What to Do When Your Child is Involved in a Conflict or the Conduct Process

Applicable situations: roommate conflicts, policy violations, disagreements with other students, concerns about behaviors on their floor, concerns about charges on their account, etc.

Our philosophy in Housing and Residential Life is to help your student develop life skills such as problem solving, conflict resolution, and being accountable for his or her actions. We are here to assist your student as they make decisions on their own, learn to resolve conflict independently, and take responsibility for their actions. We ask that you be a support for them providing them encouragement, support, and asking questions.

The following provides some helpful tips for parents when they discover that their student is involved in a conflict or the conduct process:

1) Encourage your student to understand the processes in place to resolve the conflict or conduct incident. Know these processes are designed so students can voice their perspective and share their concerns.

2) When your student receives paperwork with procedures they do not understand, direct him or her to contact a staff member in the residence hall they live in for guidance. Staff members are not permitted to give specifics to parents and we encourage you to empower your student to solve his or her own issues and concerns.

3) The Family Educational Rights and Privacy Act of 1974 precludes the college or university from discussing your student’s academic and disciplinary record without his/her written permission. If you have general questions about our processes, we encourage you to call our office. However, our staff will be unable to discuss specifics about the situation without the student’s permission.

4) Educate yourself on the institution’s processes by going to the housing website and reviewing the Living Guide and/or Student Conduct Code.

5) Practice the “24 Hour Rule.” You may receive a phone call or email message from your student because he or she is upset about facing their concerns. You may be tempted to try to immediately fix the problem for them. Try to allow 24 hours to inform, guide, teach, observe, and support. By empowering your student to solve the conflict independently, s/he will gain valuable experience and life skills which will be beneficial long after leaving EWU.

Housing and Residential Life staff members take their responsibilities as educators very seriously and do their best to provide students support to effectively handle the situations in which they find themselves. If you ever have general questions about the above information, please contact:

- Housing and Residential Life: 509-359-2451, housing@ewu.edu
- Student Rights and Responsibilities (student conduct): 509-359-6960