different roommate, needs a single room, or has other special needs.

If you are tempted to call: No room changes will be made until classes have been in session for two weeks. It is important to learn the fine art of compromise.