Incident Report Writing

A Resident Assistant's Guide to Documenting Incidents

Objectives

- Resident assistants will learn:
  - What information to collect from residents during incidents
  - The difference between an Housing FYI and a Judicial Incident
  - How to use Maxient
  - How to write an incident report

During the Incident

What information do you need to collect?

Handling Incidents: What to take note of

- Handling an incident or any policy violation can be difficult, however, there are a few pieces of information every RA should collect during an incident
  - Who?
  - What?
  - When?
  - Where?
  - Why?

Who?

- The names and student ID numbers of all students present
- Name, address, and date of birth for non-students (ask for their license)
- Names of responding officers
- Responding Hall Director (typically the HD on duty)

What?

- What drew you to the room?
- What policy violations were present?
- What type and how many alcohol containers were present?
- Type and quantity of any drugs present?
- Were there any other policy violations?

When?

- When an incident occurs may seem like an easy thing to figure out, however, it is a common mistake for many Resident Assistants when entering incident reports.
- Before you submit any report, make sure the date and time of the incident are entered correctly in Maxient
- Incidents often occur near midnight, which means that by the time the incident is over, the default date that appears in Maxient is the next day
- BE SURE TO CHECK DATES AND TIMES AS THIS IS VITAL INFORMATION

Where?

- Where did the incident take place?
  - If it took place in a resident's room, be sure to indicate the room number in your incident report
  - If it took place in a suite, please be sure to indicate which room in the suite the incident occurred and the suite number
  - It is important that the incident report include the hall in which the incident occurred as well as the specific location within, or outside of the hall.

Why?

- Why is the behavior that students are engaging in a violation of Housing Policy?
- Why did you approach the room/ what drew it to your attention?
- Why did residents approach you about the incident? (If applicable)

How to Write an Incident Report

- Incidents should always be written in the third person
  - “Resident Assistant Nathan Guarino.”
  - The first time you mention someone, use their title (Resident, Guest, Resident Assistant, Hall Director, Officer, etc.) and their first and last name
    - Refer to them afterwards using their title and their last name
- The incident report should include information about the who, what, when, where and why.
- Information in incident reports should be as detailed as possible
  - Were residents compliant?
  - Did they have questions?
  - Number and type of violations

After the Incident

What type of report do you enter?

Housing FYI or Judicial Incident?

- An FYI should be submitted for any notable events:
  - Student in distress
  - Damage/maintenance concerns
  - Roommate conflicts
  - Adjustment problems
  - Unresolved incidents
  - Suspicion of any violation of Housing Policy

- An incident report should be submitted for any incident that violates the law, or any Student Code of Conduct policies
  - Presence/possession of alcohol
  - Presence/possession of drugs
  - Domestic violence
  - Sexual Assault
  - Medical Transport

Housing Warning Letters

- Warning letters are issued to any resident who has violated housing policy
  - Possession of prohibited items
  - Violation of quiet hours
  - Violation of guest policy
  - Missing a mandatory meeting without an excuse in email

Submitting an Incident Report or FYI

A Beginner’s Guide to Maxient

Entering an Incident Report/FYI

1. Begin by navigating to the RA Resource page and clicking on the incident report link

*For quicker access you can bookmark the link in your phone/computer

2. Enter your information as shown, as well as the date, time and location of the incident

Entering an Incident Report/FYI

3. Enter the information of all involved parties

*ID numbers for non-students should be entered as 00000000

*Date of birth must be entered in the format (YYYY-MM-DD)

3. To look up an individual's information, you can search by clicking this link

4. Login with your network username and password

Entering an Incident Report/FYI

6. Enter any information that you know about the resident then press search

7. A list of names will appear with all relevant information present for you to write down

8. Press logout to return to the main screen

Entering an Incident Report/FYI

9. Indicate whether the report is a Housing FYI or a Judicial Incident Report

10. Select the most appropriate tags for the nature of the incident – select no more than two

11. Enter a detailed summary of events, listing who, what, when, where, and why? And exactly what happened during the incident.

Entering an Incident Report/FYI

12. Check off any of the following tags that are relevant to the incident

13. List the officers who responded to the incident (if applicable) and the ECSU Police report number if you know it

14. If you have any video or photo evidence of the evidence incident you may upload them here

Entering an Incident Report/FYI

15. Select the Hall Director on duty from the list provided – if the event did not occur within the residence hall select both your HD and the HD on duty

16. Authenticate the report with your Eastern login information

17. Verify the letter in the box

18. Submit report

How to Enter a Warning Letter

1. Open eLife and click on the “Comments” tab
2. A new window will appear, where you can add a new comment by selecting the “plus” icon

How to Enter a Warning Letter

3. A dropdown menu will appear where you can search for a student by typing their last name

4. As you type, a list will appear, click on the arrow next to the correct resident's name

How to Enter a Warning Letter

6. A new screen will appear
7. Click on the date field in order to select the date from a dropdown menu
8. Enter a brief description of how and why the violation was found

How to Enter a Warning Letter

9. Under the charges field, click on the “plus” button
10. A popup will appear, hit “create”

How to Enter a Warning Letter

11. Select the correct charge from the dropdown menu that appears

12. Click on the gear icon and then hit "submit"