The Effect of Perception on Resident Assistant Job Performance

Interview Questions for Resident Assistants

1. What are three adjectives or nouns that describe a resident assistant in your opinion?

2. As a resident assistant, how do you act as an authoritative figure or express your authority?

3. What do you think is the general perception of a resident assistant as an authoritative figure?

4. Does that general perception affect how you act as resident assistant?

Interview Questions for Residents

1. What are three adjectives or nouns that describe a resident assistant in your opinion?

2. In your opinion, how does your resident assistant or resident assistants in general express authority?

3. If you were in the wrong and a resident assistant had to express his/her authority how would you like them to handle that situation?
Appendix A

Resident Assistant Transcriptions
Audio 1 PW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Karen: Hardworking, flexible, can I say levelheaded?
Interviewer: Yeah
Karen: Okay, then levelheaded.
Interviewer: Levelheaded?
Karen: Yeah.

Interviewer: How do you act as an authoritative figure?
Karen: I lead by example, because I feel that my residents will see me, because it is kind of like the fishbowl effect, my residents will see me in the hall and outside the hall. So not breaking policies in another hall but also my residents sometimes see me as a mom figure and so whenever I walk out into my hallway and see them you know running around or doing something wrong I kind of give them the look, like the mom look. You know like “What are you doing?” They stop and I think it is because in the beginning I built that respect saying that if you respect me I will respect you.

Interviewer: Okay. What do you think is the general perception of an RA as an authoritative figure?
Karen: I feel it is based on the situation because if a resident is being documented and aren’t aware of the full effect they are being documented or like the RA job they think, “Oh well she is just doing that because she wants to get me in trouble.” But I feel that those residents that want to become a RA and who want to understand the job understand that if I tell you that I am going to document you it is because you did something wrong and because it is my job.

Interviewer: So does that general perception in your case situation by situation affect how you act in your job?
Karen: I definitely, the first semester as a RA I was nervous to document someone or be authoritative towards someone because I didn’t want them to hate me. And then as I got into, because I was a mid-
year, so when I came in next year I was like “Nope, I don’t care what you think about me because I am doing my job and I am paid to do this.” So I think RAs who come in kind of have to know that yes people cuss you out and call you names but if you do your job that is more rewarding then trying to be liked by everyone else.

**Audio 2 PW**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**Susan:** Three adjectives?

**Interviewer:** Yeah.

**Susan:** Leader, a role model and I almost want to say counselor because you have to deal with all the emotional stuff with your kids, you know?

**Interviewer:** Ok. How do you act as an authoritative figure?

**Susan:** I don’t know. My style, I think I run it a little different than other people do and my bosses have told me that. I prefer to have people come to me. I like to kind of build that open relationship with my residents but I also push them to be independent and to grow within themselves especially because they are a lot of freshmen. So, I try to make sure they know I am not that mom role but I am a person they can come to. So I have my door open to people but I don’t prefer to go around and hug people everyday because I want them to be independent and come to me and reach out to me and kind of gain experience in various situations in that matter.

**Interviewer:** What about when you deal with a documentation? What is your authoritative style then?

**Susan:** Then? I don’t know, I feel like I can be, I can go into a situation and be authoritative but also not be overbearing. Because I don’t like when people come into a situation and they number one, “I am the boss. Here I am and here is every force I have on you.” I am kind of more laid back I guess yet they know
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I am serious but at the same time it's not the end of the world and we can get through this but this is how it is going to go.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**Susan:** I don't know. I think at first a lot of people come in, especially when I was a freshman I came in and the RA was kind of that person who was going to get you in trouble if you did anything wrong. And I think that is why I decided to go about things the way I do like having people come to me just because I feel it like a level of respect. It kind of lets them know, I look at myself on an even playing field with my residents and I really prefer to run things that way.

**Interviewer:** So is what you are saying is that has kind of affected how you act in your job?

**Susan:** Yep.

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**Audio 3 PW**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**Carol:** Helpful, unique and caring.

**Interviewer:** How do you act as an authoritative figure or express authority?

**Carol:** I would say I lead by example and step in if need be. I

**Interviewer:** Okay. What do you think is the general perception of a RA as an authoritative figure?

**Carol:** I think it depends on the situation and the person based on previous experience. Because if a resident has had a good experience with their RA and tend to not get in trouble or not get caught then they are going to look at their RA as more of a friend or someone who is just there but if they are more of a person who gets caught or is not necessarily always following the rules they are going to look to the RAs to blame them for the reason why they are getting in trouble and so therefore they are going to have a negative position. I think it both depends on the person and situation.
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Interviewer: So, though situational, does the general perception of what a RA is affect how you perform in your job?

Carol: You’re saying does how other people view me affect how I do my job?

Interviewer: Yes.

Carol: I would say no. I think you should be consistent with everyone. I treat everyone the same. Even if I have written them up before or I haven’t I will still approach them, still talk to them and be friendly and take interest in their life. No matter what it is. It isn’t a barrier and isn’t something that separates them or puts them into a category of being an individual who is irresponsible.

Audio 4 PW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Rose: In my opinion or my opinion of what other people think?

Interviewer: In your opinion.

Rose: I think that it depends because there are different types of RAs but I would say most of them are fun and friendly, outgoing and really social.

Interviewer: How do you act as an authoritative figure or how do you express authority?

Rose: Actually that is really funny because a lot of my girls at the beginning of the year told me they were kind of intimidated of me and they thought I was going to be really hard core but then they got to know me. And it isn’t like I put on a front it’s just like being strict at the beginning and easing up throughout the year and I really do that a lot.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Rose: Oh I think that a lot of people just think that we are honestly out to get them. And I have had so many residents say to me, “You RAs are just out to get us and all you want to do is just get us into
trouble.” And I am like, “You have no idea how not fun Coco is. And so I think that is the general perception even though I feel like no one is trying to do that.

**Interviewer:** Does that general perception affect how you personally do your job?

**Rose:** I think sometimes it does. More specifically because I did have an incident where someone kept saying, “You’re out to get me. You’re out to get me.” And I was like actually I wasn’t but now you keep acting like this and I don’t know it makes it to where yeah if you are going to do something wrong I kind of want to bust you more than other people but just because you are acting like that and always accusing me of being out to get you when I am really not.

**Audio 5 PD**

**Interviewer:** What are three adjectives that describe a resident assistant in your opinion?

**Declan:** Oh. Hmm. Resource. That’s tough. Resource for sure. Information disseminator is always a good one. And a representative for campus.

**Interviewer:** How do you act as an authoritative figure or express authority?

**Declan:** In terms of authority I try to be as subtle of a leader as I can in terms of what I have to do. If I have to be authoritative in terms of policy enforcement or in any other time of leadership normally I get pretty stern if its having to do with something in the hall or confrontational. Otherwise it is passive leadership.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**Declan:** For sure, yeah, I think a lot of people have a misconception that the RAs role is number one policy enforcer. Which, in my opinion, is not true. I think it is more of a resource and being there when your residents need it. So I think there is a general misconception there when it comes to being a policy enforcer and being too stern.

**Interviewer:** Okay. Does that general perception affect how you act in your job?
Declan: Absolutely. Absolutely because I think I constantly have to have a guard up for those residents that think that because they automatically have this perception of who I am and I constantly have to break down those walls.

Audio 6 PD

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Joe: Leader, leader, responsible and mature.

Interviewer: How do you act as an authoritative figure or express authority?

Joe: I tend to be more, I know some other RAs try to intimidate or have a demeaning type of stance or kind of an authority stance. I am more laid back about it because I realize especially with a mainly freshman population on my floor they are going to make mistakes especially initially so I don’t want them to think that my only goal is to get on them or jump on them for being in trouble. But, initially I am pretty lax but once I give one warning it kind of ramps up from there.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Joe: I think that a lot of, I think initially there is a stigma with the RA position. Once they get to know us and realize everything that is going on they tend, the residents tend to think, “Oh they aren’t just after us.” I know my initial reaction my freshman year was that this was they guy that ruins everything but then he became one of my best friends. So their initial reaction is “Woah what is this? This isn’t cool.” But then they kind of warm up to us.

Interviewer: Do you think this general perception affects how you act in your job?

Joe: Definitely, yeah. In the beginning of the year, like I said I am not strict. I enforce the rules but I am not cruel about it or overly an enforcer, like major enforcer. I want them to say that I am a friend and I am here not just to get them in trouble. So initially yeah it is very lax but as it goes on you take on the role that your floor demands.
Audio 7 PD

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Clare: I would say involved, outgoing and leader.

Interviewer: How do you act as an authoritative figure or express authority?

Clare: Sure. I think I take a more laid back approach with my authority. So still saying, “Hey I am in charge when it comes down to it.” But not overstepping my boundaries so I guess when I need to express authority I do but I guess it is very minimally.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Clare: Yeah, I think a lot of times people think we are hall cops out to get them especially if they are up to some rule-breaking activities. So those kids particularly think we are the bad guys but I think that other people understand that we are just here to keep the policies in place and I think they generally respect that.

Interviewer: Does that general perception affect how you act in your job?

Clare: I think it definitely does change it but I think it changes it per floor. So with my floor I am a lot more casual because I see them on a daily basis so I don’t try to assert my authority too often because I want them to have a good relationship with me. But on other floors I am more likely to assert my authority because they aren’t necessarily my direct residents.

Audio 8 KI

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Gloria: Busy, role model and responsible.

Interviewer: How do you act as an authoritative figure or express authority?
Gloria: I try to take a friendlier role with my residents but I make sure they know there is a line and they
know that if they do anything against the rules they are going to be documented. Just as I would anyone
that I am not as close to on the floor. I make sure that they know the rules because you can’t really be
an authority on rules that your residents really don’t know. And I, sometimes I will take a joking way to
communicate some things but all of my residents generally know me pretty well and enough to know
when I mean business and when I want them to do something differently.

Interviewer: Okay. What do you think is the general perception of a RA as an authoritative figure?

Gloria: I think generally residents see RAs as above them quite a bit. I think that they know what things
they can and cannot say for the most part and if they aren’t sure they generally go on the way of not
saying things such as saying what they do on the weekend or other stuff like that. But generally I think
that they think of RAs as someone they can’t really connect with but can connect with at the same time.
Someone who is on their level but is a little bit higher.

Interviewer: Does that general perception affect how you act in your job?

Gloria: It does because I feel as though, sometimes when I am having a really bad day or really bad week
and all I want to do is sit around and mope or binge eat or whatever I am feeling that day I feel like I
can’t let my residents know that because I feel like I have to set a better example because I feel like they
are looking up to me. So I feel like I can’t let them know I am freaking out.

Audio 9 KI

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Rex: Bossy. Rude. That’s a trick one for the last one because we have such a negative connotation added
to our names so I would say negative.

Interviewer: So would you say that is what you think people think of resident assistants?

Rex: Yeah.
Interviewer: Okay. How do you act an authoritative figure?

Rex: See in my hall I am not necessarily trying to be that jerk that tries to catch everyone. I try to lead by example. I am like, “Hey that isn’t recommended.” I am not one that is going to snoop out alcohol. But, what was the question again?

Interviewer: Like, authoritatively. Basically how do you express authority?

Rex: I am always very calm and very to the point. I am not going to stare down at them like some other people do. I am usually just like, “Man you probably shouldn’t be doing that.”

Interviewer: Okay. So you said some adjectives you thought described a resident assistant, like what people think of a resident assistant. Do you think those adjectives affect how you act as a RA? Like that perception? Do you think that perception affects how you act as RA?

Rex: I personally try to prove them wrong since so many people think that of us and they are like, “Oh I don’t want to get caught by the RA because the RA is a dick.” Am I allowed to say that?

Interviewer: Haha yeah that is okay.

Rex: I try to be the opposite and try to be really nice about my job. Because I seriously told them at the beginning of the year, “I am just like you I just have a different job title.” So I try to be calm with them and be a normal person with them.

Interviewer: What are three adjectives that you as a RA feel about RAs? So not the perception of what other people think of RAs but what you personally think of RAs?

Rex: I have definitely, three adjectives that I think of RAs? That’s hard because there are so many types of RAs.

Interviewer: Or you as yourself as a RA. Like if you had to describe you as yourself as an RA?

Rex: Calm, collective and I want to say to the point but that isn’t an adjective.

Interviewer: That’s okay.

Rex: Okay then I am to the point.
Audio 10 K!

**Interviewer**: What are three adjectives or nouns that describe a resident assistant in your opinion?

**Lucy**: Motivated, excited and outgoing.

**Interviewer**: How do you act as an authoritative figure or how do you express authority?

**Lucy**: In formal ways such as duty rounds and enforcing policies in the halls. But in informal ways just ensuring the safety of the community and talking to residents making sure they are comfortable in their situation where they are living.

**Interviewer**: Okay. How do you think you, as an authoritative figure act?

**Lucy**: Like, do I...can you explain that a bit? Like super strict authority?

**Interviewer**: Yes.

**Lucy**: Okay. So I am not a super strict authority in my community because we don’t tend to have the issues that require strict authority. It is more of a friendly authority.

**Interviewer**: What do you think the general perception of a RA is as an authoritative figure?

**Lucy**: Most people don’t like to be associated with their RAs especially because they are an authoritative figure. There is always a gap between residents who get in trouble with policies and the RA that has to deal with that. So I think that for people who get in trouble or are going against the policies they have issues with the RAs for at least a little bit of the time. But for the most part other people are like, “Oh that is just someone who lives in my hall.”

**Interviewer**: So knowing that general perception, do you think it affects how you act in your job?

**Lucy**: Yes. Absolutely it does. I mean like I said I am more of a friendly authority because we don’t have the issues that all buildings have so I definitely don’t have to get as strict as other people and need to be a mean authority.
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Audio 11 PA

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Sophia: Busy, dedicated and creative.

Interviewer: Cool. And how do you think you act as an authoritative figure?

Sophia: I feel like as an authoritative figure I am not extremely domineering. It is more like, “This is my job and please respect me because this is my job and I am going to put my job before you.”

Interviewer: So what do you think the general perception of a RA as an authoritative figure is?

Sophia: When people come in as freshmen I think it is more of big, scary RA and at some other universities it might be that way, like more policy based. But I think at Ball State it is not as scary. RAs aren’t as scary because we focus so much on intentional interactions and I don’t feel like I have ever had that impact on someone where they are afraid to come talk to me. It is more of an intentional interaction and more on a personal level with residents. So I feel like at Ball State they are not, at least in my experience, they aren’t looked at as a scary authoritative figure.

Interviewer: So do you think that general perception of what a RA is affect how you act in your job?

Sophia: Definitely. I definitely feel like I am not seen as a scary person so that makes me more open to interacting with the residents because a lot of times it is hard for me to do social interactions. So not being afraid of other people thinking poorly of me that they have a better perception of me makes me able to do my job more effectively.

Audio 12 PA

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Tom: Hardworking, determined, organized and omnipresent.

Interviewer: How do you act as an authoritative figure or express your authority?
Tom: I express my authority by first letting them know I am a student in the same place that way there isn’t as much hostility towards me when correcting them. Then when we do handle it, it is more of a, “I have to do this.” And making sure that we are on the same page instead of I am doing this to be mad at you.

Interviewer: What do you think the general perception of a RA is as an authoritative figure?

Tom: I think the general perception that residents have is that we are bored and looking for trouble but that is not true at all in my opinion.

Interviewer: So knowing that general opinion does that affect how you act in your job?

Tom: Yes it does. Do you want me to explain it?

Interviewer: Yes.

Tom: Yeah it does because I feel like I want to break that barrier and that I am not here to get them in trouble but make sure that safety is being followed. So I make sure that I am having those conversations first then handle the situation as opposed to the other way around.

Audio 13 WS

Interviewer: What are three adjectives that describe a resident assistant in your opinion?

Chris: Adjectives?

Interviewer: Adjectives, nouns or descriptors.

Chris: Thank you. I would say hardworking, helpful towards staff and residents and level-headed, like they have more mature experience and stuff.

Interviewer: So how do you act as an authoritative figure or express authority?

Chris: For me I am a quiet person so whenever my voice is deep or my facial expressions change with certain residents they know I am upset and I am not usually like that. So they know they need to stop that or they get the warning.
Interviewer: So what do you think the general perception of a RA is as an authoritative figure?

Chris: A nark or someone just trying to bust them and ruin their good time. They don’t understand that we are just here for their safety and academic success.

Interviewer: So do you think that general perception affects how you act in your job?

Chris: It doesn’t really affect me. I don’t really care what they think as long as they respect me. But with my floor they know I am just there for their safety and academic success but other floors just think I am a nark because they don’t know me as well.

Audio 14 WS

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Donna: In my opinion three adjectives that describe a resident assistant would be a leader, a go-getter and an open-minded person.

Interviewer: How do you act as an authoritative figure or express authority?

Donna: I express authority in my job by being a role model, following the rules and being a good example for the residents. If something happens I am always nice about it but policy is policy. You signed the dotted line.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Donna: Police officer, janitor, a mom, a snitch...those are just a few words that have been described. But I mean a lot of my residents on my floor would think of me as a friend. I mean I wouldn’t say we are pals but we are nice to talk to.

Interviewer: How does that general, or does that general perception affect how you act in your job?
Donna: Yeah I think, I don’t know I have always wanted people to like me so it makes me strive harder for that personal one-on-one relationship. Be like, I am not a monster but I am a person you can talk to about anything.

**Audio 15 WS**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**John:** They are understanding, sympathetic and they are inspirational.

**Interviewer:** Perfect. How do you act as an authoritative figure or express authority?

**John:** Hmm. There are multiple ways I do this.

**Interviewer:** Okay.

**John:** For me there is a system I have created where I have a heavy set of keys where I walk around with them on duty. When I walk around they know a RA is on duty and know that they are coming. A couple of the reasons I do that is one, for the common knowledge I am coming and also for the female residents that if it is at nighttime and they are taking showers and walking around in towels that they know I am coming so that they don’t freak out. Other ways, I use my manly voice when they do something wrong. I am very stern and direct. I tend not to go around the bush with the question. If there is a situation then I am going directly for the gun to take whatever is going on and finish it out as quickly as possible. No nonsense is my policy.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**John:** They think we are the police.

**Interviewer:** Okay. Does that general perception affect how you act in your job?

**John:** I think it is humorous for me. I think being in a freshman dorm it is important that we break that perception before they actually get to witness us and what we actually do. Other than that they are going to come up with their own thoughts and stereotypes of what we are and we can’t really change it.
But that is where we come in one-on-one with our own personal stories with them so that they have something they can use where they can say, “You know I did hear that about RAs but my RA isn’t like that.”

**Audio 16 WS**

**Interviewer**: What are three adjectives or nouns that describe a resident assistant in your opinion?

**Beth**: Confident, compassionate and understanding.

**Interviewer**: How do you act as an authoritative figure or express authority?

**Beth**: Definitely having that line between being a friend and a boss. So that they know when I am acting as a friend and just want to talk and then when my voice changes or my attitude or behavior changes that’s when you know I am being serious and that this isn’t a joke anymore. Making those behavioral changes has worked really well for me in the past and I haven’t had any issues when I made that line.

**Interviewer**: So what do you think is the general perception of a RA as an authoritative figure?

**Beth**: I think typically in the very beginning they think you are a joke. For a long time until they get documented. If they never get documented they still think you are a joke. But that is okay. I guess you just work with it. But that is definitely the perception that I have gotten, that we are just a joke as an authoritative figure.

**Interviewer**: Does that general perception affect how you perform in your job?

**Beth**: Yeah I try to stay more serious depending on they are reacting to me. If they take it more as a joke I get more and more serious just depending on the situation and how they are treating me. If you treat me with respect I can usually joke around with you but that is typically how the perception goes.

**Audio 17 KE**

**Interviewer**: What are three adjectives or nouns that describe a resident assistant in your opinion?

Interviewer: How do you act as an authoritative figure or express authority?

Richard: You have to follow through if you tell residents, “If you do this, this is going to happen.” You have to do it, because if you don’t then they are just going to walk all over you. And you have to be forceful at the beginning because if you aren’t forceful in the beginning and have to do it again then they are just going to walk all over you.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Richard: People don’t like RAs. People always disagree with the RA no matter what they say because they always think they are wrong. People always think that RAs are like police and they are only there to find the alcohol or catch them doing bad things. When in reality the RA is there to guide the freshman or whatever year they may be into the next phase of their life and achieve the best things they can do at Ball State.

Interviewer: Does that general perception affect how you act as a RA?

Richard: I am aware that people feel that way so I try to change the stereotypes. I am very friendly with my residents, I joke with them, blah blah blah like I will say, “Oh sorry...quiet hours!” when it is three in the afternoon. Just if they are like goofing around. So I try, because in order to break that stereotype you have to do more than just yell at them. You have to actually help them if they have questions. Show them where they need to go if they come to you and show that the RA is more than just an authoritative figure.

Audio 18 KE

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Sally: Three adjectives or nouns...Busy, dedicated and hardworking.

Interviewer: Okay. How do you act as an authoritative figure or express authority?
**Sally:** I express authority probably very professionally and straight to the point. I am friendly but not overly friendly.

**Interviewer:** Okay. What do you think is the general perception of a RA as an authoritative figure?

**Sally:** A nark, the person that gets you in trouble. It’s not true but that’s what people think.

**Interviewer:** Does that general perception affect how you act in your job?

**Sally:** Oh for sure. I always think I need to overcompensate so that people realize that I am a human but still doing my job.

**Audio 19 KE**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**Dwight:** What are three adjectives or nouns that describe a resident assistant in my opinion would be leader, strong and outgoing.

**Interviewer:** Perfect. How do you act as an authoritative or express authority?

**Dwight:** I am confident in knowing that I have the authority with rules and that I am acting in the right. As long as I follow that ideal I don’t have anything to worry about.

**Interviewer:** So how does that translate into maybe doing a documentation. Like when doing a documentation how do you express your authority there?

**Dwight:** I clearly state what policy has been broken and by doing that I disarm any argument the resident may have by stating, “You were in the wrong, this is why you were in the wrong.” And that is generally the end of it.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**Dwight:** I think the general perception is that RAs are police or the boss.

**Interviewer:** Do you think that general perception affects how you act in your job as a RA?
Dwight: I only think it affects that if I have a negative conflict. So a documentation with a resident will usually generate a negative outcome but it usually doesn’t because there is so much that happens on the other side like programming and intentional interactions.

Audio 20 KE

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Clarence: Trustworthy, leadership and courageous.

Interviewer: How do you act as an authoritative figure or express authority?

Clarence: I be straight up with them and don’t try to beat around the bush. I usually raise my voice and that usually gets my point across quickly.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Clarence: The residents’ view?

Interviewer: Yes.

Clarence: That we are just out there to get them. Sometimes they don’t understand our entire job they just think we are douche bags. Hopefully I can say that on audio.

Interviewer: Yes you can. Does that general perception affect how you act in your job?

Clarence: Yes. Because when they continually think that it is hard to keep that same community across the floor because obviously no one wants to be hated so it is a little tough.

Audio 21 KE

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Juanita: Dedicated, hardworking and fun.

Interviewer: How do you act as an authoritative figure or express authority?

Juanita: How do I express authority?
**Interviewer:** Like when you approach a situation or on your floor how do people know you are in charge?

**Juanita:** On my floor I have a serious face and when they see my serious face they know I mean business.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**Juanita:** I think they are perceived as being mean and very strict.

**Interviewer:** Do you think that general perception affects how you act in your job?

**Juanita:** No because I don’t care if they think I am being strict because I am doing my job.

**Audio 22 SE**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**Carlos:** Policy enforcement, friend and mediator.

**Interviewer:** How do you act as an authoritative figure or express your authority?

**Carlos:** Making sure everyone knows the policies and enforcing it and not backing down I guess.

**Interviewer:** What do you think is the general perception of a RA as an authoritative figure?

**Carlos:** A dick. Yeah I mean as far as enforcing policies they are someone you don’t want to be around.

**Interviewer:** Now does that general perception affect how you act in your job?

**Carlos:** Not really. I am a dick when I have to be. When I am not I am not.

**Audio 23 BK**

**Interviewer:** What are three adjectives or nouns that describe a resident assistant in your opinion?

**Dorothy:** Caring, hardworking and resourceful.

**Interviewer:** How do you act as an authoritative figure or express your authority as a RA?
Dorothy: I try to be relatable to my residents so they understand where I am coming from and the reason I am exerting my authority in a certain situation. So that they know why I am acting the way that I am. I am definitely pretty relaxed as much as I can be and I think my residents respect that and know that I have to do what I have to do in my job. I have never really had a problem with people questioning my authority or disrespecting me because I have a good respectful relationship with my residents as well as being chill and cool with them.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Dorothy: I think most people, like most residents, would say that we are trying to sniff out trouble and trying to get people in trouble. And if they get in trouble for something they always kind of put it back on you, the RA, or other residents. They always try to defend themselves and they don’t understand that we are just doing our job and that we have to take care of what we see and hear and that stuff. But I definitely think that when people think of a RA they think of a boss or who owns the floor. They don’t think of the other qualities of a RA like being understanding or a resource or relatable. So I think that when people hear RA they think authority.

Interviewer: So knowing that perception do you think it affects how you act in your job?

Dorothy: I don’t think it really affects how I... I would say if it affects my job or performance I would say that I, like my residents will tell me, “My RA this year or my RA last year always tried to get me in trouble.” And I just say, “Well that’s not what I am here for.” So I always try to defeat the stereotype, I guess through my actions. I think the only way it affects me, like I don’t consciously think about it, but if it does in any way it is to defeat the stereotypes and not be the big mean, bad RA.

Audio 24 BK

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Greg: Powerful, friendly and charismatic.
Interviewer: How do you express authority or act as an authoritative figure?

Greg: I show it by establishing a good rapport. I go more of a friendship and respect than an authoritative figure. I think that is a better way of doing it.

Interviewer: What do you think is the general perception of a RA as an authority figure?

Greg: I think that the normal view, because when I was a student I viewed my RA as someone powerful and to be scared of. But I try to do a different approach and being friendly, as just a friend that has just a little bit more power but is looking out for them.

Interviewer: So, do you think that general perception of that powerful figure affects how you act in your job, like how you compensate for it as a friend or something like that?

Greg: Yeah I think there is a line and I have seen residents not fully open up to me as being careful that I am going to tell on them. So I think there definitely is a wall between friendships. Kind of as a boss to worker divide.

Audio 25 KE

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Melanie: I would believe courageous, flexible and strong-willed.

Interviewer: How do you act as an authoritative figure or express authority?

Melanie: I believe I act as an authoritative figure because I am the one who keeps the girls on my floor in line and keep other people in the building from doing stupid things.

Interviewer: How do you express that authority?

Melanie: I would say I express that authority by being firm when necessary but by being understanding in other circumstances as well.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?
Melanie: I believe there are two across campus. I believe there is one by people who work in housing and students who are involved and realize how hard we do work. And then I believe there is the other, which is a lot of freshman students, either believe we don’t do anything because they expect us to live in the building or they are angry because we do too much and get them in trouble.

Interviewer: Do those perceptions affect how you act in your job as a RA?

Melanie: I would say yes they definitively do. Because I know that around certain residents I have to act a certain way so that they respect me as a person. Whereas I can interact with people in HRL and people who are involved on campus in a more relaxed setting.

Audio 26 WW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Bella: Passionate, unbiased, and I can’t think of another one.

Interviewer: All right. As a RA how do you act as an authoritative figure or express authority?

Bella: I am very straightforward with my residents. So I make sure that in the beginning I let them know that yes I am here for you but this is my job so I will be your friend but this is my job first. So kind of establishing those boundaries in the beginning so that they know what I expect of them and what they can expect of me and letting it go from there. So I actually enforce what I say I am going to enforce and follow through with things.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Bella: Rude and something recently that I have just found out throughout our building is that residents think we are spies and wait outside their doors and want to document them. And I just think that is very funny because I don’t want to write a documentation. So residents perceive us as looking to get them in trouble and that’s what I want to do instead of I am here as a resource and want to help them out instead of getting them in trouble.
The Effect of Perception on Resident Assistant Job Performance

Interviewer: So do you think that general perception affects how you act in your job?

Bella: I think that within my first year it definitely did. I cared about what my residents thought of me and how I was going to act. You know if I wanted to be an authoritative figure that’s what I was going to be at the time but if I wanted to be that friend I would be like, “Oh hey!” you know acting cool. But I have learned throughout my position that I can’t let it affect me. You can’t really let their perceptions affect you because it will either affect your life or your position in negative ways.

Audio 27 WW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Jamie: Trustworthy, friend and policy-enforcer.

Interviewer: How do you act as an authoritative figure or express authority?

Jamie: I normally make sure that the residents that I am supervising have a good understanding about the rules so that I don’t have to be too aggressive. However, should someone break those rules I make sure I tell them what they did wrong, how they can go about fixing it/changing it and then telling them the consequences of their actions.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Jamie: Whenever I tell someone older that I am a RA they usually say that I am a nark. So it probably isn’t as good of a perception but when I have residents who enjoy the experience of hanging out with me they want to be a RA. So I think it is hit or miss.

Interviewer: So does that general perception affect how you act as a RA?

Jamie: It does not. I know that, yeah I may have to tell on someone but I have to tell on them for a reason. They obviously broke a rule of some sort and that is just what has to be done. As being a friend, it is nice that people still want to talk to me and that I can have friends outside of the RA job still.
Audio 28 WW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Becky: I would say trustworthy, good role model and empathetic.

Interviewer: How do you express authority or act as an authoritative figure?

Becky: I would say probably just by not only am I present in my hall but I just constantly remind them of policies and keep them informed as well as obeying them myself. Also enforcing them when necessary, especially when I am on duty and see something that is not supposed to be going on.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Becky: It depends on who it is coming from. I would say from the person that I am the authority figure of it depends...sometimes I am respected and sometimes I am not. A lot of times I think that people think, for instance I am freshman RA mostly, they think I shouldn’t be telling them what to do because they are adults. But for the most part on Ball State’s campus that we are respected and that we have a lot of respect from our faculty and peers for what we do.

Interviewer: Do you think that general perception affects how you act in your job?

Becky: Yes and no. I think I have to do my job so no sort of perception like that is going to make me not do that. But it does make me hesitant and makes me nervous for maybe how people will perceive me but at the end of the day I am here to do my job so no matter how people perceive me I am going to do it.

Audio 29 E

Interviewer: What are three adjectives or nouns that describe a resident assistant?

Berta: I think a resident assistant has to be responsible, organized and open-minded.

Interviewer: How do you act as an authoritative figure or express authority?
Berta: I think as a resident assistant there are a lot of different ways to act as a person of authority. I think that you have to know your boundaries between being a friend and being a person of authority with residents so I guess just know when you have to be those two people with your residents.

Interviewer: When you have to be an authority with your residents, say a documentation, how do you approach that?

Berta: When I approach a documentation I always try to be friendly and respectful. I think a lot of times residents assistants can get carried away with authority and can get demeaning towards residents so I always try to be respectful.

Interviewer: What do you think is the general perception of a resident assistant as an authoritative figure?

Berta: I think from what I have heard in the past the general perception of the authority aspect of a RA is that they are mean or that they enforce stupid rules and let the power go to their head.

Interviewer: Does that general perception affect how you act in your job?

Berta: I think the general perception does affect how I act in my job. I think I try to disprove that general perception and show residents that I am not a mean person or power hungry or in over my head. I try to disprove that general perception.

Audio 30 E

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Joann: Responsible, reliable and thoughtful.

Interviewer: How do you act as an authoritative figure or express authority?

Joann: Around here I consider it more friendship-based so when they break my trust then that hurts me. So they don't necessarily see me as an authoritative figure but they see me as a friend they don't want to betray. So I see it like that.
Interviewer: What about when you do a documentation? How do you act as an authoritative figure then?

Joann: I tell them, “This is it. You don’t have another shot. I am a friend but my job comes first.” So I definitely take it that route and tell them, “I am sorry but this is going to have to happen and it will continue to happen if you do these things over and over again.”

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Joann: I think it can be negative depending on the person but most of the time I think it is, “We understand. We know you are just trying to do your job.” So I don’t think it is negative like a lot of people think it is.

Interviewer: Does that general perception affect how you act in your job?

Joann: It depends if someone is being disrespectful to me or not and if they are taking my job less seriously than I am. So it definitely just depends on their perception of me. Usually it doesn’t really bother me. I just go about my business and do my thing.

Audio 31 E

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Bruce: Devoted. I can’t think of any others.

Interviewer: How do you act as an authoritative figure or express authority?

Bruce: I think a lot of it is getting the residents to respect you and form that bond. And if they are friendly with you then they won’t disrespect you and break the rules. So like disappointment versus anger.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?
Bruce: I think for the most part residents acknowledge that it is the RA’s job to be that figure. You get some residents who know that but are still not happy about it. I think that is what it mostly is so residents know that RAs have to be the authoritative figure because that is their job.

Interviewer: Does that perception affect how you act in your job?

Bruce: I don’t really think it affects how I perform. I think that I treat everyone equally within my hall and they know I am doing my job when I have to get on them for something and are usually respectful about it.

Audio 32 D

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Leah: I would say I think a RA has to be very inclusive because they have to be supportive of all the residents no matter where they come from or what their opinions are. I think a RA should act in ways that are very positive because they are a role model and I think that RAs also have a desire to see their students to do well and grow. I don’t think there are many RAs that don’t have that desire.

Interviewer: How do you act as an authoritative figure or express authority?

Leah: Usually I put on more of a stern tone because usually I laugh a lot. But when I have to show my authority I am very stern and business-like. So I am not really cracking jokes like I usually do and people know I am not behaving in my natural state and that kind of pushes that authoritarian persona.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Leah: I think in general, it depends on your community and the relationship you have with your residents because in some places you have to be more of an authority figure more of the time. In other places that is not as much of an issue and people don’t see you that way necessarily. So I think if we are generalizing, people see the RA as a negative authority figure who is trying to get you into trouble and ruin your fun. But that is not really it but if we had to generalize I think that is what it would be.
Interviewer: Do you think that general perception affects how you act in your job?

Leah: Yes and no. I think it encourages me to show more of my non-authoritarian side just to show them that the RA isn’t only the police officer so to speak but we are there for other things too. But at the same time I don’t think it keeps me from being authoritarian.

Audio 33 D

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Lydia: Three adjectives or nouns would be responsible, flexible and time-management.

Interviewer: How do you act as an authoritative figure or express authority? So whenever you go into a documentation or something like that how do people know you are an authoritative figure? How do you express authority to a resident as a RA?

Lydia: I would say I express authority by announcing my position first of all and then through tone of voice and eye contact and seriousness of the conversation.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Lydia: Can I say just in my building?

Interviewer: Yeah.

Lydia: Ok. In the honors dorm I would say that is not our main role. The residents don’t take us as seriously as an authority figure as they do a friend or substitute parent.

Interviewer: Do you think that general perception of those roles that they see you as affect how you act in your job?

Lydia: With how I think they see me?

Interviewer: Yeah.

Lydia: Can you restate the question?
Interviewer: So you said that in the honors dorm people see you mainly as a friend or mom-like figure, does that translate into how you perform your job here? Do you act that way or do you try to combat that?

Lydia: I think how they see me is a result of how I act. It is kind of like the chicken and the egg thing and it plays off each other. So I think if I changed how I acted then I think how they perceive me over time would change because they are interconnected.

Audio 34 D

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Amy: Responsible, trustworthy and compassionate.

Interviewer: How do you act as an authoritative figure or express authority?

Amy: By being a leader in the community and leading by example.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Amy: Mean and rude and not wanting to have any fun.

Interviewer: Do you think that general perception affects how you act in your job as a RA?

Amy: Yes because I want to be authoritative but still be fun for my residents. So I still try to have a fun-loving attitude and then turn it around and still be authoritative and make them follow the rules.

Interviewer: When you are authoritative, like in a documentation, how do people know you are being authoritative?

Amy: My tone of voice. That is the number one thing people notice when I am being serious because my voice is completely serious.

Audio 35 SW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Candace: Unique, hardworking and well-rounded.

Interviewer: How do you act as an authoritative figure or express authority?

Candace: I mean just by going around and enforcing the rules and making sure people follow the policies.

Interviewer: Ok. When you approach a documentation or something like that how does someone know you are an authoritative figure?

Candace: Usually you can announce yourself. But usually they just know because of the introductions at the beginning of the year.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Candace: Some people think we are the police I mean it happens. I mean we aren’t. We are just doing our jobs.

Interviewer: Do you think that general perception affects how you act in your job?

Candace: I mean, not really. I am still going to do my job regardless but sometimes it gets annoying because you are like, “Why are you treating me differently?”

Audio 36 SW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Jeff: Dedicated, busy and motivated.

Interviewer: How do you act as an authoritative figure or express authority?

Jeff: I just kind of get straight to the point and let them know what they are doing wrong and let them know how and why it is affecting other people.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?
Jeff: I had a resident say they didn't like authoritative figures and having peers being them...they just didn't like it. So I think there are different arrays of different degrees but people think we are like students.

Interviewer: Do you think that perception affects how you act in your job?

Jeff: Not particularly. They know I am here to be a RA and that it is a job. So, they know that maybe I don't want to be friends with them. I think for the most part they may have a problem with authority but it isn't going to phase me.

Interviewer: With yours of, for instance with your student pointing out you are a peer, how do you overcome that or address that?

Jeff: I just let them know that is their opinion and they may have a problem with that but I am not going to cater to that and I am still going to do my job. So if they have a problem with that they are just going to have to keep that to themselves.

Audio 37 SW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Lacy: Open-minded, attentive and busy.

Interviewer: How do you act as an authoritative figure or express authority?

Lacy: I am very upfront about it. I tell them basically this is what it is. This is what I go for and this is what I don't go for. So it is out there and clear cut and there should be no second-guessing it because it is the first thing that is stated when I introduce myself.

Interviewer: What do you think is the general perception of a RA as an authoritative figure?

Lacy: That we are here to snitch on people. Yeah pretty much that we are here trying to be your parent for college.

Interviewer: Does that general perception affect how you act in your job?
The Effect of Perception on Resident Assistant Job Performance

Lacy: No because regardless I have come here to do a job. I am not going to let what they think
determine how I am going to do my job because there is a lot of money on the line and I need my job. So
I come forth very upfront about what I do so it is up to them if they abide by the rules.

Audio 38 SW

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Grace: Caring, hardworking and reliable.

Interviewer: How do you act as an authoritative figure or express authority?

Grace: Having to go through the halls during duty rounds I will have to enforce policy if I come across
something that needs to be addressed such as noise violation. In other ways, not as much of a problem,
if people are fighting then making sure the area is safe is the main goal.

Interviewer: So whenever you come across a problem and have to address it how do people know you
are the authoritative figure?

Grace: Initially I will say that I am the RA and wanting to make sure everything is okay. And just let them
know what is going on and why the situation isn’t okay and explain what the process is and the
repercussions for their actions. So explaining everything as I go through it.

Interviewer: So what do you think is the general perception of a RA as an authoritative figure?

Grace: For some it is a scary situation and they panic and see you as the police. They don’t cooperate
well or they cooperate very well because they are scared like I said. Or there are those that haven’t had
to interact with you in that situation so they don’t really see you as that. They see you as a floor mom or
dad. The softer and the harder side I guess.

Interviewer: Do those general perceptions affect how you act in your job?

Grace: I wouldn’t say it affects how I...I know in some situations I have to be the cop if you will because
in some situations you have to be harder because they aren’t going to listen to you or something is
impairing their ability to cooperate. So you have to make sure they are safe but have to come off meaner or harder. But in the softer situations you kind of just have to go with the flow with how they are acting with you I suppose is how I would say it. Some of them are going to react way differently with you depending on the situation even if it something really simple or something that it is imperative that we are in there.
Appendix B

Resident Transcriptions
Audio 1

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Liam: Gosh, I'd say relatable, sympathetic, I don't know a better word for it, I'd say leader. What was the second half of the question?
Interviewer: That was it, just describe it.
Liam: Ok.

Interviewer: If you have had an RA, which you have, describe how they acted as an authoritative figure.
Liam: They were sure to know er to I can't say that. They weren't like overly pushy I would say. I don't know how to word that, if you could give me a second. They made it so that you knew that you by yourself could approach them on a personal level, but at the same time you still knew that they were the like authority figure at the same time. And like I said, they didn't make it pushy. They were always like "I'm the leader or the head of this or if you do this, this is going happen". They made it more free and open.

Can you say the question real quick?

Interviewer: Yeah, I mean you've answered it, which you can continue to it if you want. It said if you've had an RA describe how they acted as an authoritative figure. So, what I've heard you say is that they are not pushy but you still know that they are the person in charge.
Liam: Yeah, that's right.

Interviewer: Does that make sense?
Liam: Yeah.

Interviewer: Is that what you want to say?
Liam: Yeah I'm fine with that answer.

Interviewer: Ok cool. Ok, if they had to express, the RA, had to express their authority to you and you were in the wrong, how would you like your RA to do that?
Liam: Just one on one confront me. I feel like sometimes you just need to be called out on it and it doesn't matter where you are, but if you know you've been doing this wrong and you've been called out on it before and he went and said one on one "hey you need to stop doing this" or it's just not right and it gets to the point where you keep doing it, just call him out on it.

Audio 2

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
George: Leader, communicator, and assistor.
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Interviewer: You've had an RA, so describe how they've acted as an authoritative figure.

George: Well you know, problems within the floor, kind of like when there's a behavior issue or someone is doing something wrong to kind of manage it and kind of give the discipline to the floor if they do something wrong.

Interviewer: If your RA had to express authority to your and you were in the wrong for some situation, how would you like the RA to do that or approach that situation?

George: What do you mean by that?

Interviewer: So like say you did something wrong in the hall and the RA had to come and talk to you about that or call you out on that in some form or fashion how would you like to be approached if that was the case?

George: I think personally like be a person and like "hey can you go to my room or something like that so like we're alone" and then he tells me about it. That way everyone doesn't have to find out you know. It's just between us and then we can fix the problem.

Interviewer: Ok

Audio 3

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Clay: Helpful, there, does that count? Um I guess I could say um positive.

Interviewer: Ok, you have an RA, describe how they've acted as an authoritative figure or what is their authoritative style?

Clay: Um, lax unless there's a legitimate issue.

Interviewer: K. If you were in the wrong like in a situation where you had actually done something wrong and an RA needed to confront you about that or express their authority to you. How would you like that to be done.

Clay: Sternly? Enough that I would know that he is uh um an important figure but not like threatening to kill me preferably.

Audio 4

Interviewer: In your opinion, what are three adjectives or nouns that describe a resident assistant?

Nick: I would say fun, really entertaining, and really nice to be around.

Interviewer: K, you've had an RA, so how do they act as an authoritative figure?
Nick: They are really nice about how they treat people. It seems like they aren't really too pushy with a lot of rules until you get really belligerent and act out of control and then it starts to become a problem and then that's about all that the power that they have seem to have (snapping noise) for certain things and that's about it.

Interviewer: So if you were to be in a situation where you were in the wrong like you did something wrong, how would you want your RA to approach that with you?

Nick: I would say approach in kind of a calm manner and then I'll stay calm too, cause if you come in screaming in at me, chances are I'm going to come screaming back at you because I really like to be treated the way I think I should be in certain situations.

Audio 5

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Sam: Just in general, or my resident assistant?

Interviewer: Um, you can do in general. That'd be fine.

Sam: Um, responsible, let's see, this is kind of interesting, I never thought of this. Responsible, um trustworthy, I suppose lawful in the way that um you know they have to write people up even if they don't want to.

Interviewer: Mmkay, what about your resident assistant? You don't have to pick three but just describe your resident assistant if you want to.

Sam: Um, my resident assistant. Um, I would say he's fair.

Interviewer: Ok. Um, how does your RA act as an authoritative figure?

Sam: I mean, he's an RA first but a friend second. So you know, he's obviously friends with me personally and friends on the floor but you know, he's obviously an RA on the floor first.

Interviewer: Ok, if you were to be actually in the wrong about something like you did something wrong and your RA had to come and confront you, how would you want that to happen? How would you want him to act towards you?

Sam: Probably just as an RA, because if he tried to act, well, I know that he would try and take a more friendly approach, because we are friends, but I would want him to you know do his job.

Audio 6

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Nate: Leader trustworthy and caring.
The Effect of Perception on Resident Assistant Job Performance

Interviewer: Ok. How has your RA acted as an authoritative figure?
Nate: Responsible, and uh fair.
Interviewer: If you were in the wrong about something and your RA had to confront you about that, how would you want him to do that?
Nate: Uh, one on one and uh and uh, more in the sense of understanding, knowing it's, you're obviously in college and whatnot.

Audio 7
Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Interviewer: Ok. How has your RA acted as an authoritative figure?
Luke: Uh fair. He hears like both sides of the story and such and seems to care a little bit.
Interviewer: Ok. If you were in the wrong in a situation and had to be confronted by your RA, how would you want him to go about that?
Luke: Come talk to me personally about it.

Audio 8
Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Ethan: Um, knowledgeable, helpful, and you said three right?
Interviewer: Yes
Ethan: Uh third one, uh, I can't think of a third one.
Interviewer: It's ok, you don't have to. You've given two and we'll move on. How has your RA acted as an authoritative figure or expressed his authority?
Ethan: Um, pretty much through having hall meetings, being a presence around the halls, walking around, checking on us. Like I said, being knowleadgeable, he knows, knows what's going on. Um letting us know what we need to do before we leave for breaks. That kind of stuff.
Interviewer: Ok. If you were in a situation where you were in the wrong, truly in the wrong and your RA had to confront you about that situation, how would you want him to go about that?
Ethan: Um, I think personally I would want him to come to me one on one talk to me about it, not make a big deal about it in front of everyone. I don't think he would. Uh Yeah, pretty much just come and talk to me about it. That way I know that I'm doing something wrong and if he notices it, know how to fix it.
Audio 9

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Duke: Um, I'd say caring, knowledgeable and fun.

Interviewer: How has your RA acted as an authoritative figure or expressed his authority?

Duke: Um, well he's taken control of the meetings we've had in here um and anytime I've needed help, he's helped me out and I'm sure that goes along with any of the guys here.

Interviewer: Ok, great. If you were in a situation where you were in the wrong, like you had actually done something wrong and your RA had to confront you about that, how would you want him to do that?

Duke: Um, definitely probably just be upfront with me.

Interviewer: K, um if it were in a room like say you were in a documentation in a room of people, would you want it to be the same way or would you want it would you want him to confront you in a different way?

Duke: Um, probably the same way.

Audio 10

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Amber: Um, informative, involved, and strict.

Interviewer: How has your RA acted as an authoritative figure? Or RAs acted as an authoritative figure?

Amber: Um, she definitely enforces the rules. I feel like I honestly don't see much of her unless like we're passing in the halls or we have meetings or stuff. But um, yeah the pretty much the only time I see her.

Interviewer: Ok, so if you were in a situation where you were truly in the wrong about something, how would you want your RA to approach you in that situation?

Amber: Um, I would say just like if I know I'm in the wrong like I'm going to sit there and be like apologetic and be sympathizing and so as long as like I feel like if someone can like recognize that and not... I just can't deal with like authoritative figures who are like so over the top about things and just like in your face and just rude. Like as long as they can sit there and be calm and like talk to me about it especially if I know I'm in the wrong, then that's fine.

Audio 11

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?
Eliza: Um, Responsible, dedicated, fair

Interviewer: Ok, how has your RA acted as an authoritative figure? or you can answer RAs in general have acted as an authoritative figure.

Eliza: Um, my RA personally is a really good RA. Like and I’ve even been in trouble, like I get noise complaints like pretty often and I feel like she always like handles the situation like calmly and fairly and um like I know that we’re in the wrong like whenever we’re being loud so I’m not like “oh quit getting onto me.” I think she does a good job, what she does. And I feel like most RAs in general probably are that way. I’ve encountered a few that are kind of sassy, but I mean, that’s just people in general. Like I wouldn’t just hold that like trait to like an RA.

Interviewer: Ok, so in a situation where you are in the wrong, like you know you’re in the wrong, how do you like to be approached by an RA as an authoritative figure?

Eliza: Um, respectful. Like they don’t need to be like you know trying to uh like have power over you or be like controlling you know what I mean. Like it’s a lot better if they come to you on like on a level kind of way if that makes sense. Um I think like whenever somebody comes at you in a disrespectful manner and they’re trying to be like headhoncho, like it makes kids like want to be like shitty and like rebel but um you know my RA she’s always very respectful.

Audio 12

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Natalie: Three adjectives?

Interviewer: Or nouns, descriptors.

Natalie: Um, responsible, good with time management. That’s not one word, sorry.

Interviewer: That’s ok.

Natalie: Uh, patient.

Interviewer: Ok, how has your RA acted as an authoritative figure?

Natalie: She’s definitely responded to noise complaints throughout the halls. She’s gotten on people for alcohol usage in the halls. Just letting us know what the general rules are whenever she feels as if we’re kind of straying from it.

Interviewer: How does she act in those situations, like how does she express her authority?

Natalie: Very calmly and quietly and nicely, but you still know that she’s like giving you the look so you’ve got to listen to her.
Interviewer: K, if you were in a situation where you were truly in the wrong about something, how would you want your RA to approach you?

Natalie: Same way that she does right now, you know? Like patiently, like calmly, like not gonna jump down your throat. Just kind of deal with it, state the problem, and move on after that.

Audio 13

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Cassie: Any in general?

Interviewer: Any, any in, yeah. It can be descriptors too or sentences. It doesn’t matter.

Cassie: Mmm, well I don’t know, because mine’s pretty awesome, but.

Interviewer: Well you can do RAs in general and then you can do your own RA.

Cassie: RAs in general I think of, oh I think of rules, craftiness. I just think of crafty little door things. And um, I don’t know. I think they’re caring. I want to say.

Interviewer: What about your RA? Is it different than that or?

Cassie: Uh, not really. But I don’t know, I just think she’s awesome. She’s just fun. She’s like our mom of the floor.

Interviewer: Great. Um, so how does your RA act as an authoritative figure?

Cassie: Um, she’s not like super hard on us, but if something goes down, she’ll lay down, like lay down the law, whatever she needs to do. So she keeps us pretty in shape, but she’s also fun to be around.

Interviewer: If you were to do something wrong, and you were actually in the wrong about it, how would you want your RA to handle that? Like how you would want to be confronted about that?

Cassie: Like wrong wrong, or documentation wrong?

Interviewer: Like documentation wrong. Like say you were in the middle of a documentation and you had actually done something wrong and weren’t just being defensive. Like how would you want her to handle it?

Cassie: Um, I don’t know, I guess just come up and talk to me about it I want to say. I like understand I got a documentation so I’d be like, ok I’m in the wrong. I’ll fix it next time. Not to be super mean about it.

Interviewer: Ok, what if you, kind of switching a little bit, what if you were in the middle of a documentation and you didn’t feel like you were in the wrong, yet your RA still had to approach you about that. How would you want her to approach you?
Cassie: Um, probably the same way. I just probably wouldn’t agree with it. I think that she’s just doing her job, what she needs to do and if I had a problem with the whole thing, I’d probably talk to anyone above.

Audio 14

Interviewer: What are three adjectives or nouns that describe a resident assistant in your opinion?

Ashley: Um, fun, outgoing and personable.

Interviewer: Ok. How does your RA act as an authoritative figure or express her authority?

Ashley: Um, she basically said like in the beginning that she’s not going to be our friend, she’s going to be our authority figure. And she like doesn’t give her, our, she doesn’t, she didn’t give us like her number or like Instagram and stuff like that so you can’t really like be like on a friendship level. So, that’s kind of how she established authority with us.

Interviewer: Ok, if you were in a situation or like a documentation where you had done something wrong, like actually done something wrong, how would you want her to approach that situation?

Ashley: Um, like do you mean like come to me and ask me or?

Interviewer: Yeah, or like knocks on your door because you got a noise complaint and you were actually being noisy. How would you want her to handle that?

Ashley: Um, like calm and collective. I don’t know, like some RAs are like can get or people in general can just get angry and yell and stuff and I don’t think yelling is really the best idea. So just be calm and cool.

Interviewer: Ok, great.

Audio 15

Interviewer: What are three adjectives that describe a resident assistant?

Ellyn: Involved, dedicated, and compassionate.

Interviewer: And um, since you’ve had an RA, describe how he or she has acted as an authoritative figure.

Ellyn: Um, very well. She listens to all sides of an issue before making a decision. Um, and when she makes a decision, she sticks to it. She doesn’t bend.

Interviewer: Cool. Ok, so if they had to express their authority to you, let’s say you were in the wrong and they had to express their authority to you. How would you prefer that they do that?

Ellyn: Kindly, yeah, kindly tell me I’m wrong.
Audio 16

Interviewer: What are three adjectives that describe a resident assistant?
Jessica: Um, oh my gosh.
Interviewer: That’s alright.
Jessica: Um, responsible, um is present, and um involved.
Interviewer: Cool. And so can you describe how your RA has acted as an authoritative figure?
Jessica: Um, as an authoritative figure?
Interviewer: How they’ve expressed their authority as an RA.
Jessica: Um, well my RA went around at the beginning of the year and introduced herself as our RA to everyone you know as they were moving in um and she just sort of explained that she was there if we ever needed her, but as an authority figure? Yeah, I don’t know.
Interviewer: Ok, let’s let’s see. Here, how about this question. If you were in the wrong and they had to express their authority to you, how would you like your RA to do that?
Jessica: Um, well I would definitely want my RA to just come like up and talk to me about it, um and explain what the problem is to me you know before going and filing reports and things like that. Just to come and say “hey, I need to let you know that this was incorrect and I need to write you up for that.”
Interviewer: Gotcha Gotcha. And so have you see your RA have to do anything like that? With you or with anyone else? Like uh like a documentation handling or anything like that?
Jessica: I haven’t.
Interviewer: Ok, cool. That’s fine.

Audio 17

Interviewer: Ok, what are three adjectives that describe a resident assistant.
Betty: Uh, amazing, very intelligent, and kind.
Interviewer: Cool and uh have you ever seen your RA or your RA act as an authoritative figure?
Document a situation, do anything like along those lines?
Betty: Um, no. I’ve never seen her have to do anything along those lines.
Interviewer: Anything with rules, having to deal with?
Betty: Yeah, she tells people to be quiet, because it often gets loud on our floor.
Interviewer: Ok, and so when she’s doing that, how does she act?
Betty: Oh, she’s very straightforward. She’s very kind. She just she asks nicely “please be quiet.” That’s pretty much it.

Interviewer: Cool. Let’s say you’re in the wrong in the situation. You’ve broken a rule and they, your RA had to express her authority to you, how would you like her to do that?

Betty: Um, just be kind and just bring it up and talk to me face to face.

Interviewer: Ok, perfect.

Audio 18

Interviewer: Ok, what are three adjectives that describe a resident assistant?

Vicky: Um, leader, confident, responsible.

Interviewer: Cool, have you ever seen your RA act as an authoritative figure or deal with the rules or a documentation or anything like that?

Vicky: I have. I have seen her do that several times.

Interviewer: Ok, and when she’s doing that, how does she act?

Vicky: Um, she acts like, I mean she acts very responsible. She’s not overly authoritative necessarily. She’s still very nice about it, but she’s still very clear about the rules and about what she wants from you.

Interviewer: Cool cool. And so let’s say you were in a situation where um you broke a rule, or you were in the wrong and she had to express her authority to you. How would you like her to do that?

Vicky: Um, probably to sit me down in private and just talk about it with me. Um, tell me what I did wrong and what I need to do to correct what I did wrong.

Audio 19

Interviewer: What are three adjectives that describe a resident assistant?

Danielle: Um, caring, organized, and outgoing.

Interviewer: Cool. Um, have you ever seen your RA be in a situation regarding rules, or a documentation or anything like that?

Danielle: No.

Interviewer: No, you haven’t, ok. Well let’s say you were in a situation where you um had broken a rule, you were in the wrong and your RA had to express his or her authority to you, um how would you like your RA to do that?

Danielle: Um, I think if they just went about it in like a kind, professional manner, I’d be fine with that.
Audio 20
Interviewer: What are three adjectives that describe a resident assistant?
Haley: Um, communicative, a leader, and respected.
Interviewer: Cool. Have you ever seen your authority, your RA deal with anything authoritative, like rules or documentations or anything like that? Or express their authority?
Haley: Um, no actually I haven’t
Interviewer: Um, if you were let’s say you were in the wrong you broke a rule or something like that and your RA had to express their authority to you, how would you want them to do that?
Haley: Um, I really wouldn’t want them to be pushy with it. I guess, because there was an RA that wasn’t mine that came to my room and was like, like I had something hanging up on my wall that I wasn’t supposed to have hanging up, and she was really rude about and like kind of made me feel really uncomfortable. So just making sure that she’s like respectful to me and like let me know that it’s still ok that I did something wrong.

Audio 21
Interviewer: What are three adjectives that describe a resident assistant?
Kiley: Uh, helpful, um, friendly, and uh nice.
Interviewer: Cool. Can you describe how your RA acts as an authoritative figure?
Kiley: Um, she’s always there if I have questions and I know that I can always go to her if I like have a problem.
Interviewer: Cool, let’s say that you were in the wrong, and you broke a rule or something like that and she had to express her authority with you. How would you prefer that she did that? Kiley: Um, I would just prefer for her to not talk down to me er like and just talk to me like a person instead of like a lesson or something.

Audio 22
Interviewer: What are three adjectives that describe a resident assistant?
Marcus: Like do you mean my resident assistant?
Interviewer: Just resident assistant.
Marcus: Um, I would probably say helpful, professional, and friendly.
The Effect of Perception on Resident Assistant Job Performance

**Interviewer:** Cool. Yeah that’s good. Um, can you describe how your RA has acted as an authoritative figure?

**Marcus:** Um, our RA has held like floor meetings um to kind of lay down the rules at the beginning of the year and explain procedures for move in and move out. Uh yeah.

**Interviewer:** Yeah, um have you ever seen your RA deal with a situation regarding rules or you know something more authoritative?

**Marcus:** Uh, not like first hand, but he has sent out a few emails just regarding like housekeeping details or like just behavioral changes that need to occur.

**Interviewer:** Yeah, um have you ever seen your RA deal with a situation regarding rules or you know something more authoritative?

**Marcus:** Uh, not like first hand, but he has sent out a few emails just regarding like housekeeping details or like just behavioral changes that need to occur.

**Interviewer:** Cool. Uh ok let’s say that you were in a situation where you were in the wrong, you broke a rule and your RA had to handle that with you, how would you like your RA to do that.

**Marcus:** Uh, again professionally, I think would be probably the best way to do it. Just act like adults and don’t be condescending with it and like just sit down and let’s talk it out and make sure we both understand what needs to change in the future so it doesn’t happen again and so that I learn my lesson I guess.

**Interviewer:** Yeah, perfect.

**Audio 23**

**Interviewer:** What are three adjectives that describe a resident assistant?

**LeBron:** Caring, helping, an adjective?

**Interviewer:** Yeah just something like that. A noun adjective something like that.

**LeBron:** Uh, fun.

**Interviewer:** Um, can you describe how your RA has acted as an authoritative figure?

**LeBron:** Um, I mean he gets after us if he needs when we need it, but if we’re not doing anything wrong, he likes to have fun with us. Just leads by example I’d say.

**Interviewer:** Cool cool. Uh, so let’s say you were in a situation where you were in the wrong, you broke a rule or something and your RA had to deal with that, how would you like him to do that?

**LeBron:** Um, just be straightforward and treat me as a peer more than an authoritative figure just because I mean he is in the same age range as me.

**Audio 24**

**Interviewer:** What are three adjectives that describe a resident assistant? Or nouns. Just ways that you could describe a resident assistant.
The Effect of Perception on Resident Assistant Job Performance

Mark: Active, involved, energetic.

Interviewer: Um and can you describe how your RA has acted as an authoritative figure or how they’ve expressed their authority.

Mark: Expressed their authority? Um, I think how they position how they position themselves how they, tone of voice. The interaction of their body language.

Interviewer: Um have you ever seen your RA have to document a situation or do something along the lines with rules?

Mark: Yeah.

Interviewer: How does he handle himself when he’s like that? Is he uh..

Mark: Calm, cool, levelheaded.

Interviewer: Cool. Alright and let’s say that you were, let’s say that you had broken a rule and he had to handle a situation with you. He had to document you. How would you prefer that your RA do that?

Mark: Um, Ok I never thought about that. Um, probably wouldn’t be happy with me. Well, I would say that he probably would take me aside what I did wrong and tell me probably the consequences of the actions I probably did.

Audio 25

Interviewer: What are three adjectives that describe a resident assistant?

Eve: Involved, community based, and oh gosh I’m blanking out here, interested.

Interviewer: Cool, and can you describe how your RA has acted as authoritative figure or has expressed his or her authority?

Eve: I have not seen my RA doing anything about that. I’ve only talked to her one time.

Interviewer: Ok, um let’s say that you were in the wrong, let’s say you broke a rule and you were in the wrong, it was your fault and your RA had to handle that situation. How would you prefer that she talk to you and you know handle that situation with you?

Eve: Very calmly. Not yelling at me saying like oh you did the wrong thing, I hate you, but just staying calm and telling me what I did and how to fix it.

Audio 26

Interviewer: Can you um, give me three adjectives that describe a resident assistant?

June: Um, leader, organizer, creative.
Interviewer: Ok, and can you describe how your RA has acted as an authoritative figure or expressed authority?

June: Um, she always tells us, like whenever we have meetings, like go over the rules and everything and make sure we that everyone is like knows what to do when we leave for breaks and everything like that and she does rounds around the halls so to make sure that everyone is safe and that everything is going smoothly on the floor.

Interviewer: So let's say you were in a situation where you broke a rule, you were in the wrong and your RA had to handle that situation, had to document it. Um, how would you like your RA to do that?

June: Um, I would want her to talk to me like personally about it and not like call me out in front of people and like just take me aside and deal with it instead of like doing it kind of like in a public place or like in front of like other people.

Audio 27

Interviewer: What are three adjectives that describe a resident assistant?

Lily: Responsible, dependable, um, reliable.

Interviewer: Um, can you describe how your RA has acted as an authoritative figure or has expressed his or her authority?

Lily: By holding the meetings that we have to have to decide our contracts and making sure we all know how to exit on fall break, spring break, and summertime.

Interviewer: Cool. Um, so let's say that you were in a situation where you were in the wrong. You broke a rule and your RA had to document that. How would you prefer that he or she go about that?

Lily: I prefer that they follow the rules and that they document it correctly and they turn in all the paperwork and I take responsibility for what I did. Hopefully it was taken care of correctly.

Interviewer: And then what about their manner when they're talking to you and things like that?

Lily: I'd like them to be responsible, respectful, and treat me like I'm an adult and not like a kid and act like they know what they are doing, so I feel like they have authority.

Audio 28

Interviewer: Can you give me three adjectives that describe a resident assistant?

James: Um, unique, funny, helpful.

Interviewer: Um, can you describe how your RA has acted as an authoritative figure or expressed his or her authority.
James: Um, I know that as an authority figure on our floor, my RA he like anything that he sees that’s like wrong like say like he sees trash or anything on the ground tries to um um, what is the word, tries to actually encourage us like you know clean up and stuff like giving different initiatives and like if he sees something inappropriate that’s happening, he’ll address it like have like ask if we need to have an informed meeting about this or just like talk to the people that like he’s noticing that this has been happening with.

Interviewer: So let’s say there was a situation where you broke a rule, you were in the wrong and your RA had to document that. How would you like your RA to do that? How would you like their them when they’re talking to you about this or handling it, how would you like them to do that?

James: Um, personally it’s up to however they’ve been like proceeded to actually do it. It’s not like up to me since they’ve been like given authority to do so it’s my it’s like my responsibility to do so or to actually follow like how they been actually order to get like to document such.

Interviewer: Right, so um, let’s say that they have the responsibility and the right to document you for doing the wrong thing, but they can do it in different ways, they can be nice or mean or things along those lines. How would you like their manner while they’re documenting you to be?

James: I guess nice or bad, it doesn’t really matter to me. I guess I prefer nice then.

Audio 29

Interviewer: What are three adjectives that describe a resident assistant?

Eli: Um, a leader, excited, and ambitious.

Interviewer: Can you describe how your RA has acted as an authoritative figure or has expressed authority?

Eli: Um, I would just say the main thing is um I don’t know. Making sure that everyone felt comfortable in that environment uh my RAs made sure that everyone felt invited to floor events or if things got to loud or if things uh needed to be addressed on the floor, he made sure it was done.

Interviewer: Uh let’s say there was a situation where were you broke a rule, were in the wrong and your RA had to like document that or deal with that, how would you like them to go about doing that?

Eli: Um, I think that the best thing that they can do is just follow procedures. You know if I’m in the wrong and I broke a policy, I would just want them to do what you know when I signed the contract that said that these are the rules I’m going to follow, this happens if I don’t. If they’re following those rules, then cool I agree with it.
Interviewer: Anything about their like manner when they handle it with you when they’re talking with you anything you would prefer them to do or not to do?

Eli: Um, I think the main thing is that they’re pleasant about it. I mean it stinks that you know if I’m breaking the rules that they have to handle it, but at the same token I think that as long as they’re respectful and they’re just addressing the issue at hand then that’s the main thing.
Appendix C

IRB and CITI Information
The Effect of Perception on Resident Assistant Job Performance

IRBNet ID: 567758-1

Welcome to IRBNet
Taylor Thurlow

My Projects
Create New Project
My Reminders (8)
Project Administration
Project Overview
Designer
Share this Project
Sign this Package
Submit this Package
Delete this Package
Send Project Mail
Reviews
Project History
Messages & Alerts (5)
Other Tools
Forms and Templates

Project Overview

[567758-1] The Effect of Perception on Resident Assistant Job Performance

You have Full access to this project.

Research Institution: Ball State University, Muncie, IN
Title: The Effect of Perception on Resident Assistant Job Performance
Principal Investigator: Thurlow, Taylor

The documents for this project can be accessed from the Designer.

Project Status as of: 12/14/2014

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Package 567758-1 is: Locked - Revisions Complete

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The Effect of Perception on Resident Assistant Job Performance

COLLABORATIVE INSTITUTIONAL TRAINING INITIATIVE (CITI)
SOCIAL & BEHAVIORAL RESEARCH - BASIC REFRESHER CURRICULUM COMPLETION REPORT
Printed on 11/24/2013

LEARNER: Taylor Thurlow (ID: 3882342)
DEPARTMENT: Housing and Residential Life
EMAIL: tthurlow@bgsu.edu
INSTITUTION: BGSU
EXPIRATION DATE: 11/23/2016

SOCIAL & BEHAVIORAL RESEARCH - BASIC REFRESHER: Choose this item to satisfy CITI training requirements for investigators and staff involved primarily in Social/Behavioral Research with human subjects.

COURSE/STAGE: Basic Course/1
PASSED ON: 11/24/2013
REFERENCE ID: 11026879

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For this Completion Report to be valid, the learner listed above must be affiliated with a CITI Program participating institution or be a paid independent Learner. Falsified information and unauthorized use of the CITI Program course site is unethical, and may be considered research misconduct by your institution.

Paul Braunschweiler Ph.D.
Professor, University of Miami
Director Office of Research Education
CITI Program Course Coordinator
The Institutional Review Board reviewed your protocol on February 11, 2014 and has determined the procedures you have proposed are appropriate for exemption under the federal regulations. As such, there will be no further review of your protocol, and you are cleared to proceed with the procedures outlined in your protocol. As an exempt study, there is no requirement for continuing review. Your protocol will remain on file with the IRB as a matter of record.

Exempt Categories:

<table>
<thead>
<tr>
<th>Category 1: Research conducted in established or commonly accepted educational settings, involving normal educations practices, such as (i) research on regular and special education instructional strategies, or (ii) research on the effectiveness of or the comparison among instructional techniques, curricula, or classroom management methods.</th>
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<tr>
<td>Category 2: Research involving the use of educational test (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior.</td>
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<tr>
<td>Category 3: Research involving the use of educational test (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior that is not exempt under category 2; if: (i) the human subjects are elected or appointed officials or candidates for public office; or (ii) Federal statute(s) require(s) without exception that the confidentiality of the personally identifiable information will be maintained throughout the research and thereafter.</td>
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<tr>
<td>Category 4: Research involving the collection of study of existing data, documents, records, pathological specimens, or diagnostic specimens, if these sources are publicly available or if the information is recorded by the investigator in such a manner that subjects cannot be identified, directly or through identifiers linked to the subjects.</td>
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The Effect of Perception on Resident Assistant Job Performance