



ASSISTING YOUR STUDENT THROUGH THEIR SHARED LIVING EXPERIENCE

- ▶ College is a time of growth and independence. Moving to college and getting a roommate can teach your student valuable lessons such as communication, accountability, and respect. We want students to have the best possible experience in the residence halls at ISU. Parents, families, and caregivers can be a great support system for a student throughout the entire college experience. When living with a roommate, sometimes conflict can arise.

Here are some ways to try to help your student avoid conflict or solve conflict if it does arise:

BEFORE COMING TO CAMPUS

When students are admitted to ISU, they're granted access to create a Roommate Profile on the [Housing and Dining Portal](#). It's very important that the student fills it out themselves and is honest in their responses.

- ▶ If your student submits their Housing Contract and Roommate Profile by June 1st, they will get the opportunity to look at other student's roommate profiles to find a match. If they don't choose their own roommate, the University Housing Assignments Staff work hard to look at these profiles to create good matches. They work their hardest to ensure that roommates have at least a 75% match.
- ▶ University Housing stresses the importance of a [Roommate Agreement](#). The agreement covers topics such as sleeping habits, guests, cleanliness, and communication. We recommend looking at the form and starting conversations about it even before moving in.
- ▶ Have your student keep an eye on their email before Move-In. Most students find out who their roommate(s) will be in July. Even though it can be nerve-racking, encourage your student to reach out and start open communication with their roommate(s) before they arrive to campus.

❗ IF THEIR ROOMMATE DOESN'T RESPOND, DON'T PANIC! NOT ALL STUDENTS KEEP AN EYE ON THEIR ISU EMAIL IN THE SUMMER.

UNDERSTANDING THE CONFLICT MEDIATION AND ROOM CHANGE PROCESS



The first step of resolving conflict is to make sure your student and their roommate(s) have had a face-to-face conversation about the issue.

- ▶ If your student has already tried to resolve the issue through a face-to-face conversation and the issue hasn't been solved, they can reach out to their Resident/Community Assistant (RA/CA). They may be able to offer solutions from a neutral perspective or help the students revisit their roommate agreement.
- ▶ If the conflict is still present after talking to their RA/CA, your student may want to ask for the assistance of their Residence Hall Coordinator (RHC). The RHC will be able to sit down with the roommates involved and mediate a conversation.
- ▶ Encourage your student to try all of these steps before requesting a new room. If the conflict persists, their RHC can help them request a room change.
- ▶ After the request is made, your student will have a meeting with someone from the Housing Assignments team to potentially find a new room. This is based on availability of spaces across campus.

HOW CAN YOU HELP YOUR STUDENT?

▶ Ask about their Roommate Agreement

It is a great way to get students to talk about their expectations for the room. It may be helpful for them to review it since they may have forgotten what they originally agreed to.

▶ Encourage Open Communication

Suggest that your student start with sitting down and having a face-to-face conversation with their roommate.

▶ Suggest Campus Involvement

Getting involved in a Registered Student Organization (RSO) can be a great way for your student to get out of their room, make new friends, and gain a positive outlet for stress. ISU has over 400 RSOs, your student is bound to find one that interests them! The list can be found [here](#).

▶ Stay Positive and Supportive

When your student brings a conflict to your attention, they may just be looking for someone to listen to them. Remind them that many students go through similar situations.

▶ Encourage Them to Ask for Help

University Housing Staff members have been trained in helping students with issues like roommate conflict. They can contact their RA/CA, RHC, or Area Coordinator (AC) for assistance.

▶ Remind them about Student Counseling Services

Advocating for yourself can be difficult. Student Counseling Services is a free resource that can be used to help your student. The counselors there can help with learning to cope with stress and finding other ways to manage the conflict. They can be reached at (309) 438-3655.

FREQUENTLY ASKED QUESTIONS



Q: When does the school get involved with roommate conflicts?

A: In order to promote student learning and self-advocacy, we typically want the student to attempt to work out the conflict on their own before involving housing staff. If they continue to need help, they can reach out to their RA/CA. Students can always seek assistance from housing staff.

Q: Who should I ask if I have questions?

A: For specific questions about roommate conflict or room changes, you can contact your student's RHC. If you know where your student is living, the RHC of that area can be found [here](#). For general questions, you can call the main Housing office, and someone will direct your call. The office is open 8 A.M.– 4:30 P.M. Monday–Friday. The phone number is (309) 438-8611.

Q: What are some common things that roommates fight about?

A: Most roommate conflicts revolve around issues of respect such as the ideas of cleanliness, noise, or a differences in schedules. They can be exacerbated by passive aggressive communication styles. All of these should be addressed in the Roommate Agreement!

❗ **WHEN MOVING INTO A NEW, SHARED SPACE WITH A ROOMMATE, IT'S NORMAL FOR CONFLICT TO ARISE. REMIND YOUR STUDENT THAT THEY AREN'T ALONE. SEE THIS AS AN OPPORTUNITY TO TEACH THEM A VALUABLE LIFE LESSON AND REMIND THEM THAT THEY'LL GROW FROM THIS EXPERIENCE.**

❗ **ENCOURAGE THEM TO COMMUNICATE OPENLY, GET INVOLVED ON CAMPUS, AND ASK FOR HELP.**