On Call
Software Requirements Specification

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Table of Contents

1. SRS Revision History

Date	Author	Description
2-12-2020	lmj	Created the initial document.
2-12-2020	kah	Began section 2.
2-13-2020	ash	Wrote section 2.
2-13-2020	lmj	Made sections 2.4 and 2.5 clearer. Proofreading and minor edits.
2-14-2020	mht	Final edits and comments before submission.
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3-08-2020	kah	Proofreading, small edits to section 4 and 5
3-08-2020	mht	Final edits and comment resolution

2. The Concept of Operations (ConOps)

The Concept of Operations provides details regarding the system characteristics for the resident assistant shift scheduler software program known as *On Call.*

2.1. Current System or Situation

Resident assistants, or RAs, are student leaders who live in the residence halls. RAs act as cultural navigators of students' experience, assist students with academics, help students develop relationships across campus, and assist students in having a positive experience living and learning in [the community]" ("Resident Assistants," 2020). RAs are also trained to handle mental or physical crises, mediate conflict, and support victims of sexual assault or harrasment (see interview transcript in 6.1).

Currently, the resident assistants' on call shifts are scheduled manually. Each shift has two RAs on call, one as primary and the other as secondary. The primary RA on call is in charge of the

RA phone and responds with the secondary RA on call to residents who call or text the RA phone during their shift. Additionally, when an RA is on call, they conduct rounds through their assigned buildings to make sure rules are being followed and no crises are happening. There is one coordinator for each building who does the scheduling for their respective building. The coordinator must email or speak with each resident assistant to determine their preferences for weekday shifts and availability for weekend shifts.

For scheduling weekday shifts, each resident assistant is required to provide exactly three potential weekday nights they are available for duty (ranging Sunday night – Thursday night). The coordinator then assigns RAs to a specific weekday night that they are on call for. Shifts for that weekday are evenly distributed among the pool of RAs that are assigned to that specific weekday. On weekdays, RAs are only on call for a night shift (7:00 pm – 8:00 am). There are no day shifts since University Service Centers are open during the day to assist residents.

For scheduling weekend shifts, each RA must provide a maximum of three weekends they are unavailable for duty (ranging Friday night – Sunday day). RAs are contractually only allowed a maximum of three weekends off every term. RAs are then randomly assigned shifts outside of their requested time off. There are two types of shifts on the weekend, a night shift and a day shift. The night shifts are Friday and Saturday night (7:00 pm - 8:00 am), and the day shifts are Saturday and Sunday day (8:00 am - 7:00pm). RAs are not allowed to give preference for a specific weekend.

The coordinator collects all this information from each RA and spends time comparing notes, preferences, and unavailability to manually schedule RAs for their shifts. The coordinator attempts to distribute shifts as evenly as possible, but this is unrealistic since the number of the shifts does not evenly divide into the number of RAs usually. The coordinator knows it is acceptable to have a small margin of difference since RAs who are assigned one or two less shifts than the rest of the team will pick up the extra work through other tasks (such as event planning, academic coordination, or involvement with hall government). The coordinator decides who is on call for each shift available, manually adding to the tally of the number of weekday shifts, number of weekend night shifts, and number of weekend day shifts. This results in a single spreadsheet with an overwhelming amount of information that is not easy to read (see Figure 1).

Day	Week	Primary	Secondary		Preferences	Sunday	Monday	Tuesday	Wednesday	Thursday	
Monday	1	Alison Johansson	Katherine Williams								
Tuesday	1	Lucy Stewart	Bradley Grant			Stephen Brown	Stephen Brown	Christain Evans (3)	Stephen Brown	Stephen Brown	
Wednesday	1	Katherine Williams	Stephen Brown			Jackson Mendez	Katherine Williams	Kyle Allen	Katherine Williams	Daniel Wilson	
Thursday	1	Isabelle Griffiths	Christain Evans			Kyle Allen	Daniel Wilson	Daniel Wilson	Christain Evans (2)	Christain Evans (1)	
Friday	1	Daniel Wilson	SaraJane Adams			Jared Lane (1)	Jackson Mendez	Jared Lane (2)	Isabelle Griffiths (3)	Kyle Allen	
Saturday- Day	1	Jackson Mendez	Addison Davis			Isabelle Griffiths(1)	Isabelle Griffiths (2)	Alison Johansson	Addison Davis (3)	Thomas Smith (2)	
Saturday-Night	1	Jackson Mendez	Jane Hopkins			Alison Johansson	Addison Davis (1)	Thomas Smith (3)	Thomas Smith (1)	Bradley Grant (3)	
Sunday-Day	1	Jared Lane	Kyle Allen			Addison Davis (2)	Bradley Grant (2)	Bradley Grant (1)	Jane Hopkins (2)	SaraJane Adams (2)	
Sunday-Night	1	Jared Lane	Thomas Smith			Jane Hopkins (1)	Jane Hopkins (2)	SaraJane Adams (1)		Jane Hopkins (1)	
Monday	2	Alison Johansson	Katherine Williams			Lucy Stewart (3)	Lucy Stewart (2)	Jane Hopkins (1)			
Tuesday	2	Daniel Wilson	Kyle Allen					Lucy Stewart (1)			
Wednesday	2	Bradley Grant	Isabelle Griffiths			Week Day Counts			Weekend Counts		
Thursday	2	Lucy Stewart	SaraJane Adams			Bradley Grant	7		Bradley Grant	7	
Friday	2	Stephen Brown	Ethan			Jane Hopkins	7		Jane Hopkins	7	
Saturday-Day	2	Stephen Brown	Bradley Grant			Jared Lane	7		Jared Lane	6	
Saturday- Night	2	Katherine Williams	Jane Hopkins			Alison Johansson	8		Alison Johansson	6	
Sunday- Day	2	Katherine Williams	Jane Hopkins			Thomas Smith	8		Thomas Smith	6	
Sunday- Night	2	Jackson Mendez	Jared Lane			Christain Evans	8		Christain Evans	6	
Monday	3	Daniel Wilson	Addison Davis			Lucy Stewart	8		Lucy Stewart	6	
Tuesday	3	Alison Johansson	Christain Evans			Jackson Mendez	8		Jackson Mendez	6	
Wednesday	3	Isabelle Griffiths	Thomas Smith			Katherine Williams	7		Katherine Williams	6	
Thursday	3	Lucy Stewart	Bradley Grant			SaraJane Adams	8		SaraJane Adams	7	
Friday	3	Alison Johansson	Christain Evans			Isabelle Griffiths	8		Isabelle Griffiths	6	
Saturday- Day	3	Alison Johansson	Christain Evans			Kyle Allen	7		Kyle Allen	7	
Saturday- Night	3	Isabelle Griffiths	SaraJane Adams			Stephen Brown	7		Stephen Brown	6	
Sunday- Day	3	Isabelle Griffiths	SaraJane Adams			Daniel Wilson	7		Daniel Wilson	7	
Sunday- Night	3	Jared Lane	Stephen Brown			Addison Davis	8		Addison Davis	7	
Monday	4	Jackson Mendez	Katherine Williams				113	116		96	94
Tuesday	4	Daniel Wilson	Alison Johansson								
Wednesday	4	SaraJane Adams	Isabelle Griffiths								
Thursday	4	Lucy Stewart	Jane Hopkins			Primary/Secondary Counts	Primary	Secondary	Sum		
Friday	4	Jared Lane	Thomas Smith			Bradley Grant	7	7	14		
Saturday- Day	4	Jared Lane	Thomas Smith			Jane Hopkins	6	7	13		
Saturday- Night	4	Alison Johansson	Kyle Allen			Jared Lane	6	8	14		
Sunday-Day	4	Addison Davis	Kyle Allen			Alison Johansson	8	6	14		
Sunday- Night	4	Daniel Wilson	Isabelle Griffiths			Thomas Smith	6	7	13		
Monday	5	Addison Davis	Jackson Mendez			Christain Evans	6	7	13		
Tuesday	5	Christain Evans	Jared Lane			Lucy Stewart	8	6	14		
Wednesday	5	Katherine Williams	Thomas Smith			Jackson Mendez	9	5	14		

Figure 1. Snapshot of the current method of manually scheduling resident assistants.

2.2. Justification for a New System

The manual method of shift assignments is extremely time consuming. Resident Assistant Coordinator, Ethan Shafer, reports that it takes him around five days to finalize the on call schedule. This is because it is time consuming for Shafer to gather information from fifteen RAs about their preferences and unavailability and then assign shifts in a way that is evenly distributed as well as compliant with the information provided to him (see interview transcript in 6.3). Coordinator Joseph Erickson is proud of how quickly he is able to schedule his team in comparison to most buildings, since the number of shifts available evenly divides into the number of RAs on the team. However, even with this added factor it still takes Erickson around 48 hours to process everyone's input and produce a final schedule (see interview transcript in 6.2).

On call scheduling occurs before the start of every term. At this time, all RAs move in early to set up the dorms, ensure rooms are properly inspected, plan the term events, and attend training. The time spent assigning on call shifts is valuable time lost in accomplishing other vital tasks that are beneficial for the coordinator to pay attention to and participate in.

Additionally, the uniqueness of the RA shift assignments makes it difficult for a coordinator to utilize most scheduling software currently available. The ways in which RA shift assignments are unique are:
- Weekdays and weekends are scheduled differently
    - Weekdays pull from a small pool of students assigned to that day based on preferences
    - Weekends pull from a pool of all RAs on the team that have not requested time off for that weekend

- There are only night shifts on weekdays
- There are day and night shifts during the weekend
- Only two people are assigned to one shift

Alyssa Huque, a member of Team LLC, tested out two of the PC Magazine's highest rated scheduling software to gain a better grasp for why coordinators are still manually scheduling RAs. Alyssa utilized the software *Deputy* as well as *Humanity* for a comparison point. Alyssa was unable to create a basic schedule with *Deputy* as there were too many vague features that prevented Alyssa from accomplishing her task. With *Humanity*, Alyssa was able to generate a very basic schedule. *Humanity* afforded Alyssa the customization necessary to generate a basic schedule but Alyssa could not see a way to import any information. As a result, Alyssa had to manually add employees to the system and manually enter each employee's time off. Both systems did not seem to provide an easy way for Alyssa to state employee preferences for days assigned (see section 4 for more details).

A simple scheduling system unique to RAs will optimize scheduling, reduce human errors, minimize time spent creating the schedule, and maximize the efficiency of the coordinator's job.

2.3. Operational Features of the Proposed System

On Call assists coordinators by quickly and easily scheduling the on call shifts for the term.. *On Call* considers resident assistants' preferences for weekday shifts and unavailability for weekend shifts and evenly distributes shift assignments based on that information. The coordinator can upload individual files with each RA's preference or a single file with the whole RA team's preferences. Any imported file will be compared against the current information stored in the system. If there is an RA that has already been imported, the system will update that RA's information with the new imported information. *On Call* will also allow the coordinator to make adjustments to both the RA preferences and the shift assignments schedule in the user interface. If the coordinator wants to undo an adjustment, they can select the undo button which will revert the change to its previous state.

After importing the RA preference information, the coordinator will be able to generate a schedule. The coordinator can indicate a "gold star" RA. This feature allows for one RA to be given their ideal on call shift assignment. The gold star capability is meant for the coordinator to reward one RA who excelled in the previous term by scheduling them first. Additionally, if there is a pair of RAs that are too friendly or hostile towards each other, the coordinator can also note "bad pairings" for the scheduler to avoid. *On Call* will only accommodate up to two bad pairings for consideration. Finally, the coordinator will have the ability to decide how the system chooses which RA will not get any of their preferred weekday choices when too many RAs have selected the same preferences. The coordinator will select from three tiebreaker options: randomize, numerical order by student ID, and alphabetical order by RA last name.

After making all these decisions, a schedule is produced. The coordinator then has the ability to update the schedule manually by selecting a specific shift assignment and choosing a new name from a drop down menu to make the necessary adjustments. If the coordinator wants to undo an

adjustment, they only need to press the undo button and the schedule will revert back to the state before the most recent adjustment was made. Once the shift assignments schedule is finalized, the coordinator can export a ten week schedule for the term.

On Call minimizes human error, minimizes bias, and maximizes fairness of shift assignment distribution. This allows coordinators to be more engaged with preparations, inspections, and training before the start of the term.

Since *On Call* is aiding a human process, coordinators would benefit from a system that takes into account some human factors. These non-mechanical features are:
- Updating RA preferences
- Selecting non-preferred pairings
- Coordinator can choose to switch an RA's shifts as needed
- Selecting a gold star RA
- Choosing a tiebreaker method

2.4. User Classes

Coordinators: *On Call's* intended users are coordinators. Coordinators are resident assistants, or RAs, with the added responsibility of scheduling and managing shift assignments. RAs are student leaders who live in the residence halls. RAs assist residents with academics, help students develop relationships across campus, and are trained to handle crisis, bias, and Title IX situations ("Resident Assistants," 2020). Coordinators are not expected to have any formal technical training. However, it is strongly recommended that coordinators using *On Call* have basic knowledge of how to use a keyboard, mouse, email, excel, and access applications on a Mac computer.

Software Maintainers: Software maintainers are needed to create modifications, push updates, and address any errors of *On Call*. Software maintainers should be proficient in Python 3.7, have high attention to detail, and be able to respond to technical user complaints in a timely manner.

2.5. Modes of Operation

Coordinator Mode: Normal usage of *On Call* will occur in the coordinator mode. In coordinator mode, users will see a homepage that will have two options: preferences and schedule.
- Preferences will allow the coordinator to import either individual files with each RA's information or a single file with the whole RA team information.
- Scheduling will produce the schedule. The user will have the ability to indicate a gold star RA, which is an RA who will be guaranteed to get their preferred schedule. The user will also select how to break ties between RAs, either randomized, alphabetical order by RA last name, or numerical order by student ID. Finally, the coordinator will be able to indicate two pairs of RAs that should not work together. This module will then generate a schedule which the coordinator can make manual adjustments to and then export to send to the RAs.

Maintenance Mode: Maintenance mode will only be accessed by software maintainers. This mode allows software maintainers to see the code behind *On Call* in order to create modifications, push updates, or address any errors.

2.6. Operational Scenarios (Also Known as "Use Cases")

2.6.1. Use Case A: Coordinators Input Shift Preferences

Brief description: This use case describes how a coordinator would input individual RA preferences for their work schedule.

Actors: Coordinator, multiple resident assistants

Preconditions:
1. The coordinator is tasked with assigning shifts at the beginning of the term.
2. The coordinator needs to gather information about each RA's preferences and unavailability of resident assistants for on call shifts.
3. The coordinator has access to a computer with *On Call* downloaded on the computer.
4. The coordinator can locate the on call preference file template that comes with the *On Call* application.

Steps to Complete the Task:
1. The coordinator opens the blank preference file template that is formatted as: <student ID>,<first and last name>,<weekday preference 1>,<weekday preference 2>,<weekday preference 3>,<weekend requested off 1>,<weekend requested off 2>,<weekend requested off 3>.
2. The coordinator emails this file to her team of 15 RAs.
3. The 15 RAs fill out their information and email it back to the RA coordinator.
4. The coordinator opens *On Call* and notices last year's RAs are still in the system.
5. The coordinator resets the preferences by deleting all of the RAs.
6. The coordinator sees the old schedule is also in the system.
7. The coordinator resets the schedule by removing it from the system.
8. The system is now reset to its initial state with no information stored in the system.
9. The coordinator imports each individual file that an RA attached in response to the coordinator's email.
10. After the coordinator has imported all the RAs, the coordinator exits the preferences window.

Postconditions: The system is ready to generate a schedule.

2.6.2. Use Case B: Running the Program to Create the Term Schedule

Brief description: This use case describes how a manager will use the software to create a work schedule for all resident assistants.

Actors: Coordinator

Preconditions:
1. The coordinator has a consolidated file of all the RA's weekday preferences and weekends off.
2. The coordinator has access to a computer with *On Call* downloaded on the computer.

Steps to Complete the Task:
1. The coordinator imports the file of RA information into *On Call*
2. The coordinator selects generate schedule and is prompted with the options to select a gold star RA, choose how to break ties, and two pairings of RAs that should not be on call together.
3. The coordinator knows RA Albert had an unusually difficult term as an RA because he helped a resident deal with an extremely difficult assault situation. The coordinator wants to acknowledge all that RA Albert did in supporting his resident by giving RA Albert his preferred schedule for winter term, so the coordinator chooses Albert as the gold star RA.
4. The coordinator then selects the option to break ties in numerical order by student ID.
5. Finally, the coordinator knows RA Santiago and RA Raymond are best friends and sometimes are not the most professional while on call together. The coordinator selects Santiago and Raymond's names in the "bad pairings" field.
6. *On Call* generates a schedule of shift assignments that can be viewed in the system.
7. The coordinator examines the visual and notes RA Santiago and RA Raymond are never on call together and RA Albert got all of his preferences.
8. While examining, the coordinator realizes RA Thomas and RA Fatima, two first-year RAs, are assigned to be on call Halloween night. Halloween night often has high incident reports and in the past, the RAs on call have had to call 911 for alcohol poisoning, fights, and more.
9. The coordinator decides to switch RA Marie's Saturday night shift for RA Thomas's Halloween shift as Marie is a more experienced RA.
10. The coordinator selects the Halloween night shift and replaces RA Thomas's information with RA Marie's.
11. The coordinator then selects the Saturday night shift and replaces RA Marie's information with RA Thomas's.
12. The coordinator is satisfied with this adjustment and exports a CSV file with the RA shift schedule.
13. The coordinator also exports a summary report of each RA's shifts to a text file. The coordinator can now easily know the number of shifts each RA has and which weekday they were assigned to.
14. The coordinator sends the schedule CSV file to the RA team.

15. The coordinator closes *On Call*.
16. RAs review the CSV file to see which shifts they were assigned to.

Postconditions: RAs now know their shift assignments and the system, though it is not running, is completely ready for its next usage.

2.6.3. Use Case C: Updating RA Preferences

Brief description: This use case describes how an RA can update their preferences and a coordinator will be able to add this adjustment to the schedule.

Actors: Coordinator, a resident assistant

Preconditions:
1. An RA adds a new class to their schedule and realizes that Thursday can no longer be included in their weekday preferences.

Steps to Complete the Task:
1. The RA opens their individual file and amends their preferences from <Thursday><Monday><Wednesday> to <Sunday><Tuesday><Wednesday>.
2. The RA emails this updated file to the coordinator.
3. The coordinator receives this updated file and opens *On Call*.
4. The coordinator imports the updated file with that specific RA's updated information.
5. While examining the RA's in the system, the coordinator realizes that RA Catlyn is still present even though RA Catlyn got fired last week.
6. The coordinator deletes RA Catlyn from the system.
7. The coordinator generates a schedule.
8. The coordinator examines that schedule and notes that the RA is on call on Tuesdays rather than Thursdays, showing that RA's new preferences have been updated in the system.
9. The coordinator exports the now finalized and updated schedule.
10. The coordinator closes the application.

Postconditions: The system, though it is not running, is completely ready for its next usage.

2.6.4. Use Case D: Using the undo function

Brief description: This use case describes how a coordinator can undo updates in RA preferences or the generated schedule by selecting an undo button.

Actors: Coordinator

Preconditions:
1. The coordinator has individual files for each RA's weekday preferences and weekends off.
2. The coordinator has access to a computer with *On Call* downloaded on the computer.

Steps to Complete the Task:
1. The coordinator imports each file of RA information into *On Call.*
2. The coordinator selects generate schedule and is prompted with the options to select a gold star RA, choose how to break ties, and pairings of RAs that should not be on call together.
3. The coordinator selects RA Lennie as the gold star RA, "randomize" for the tiebreaker setting, and no bad pairings of RAs.
4. *On Call* generates a schedule of the shift assignments and displays it in the system.
5. The coordinator examines the visual of the generated schedule and notes RA Lennie and RA Candy, two first-year RAs, are assigned to be on call on Valentine's day. Valentine's day often has a higher than normal incidents of residents consuming alcohol.
6. The coordinator decides to switch RA George's Saturday night shift for RA Candy's Valentine's Day shift as George is a more experienced RA.
7. The coordinator selects the cell for Valentine's Day and replaces RA Candy's name with RA George's.
8. The coordinator then clicks on the cell for the Saturday night shift and replaces RA George's name with RA Candy's.
9. The coordinator then remembers that RA George is dating someone and will likely have dinner plans that night.
10. The coordinator presses the undo button and the Saturday night shift reverts back to being assigned to George.
11. The coordinator presses the undo button again and the Valentine's Day shift reverts back to being assigned to Candy.
12. The coordinator now switches RA Candy's Valentine's Day shift with RA Meursault's Friday night shift.
13. The coordinator is satisfied with this adjustment and exports a CSV file with the RA shift schedule.
14. The coordinator sends the CSV file to the RA team.
15. The coordinator closes *On Call.*
16. RAs review the CSV file to see which shifts they were assigned to.

Postconditions: The system, though it is not running, is completely ready for its next usage.

3. Specific Requirements

The Specific Requirements provides details regarding the system structure and organization for the RA scheduler software program known as *On Call*.

3.1. External Interfaces (Inputs and Outputs)

3.1.1. Import Resident Assistant Preferences - Must Have

Purpose: In order for the scheduler to work in accordance with how RAs are currently scheduled, each RA's shift preferences need to be provided to the system. Without this external interface, RAs would have to be assigned to completely random shifts without any input. RAs can either be entered all at once, or periodically through different files. Either way, they will be added to the same data set as the previously uploaded RAs.
- Source: Files will be supplied by the RA coordinator in the form of a comma separated value (CSV) file. This can be done by exporting a CSV spreadsheet from Excel.
- Range: *On Call* can accommodate empty files to avoid program crashes. A minimum of 10 RAs are needed to aptly fill out a schedule. Up to 25 RAs can be input into the system. If the coordinator is attempting to add more than 25 RAs, then the coordinator is likely unintentionally importing RAs from other buildings.
- Format: CSV files are supported for input. The format will be as such, all on the same line: <student ID>,<first and last name>,<weekday preference 1>,<weekday preference 2>,<weekday preference 3>,<weekend requested off 1>,<weekend requested off 2>,<weekend requested off 3>
  The preferences for weekdays will be the days considered as weekdays for on call shifts (e.g. Sunday, Monday, Tuesday, Wednesday, and Thursday). Preferences of weekends will be a number representing the week they want off (i.e. <2> for the weekend following the second week of the academic term). A <0> means that the RA is not requesting any additional weekends off.

3.1.2. Output Completed Shift Schedule - Must Have

Purpose: *On Call* is able to generate and export a schedule for the RA coordinator. The schedule will be exported and formatted as specified below:
- Destination: The RA coordinator will specify an output destination in a file explorer pop-up from the main GUI once the schedule is generated.
- Range: The outputted schedule will show RA shift assignments for the entire 10 week academic term.
- Format: The file begins with a header line specifying the days of the week. Each week will then have two lines dedicated to the RAs who are on-shift. The first of the two lines start with the week number (1-10). The column after the week number has a primary or secondary label so that the user can know which row corresponds to which week and shift assignment.

3.1.3. Update Resident Assistant Preferences (File) - Should Have

Purpose: It is unlikely that scheduling conflicts will not occur. Additionally, an RA may forget about prior commitments when submitting their preferences. As such, *On Call* supports the updating of RA preferences through a file.
- Source: The RA coordinator will upload a file with the necessary changes.
- Range: Same as for schedule input with the added specification that the RA must already be in the system. Beyond that, any number of active RAs can be updated at any time.
- Format: CSV files should be supported for input in the format specified above in Section 3.1.1.

3.1.4. Export Shift Summary - Could Have

Purpose: To return to the user a summary of RA shift information. This differs from the schedule export as it simply summarizes how many shifts they have and what days of the week they are assigned to.
- Source: User is able to select where the file is stored through a button on the GUI. They can name the file, which will be in TXT format. The information will come from the most recently generated schedule.
- Range: A summary will be provided for each RA currently in the system. The button can only be clicked if there is a previously generated schedule.
- Format: The information will be output in a TXT file. For each RA the file will say their name, the weekdays they work, the total number of weekday shifts, the total number of weekday primary shifts, the total number of weekend shifts, and the total number of weekend primary shifts.

3.1.5. Import User Settings - Won't Have

Purpose: To allow the user to upload pre-loaded settings into *On Call* as opposed to changing them manually in the settings window.
- Source: The RA coordinator would provide their own user settings.
- Range: Empty files would be supported, and any specified settings values could be updated.
- Format: .CSV files would be supported.
- Reason for Exclusion: This would limit the usability of the program, as it adds the unnecessary complication of writing and importing another file. Buttons in a settings window work perfectly to serve this purpose.

3.2. Functions

3.2.1. Importing Preferences Actions

- To import RA preference information into *On Call*, the user will select a button on the main menu that will bring them to a file select screen. The RA coordinator can then upload a file in the form of a comma separated value (CSV) file.
- The coordinator can only upload one file at a time, but uploads will not clear previous data. Rather, the new RAs and their preferences will be added to a growing data set.
- The parsing of the file will be done immediately. Should errors exist in the coordinator's input, the user will be met with an error description specifying that the file could not be parsed. In this manner, the parsing of the file into a data set will run without crashing the program.
- Altering the file and reuploading it will not lead to duplicates.

3.2.2. Updating Preferences Actions

- The RA coordinator can update RA preferences by uploading a new file or making adjustments through the *On Call* GUI.
- When choosing to update through a file import, a file select window will appear. The coordinator can select the file with the new preferences as long as it is in the format of a CSV file. This file will be parsed the same as a CSV with new RA information.
- If the coordinator decides to update preferences through the GUI, the coordinator can see every RA's name and preferences within *On Call*. The coordinator selects a specific preference, chooses the new preference, and saves it.
- Updating an RA's preferences will not create duplicates. Instead, it will overwrite the previous information of the RA.
- Updates to RA preferences made through the GUI can be undone.
- To delete an RA, select an RA through the GUI for deletion. This deletion will be updated throughout the system and reflected in RA Preferences. This action cannot be undone.

3.2.3. Updating Schedule Actions

- The RA coordinator can update shift assignment schedules by selecting the name of a RA and changing it to a different RA through the *On Call* GUI.
- Updates to the shift assignment schedule made through the GUI can be undone.

3.2.4. Exporting Schedule Actions

- When desired, RA coordinators will have the ability to export the schedule that *On Call* creates in the form of a CSV file. The coordinator will be able to specify where they want this file to be created.
- When desired, RA coordinators will have the ability to export a summary of the RA's shift assignments that *On Call* creates in the form of a text file. The coordinator will be able to specify where they want this file to be created.

3.2.5. Reset Preferences and Schedule

- The RA coordinator can delete all RA information to reset the system to its initial empty state.
- The RA coordinator can delete the shift assignments schedule to reset the system its initial state with no generated schedule.

3.3. Usability Requirements

3.3.1. User Requirements

- Users are able to run the system on Macintosh OSX 10.13 (High Sierra) and OSX 10.15 (Catalina). Other versions or platforms may not be compatible.
- A text editor is required to create CSV files. Excel is recommended, as tables can be exported to the CSV format automatically. The output schedule will also be able to be exported into Excel.

3.3.2. Program Requirements

- A coordinator must input at least 10 RAs and their preferences for On Call to execute as expected. All preferences can be imported at once in a single CSV file, or can be done individually. Either way, the name, student ID, and preferences of each RA are added to the same dictionary.
- RA coordinators must also be able to update an RA's preferences to account for human error or changes in scheduling. CSV files in the format of the ordinary input files are supported. The RA's previous preferences are overridden once loaded into *On Call*.
- Coordinators can also update an RA's preferences directly from the GUI.
- *On Call,* upon completion of generating a schedule, must be able to present the schedule to the coordinator. It is crucial that the schedule can be exported as a CSV file so it can be sent to the RAs. It should also show the schedule to the coordinator in the GUI, but the export functionality is more important.

3.4. Performance Requirements

3.4.1. Program Startup Requirements
Required
- Program opens up to the home view in under 3 seconds.
- Most recently generated schedule can be viewed in under 5 seconds.
- RA preferences from the most recent use of the program are loaded in the same timeframe.

Not Required
- On the first pass through the program ever, meaning no RAs are loaded in, the user is prompted to upload a roster within 3 seconds of leaving the homeview.

3.4.2. File Input Requirements
Required
- The system is able to accommodate an RA team of 10-25 RAs. No more than 25 RAs are allowed since that would be too large for an RA team and would arise if the coordinator has unintentionally put RAs into the system that are not on their team. If the inputted RAs are less than 10 a schedule will not be generated.
- Software returns error messages if there are issues in parsing the file.
- If the input is for updating preferences, then a check will be made that the RA is actually in the system in under 1 second.
- RAs can be uploaded all at once in one file, or individually through multiple files.
  - Each upload should be processed in under 1 second.

Not Required
- RA preference backup is saved separately from the input file so the RA coordinator is not entirely dependent on keeping the same file in the same location.

3.4.3. Use Requirements
Required
- Coordinator can update any RA's preferences from the main GUI in under 3 seconds.
- Upon initiating the generation of a schedule through a button on the GUI, the user is shown a prompt (½ of a second) to decide how ties will be broken and which RA's have a gold star/should not work together.
  - Each of these inputs should be done in less than a second.

3.4.4. Output Schedule Requirements
Required
- Once all of the RAs are loaded into the *On Call* system, the coordinator can generate a schedule in under 10 seconds.
- The file will be exported as a CSV file in less than 20 seconds.
- The output parser will write twice as many lines as there are weeks in a given month. This is to account for primary/secondary RA specifications as outlined in Section 3.1.2.

3.4.5. Save State and Shutdown Requirements
Required
- Upon the generation of a schedule, a user can click a button that will save the schedule as a CSV file in under 20 seconds.
- During shutdown, the information of all RAs will be saved.

3.5. Software System Attributes

3.5.1. Usability

Since we are assuming that the RA coordinator is not technologically adept, the most essential quality of the *On Call* system is usability. To ensure ease of use, the GUI is kept relatively simple in functionality. Additionally, ample documentation outlining exactly how to use the program will be provided. Should the program be updated, new documentation reflecting those updates will be provided. In this manner, reusability is supported between versions as the documentation outlines the functions, and complex functions are kept to a minimum.

3.5.2. Reliability

In order for *On Call* to be effective, it is essential that the system accurately schedules RAs to weekday/weekend shifts. For *On Call*, this means that every shift is filled, no RA is scheduled twice for the same shift, and every RA has approximately the same number of shifts (within 1-2) for the term. In addition to being functionally correct, *On Call* must also present the schedule to the RA coordinator for their review. Doing so will allow the coordinator to manually modify the schedule as needed after it is generated by *On Call*.

3.5.3 Constraints on Flexibility

On Call is designed in accordance with the very specific nature of RA scheduling. This program would not be adequate for almost any other scheduling need. Therefore, it would take substantial effort from a programmer to apply new constraints on how the schedule is generated. As such, *On Call* must work adeptly for scheduling RAs without providing implementation for other types of schedules.
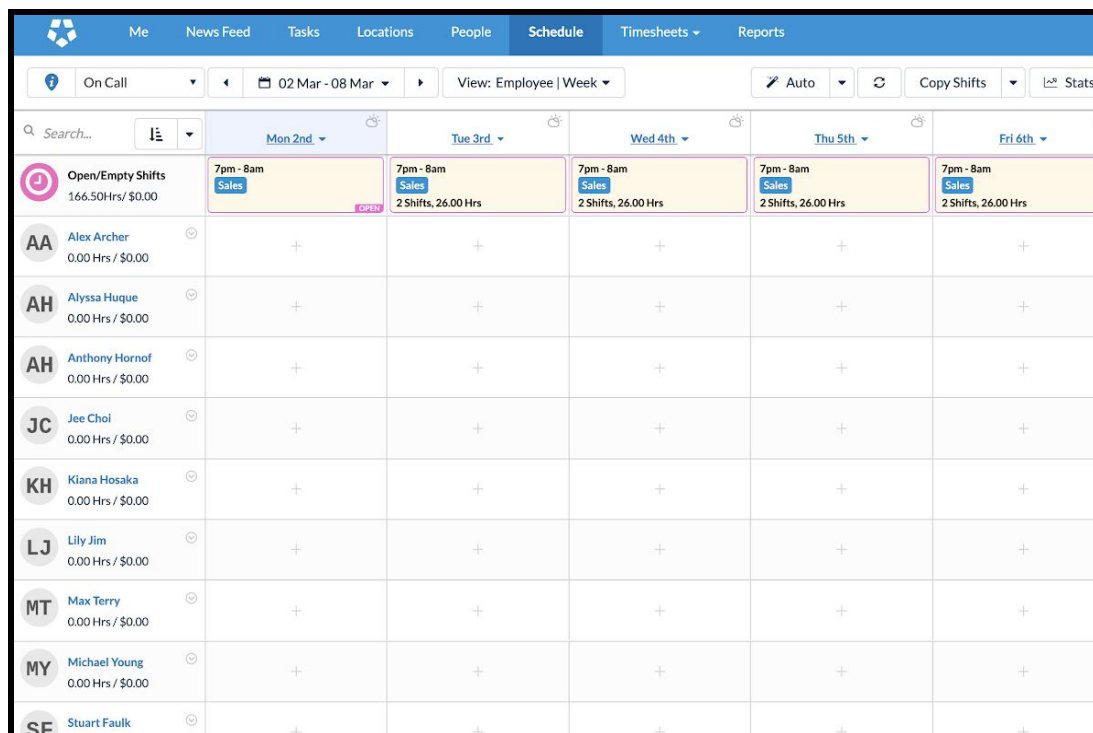
4. Schedule Comparison

Alyssa Huque, a member of team LLC, interacted with various scheduling software to gain a better grasp of why RA coordinators currently do not use any scheduling software. Alyssa acted as a coordinator and spent a maximum of thirty minutes with each software. In those thirty minutes, Alyssa attempted to generate a basic RA shift schedule. *On Call* can generate a basic schedule in less than five minutes. Thirty minutes is six times longer than *On Call* so each of the compared systems was given comparatively ample time for a coordinator to familiarize themselves with the system and produce a very basic schedule.

These scheduling softwares were found in PC Magazine's article "The Best Employee Scheduling and Shift Planning Software for 2020," a source recommended by University of Oregon Computer and Information Science Professor Anthony Hornof.

4.1. Deputy

After spending thirty minutes with *Deputy*, Alyssa was not able to generate a schedule with RA shift assignments. Below is a summary of Alyssa's interactions and experience with *Deputy*:

Figure 2. The *Deputy* scheduling interface for a system administrator.
This is the initial screen when the administrator attempts to create a schedule.

- Could not find a simple way to import an employee's preferences for when to schedule a shift. If this is a feature of the system, it was not clearly accessible to the user.

- Required the user to specify an industry for which they were scheduling for. University Housing was not one of the prescribed industries so features may have been suppressed since the user was forced to choose a category.

Figure 3. Shift creation within *Deputy*. Notable features: allows user to specify breaks (while irrelevant to RA scheduling, a neat feature), add notes, and create a shift on one day and have it repeat for either "tomorrow" or the "rest of the week"

- When creating a shift, a day is selected and users can add notes and designate how many hours the shift and breaks are. While RAs do not get breaks during their shifts, the ability to add notes seems potentially helpful.
- Having the option to "repeat for tomorrow" or "repeat for the rest of the week" when saving is helpful. However, Alyssa noticed if she made an edit to one shift it would not save to all the other shifts that it repeats for. Additionally, if after editing Alyssa selected a repeat option, it would create a whole new shift which created redundancy that quickly got confusing.
- The system required the user to specify an "area" which was unhelpful as a coordinator would only ever be scheduling for RAs and there is no option akin to this. Sales was the next best choice since the other options were "admin" and "security" which did not seem apt.
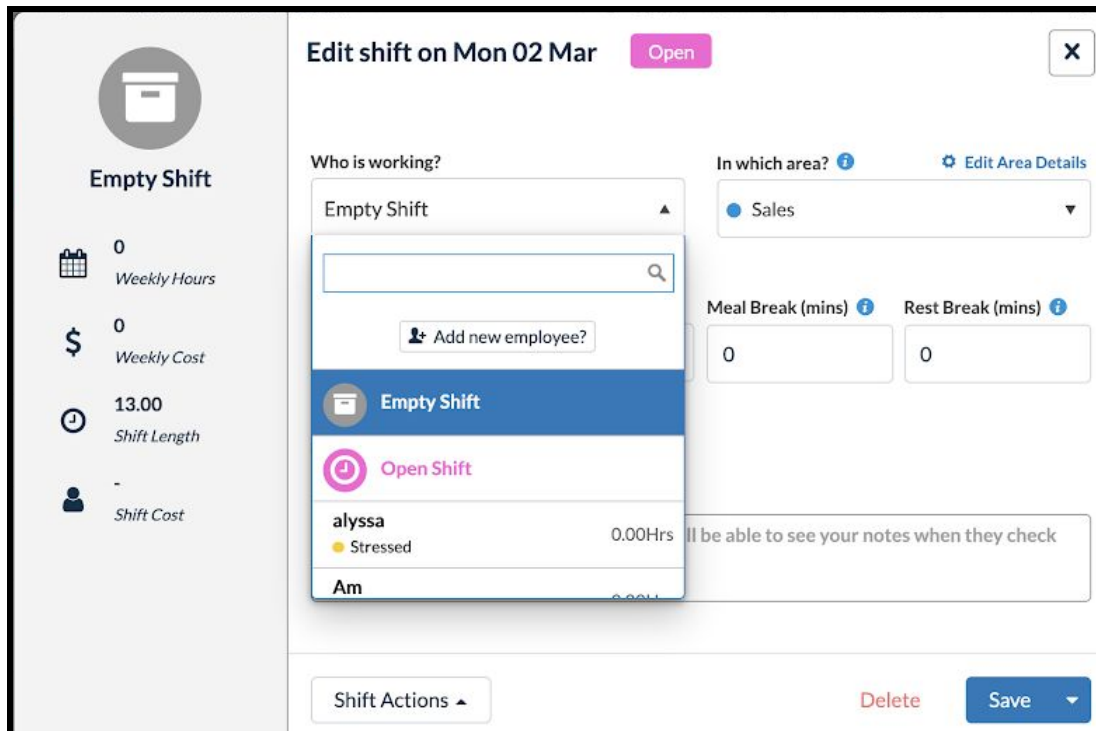
Figure 4. Specifying shift type within *Deputy*. User has the option to select "Empty Shift" and "Open Shift."

- No explanation of the difference between "Empty Shift" and "Open Shift." The difference was not intuitive and the display seems contradictory as the left hand side states it is an empty shift while the pink box at the top states it is an open shift. Additionally, Alyssa was unsure why it says "Stressed" under her name and what this is meant to convey to the system administrator.
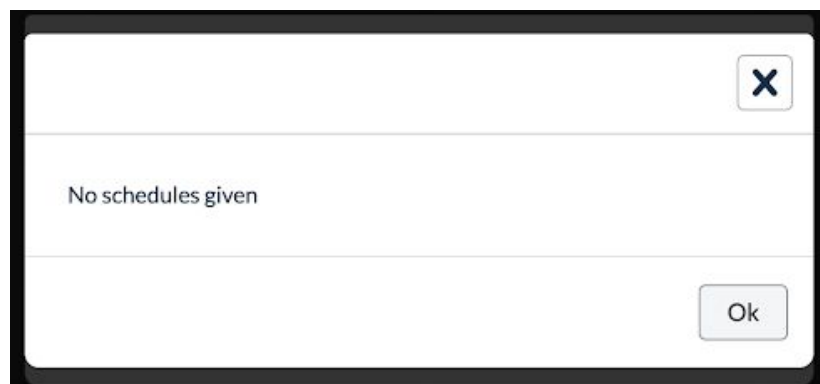
Figure 5. *Deputy* error warning when automated schedule is generated.

- Alyssa did not understand what prevented the scheduler from automatically scheduling the individuals in the system. Thus far, it seems Alyssa has followed the intuitive steps required of a scheduler (creating empty shifts, inputting employee information), yet a schedule cannot be generated. *Deputy* has not even been given any constraints at this point for creating a schedule.

22
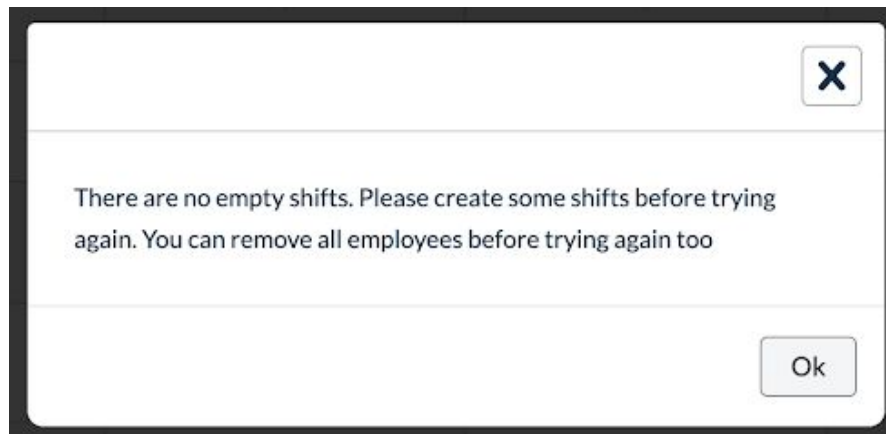
Figure 6. *Deputy* error warning that was hidden behind the Figure 5 error warning.
This warning states that the shifts need to be empty shifts and not open shifts.
Unclear why all employees need to be removed before trying to generate a schedule again.

- Figure 6 is a more descriptive warning than the figure 5 warning. However, the figure 6 warning was hidden behind the figure 5 warning. The figure 5 warning seems useless, especially since the figure 6 warning contains more specific information.
- Upon resolving this issue, Alyssa received another warning that was the same as figure 5 with no specific description this time of what the issue was. Alyssa gave up trying to automatically schedule RAs and instead tried to manually select each employee and assign them to a shift.
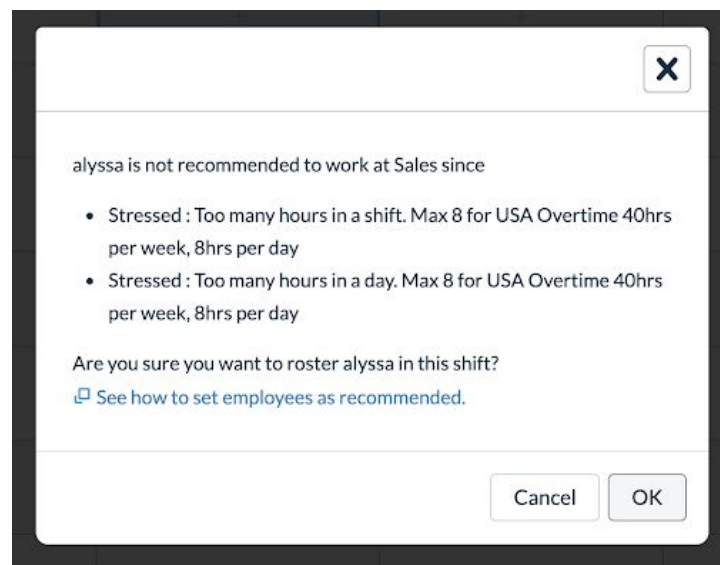
Figure 7. *Deputy* error warning that an employee should not be given a shift that is longer than eight hours.

- Since RA shifts are each 13 hours and not the standard USA regulation shift of eight hours, every time an RA is individually assigned to a shift this warning pops up. This warning becomes a hindrance to using the system since it occurs which employee for each shift.

23

Conclusion: After thirty minutes, Alyssa reached the conclusion that configuring and utilizing *Deputy* to generate RA schedules was not time or cost effective. *Deputy* is a proprietary software and there is not significant benefit to using this system. The options to add notes to shifts was helpful but Alyssa could not conveniently schedule employees for shifts. Additionally, this software seems to rely on the inherent assumption that its users pertain to a standard set of industries, of which University Housing is not a part of. This makes many of the features not useful when trying to extrapolate it to RA scheduling.

4.2. Humanity

After spending thirty minutes with *Humanity*, Alyssa was able to generate a simple schedule with RA shift assignments. Below is a summary of Alyssa's interactions and experience with *Humanity*:
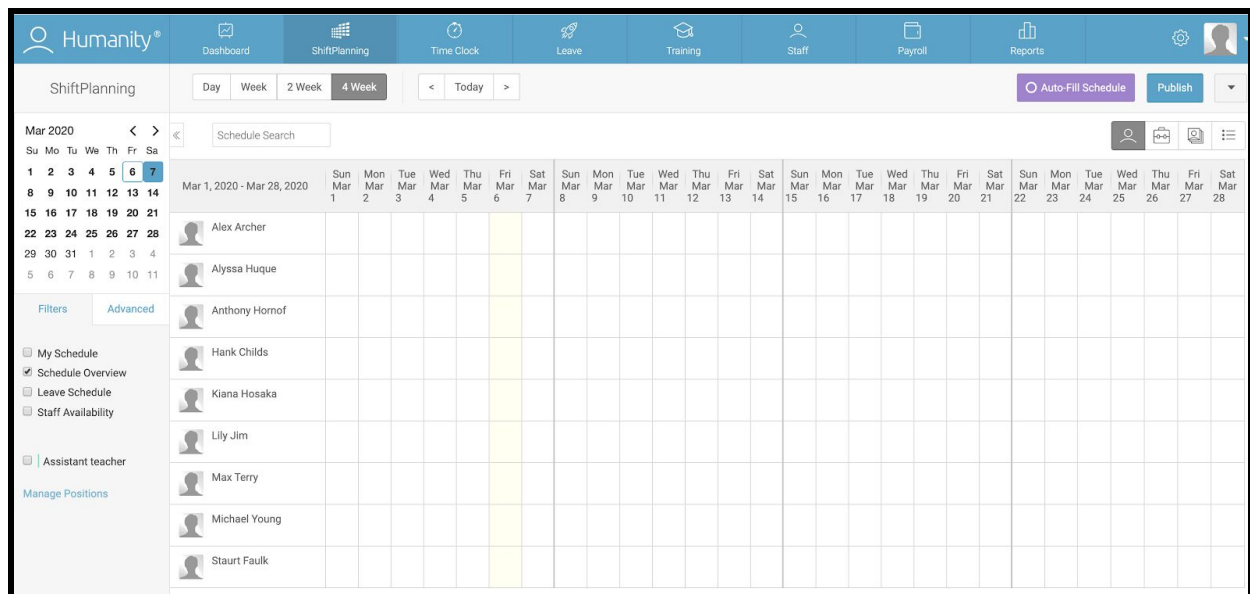
Figure 8. The *Humanity* scheduling interface for a system administrator.
This is the initial screen when the administrator attempts to create a schedule.

- The scheduling interface was simple and very approachable for the user.
- There did not seem to be a way to import a file with the employee information. Instead, each employee had to be manually entered into the system. While this was not convenient, it did not take more than a few minutes as the only information of an employee that is required by the system to run is the employee's first name, last name, and job title.
- The job title "teaching assistant" came from a prescribed list of jobs related to the chosen industry. "University Housing" was not a valid industry so Alyssa used "Education" instead. As a result, the options for job titles were limited to traditional academic titles and "resident assistant" was not an option. Alyssa decided "teaching assistant" was the next closest option. The job title did not seem to impact the system's functionality.

- New employees could only be added if the schedule viewer was in "Day" or "Week mode." "2 Week" and "4 Week" does not include the functionality of adding new employees which seems bizarre.
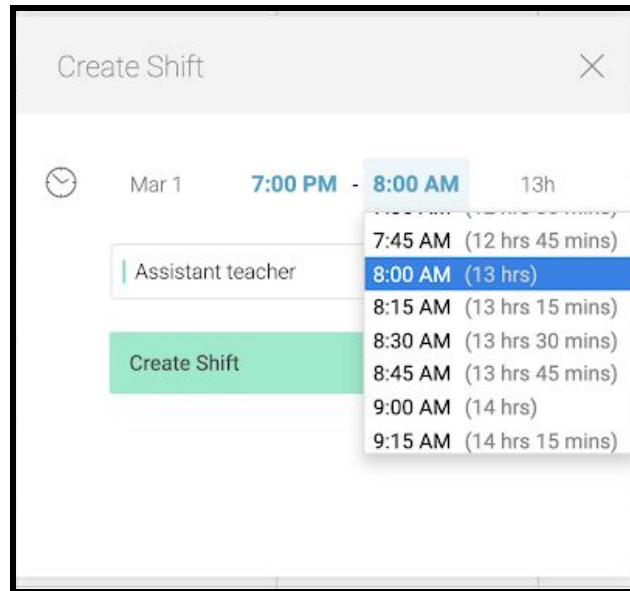
Figure 9. The *Humanity* scheduling interface for assigning a shift to a specific employee.

- It was very easy to manually create a shift and assign it to a specific employee. The minimal features made this process fast and easy to complete.
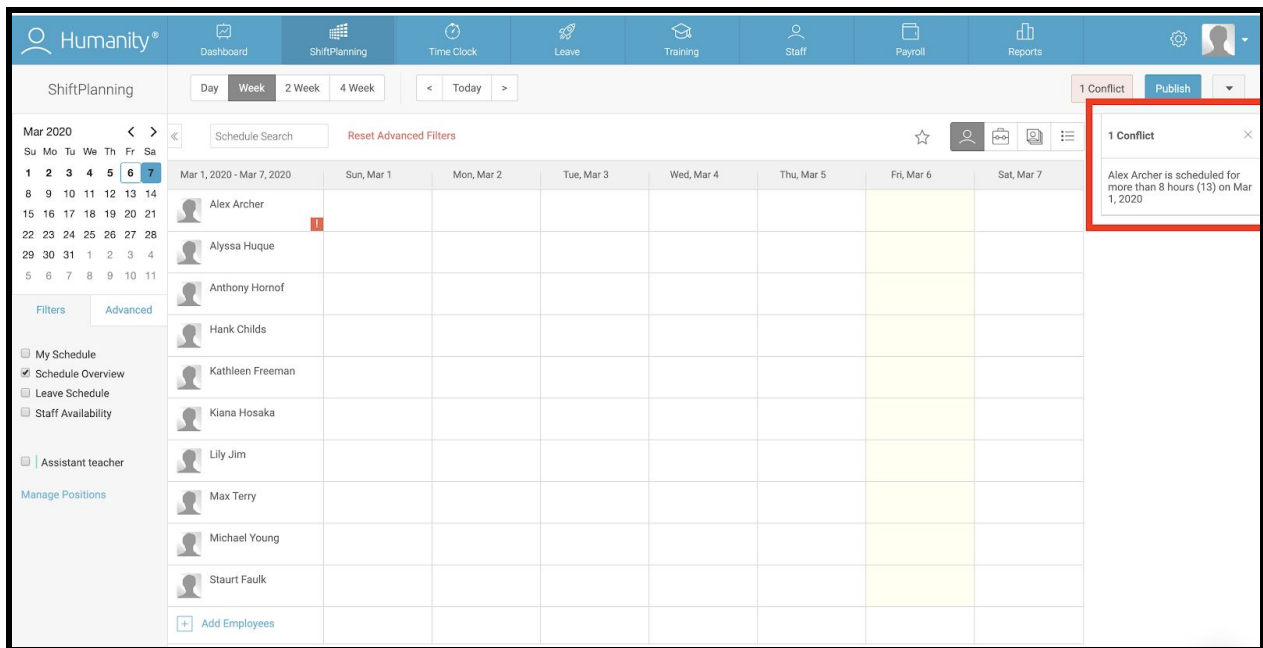
Figure 10. Conflict error that *Humanity* produces when assigning a shift that is longer than eight hours. This perspective shows the way this error message is produced in the scheduling interface.
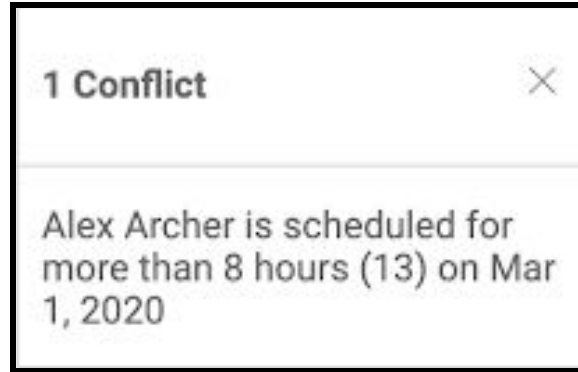
Figure 11. The conflict error from figure 10 that *Humanity* produces when assigning a shift that is longer than eight hours. This perspective makes the warning more legible.

● While it was easy to individually assign shifts, every shift an RA is assigned creates a conflict warning as seen in figure 11. While this conflict warning is not convenient, as shown in figure 10, it is unobtrusive for the user and can easily be ignored.
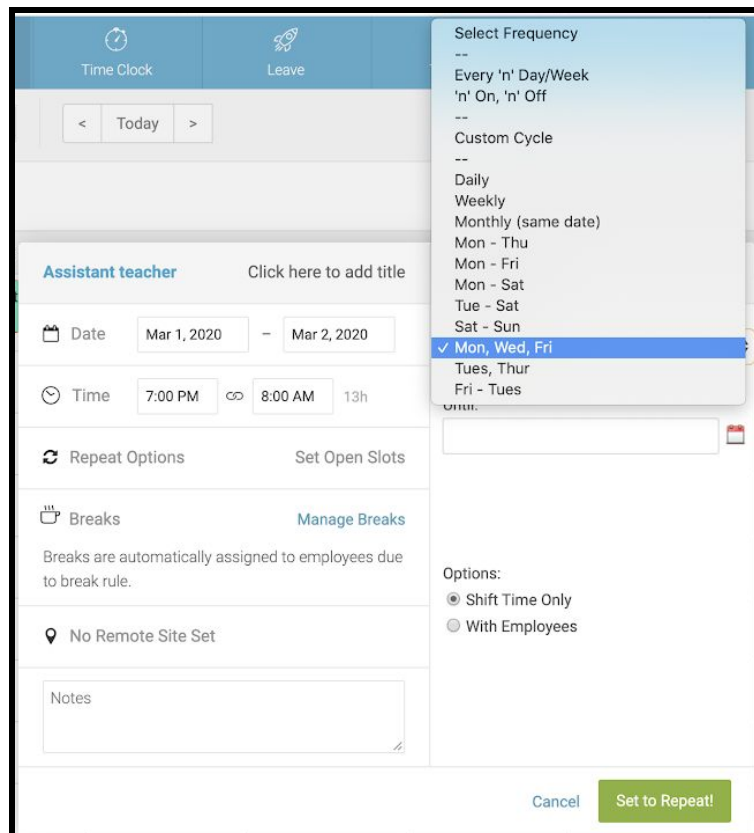
Figure 12. The *Humanity* interface for creating empty shift assignments. The customization of this feature allowed the user to tailor the shifts to the RA job specifications.

● *Humanity* allows for customization of the shifts created, an easy repeating process, and for the user to specify a date range of when this empty shift is valid. All these

26

customizable features allowed Alyssa to create shifts with relative ease and meet the RA job specifications.

Figure 13. The *Humanity* interface for creating empty shift assignments. The customization of this feature allowed the user to tailor the shifts to the RA job specifications.

● After creating empty shifts, the system notified Alyssa that the empty shifts were "Unpublished." It is unclear why these shifts are unpublished—it is unclear if this was an error that Alyssa needed to resolve or the current state of the shifts since no one has been scheduled yet.

Figure 14. The *Humanity* interface for creating an auto-filled schedule. This perspective shows the many settings the user can adjust to create a schedule that meets their's, and their employees', needs.

● When trying to auto-populate the empty shifts that have been created, *Humanity* provides many features for customization. This was very helpful when creating a schedule that satisfies a coordinator's requirements. However, every time a schedule is generated, these settings need to be rechecked.

27
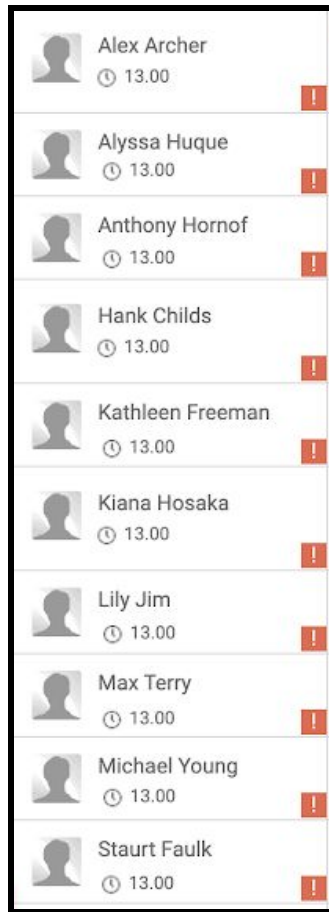
Figure 15. The *Humanity* schedule interface once a system has been created. Each user
has a warning by their name since they were assigned to a shift longer than eight hours.

- After configuring all the settings, Alyssa was able to generate a schedule. However,
  Alyssa noticed that all the employees had red warning signs, as seen in figure 15, since
  they were assigned shifts that were over eight hours.

Conclusion: After thirty minutes, Alyssa was able to use *Humanity* to generate a schedule.
However, of those thirty minutes, around 20-25 of those minutes was spent simply configuring
the necessary settings to produce a schedule that would meet the specifications for the RA job.
This configuration was also the most basic form of an RA schedule, taking into account only two
weekends requested off and no other constraints. Alyssa could not find any way to to import a
file with the employees' information or requested time off, resulting in Alyssa manually entering
all the information. Additionally, Alyssa did not see a way to state an employee's preferences for
shift assignments. The system was also constantly warning Alyssa that employees were assigned
to shifts longer than eight hours. A standard shift for an RA is 13 hours so these warnings, while
unobstructive, were distracting. Despite these issues, the simplistic interface and customization
allowed by *Humanity* did make it possible to produce a simple shift schedule.

28

5. Interview Impacts on System Requirements

5.1. Resident Assistants - Will Werts and Din Bacher

This interview revealed ways in which RAs manipulate the current scheduling system to unfairly get their preferred weekday shifts as well as how residence halls Earl and Global Scholars Hall (GSH) schedule their on call shifts.

RA Will Werts reports that he only provides one day he prefers to be on call, forcing the coordinator to schedule him for that weekday only. Werts also admits to slacking off on RA responsibilities. *On Call*'s design addresses this by requiring all RAs to provide exactly 3 preference days and will throw an error if any more or less are provided. Additionally, the "gold star" feature of the application will incentivize lazier RAs to improve their work ethic if they want to get their preferred shifts, rather than manipulating the coordinators to achieve the same end.

RA Din Bacher revealed a similar tendency to try to cheat the current scheduling system in order to get his preferred days. Since Bacher has experience assisting the coordinator of the residence hall Justice Bean with shift assignments, Bacher was also able to provide insight into scheduling. Bacher explained that he viewed shift assignments as a maximizing problem and scheduled RAs by manually entering names into an Excel spreadsheet. Bacher's approach to scheduling shifts is similar to the algorithm that *On Call* utilizes. However, *On Call* operates with increased speed and precision on a larger scale to allow for larger RA teams.

Bacher and Werts both explained that their shift assignments of weekday vs. weekend shifts are the same as other buildings. The only difference Werts and Bacher discussed is that on a weekday, GSH and Earl combine RA teams with another building, Justice Bean and Carson respectively. This is because residence halls are currently undergoing a lot of construction and renovations. It is easier for RAs to fulfill their weekday shift responsibilities by combining with an RA team from another building that is partially closed due to renovations. Since the method of combining RA teams is only temporary while construction is occurring as well as specific to only GSH/Justice Bean and Earl/Carson, *On Call* does not accommodate this niche scheduling method.

5.2. Coordinator - Joseph Erickson

Joseph Erickson is a coordinator for the Walton residence hall. Erickson is known as the most efficient coordinator and is able to create a full term's schedule in 48 hours. During the interview, it was revealed that Erickson is able to quickly create the schedule because the Walton RA team is exactly 20 people. Therefore, the number of shifts evenly divides into the number of RAs and Erickson does not have to actively keep track of the number of assigned shifts, the number of weekday vs. weekend shifts, or which days RAs want to be on call. All Erickson needs to keep track of is the weekends RAs requested off and that each RA gets four weekday shifts and two weekend shifts throughout the term. Erickson does assign RAs to a specific weekday to make it easier for him to schedule the RAs for four weekday shifts. Erickson is lucky in this regard as Walton is the only residence hall with 20 RAs, meaning this efficiency is unique to Walton..

Erickson also revealed that, in Walton, the coordinator does a few shifts throughout the year of his choosing. *On Call* is able to accommodate this by allowing the coordinator to adjust the schedule after it is produced to put the coordinator's name, if the coordinator is in the system, in his desired shifts. Additionally, Erickson said that while all RAs do get the same amount of shifts, he first schedules RAs that took on extra work the term before. *On Call*'s "gold star" feature allows Erickson to continue rewarding RAs who have done well. After Erickson schedules the RAs who have excelled, he selects weekdays to assign the remaining RAs based on their preferences. If there are two RAs who have the same preference, Erickson simply arbitrarily chooses one. The *On Call* tiebreaker allows Erickson to choose a method to select an RA when a tie occurs (random, alphabetical by last name, or numerical by student ID). Additionally, this feature removes any bias a coordinator might have against an RA.

5.3. Coordinator - Ethan Shafer

Ethan Shafer is the coordinator for the Living Learning Center (LLC) residence hall. Shafer's interview revealed that his least favorite part of the job is creating the shift schedule. For Shafer, this is the most menial, time consuming task of his job and he finds it extremely frustrating. Shafer described multiple methods he has used in the past to gather RA preferences that have been more or less successful (RAs emailing him, scheduling shifts as a team during a meeting, writing preferences down, etc.). Shafer says that while each method has its pros and cons, he does not prefer one method over the other.

For Shafer, creating his first schedule took a full week. He was able to create his second schedule in four days but admitted it was because he reused the template from his first schedule. Both schedules had many errors since it was difficult for Shafer to keep track of all the details. Shafer

expressed extreme frustration with manual scheduling. Shafer stated that if there an automated scheduler, he would like a function that would allow him to give his input to the program before a schedule is produced. Shafer has a unique understanding of team dynamics as the coordinator and this impacts how he schedules. *On Call* permits this by allowing the coordinator to manually make adjustments to the produced schedule.

6. Interview Transcripts

6.1. Will Werts and Din Bacher (2-15-2020)

Alyssa Huque [00:00:10] Okay, so is it okay I record you?

Will Werts [00:00:12] Yes. Yes.

Alyssa Huque [00:00:13] Cool.

Will Werts [00:00:13] I know you have to ask that.

Alyssa Huque [00:00:13] Yeah, so tell me about your job.

Will Werts [00:00:18] RA job?

Alyssa Huque [00:00:18] Yes.

Will Werts [00:00:18] Well, to me, it's the best job in the world. [laughs]

Alyssa Huque [00:00:23] Keep in mind, this isn't going to be published anywhere, only my professor and computer science group will see this. So you can be as honest as you want.

Will Werts [00:00:27] Even better. Even better. Well, quite honestly, I would say I'm at the peak of job satisfaction.

Alyssa Huque [00:00:33] Really?

Will Werts [00:00:34] I do the absolute minimum in order to get meets expectations on every single different aspect of the job. So I'm not doing anything more than I need to be. I'm not doing anything less that would raise awareness. I would say my relationship with my residents is perfect. I say hi to them. We'll get the one on ones done. But it's not at the point where they're gonna come wake me up in the middle of night.

Alyssa Huque [00:00:55] Interesting.

Will Werts [00:00:55] Yeah. So that's that's good. In regards to the on call, I would say I maximize efficiency as well. I've been able to hit a sub 10 minute round within GSH. I typically wear athletic clothes when I do my round. Because to me that's the getting it done faster is more important than doing it with quality as I'm just trying to check the box at the end of the day. I would say I'm probably one of the lazier people on staff, but I'm okay with that because it definitely, I'm checking everything that I need to do.

Alyssa Huque [00:01:26] Do you mind describing what a round is?

Will Werts [00:01:35] Yeah. So basically I typically start in 5 south. I find that's the fastest way to do it. Move down every single different floor level, in the south tower GSH there is no bathrooms. So we're just checking to stay rooms and the public areas.

Alyssa Huque [00:01:47] Why are there no bathrooms?

Will Werts [00:01:48] I actually have no idea. I think it's just they wanted to be able to can cater to different types of students. And so having that type of room mix might entice some different students to live in South Tower versus one of the other towers. So it's kind of an interesting set up, they also have suites, which is something that allows six students to theoretically live together. You know, the rooms are two, two, and two. So it provides a little different community aspect that is enticing and appealing to some residents. As for central and North, those are both, both have public bathrooms. So on every floor, we'll be checking the bathrooms just to make sure that there's no one passed out in there, make sure everything's OK, because again, at the end of the day, we're we're there to provide safety and assurance to the residents to make sure that there's nothing happening or anything along those lines.

Alyssa Huque [00:02:36] Okay. So this all happens when you're on call?

Will Werts [00:02:37] This all happens when I'm on call. Correct. And then if I were to receive a phone call, which is absolutely the worst thing to ever happen, I will respond accordingly. And I like to follow the handbook. Yeah. When- when applicable, I think. But I think if it's gonna take, if it's gonna make my life more difficult to do everything by the book. Sometimes there's, there's some lines that kind of get blurred.

Alyssa Huque [00:03:01] How do you deal with those blurred lines?

Will Werts [00:03:03] Well to me I push the job in a very selfish way. [laughs] I'm able to wade through that very easily. I think other people, they have a little more trouble trying to figure out what's right and what's wrong. As to me, I know what's best for me, and I know that whatever it takes, I'll make that happen. So, yeah, it kind of cuts through a lot of that.

Alyssa Huque [00:03:26] Okay.

Will Werts [00:03:26] So help me God. If this ever reaches Olivia.

Alyssa Huque [00:03:33] The only people who will see this is my group members and my professor.

Will Werts [00:03:35] Oh, and your professor?

Alyssa Huque [00:03:45] Mm-Hmm. Okay. So how difficult would you say it is to be on call?

Will Werts [00:03:51] I mean it completely depends on the night. To me, I try to pick the easiest nice on call. So I found the easiest night is Tuesday. There's very little conduct on Tuesday. And also it's with the team meeting. So I. I'm only delegating one night of my week to RA related activity, which to me is the way it should be. It's the best way to do it. I mean, if it's on a Friday, Saturday night where there's more activity, people are going to be going out partying, etc. That's when it does become more difficult. And that's when you're more likely to have to deal with situations that could cause you to stay up late, could cause you to call. Call up the pro staff, ambulances, etc. So I'd say it's hard to generalize, but I'd say in my opinion, being in GSH where it is primarily honors college and students. It's not that difficult.

Alyssa Huque [00:04:39] How do you guarantee you're on call on a Tuesday?

Will Werts [00:04:41] Personally, I am someone who, if I want something I usually make it happen.

Alyssa Huque [00:04:52] How do you, how do you make it happen?

Will Werts [00:04:53] I will only put in, I will be very disagreeable when I'm scheduling.

Alyssa Huque [00:04:58] OK, yeah.

Will Werts [00:04:58] Which is, again, like if I was the boss and that was my employee doing it. I wouldn't be very happy. But as someone who again, I have to put myself first in this situation, because to me, I'm a student first and I've got my own professional development to worry about. This is just a kind of a method to get free housing and food, such as what I'm eating right now. It's actually very delicious. I just will say, look, this is when I can do it. Otherwise, I can't be on call, OK? So it's just kind of an ultimatum, which again, isn't isn't good, but it's not bad. It's effective.

Alyssa Huque [00:05:29] So how does like scheduling work then in GSH?

Will Werts [00:05:34] Typically it's a qualtrics survey or it's going to be just a GroupMe message. It's varied on how they've done it. But one of those two methods and you'll just switch, you'll you'll be asked to provide a couple days. And again, I usually just say I can do Tuesday. And then weekends, day shifts, and I try to avoid night shifts.

Alyssa Huque [00:05:58] OK. Yeah. So you have like a choice. Do you have an ability to choose?

Will Werts [00:06:01] You don't really have the ability. But I feel like by putting my input in and then just making sure that if it doesn't happen, you'll probably be hearing from me. It typically happens. Again, this is not the best practice, but it is a method and it is effective.

Alyssa Huque [00:06:16] How many people are on call at a time?

Will Werts [00:06:20] At a time, okay. So there's two people on call at a time. Yes.

Alyssa Huque [00:06:24] And what are the differences between their roles? Well, is there a difference, I should say?

Will Werts [00:06:30] To me, it completely depends on who you're working with. Because even if you're delegated as primary or secondary, the role could shift based on experience, confidence, overall ability, the ability to to handle a situation. I typically, depending on who I'm with. I will either take the primary or secondary role, even regardless of what's assigned to me, because technically it is assigned to by our RAC. She will assign you the primary or secondary and she tries to divide those on a pretty even and communists like basic basis. So it's around 50 50 across the board. But again, it's a little blurry again as in regards to conduct. But the main difference is the primary phone. They're gonna get the calls during the night. And because often the phone, all of the calls will go directly to them. And then it's their job to either call or contact the secondary if they need that extra support. But most of time, they're going to be stuck doing the lockouts and kind of the more minor things that are required to people to respond. That's the main difference.

Alyssa Huque [00:07:34] Do you have any ability to choose who your primary or secondary? Like could you choose to be on call with your friends or something for example?

Will Werts [00:07:40] Not necessarily. No. No.

Alyssa Huque [00:07:45] What's the necessarily mean? Is there a way to break the system.

Will Werts [00:07:48] You can you. There is kind of a way. I mean, if you say I don't want to work with someone or I work best with someone, they usually take that into account. There is some people on my staff, not going to name names, but they're not my favorite people in the world. And so I've made it clear, I say, look, I would rather not work with them if I can avoid it. And even my my superiors have also noticed that our dynamic is probably not the best. So if we work together it's not ideal. So they typically try to avoid those types of matches and pairing. Naturally. And that's on their end.

Alyssa Huque [00:08:20] So your coordinator tries to take that into consideration?

Will Werts [00:08:22] Yes, they do try to take that into consideration.

Alyssa Huque [00:08:24] That's nice.

Will Werts [00:08:25] It is nice.

Alyssa Huque [00:08:26] What does your coordinator not take into consideration for like if you have preferences or weekends off? Is there anything she says like that's not valid enough?

Will Werts [00:08:33] I think I think from my experience, I can't speak for other people. I've never had a problem.

Alyssa Huque [00:08:42] Okay.

Will Werts [00:08:42] And so but that's that's me. I can't I can't speak to other people. Yeah. Everything I've wanted to do I've been able to do.

Alyssa Huque [00:08:51] That's nice.

Will Werts [00:08:52] Yeah, it is nice. It is nice. But it does take a little bit of effort and maybe a little bit of, you know, to make to make it happen. But it does happen.

Alyssa Huque [00:09:05] So do you prefer to be on call as primary or secondary if it is assigned to you?

Will Werts [00:09:10] Secondary, All day long. But the log is kind of annoying.

Alyssa Huque [00:09:13] The secondary does the log?

Will Werts [00:09:15] The secondary does the log at GSH and theoretically the secondary and the primary differentiate in that the secondary would have to do the report if there was an incident report. But usually there is some collaboration, especially depending on who you work with, like most end up writing it together. Yeah. Even if I'm secondary, like if we're closer to the other person's room, like, let's go to your room, we'll get your computer instead. And typically you're able to pivot that that role as well.

Alyssa Huque [00:09:42] So what is your goal as an RA in fulfilling your job?

Will Werts [00:09:49] My my goals as an RA is, I do care about my residents. Like I do, I have interactions with them that I'd say like in a very... What's up Dinh?

Din Bacher [00:10:00] My goal as an RA is to make sure that no one dies by the end of the year.

Will Werts [00:10:04] That is a nice one.

Din Bacher [00:10:04] That is my, like across, if I've achieved that 100 percent across the board.

Will Werts [00:10:08] I'll take that, or just not get fired.

Din Bacher [00:10:10] That's too.

Alyssa Huque [00:10:11] Do you want to join in the interview?

Din Bacher [00:10:12] I'd love to join.

Alyssa Huque [00:10:12] Do you want to pull up a chair?

Din Bacher [00:10:14] What's going on?

Alyssa Huque [00:10:15] So for my computer science class, [referencing my younger sister working on her history project on my laptop next to me] that's not related to my computer science class. We get to make a project of whatever we want. Grab a chair?

Will Werts [00:10:22] It's all being recorded.

Alyssa Huque [00:10:22] So we get to make project whatever we want. We decided to make a scheduler to schedule RA on call shifts.

Din Bacher [00:10:39] OK.

Alyssa Huque [00:10:39] You look confused.

Din Bacher [00:10:43] Yeah.

Alyssa Huque [00:10:43] Yeah. It is just an automated way so RACS don't have to manually do that as a lot of them are doing currently. I don't know how it is in Earl. So I'm just supposed to interview some RAs to get their view on their jobs, on call shifts, stuff like that. Yeah. So do you want to tell me how scheduling is Earl?

Din Bacher [00:11:08] I don't know. Anna just does it. I made Jennifer schedule fall term.

Alyssa Huque [00:11:12] Really?

Will Werts [00:11:15] She said she didn't know how to do it, so. Oh, yeah.

Din Bacher [00:11:17] Good thing he's used Excel before.

Din Bacher [00:11:18] And this is just like maximizing, it's a maximizing problem with like making sure it is all equal. So I just made a list and then ran through it and everyone had 11, I think one person had one more shift than everyone else. By the time I was done.

Will Werts [00:11:31] We have like 20 something shifts.

Din Bacher [00:11:33] Yeah, but that's not my fault.

Will Werts [00:11:35] You should have put Jennifer's name into it. That's that's that's where you messed up.

Alyssa Huque [00:11:41] So at the beginning of the term, do you provide like what information do you provide for your on call shifts?

Din Bacher [00:11:48] Yeah. I just, you know. So days you cannot work. Days you'd like not to work. Days you'd like to work.

Alyssa Huque [00:11:54] Okay. And then so are there weekdays. Are you like assigned to specific weekday to be on call or.

Din Bacher [00:12:02] It just sort of happens that way. I'm usually on call Mondays, but that wasn't like I didn't say I want to be on call Monday. I was just like I could be on call like Sunday, Monday, Tuesday. I happened to be on call Monday. I'm assuming that's just based on how other people's schedules lines up.

Alyssa Huque [00:12:16] That's fair. How big are your guy's teams?

Din Bacher [00:12:19] Ten

Will Werts [00:12:20] Twelve.

Alyssa Huque [00:12:20] Twelve. OK. Approximately. How many shifts do you have throughout the year? Do you know off the top of your head?

Din Bacher [00:12:26] 10 per term.

Will Werts [00:12:30] You have 10 per term?

Din Bacher [00:12:30] Yeah, but we partner with Carson.

Will Werts [00:12:31] Yeah. And that seems pretty nice. I think last term it was between 17 to 21 per RA.

Will Werts [00:12:42] Wow.

Alyssa Huque [00:12:43] Which sucks.

Will Werts [00:12:46] Do you count your night and day shifts as one shift each?

Will Werts [00:12:49] I think. Yes. Yes. So it is a lot more than I'd rather be doing. It was better last year when partnered with Bean. Because that we were able to utilize our human capital.

Alyssa Huque [00:12:59] OK, wait. So explain to me partnering with buildings. What is this about?

Will Werts [00:13:03] Basically, you would be on call for both buildings and you would do rounds in both buildings.

Alyssa Huque [00:13:10] So is there also an RA on call for bean as well?

Will Werts [00:13:15] Or was this was last year and it would typically be kind of a mix like to be an RA from bean and an RA from GSH. So that's that's how we'd run.

Din Bacher [00:13:25] That's how Carson does it.

Alyssa Huque [00:13:25] Is there still one primary and one secondary?

Will Werts [00:13:26] Yeah. Still it's still the same as normal. Just maybe it'll involve you having to go into Bean for conduct or into GSH for a lock out.

Din Bacher [00:13:32] So it's kind of annoying.

Will Werts [00:13:34] Yeah but it was nice to have less shifts. Yeah. Like the rounds took by my by my standards 3 times as long. But also partnering with Bean was only temporary because of construction. We don't do it this year.

Alyssa Huque [00:14:32] What about so partnering with Carson is it the same? Is it weekdays and weekends you partner with another building.

Din Bacher [00:14:37] We just. Just weekdays. So like we we personally we have a preference. A lot of us have a preference that if we're gonna be on call we wanna be on call for the entire weekend. So we'll have four shifts in a row. But then you're only on call for like one and a half weekends of the entire term. So you're just like you're just you'd have one weekend. I tried to schedule it around fourth, fourth week. So then I can just study that whole weekend and then I can leave other weekends.

Alyssa Huque [00:15:10] Do a lot of conduct issues when you're on call or is it a generally quieter building?

Will Werts [00:15:19] If you plug your nose and close your eyes there's probably not too much to worry about.

Din Bacher [00:15:21] I mean like Earl just smells like weed. So you can't trace weed in Earl.

Will Werts [00:15:24] That's terrible. You've probably never had a weed doc.

Din Bacher [00:15:29] Yeah, like I know which room it probably is, but I can't be like certain. And then there's mainly noise. I mean, you know, almost everything stems stems from noise. So

like, I just tell my residents to be quiet. Because if I don't hear anything, I don't have to do anything.

Din Bacher [00:15:53] Is this on the record?

Will Werts [00:15:53] Yeah, she already told we're recording.

Alyssa Huque [00:16:08] The whole point of this interview isn't meant for anything really, other than like my computer science group to figure out what specifications we need for our project.

Will Werts [00:16:15] Do you trust the people in your group?

Alyssa Huque [00:16:17] I do. We work together for our last project.

Will Werts [00:16:22] Good, I don't want any leaked materials. This is a closed system.

Din Bacher [00:16:26] Isn't the White House okay?

Will Werts [00:16:29] This is not a call with Ukraine.

Alyssa Huque [00:16:36] Okay. Anything else? What is your favorite thing about the job?

Will Werts [00:16:39] The benefits.

Din Bacher [00:16:40] The money.

Will Werts [00:16:41] And the money.

Din Bacher [00:16:43] I mean, I'm going to pull up a video and I'll show you what my favorite thing is, you keep talking.

Will Werts [00:16:47] You see how good this is. This was the three scoops of guacamole, butter chicken and rice for four points. This is by far one of the most the best values. Today they messed up too because they used the wrong scooper so that the portion of the guacamole is twice as large as it should have been. This is theoretically six scoops.

Video [00:17:04] So what's your motivation? Uhh, The money. Money? [laughs]

Will Werts [00:17:04] Who is that?

Din Bacher [00:17:04] [muffled], he is a professional video game player.

Will Werts [00:17:16] I mean, you can't blame them, though. You got to think materialistic every once and a while.

Alyssa Huque [00:17:26] What's your least favorite thing about the job?

Din Bacher [00:17:26] Having to interact with people who have underdeveloped prefrontal cortexes and can't think outside of their own personalities.

Alyssa Huque [00:17:34] What about you?

Will Werts [00:17:35] Honestly, the bulletin board and door decs. I hate this so much.

Din Bacher [00:17:39] I'm okay with that. I just bust those out.

Will Werts [00:17:41] I think I'm outsourcing at this time. Yeah, actually, I think I am.

Alyssa Huque [00:17:46] What do you mean by outsourcing it? Like getting someone else to do it?

Will Werts [00:17:47] I can. I convinced. Okay. Because I gave them such terrible door decs this last term. And actually the term before if I'm being honest that they're tired of that and they actually think that they want. They want better.

Din Bacher [00:18:01] Type A.

Will Werts [00:18:01] So. So what I did. I said, look, you don't like what I did even better. They're really fun to do. I'm just not artistic. How about you do it yourselves and we'll make them for everyone on the floor. And then we can do the bulletin board together, too. This would be great.

Din Bacher [00:18:14] You could just bring your residents to the HERO.

Will Werts [00:18:17] And it's going to be a hall engagement activity.

Din Bacher [00:18:21] Genius.

Will Werts [00:18:21] They're so excited about it. None. None of the guys as all the other boys want to go. They're so happy about it.

Alyssa Huque [00:18:28] I think I know one of your residents? Jaime, he is an exchange student.

Din Bacher [00:19:01] Yeah. Yeah. I don't know him that well, That's because they're always yelling. Why are you yelling? Stop talking. You have nothing to say. I don't want to be friendly with my residents.

Will Werts [00:19:17] Friendly. Not friends. You don't even have to be that friendly. I suppose, as long as they respect you and listen to all the rules.

Alyssa Huque [00:19:25] Do you have a lot of issues with that?

Din Bacher [00:19:26] No.

Will Werts [00:19:26] The people on my floor, last year and this year. I would say every time I've had a conversation with someone or a comment related thing or something on the floor that I don't like. It's always a very calm and very cordial experience. And afterwards, the behavior does not continue.

Din Bacher [00:19:47] My behavior continues because Earl kids are business students that are sort of degenerates like I really want to know what the average GPA of my floor is because I don't think it's above a 2.7.

Alyssa Huque [00:20:00] Big oof. What about the biggest inefficiencies in the job? Things that frustrate you?

Will Werts [00:20:32] I want to get rid of team meetings altogether. Get rid of all one on ones.

Din Bacher [00:20:35] You just have a better boss. My team meetings last 15 minutes.

Din Bacher [00:20:39] Mine last half an hour at most.

Will Werts [00:20:42] it's because you're a type A boss.

Will Werts [00:20:43] I am very, very jealous. I lobbied for that for a long time.

Din Bacher [00:20:50] I am so mad that Margarita was not my CO. I wanted marguerita to be my CO and the the global scholars ARC poached her from the business. She was the number one pick for the business arc. These guys are they approached her. I don't really. So I told it. I was like, why are you at GSH and not an earl? She's like, I don't know.

Will Werts [00:21:09] So yeah, she she's she's she's on top of her stuff.

Alyssa Huque [00:21:12] Do you guys have to do more as an ARC RA?

Din Bacher [00:21:14] No. No.

Will Werts [00:21:16] Theoretically we are. But in reality, no. Nothing extra.

Din Bacher [00:21:21] We just have to tell residents like the heard of the ARC asks us to, like send out reminds to people to tell them about events. Basically, all that I do in relation to.

Will Werts [00:21:32] I think in theory, at least with the honors college, because the honors college is a college within a college, even more so than the business school.

Din Bacher [00:21:39] Yeah.

Will Werts [00:21:40] We were supposed to do different things to engage with the residents, more like an academic and a deeper level so that we can better connect with faculty and leverage them there. The honors college connections to be able to give them more opportunities, but we've done a very, very poor job of doing that. And I'm the first one to say that, and it's completely out of my control for me. That's definitely above my pay grade. And I'm okay with that. Like I'm you know, you get what you put in. And so that's what the students are kind of coming to figure out. And it's not something that we're gonna hand them over or give them.

Din Bacher [00:22:11] Yeah.

Will Werts [00:22:13] Yeah. And just any any human contact can be completely cut out of this job.

Alyssa Huque [00:22:16] What other ways do you cheat the responsibilities of this job? How do you get out of the work?

Din Bacher [00:22:21] By being smart, doing things efficiently?

Alyssa Huque [00:22:24] Like what? give me some examples.

Din Bacher [00:22:25] Like making door decs that are easily reproducible, like making. Choosing not to go out of your way to interact with residents like people, people can always come knock on my door. But I'm not going to seek them out to try to have a conversation with them on a daily basis.

Will Werts [00:22:53] Yeah, I agree with that. Let's say the people who have the quote on quote best relationships with the residents, they spend the most time with them. They have the most problems on their floor across the board.

Din Bacher [00:23:05] You think so?

Will Werts [00:23:05] Absolutely.

Din Bacher [00:23:11] My floor is catalysed by two people and I don't know what they're going to do with their lives. I think they're I think they're from California.

Will Werts [00:23:22] UC Eugene.

Alyssa Huque [00:23:22] Are you worried that you guys are slacking off puts more work on your teammates?

Din Bacher [00:24:09] No.

Will Werts [00:24:13] I don't really care.

Din Bacher [00:24:14] I know that it doesn't.

Alyssa Huque [00:24:15] Would you say your team is also as smart about the job as you are?

Din Bacher [00:24:20] Yes.

Alyssa Huque [00:24:20] What about you?

Will Werts [00:24:22] Definitely not. To me, this job is a marathon. People treat it like a 400 meter dash. So you take that for what it is. But the people who go out strong and they try to make all these relationships with the residents, they try to do one hour one on ones and they're going to brag about that they're going to make this job their life and something that they really boast and really care about. Those are the people that don't come back for second year. There's a reason why this my second year, this is your second year as well, right?

Din Bacher [00:24:49] Yeah.

Will Werts [00:24:49] And I'll be doing a third year. Are you doing a third year?

Din Bacher [00:24:53] No, but I have a girlfriend. Choosing that over this and I've saved enough money at this point.

Will Werts [00:25:02] That's how I'm able to come back for a third round next year. As long as I'm wanted back. Yeah, it's just doing what's necessary, but nothing more. And that's to me creates the best floor. Because if you're too involved with your residents it actually negatively affects their growth as individuals because they need to be able to walk their own path and make mistakes for themselves to figure out who they want to be. If you have an RA that's always trying to control what they're doing or just kind of like a complete asshole, it creates a really poor dynamic.

Alyssa Huque [00:25:36] So then how do you balance the fact that, like our job is meant to write people off for drinking, smoking, whatever, but also you have to make mistakes to learn?

Will Werts [00:25:44] I I encourage him to make those decisions off campus. And then keep the floor as kind of a safe place, a place to come back to. It's quiet. If they have problems, they can always come to me. I'm always very open to like if you have a situation, let's handle it. I'll connect with you the right resources. But I'm not their mom. So there's a fine line, but I generally care about their health and well-being, which is more important to me than whether they get drunk on Friday night.

Din Bacher [00:26:12] Also, I don't believe that housing is put in policies and decisions that will actually change behavior long term. And I don't believe they actually care about that.

Alyssa Huque [00:26:20] Would you suggest any changes?

Din Bacher [00:26:23] Well, I personally think this is, I've talked to some people about this and I don't have a lot of information about it, but they don't they don't think it will affect. But I personally think we should drastically increase the fine rates for behavior, for behavior. But that's what I've I've talked to some people and they say that that doesn't that doesn't impact behavior, which I think is interesting. I talked to one person who said at one institution, they they were upfront about what the fine rates were for different behaviors like drinking results in over across all the fees with about $600 in fees. But people still did it, which I think is really interesting, that they value being able to drink under age more than they value cash. I find that interesting, but apparently didn't change their behavior. But I think they need to figure out what actually will deter people from doing the behavior that want.

Alyssa Huque [00:27:14] Does that change from, like I don't know what the university was, but the economic status of students? If it was a private school versus public?

Din Bacher [00:27:28] You could I could scale it by residents hall maybe. But that doesn't that doesn't necessarily work for here, at least because the ARC determine where people live sometimes. So like somebody know somebody could be like below the poverty line living in Kalapuya because they want to be in an arc.

Will Werts [00:27:42] You just do a based off theit parents reported income.

Will Werts [00:27:45] I don't think we can legally. I don't think. I don't think housing can legally find that out.

Will Werts [00:27:50] I don't think fines it is. I think they just need to kick more people out.

Din Bacher [00:27:55] That's true. I think increasing the the get rid of tis.

Will Werts [00:27:58] There's a lot of shitty people on this campus. Yeah. And if if they're in a housing and they're creating a problem. To me, it's simple. Get rid of them just like that. Those people that, in my opinion, should have been long gone. People who have caused a lot of problems. People have done some things that are very, very questionable. And yet they don't get removed from housing completely. To me, that is a major flaw.

Din Bacher [00:28:18] Also changing the rate of admissions. I think they I think they need be stricter about overall the overall university. But I think that's a macro thing that needs to happen all across the country. So just because it's created a weird.

Will Werts [00:28:30] It's OK, we'll have free college and our free health care pretty soon. We don't need to worry about it.

Alyssa Huque [00:28:37] I mean, is there anything else you guys on talk about? Complain about the job?

Will Werts [00:28:40] I just don't know how anymore my input necessarily impact here. How much do you know about AI?

Alyssa Huque [00:29:40] I work in the artificial intelligence research lab.

Will Werts [00:29:42] In regards to coding and creating an application leveraging AI technology.

Alyssa Huque [00:29:47] So A.I. is the really big word. What about A.I.?

Will Werts [00:29:53] OK. This is you cannot say anything about this. None of you. This is you are in a verbal NDA currently. Actually turn off the recording.

6.2. Joseph Erickson (2-17-2020)

Alyssa Huque [00:00:12] Is it cool if I record you guys?

Joseph Erickson [00:00:13] Yeah. Yes.

 Alyssa Huque [00:00:14] Fantastic. OK. So tell me about your job.

Joseph Erickson [00:00:16] As a resident assistant coordinator. I am one of the lead administrators for a team of 20 different student leaders with direct supervision over 10 of them. There are a lot of parts of my my job. Many of them and most of them focus around supporting RAs and doing professional development with them, doing one on ones with them, leading team meetings, supporting the greater administration of Walton. And I not really like out of Walton stuff, too. I don't do any like main housing stuff. But like helping with the CD, helping with Nick and of course, just coordinating with me, Nick and Lindsay. That's like a main part of my job.

Alyssa Huque [00:00:58] OK. So what? Hey.

Jessica Ray [00:01:00] Hi. Look at you.

Alyssa Huque [00:01:05] Look at the tie. I'm really impressed by.

Jessica Ray [00:01:09] I saw it honestly like.

Joseph Erickson [00:01:09] Let me tell you a story about this tie. My friend got this for me in China. Allegedly, she got it from the place where President Obama got hits like G20, suite tailored.

Alyssa Huque [00:01:23] Whoa.

Joseph Erickson [00:01:23] So you got any good energy for sure, especially in Salem.

Alyssa Huque [00:01:28] You're living a good life.

Joseph Erickson [00:01:29] Yeah! Does that answer your question?

Alyssa Huque [00:01:32] Yeah. I mean, I'm not like fishing for any answers. So like answer however you want. Answer whatever you're looking for.

Jessica Ray [00:01:38] We'll see you guys.

Joseph Erickson [00:01:39] Yeah. Good luck on rounds.

Alyssa Huque [00:01:44] What is your direct responsibilities?

Joseph Erickson [00:01:45] Direct responsibilities on call scheduling is one of them doing one on ones with RAs, advising hall governments day in, day out, really facilitating everything that they do, events, mentorship, things of that order, managing the budgets of at least like my side of Walton, my RAs and my hall gov. And then from there on out, it's really just kind of like as it comes, as it goes, you really like have to fluctuate to what you're RAs bring to you and what the team is like. If I had a much more difficult team, I have a much more difficult job, but they're not difficult. So the easy job, really.

Alyssa Huque [00:02:27] Would you say your experiences as a coordinator is different in Walton than other buildings?

Joseph Erickson [00:02:30] Completely.

Alyssa Huque [00:02:31] Really?

Joseph Erickson [00:02:31] Yeah. I don't just from what I've heard of other RACs and seeing other teams in action. I really I do think there are some chemistry level differences and that translates to major operational differences. You know, I'm not spending hours of my week like solving RA disputes. I'm not spending hours of my week like trying to maneuver different on call things with different pairs. That's just not really part of my job. It's more like fun stuff.

Alyssa Huque [00:03:01] So you don't have much issues in your team of like people can't be on call together, people can't work together anything.

Joseph Erickson [00:03:06] Oh, no, not at all. Really.

Alyssa Huque [00:03:08] I mean, we don't have that in LLC, but like I found out yesterday in GSH, there's a lot of those pairings, apparently. And I was like, wow, I've never heard of like RAC even considering the fact that, like, people don't work well together or anything like that.

Joseph Erickson [00:03:22] And if there ever was really like a problem which like, you know, like we saw this in Hamilton last year. Like, some people just didn't really like vibe.

Alyssa Huque [00:03:32] Yeah. I mean, but also part of it's like your job is your job. You're going to get to work with people you like. So I was like surprised to learn that, like sometimes people care about that in some RACs Do take that into consideration. Yes. So of your responsibilities, what is your like favorite responsibility and what's your most frustrating or like responsibility you have, if they're not the same?

Joseph Erickson [00:03:55] Totally. My favorite responsibility has to be like specifically it would be one on one's with RAs. But that's just kind of like that's just a greater thing. Simplified when the relationships that I get to have with RA, like Shekinah, like Jessica. That's really like the bread and butter of this job. And really why it's so easy and enjoyable. Like, I just I

genuinely don't have a problem with anyone on this team. I genuinely like all of them. And it's like my biggest joy just for like many of them just hanging out and. But on the flip side, I'd say hall gov is probably my least.

Alyssa Huque [00:04:38] What's not enjoyable about hall gov?

Joseph Erickson [00:04:39] I have to put things in context. I have good attendance, all of my position are filled.

Alyssa Huque [00:04:45] Oh, nice. Congratulations.

Joseph Erickson [00:04:47] Can't say that about every hall.

Alyssa Huque [00:04:49] I mean, I don't think it's a bad thing. L.L.C. doesn't have a lot filled because essentially we just have like one really pro. Yeah. She's like my resident too and she's like completely.

Joseph Erickson [00:04:57] Yeah.

Alyssa Huque [00:04:57] She applied for the R.A. job and she's like worried about getting it, and I was like you're fine. you're the one hall gover from LLC.

Joseph Erickson [00:05:05] We should talk about this. Well, actually, no, that would be cruel. The like. We may have a mid year hire coming up soon.

Alyssa Huque [00:05:11] Oh, really?

Joseph Erickson [00:05:13] Can't really speak about too much about who it is.

Alyssa Huque [00:05:16] No worries.

Joseph Erickson [00:05:16] But like, we're looking for good people. See? Yeah. But I would hate to, like, steal the one good hall gover.

Alyssa Huque [00:05:24] But honestly, I do it because she's amazing. Yeah.

Joseph Erickson [00:05:28] Yeah. And we we want a good team. And if we're like like not going to lie, we have a lot of people that want to return next year because we just.

Alyssa Huque [00:05:35] LLC is having that same thing. Lynn doesn't know what to do. She has at this point she has a team of all returners.

Joseph Erickson [00:05:41] Exactly like and that's not been a problem in years past. So yeah, it's like a weird thing. So it was your original question?

Alyssa Huque [00:05:49] I don't remember honestly but it's fine, no worries about it.

Joseph Erickson [00:05:52] Yeah.

Alyssa Huque [00:05:53] Make this conversational you don't need to.

Joseph Erickson [00:05:54] Perfect.

Alyssa Huque [00:05:54] Yeah. Okay. So wait you have a mid-year hire. When you hire mid year do you hire normally from residents or waitlist.

Joseph Erickson [00:06:04] We're gonna hire from the pool that we just interviewed and we're going to try probably pick a resident.

Alyssa Huque [00:06:09] Interesting.

Joseph Erickson [00:06:10] Obviously, like if there was some really good person who is like kind of like what happened with me, I was a mid year hire, but I lived off campus and I was able to make it all work in the end. Ideally, we want to pick someone who just can easily transition right over or someone not in the building because that creates weird power dynamic.

Alyssa Huque [00:06:29] Yeah. of course.

Joseph Erickson [00:06:29] And so just like grabbing someone really good from another hall and then like doing a Taylor situation. Actually not at Taylor's situations because she wasn't in Hamilton. In the end it would be like, hey, we want to get you here early and then you're gonna be on Walton next year anyways. It's easy and cool.

Alyssa Huque [00:06:47] Yeah, that's pretty cool. I don't know. I didn't know that was a consideration, but I guess it makes sense now that I think like Taylor. Right. She lived in the dorms.

Joseph Erickson [00:06:53] Exactly.

Alyssa Huque [00:06:53] Yeah. What are the things you hate about how your job is structured? Like there's some requirements put on you by housing. Like what are those requirements and what do you find like frustrating fighting against them?

Joseph Erickson [00:07:07] I think it's not a straw. Like, I don't know if I have too many issues with codified standards or operations, but hall gov once again, my biggest pressure point and like I say by all metrics, have a successful hall gov and they are like unique and vibrant. And it's actually funny. None of them appled to be RAS. Like they're literally just like it's like it's like kind of like frat guys. And.

Alyssa Huque [00:07:32] Wow, you really pulled that Greek life. Impressive.

Joseph Erickson [00:07:35] Exactly.

Alyssa Huque [00:07:36] That's really impressive.

Joseph Erickson [00:07:37] But they're really sweet, too. Yeah, but like just this whole like pressure of like, what are good events supposed to be like? How do I, as an advisor, try to push them in the right direction?

Alyssa Huque [00:07:49] Yeah.

Joseph Erickson [00:07:49] But then also lay back at the same time. And I think a lot of it is imposter syndrome. I don't think anyone really has a good experience with hall gov in this role.

Alyssa Huque [00:08:00] It's definitely good. I cannot imagine imagine managing a whole bunch of first year kids.

Joseph Erickson [00:08:04] It can be really rowdy. And you'd like. I don't want to be like some psycho parent right now. But I also like I don't want to come to Nick and be like, hey, we're not gonna meet our event quota for this term because like, I didn't, like, push them hard enough, like in the right direction. But like that's mostly materialized fears in action. Like it's really more like it always works out in the end.

Alyssa Huque [00:08:26] It does?

Joseph Erickson [00:08:27] Yeah, it does. Our events are actually always pretty well-attended because we just stick to the formula like let's watch something and order food.

Alyssa Huque [00:08:35] Always a good formula how my hall engagements go

Joseph Erickson [00:08:38] Like no one can really like we're not painting or doing stuff like that, which is great for those that do, but we're not doing that.

Alyssa Huque [00:08:47] Yeah. No, LLC did like something sort of. I think. I don't know if those LCC Hall gov or some other organization that just hosted the performance hall but they had an art night and I showed up. It was just a bunch of LLC RAs organizing it and I was like, wow, this is just RAs and RA friends there. And I was like, okay, cool. Got a free painting out of it. But like, really we're just doing more responsibilities than our own job, which isn't adding anything because it's just ourselves attending the event. So no worries after you finish that bite. No pressure. So I know like RACS return early to the job. What do you guys do during that time and how does that impact the rest of the year?

Joseph Erickson [00:09:29] Really good question. All of these are really good questions.

Alyssa Huque [00:09:33] None of these are on the list.

Joseph Erickson [00:09:34] Oh, really? I'm really I'm having a great time. So I think we had around 2 weeks of training and prep. So basically we did a training for what it means to be RAC. It really resembles like our training, just miniaturised. We met in shit. What's the one? What's what's the hall that Earl is in? That's. Mind.

Alyssa Huque [00:10:00] I don't. Oh, let the building?

Joseph Erickson [00:10:02] The building. Yeah.

Alyssa Huque [00:10:04] Straub.

Joseph Erickson [00:10:04] Straub, we met in a Straub room like two weeks and just went through everything. Like how to do POs, hall gov, training, what the job looks like and things like that. And overall it was a pretty good preparation, but outside of that we really worked to figure out what we wanted her team standards to look like or how we can facilitate creating good chemistry in that room. It's one thing to have like human bodies and just see what happens, but like you can facilitate it on some level. And so we really worked hard to like define our philosophy, define like, you know, like how we wanted communication to be and and just like our expectations so that we could then receive their expectations and like mediate this. And I think that prep work really has paid off.

Alyssa Huque [00:10:53] Really?

Joseph Erickson [00:10:53] Yeah. Yeah. Because I think it gave people just like when we walked in and we were really prepared and and just gave people the space. And this is just kind of who we are. And we've had a really mean Nick Lindsey. We had a really established chemistry. And I think people saw that and maybe like it changed a little bit to like how the year is gone. I think we can be a very relaxed, very fun group. And then also we still do work with it when we need to. We went to the camp before they actually got to do more cool shit than you guys did. Hopefully, yeah. We got to like walk on like the the the thing the the the twisty.

Alyssa Huque [00:11:34] The bridge?

Joseph Erickson [00:11:34] The bridge, yeah. Okay. Which sounds fine in theory. But like you know, you're like going everywhere. Yeah. They were shaking it.

Alyssa Huque [00:11:42] Oh gosh.

Joseph Erickson [00:11:43] Yeah. It was a whole thing. I was like screaming out obscenities. Yeah. Which is really fun. And then. Yeah. So just basically like that, we were just establishing what we wanted our team to look like and also figuring out Microsoft teams.

Alyssa Huque [00:11:57] Oh yeah.

Joseph Erickson [00:11:59] Which I've had and Don't use that much at all.

Alyssa Huque [00:12:01] Really. How do you use teams for them?

Joseph Erickson [00:12:05] So like every it is my duty, every term to like we'll do spring or summer just on call scheduling then I'll load, whatever we decide onto teams and they'll do you know, they can switch if they want or request time off. And besides that function, the shifts function, which is very minimal, at which time I put into that like if I need to send out a message, we'll send it out. If we there's a document that like, hey, we'll put this up on teams. And I don't like who knows if people, actually use it for that. So it's been a really like for as much as we emphasized it in training, we're like teams, teams, teams, teams, teams. I don't use it that much or it's not really a major part of my workflow.

Alyssa Huque [00:12:46] Okay, that's good. Yeah. I don't have some frustration with teams because teams like from the desktop application to the web application to the app is like every single thing is different. Buttons are in different place. The way it looks is in every place, the way I read information is in different place. And it's just like there's some documents I can't open on my phone, but I can't open on the web like web, but I can't open on the desktop application. And it's like I understand Microsoft, they had a good plan. Sure. But they're Execution is driving me insane. I'm a little frustrated with it.

Joseph Erickson [00:13:22] My problem is just how clunky it can be. I was like, if if that little of the load times are down, if it didn't lag, if I could like get consistent notifications like.

Alyssa Huque [00:13:33] Right. Oh, my god.

Joseph Erickson [00:13:34] Yeah. We're in week six of spring of winter term and my notifications are still fucked.

Alyssa Huque [00:13:40] Yeah. I don't get. Yeah. I don't get notifications half the time. Yeah. And on top of that like sometimes it doesn't even show all my shifts. I didn't even know I was on call either this weekend or next weekend until like a week ago. Like I looked at the calendar. Just to check. I was on call for the week and I'm like wait. A new shift popped up. Like you definitely you 100 percent weren't there before. I'm frustrated.

Joseph Erickson [00:14:00] And it's like, yeah. Actually, that would be different. I never thought about how I, I should be thinking things like how RAS would use it for shits because like I just load them on and then basically forget about them and I'm like if you guys make it, you want to swap, find someone new to you all that, then you submit and all approve it. I don't even look at things anymore. Even for time off. I just improve it now.

Alyssa Huque [00:14:26] That's good. I mean, it's not like I don't know my exprience and not a lot of RAs are asking for like obscene times off.

Joseph Erickson [00:14:33] Exactly.

Alyssa Huque [00:14:33] Part of this is like if you lose your job, you lose your housing. So you're not trying to get fired.

Joseph Erickson [00:14:37] Exactly. And like if some odd like 0.01 percent chance that I gave someone four weekends off and I approve them I'll take the fall. I don't care.

Alyssa Huque [00:14:52] OK. So how does on call shifts scheduling work on your end?

Joseph Erickson [00:14:57] So on our end, we basically have. Three main sessions for the year, one for fall, winter and spring, of course. And the beautiful thing about Walton is that with 20 RAs, it roughly equals out to actually on weekdays. You can basically pick a day of the week. So let's say you wanted to be Tuesday nights. That will be your week. Sorry. Day of the week. With our scheduling, we can find a way to make it like that. Every other week will be your Tuesday on call and there's no finicking anywhere else. So we have a separate system for weekends, which I think amounts to around like you think two weekend days per person, maybe a little bit more. But how we decide which day of the week you get. Basically, we go into our on call scheduling session. We have a whole whiteboard and we have each day of the week listed out. And we're like, hey, when you come in and put your preferences down, like put the days of the week you can do and then star which day specifically, it's like really good for you. And basically like Thursdays are always like pulling some out of people. Yeah, but if we can get four people onto it one day, then we're good. And so let's say Thursday only has five. So we'll pick which four like want to do that day and then we'll see all that in and then all of race their name everywhere else in the board life and then we'll slowly go like to which day has the least from there. And yeah, it always works out. Eventually you're and you end up with like each day the week has four names on it. So that's great. So I think how we decide like often I'll like order even days. Our order order or even weeks. Sorry. I know how we decide that. We're just like, do you want like you to. Do you want to be on or you just figure it out from there. And we'll note it.

Alyssa Huque [00:17:02] And so you have two people on call every night.

Joseph Erickson [00:17:04] Yes.

Alyssa Huque [00:17:04] And then they have input into whether they want or or even weeks or.

Joseph Erickson [00:17:10] Yeah. OK. Usually people don't care. They're just like, yeah, well like I just want to be Tuesday doesn't matter. Like which Tuesday like which five Tuesdays those will be.

Alyssa Huque [00:17:21] So then as an RA are you consistently on call with the same person then for weekdays.

Joseph Erickson [00:17:26] And we try to make sure that anyone makes sure that pairs that are together for one week night like like you know for one term aren't the same pairs to the next term just to, you know, increase that like that variety and not like, you know, if there's a bad habit that will probably be reinforced if like the same two people are always on call together. Makes sense. Yeah. And then for weekend on call. We do it up the river Down the river system.

Alyssa Huque [00:17:57] What is that?

Joseph Erickson [00:17:59] So after reading our weekday scheduling me and Lindsay we'll well, I've prepared a little sack with little slips of paper from one through 20, rifle them all up. And then we'll go across through a circle of RAs and be like, hey, you know, select a number. Let's say you got number three. So I will be like one which weekend date you want. And we have it all. Like, there was a computer hooked up to the to the screen, to the projector. And we have like all the days listed out. And we're also like, bring your own device so they can like see this document as it comes and then be like one which weekend do you want. They'll be like, I want February twenty seventh. And then we'll be OK, you know, blah, blah, blah. For February twenty seventh. Number two, you're number three. Two days have already been taken, but you have a huge selection. You can pull from there. We go all the way to 20 and then since you're like, oh, 20 they're kind of fucked. But twenty has the great pleasure of being the first around on the second run. So like 20. Which day do you want. I want this day and then. OK. Twenty. Which one do you want again. We have to do another day. You pick it and then we're like 19. Which one do you want. And so basically if you're third, you will have gone through thirty seven other placements before you can pick your second day. So you got, you know, really good options in your first one. Very limited on your second choice. And then this is a model that like no one has complained about too much. I think it is like the best middle ground for equity in choosing. There are some instances where we have to let's say we get to one through a second. You know, we would have done 40 placements and there's still a few days left to go. Basically, we start that process over. I got to go back to one. But we take into account if they had to take any extra days in the previous term.

Alyssa Huque [00:19:55] OK.

Joseph Erickson [00:19:55] Let's say you were number we get to number three and there's still a spot to hold the. You did more than the average quota of on call days last term. We're gonna skip you and go to four and roughly it should even out by the end of the year. There's probably gonna be a few people that on average like have one extra day at the end of the year and it's not the best. But, you know, you do what you have to do.

Alyssa Huque [00:20:17] It's part of the job.

Joseph Erickson [00:20:18] Yeah.

Alyssa Huque [00:20:18] What happens if, like you go up and then back down and it's number one and the one shift left is like number one is like, I have like I'm out of town that weekend. What do you do in that situation?

Joseph Erickson [00:20:30] Usually in that situation, we we work with them on that. And to be honest, we'll probably give up that if you're going to be physically out of town on that day. We can move to the next one. But like if you could like next term, you're probably gonna be a little bit higher up on the list. I mean, something I say that we want to be equitable about. But honestly, if they really can't do it, like we'll probably just go over like this is a really hospitable team. Like they they they're they're people are, you know, not to say no. I don't know what the word is, but like They're not too hard and fast. Like I got paid for two days of on call.

Alyssa Huque [00:21:10] Oh, geez, some people do that.

Joseph Erickson [00:21:13] I mean, like, I feel like I was kind of like as an RA. I would never say it in my mind. Like, I I swear to God, if I had to take an extra day, someone's gonna die. And so, yeah, but we usually we haven't come across a situation like that yet.

Alyssa Huque [00:21:28] That's good.

Joseph Erickson [00:21:29] But I think in that case, people are we're an understandable group. We get it and that's it.

Alyssa Huque [00:21:35] So what about like shift changes? Like after you establish a schedule? How do you always go around changing their shifts and all that?

Joseph Erickson [00:21:42] Basically were like, hey, this is our established schedule. Obviously, things will change. Things come up, of course. And if you want to trade weekdays, that's great. Go find a person that you want to trade with, talk with them. Submit the thing on teams like the shift change request. Also, send us an email just so we have that second verification, too. But let's say someone is like, I need to. I'm on call Wednesday and like I but I'm in a trade for a weekend day that works best for me. That's great. You can do that. But like that's not going to factor into like the count of like how many days you have versus weekends.

Alyssa Huque [00:22:21] So your count is only based on your initial scheduling.

Joseph Erickson [00:22:24] Yeah

Alyssa Huque [00:22:24] Interesting.

Joseph Erickson [00:22:24] For Like those equity purposes. We get a move. We can switch with that if both parties approve, of course. We're not going to factor that in. Like this is our established schedule.

Alyssa Huque [00:22:35] So from start, like everyone submitted their preferences to like and it's official like on teams. How long is that process?

Joseph Erickson [00:22:45] It's about 48 hours, maybe more.

Alyssa Huque [00:22:49] Really?

Joseph Erickson [00:22:49] Yeah. We we've gotten it down very quickly because once you understand it, it's like, you know, to bring you know, to prepare for when you come to that meeting. Like have a good idea of which days you want to. And like also people just don't like moan too much about it. Like you don't feel fairly good about it. And I think that, like, helps along with a process where people get to be really quick about it.

Alyssa Huque [00:23:11] Would you say like the additional feedback from like all the arias and having been there helps you with your scheduling and like makes it faster?

Joseph Erickson [00:23:16] Oh, certainly. Yeah. Well, we're not like it's just a rowdy group. Sometimes we're not like ones too. Yeah, like like a people have a. Like if there was going to be feedback like someone would say it and and that's. And all of that stuff like. Like I always I hope that we're creating an environment where people like feel good about things. Things that aside though, it's also like worth taking into account that like it's a wonderful system and I love it. It just makes things so easy. But like me or Lindsey can't really take any credit for that. Like, Nick is the one who was like we went into prep for the sitter and he's like, this is how we're gonna do all on-call scheduling. It's like it's just like arguably the best.

Alyssa Huque [00:24:00] That's definitely the best I've heard about and the most efficient I've heard about across all buildings. That's impressive.

Joseph Erickson [00:24:06] Which like like once again, incredibly lucky, because if you had 19 RAs, I don't know what happens after that because like we're built around the system of like you will have a day of the week. You will do that day every other week and we'll figure out weekends from there usually be around to round two, up the river down the river thing, like if we had a a number where the system didn't work. I can't even begin to think about what we would do. Like Nick is like smart with these with these things that he would probably come with a system like in mind. But this is just like too perfect.

Alyssa Huque [00:24:41] It makes sense.

Joseph Erickson [00:24:43] And I'm like, yeah, know we do want to change this at all. It works really well. And I remember when I was an R.A. here in Walton and like, I was like, oh, this is awesome. Like more spring on call scheduling. This makes a lot of sense. And then we go to Hamilton.

Alyssa Huque [00:24:57] Now it's a whole different story.

Joseph Erickson [00:24:58] There's three people on call. How does this work? God that was a weird year.

Alyssa Huque [00:25:06] I think Hamilton is the only building with three people on call, right?

Joseph Erickson [00:25:08] I think so. All the others have two. I mean, I always hear rumblings. So they're going to split the buildings officially into two separate things. So four people will be on call. I don't know.

Alyssa Huque [00:25:20] That's that's an interesting thought. Like, I mean, it will probably be better as RAs. Because, like, you remember like having like dealing with one situation, getting a phone call and having to like well, dealing with one deal with another,.

Joseph Erickson [00:25:32] And The coordination between three people. It was always like a layer of difficult. Oh, yes. I was remembering Hamilton.

Alyssa Huque [00:25:41] I'm glad I got out of that building.

Joseph Erickson [00:25:44] Remember when Cheynne quit?

Alyssa Huque [00:25:48] It was like what, three? four weeks left of the term? it was definitely After the halfway point of spring tour. Yeah, she was just is gone.

Joseph Erickson [00:25:54] I'm like, you really weren't there to begin with.

Alyssa Huque [00:26:03] I wonder where she is at. I honestly did expect to see her in dining. I saw her partner.

Joseph Erickson [00:26:11] Does her partner still work there?

Alyssa Huque [00:26:11] Not like in dining, I just saw them around campus. I want to see like a few weeks ago and it took me a while to place them. So I guess her and her partner are still in Eugene somewhere doing something and can still be together. Honestly, I don't know if I told you this, but she like there was a lot of shifts switches. She like moved around a lot of shifts at the end of winter term. And she's like, oh, I'll just pick it up in spring term. And then she quit

Joseph Erickson [00:27:04] I remember that!

Alyssa Huque [00:27:04] Like, she took on a lot of my shifts spring term. And then she was just gone and Jamie said it's time to absorb Cheynne's shifts and I was just like, oh, wait, that's really my old shifts. She's thinking ahead. She knew where she was going to be.

Joseph Erickson [00:27:28] I hate if I have to respect the strategy.

Alyssa Huque [00:27:30] Oh, my gosh. For sure.

Joseph Erickson [00:27:31] Now, this is like flooding back memories. It's just like the culture of Hamilton, just being like every week someone was sick or just couldn't do like just couldn't do shifts for any reason and called upon the team to like figure it out.

Alyssa Huque [00:27:45] Yeah. Hamilton was such a big team and we just weren't functioning team. You know, we had no established, like like even in LLC. I'm not gonna pretend like I'm friends with all of my colleagues but we are totally functional and work well together. There's no issues. There's no issues like they do everything they need to feel but in Hamilton that was never the case

Joseph Erickson [00:28:12] Never the case.

Alyssa Huque [00:28:13] It's like you you had like clumps of some friends and then like a dysfunctional RAs everywhere.

Joseph Erickson [00:28:19] I mean, I don't want to like shit on the leading team, but there could've been more cohesion between RACS and Jamoe. a stronger front. Yeah.

Alyssa Huque [00:28:32] So speaking of slacking off, what are like things you as a RAC are like This is a valid reason as an excuse to like miss a shift or maybe not be uncalled for. Maybe like saying look I can't do Tuesday or something like that. Like what are your valid reasons for I need a little bit of like a buffer for this job.

Joseph Erickson [00:28:48] Of course, illness. I don't. I don't. Wouldn't really do professor rules of like make it documented all that shit. I'm like. If you were legitimately coming to me and you're saying you're sick, I'm going to believe you and like we're going to go from there.

Alyssa Huque [00:29:04] Has there been anyone that has abused that?

Joseph Erickson [00:29:07] nobody actually. I'm trying to rack my brain right now. And this cannot possibly be true. Maybe Lindsay dealt with that or Nick and I haven't had a hands on experience with it yet, but I haven't. No one's come to me and like, I just can't do my shift. No one's done that to me.

Alyssa Huque [00:29:27] That's really. I mean, I guess we've been up at LLC., actually. Damn. Never so frequent in Hamilton.

Joseph Erickson [00:29:32] It was so frequent. I felt like freaking out right now. It's like every week, remember the chat would blow up and yeah, like someone couldn't do it. And yeah, it's just not a thing.

Alyssa Huque [00:29:43] Yeah.

Joseph Erickson [00:29:44] Maybe it's different. I don't see the switches chat. Like I'm just like I don't. Don't show me that stuff. And so like maybe if someone like legitimately is like sick or you know, like just can't do their shit that they just work it out. Even then, we don't have that many swaps. I barely approve many swaps per term. It's just something that happens that much and it's always usually like two weeks out, like usually never it's a week of. But back to that point. Illness, physical, mental, whatever might look like. Yeah. Someone's going to come to me and and just be like, I can't do it. Yeah, we're gonna. We're gonna work with you and we'll figure it out. Other reasons besides things like like week of. I get it and we'll work. But like two weeks out I would kind of expect them to like find a switch or two to see what they could do it if they came back to me and they're like no one can switch with me right now. Then I guess we would leave that discussion on and and maybe talk about it with like the group as a whole. But it's never happened before. Like no one ever come to me for that.

Alyssa Huque [00:30:54] Has anyone ever come to you with like I can't be on call for just like a reason you're like, sucks. Like deal with it or anything like that.

Joseph Erickson [00:31:00] Honestly, no.

Alyssa Huque [00:31:02] What would you do in that situation? Someone came to you was just like, yeah, I can't be on call because of a basketball game or something like that.

Joseph Erickson [00:31:08] I would just be like, find a switch. And if not, I'm sorry. Yeah, I would just be like, you can I this is a really agreeable team like you like I'm sure someone can help you out. So I can help you reach out to people. We can work on that. But like, yeah, if it was just like with a basketball game, like find a switch, you think about people have to be on call on that day. Yeah. Like if you're going to be honest about that to say it, it's like it's like a basketball game. Yeah. I don't know. Maybe like if it was like something professional or some once in a lifetime saying or or something that obviously was really significant to them. And and no one could switch with them. I would work it out or I would try to put effort towards that. But something frivolous, just like a run of the mill, find a switch.

Alyssa Huque [00:32:01] Would you ever pick up someone's on call shifts?

Joseph Erickson [00:32:04] Absolutely not. Never.

Alyssa Huque [00:32:08] At the beginning of this year, I heard Willa used to pick up some on-call shifts and Ethan was like, yeah, I'm not going to do that.

Joseph Erickson [00:32:15] Yeah. Like I am contracted to be on call like two times during the year. Like we closed down basically. Like that's when me and Lindsey pick up the phone and like do around or two be on that. No, absolutely not. Let's just not. I don't even know what I would do at this point. Like I'd be terrible on call, but what would I like? Oh, RA on call, Joe. Can I enter your space? No, I'd be awful. No one would take that seriously. I wouldn't take that seriously.

Alyssa Huque [00:32:52] AT the beginning of this year. I totally forgot that. Like, hey, three months of not being on call makes you a little rusty. And like my first IR, I would like RA on call knock on the door. Then they like open the door like obvious. There's alcohol. And I was like, can I havE the alcohol without seeing any? And then they're like, no alcohol in the room, like, OK, we wait retract RA mode. Can you open the door all the way? Oh I see the alcohol do all the process.

Joseph Erickson [00:33:21] I'm like give me the handle.

Alyssa Huque [00:33:23] Yeah. There's like here's the thing I was most surprised about LLC is the amount of people that get written up just because they're drinking with their door open, that was a thing that blew me away. The not that difficult to close the door. If you're going to violate the law, at least be somewhat smart about it. If you are so blatantly obvious about it you need a bit of a reality check.

Joseph Erickson [00:34:10] Honestly, you remove plausible deniability for myself, my job than that. Then I'm I'm going in. Yeah. Do you have more conduct when you're on call?

Alyssa Huque [00:34:22] Definitely have more conduct. And I would say look, the conduct is like way more severe. Like I've called 9-1-1. Actually I'm just gonna say I'm really unlucky.

Joseph Erickson [00:34:32] Really?

Alyssa Huque [00:34:32] Yeah. Because I think like more 9-1-1 calls, UOPD calls this year than I did last year. But then also I was talking to an RA, at the beginning of this term, there was an ambulance outside and then of the RAs was on my floor and I was, I opened my door. I saw her, saw the ambulance. And I'm like, hey, do you need any help? Like I. What's going on? Right. And then basically, just like someone was like sick, needed to go to the E.R.. Simple as that. Right? Nothing serious. And she was like, that's my first time ever calling 9-1-1 on this job.

Alyssa Huque [00:35:00] And I was. It's a winter term. Like, are you serious? Yeah. I was blown away. I've had to deal with so much like worst situations, but also the benefit of that. I mean, I went, OK. There's no benefit to dealing with worse situation, you know? But like, Lynn is very understanding about it. Like last term, I had a really rough term in terms of being on call. And like this term, they've definitely angled me to be on call like the least amount of weekends possible. The like I'm on call Monday is like probably the easiest day. Like I've got my first preference.

Joseph Erickson [00:35:30] Basically, I I just I really like Lynn.

Alyssa Huque [00:35:33] Oh, I love Lynn. There's so many times I'll be like, Hey, Lynn, some issue has come up. And then she'll be like, oh, I'll complain. You know, I just work here. But I can complain for, you know, I just work here, it's okay.

Joseph Erickson [00:35:48] It's so funny. I was paired with her during four interviews and I made some comments about like, you know, the MRA stuff. And she's like, Joe, I just work here.

Alyssa Huque [00:36:03] The other, that stuff's killing me because, like, I'm like, so I have a job this summer and I'm traveling, right?

Joseph Erickson [00:36:10] Yeah. And so during the summer or during the school?

Alyssa Huque [00:36:14] During the summer, like right after my internship ends, I'm like, I have to, I'm visiting family basically in Bangladesh for two weeks. So I'm gonna miss a bit, The weekend retreat of RA training, basically. But also every single one of the MRA positions is like you might be asked to return early to help prepare for training. And I'm like, you need to tell me how many people are returning early, why I'm contractually obligated to do this. You can't have the whole R.A. team returning early like I don't. And I was e-mailing Miles a ton. And I'm just like, how do you do.

Joseph Erickson [00:36:43] Yeah.

Alyssa Huque [00:36:43] I was like, how do you choose who's returning early? How early are they returning? Because asking all these details.

Joseph Erickson [00:36:48] Yeah.

Alyssa Huque [00:36:48] And then he just stops replying. So. And then one day he sees me. He's like, hey, Alyssa. Like, when does your intern. when does your internship end? And I was like, well, I don't know, like depends on summer plans. And he's just like, oh, well, let me know when you do.

Joseph Erickson [00:37:08] I swear.

Alyssa Huque [00:37:09] Just just give me a time.

Joseph Erickson [00:37:19] Yeah, that's yeah. It's they really dropped the ball on MRAs.

Alyssa Huque [00:37:24] I'm definitely very frustrated. It's like what we seven. It's week seven.

Joseph Erickson [00:37:30] Yeah. And there's been radio silence.

Alyssa Huque [00:37:33] Yeah. We were supposed to get the applications week five. Haven't gotten them. Another part is like RAs. We need to figure out. We need to apply before RAs can hear back. And you're right now hitting spring break or after. Which is ridiculous for someone who's not going to get the job and also forgot to lease.

Alyssa Huque [00:37:49] And like are they interviewing your MRAs? So how are you deciding this also? I'm sorry. You're so funny that they want MRAs to come back early to help plan training.

Alyssa Huque [00:38:01] Right? What do you want? Yeah, like I'm supposed to trip planned training for myself basically because I'm still, its other MRA.

Joseph Erickson [00:38:17] Yeah. Even like with RACs that was never a part of training and they were never like You're going to help us play on training. No. They were just like here's how to be RACs. And then we worked on team stuff like you like on a team by team level. Yeah. We would decide what we're gonna to do for hall time. But like like the big stuff. No, it was never part of what we did.

Alyssa Huque [00:38:38] That hilarious. Also, I don't know if you saw the MRA descriptions, but they're so vague. The one I'm planning on applying to is help with conduct within the halls.

Joseph Erickson [00:38:50] What does that mean?

Alyssa Huque [00:38:52] Yeah, exactly. I'm like it sounds like I don't like how am I supposed to help with that right? I can't, I legally cannot hear about someone else's issues. I don't have that authority.

Joseph Erickson [00:39:27] Also, the scheduler, like are you scheduling yourself?

Alyssa Huque [00:39:33] Right. Yeah. You're more inclined to Just give yourself first preferences and least amount of weekends possible.

Joseph Erickson [00:39:39] Yeah. they're obviously very lenient with themselves. Any power that you give to the scheduler they could use against, you know, in their in their own favor. But if you take away power from the scheduler, what do you do? You're just there to run like the Excel spreadsheet on schedule day? Also do you want to return to LLC?

Alyssa Huque [00:40:04] I don't know. That's another thing. So I do think I will return. I will probably return to honestly, like I don't want to leave center campus. Hamilton was too far for me. So L.L.C. and Walton are my two picks right now. Would not go to Carson.

Joseph Erickson [00:40:23] No.

Alyssa Huque [00:40:23] Any reason, would not go to Earl, that's the other one. Yeah. Like what's the point of that? And then everything else is just so far away.

Joseph Erickson [00:40:31] I'll say this like with RACS out of the way we'll have eight bathrooms to give away.

Alyssa Huque [00:40:41] That was another. Yeah, that was another thing that.

Joseph Erickson [00:40:44] Wouldn't get that anywhere besides what KI, GSH.

Alyssa Huque [00:40:47] Which is so far away. I'm not doing that. Yeah. Yeah. Yeah. What's gonna. Oh I guess they'll just sell it. The current RACs in Hamilton rooms to residents there.

Joseph Erickson [00:40:56] Yeah. Which always bugged me that they didn't give those RA those rooms to begin with because that's exactly what we do here.

Alyssa Huque [00:41:02] Yeah.

Joseph Erickson [00:41:02] You just can't really fit. You can't fit two people in our bathroom rooms. Because I've never ever been in one?

Alyssa Huque [00:41:10] Yeah. I have.

Joseph Erickson [00:41:11] Yeah. Let's talk about that. Yeah. We'll work something out.

Alyssa Huque [00:41:17] Yeah. I don't know. We'll see. OK. So I think that's everything I need. Is there anything else you want to add?

Joseph Erickson [00:42:43] I just I hope your project. I hope you got the best grade possible. You.

Alyssa Huque [00:42:47] Thank you. I'm going to turn off the recording, hold on.

6.3. Ethan Shafer (2-18-2020)

Alyssa Huque [00:00:01] So is it cool if I record you?

Ethan Shafer [00:00:01] Yeah.

Alyssa Huque [00:00:01] Fantastic. So tell me about your job.

Ethan Shafer [00:00:05] Yeah. I would say that my job contains many facets to it. I think one of the biggest is the working with RAs and specifically supporting RAs in order to support residents. So like weekly one on ones with you all doing a lot of like on call scheduling and maintenance to the on call schedule as things go weird and people want to switch shifts and all that good stuff. And also doing some like combating crisis moments with RAs and with residents and helping RAs like problem-solver when residents are having crises with each other as well recently. And I say that that's like the biggest part of my job. In another aspect of my job is advising hall government in L.L.C. in so doing a lot of empowerment within our students to take charge and do some awesome programming in the halls and make it like their space. And so also helping guide them when we have less of them. And so I'm really helping them navigate the structures of the university and how to spend university funds and how to book rooms at the university and how to do how to follow the university's guidelines when that takes a few years to establish in yourself. But we're expecting that they're doing it right off the bat. And so I'm there to help them as well.

Alyssa Huque [00:01:31] That's cool. What is your least favorite thing about the job or most frustrating thing if they aren't the same thing?

Ethan Shafer [00:01:38] On Call scheduling I would definitely say on call scheduling because it's the most like administrative part. And I think that especially this term, I really tried to make it as like self schedules possible because like fall term is kind of a mess of me trying to go and schedule everyone on days and keep track of the days if they don't want to be on call or that they can't be on call. And so that's why this term I switch to a method of all all RAs in LLC scheduling themselves on weekdays. So they got into groups like Equally Divided for each weekday and then I basically set up a sheet for yourself self schedule on those days so that I could just input that. It's that seem to be helpful last year in Hamilton and we did it and it also allowed you all to take charge of your own work and to schedule yourselves ultimately. And then there's a good component of responsibility in that. And then I did the weekend on call schedule because that's much easier to do. And I can keep track of people who can't work certain weekends. That's far less than weekdays.

Alyssa Huque [00:02:43] So what is like how long does it take for you to make your own calls schedule from like start like today's the day I'm going to start and then start to like final public schedule out there?

Ethan Shafer [00:02:55] I would say fall term. Look, it took a little bit longer because I didn't have a template. And so I would say fall term took about four days for me to for me to establish like what I needed and then be able to like get people's preference. It took longer than four days, actually took like a week to get people's preferences and all the preferences in and for me to actually schedule. So they knew I was scheduling accurately and that I wouldn't have to make a bunch of switches because that's when we also switched to the Microsoft team's method. And so in housing that like on call shifts and so we don't really know how it's going to operate. Ex It was very new. And so I just had to make sure that I at least had like a stable on call schedule on an Excel document to go back to if needed. So fall term it took about a week this term because I switched to the day on call self schedule and then schedule that weekends, I'd say it took about three days to do this schedule. And then every so often I'm myself or Lynn are accepting people switches through Microsoft teams. It has an automated system through that we have to approve. And then also teams went haywire the past couple of weeks and has deleted people's shifts and it's been a mess. So I have like gone back through a couple times and spent a couple hours fixing things or like 20 minutes here's here in there. If like someone reports it like there's only one person on call or no people on today. So.

Alyssa Huque [00:04:32] So how many people can you explain to me how on call works like how many people are on call? How do you schedule weekdays differently from weekends, all of that?

Ethan Shafer [00:04:38] Absolutely. So on weekdays we have two people on call. We have a primary and a secondary, in LLC and they are on call from 7:00 p.m. in to a 7:00 p.m., 7:00 p.m. until, 8:00 a.m. And so we schedule two people at a time on weeknights, which is Sunday night through Thursday night. And then. Unless we know it's gonna be a high need night, like there's a specific holiday or we know that people are gonna be partying immensely on sometime. We'll schedule maybe a third person as backup and then weekend nights with your Friday night, Saturday night, Saturday day and Sunday day. We schedule two people as well. A third if needed to do either a twelve hour shifts most the time it's 20, a 24 hour shift that we scheduled before just for consistency. So they don't have to have as many shifts throughout the term. And yeah.

Alyssa Huque [00:05:35] Cool. That's honestly a great explanation. Couldn't have said it better myself. What was your favorite thing about the job?

Ethan Shafer [00:05:46] Ooo, I think my favorite thing about the job would have to be. I really like the one on ones. I really like that are exciting, but very people based person and communication. I love and I love helping people problem solve. From my experiences and just

thinking about what might work for them best. And that's also when I get to like learn about people most like create like a personal connection because there's whether it's like a space of trust. Hopefully most the time. And so I really like building those relationships. I feel like if I can have those personal moments to build relationships, then the team is strong. Like I feel like they are able to express like frustrations or excitement's or really any emotion and like a safe space to not, like, bottle up because it's a really stressful job in general and it can be stressful living with your coworkers in general. And so it provides them like an area to either vent or be excited about something and then they can go back into the team and just be themselves and be authentic. So I really like one on ones. And I also would say that I really like hall government. I really love empowering the students to do awesome things.

Alyssa Huque [00:07:02] And so do you do a lot of conflict mediation?

Ethan Shafer [00:07:07] Not really. I would say the LLC has been really good this year, which I was so surprised about. I feel like the team has been really supportive of each other. I've done a little bit of conflict mediation and even when I did it was more so like empowering the individuals to resolve the conflict with themselves. And it worked. Like I mean for the most part. But I think that our team respects each other and like puts in the effort to make sure that. It's as good as it can be. And so that has honestly not been a huge difficulty. It's more so like helping RAs the team problem solve conflict amongst residents is usually when a lot of my time is spent on like how especially if like two rooms are fighting with each other, like one room is trying to go to bed early in the night in other rooms, like partying like it's a consistent thing, like they're at each other's throats. Like how how can I as the RAC, empower the R.A. and the situation to feel comfortable either approaching situation or talking to Lynn about it so Lynn can do it on the administrative side, our community director, in that kind of thing. So it's much more like roommate mediation and like how I can help RA feel equipped to do that.

Alyssa Huque [00:08:26] You never had like a situation where, like, two RA can't work together, can't go on call together, anything like that.

Ethan Shafer [00:08:31] Yes.

Alyssa Huque [00:08:34] Yeah. Yeah. No need to name names.

Ethan Shafer [00:08:35] I was absolutely. Yes. But it was it went about as smooth as I could ask it to go. And so we always really, Lynn and I both really pay attention to like team dynamics. So like obviously I get a lot more information and like a lot more trust on my side with you all because I hold more of a peer relationship. And so like I know team dynamic wise. And so when I go to have a one to one with Lynn, I can say, hey, maybe not put them together like, you know, and Lynn's like, OK. And she respects that and doesn't really need to do a lot of digging because she trusts me on the job that I'm doing. And then she also might has some stuff that people are

talking to her about because it's different or they like meeting with her, which is absolutely understandable. Know personally, like not every person will mess with me the best. And so.

Alyssa Huque [00:09:25] Yeah. So you take it into consideration when there's like issues that RAs in terms of like scheduling or assigning tasks, you know,.

Ethan Shafer [00:09:32] A little bit. So it really only happens if there's like a big conflict. And so I will take it into consideration a little bit, but I wouldn't say it's a major part of the scheduling because we have enough. We have a 15 RAs. And so it can be pretty easy to just swap them.

Alyssa Huque [00:09:52] That's fair.

Ethan Shafer [00:09:53] What are some things you don't take into consideration? Like I was assuming if I came to you for the basketball game, like I wanna go to a baseball game. Can't do this job, can't do whatever on call shift or whatever. That's not a valid reason. You can say otherwise. But like what are the things that like is the line of like you still have a job versus you're a lot of bit of a buffer.

Ethan Shafer [00:10:12] I would say that things I win are like oh I mean I should take it. Last term I took into consideration like football games and I try not to, but ultimately like I'm going to schedule you if I need to. And so if you are scheduled, you and I ask that you find a switch, which with because teams allows that and it makes it easy for me most of the time. And so if I do like football games, like games and stuff, I'm like, I'll try not to be like, if I need to I need, I'm going to schedule you. And you can figure out after that and I'll support you in trying to figure it out. Things like you're gonna be gone from Eugene. Like, I'm very accepting of that. That's really, I feel it's extremely important to the mental health and health of our RAs. And so those things a definite take into consideration and I consider they can go away, but things like going to football games or an activity like I'll definitely like try, but it's not a guarantee.

Alyssa Huque [00:11:15] How does switching shifts work?

Ethan Shafer [00:11:17] Absolutely. So most of time is just through teams. Usually RAs will communicate with each other after team meeting or really any time and say, hey, you like, are you? They can because they can go in and see the schedule and say, hey, are you available? Can we switch shifts on these days? And then they just put another one of their RAs puts in a request for teams for that switch on either day or time, and then the other RA has to approve it and then it comes up to Lynn and I to approve. And so I'll go and check and make sure that we don't have more than half of our team off for the night because we're required to have over 50 percent of RAs each night. And then I'll prove it. But I've never had to not approve one because we've never had half the team gone.

Alyssa Huque [00:12:04] Do you have a lot of shifts swaps or is that not a common thing?

Ethan Shafer [00:12:09] I think it's pretty. Yes, we do. I'd say it happens very frequently because things come up. Stuff happens because I think that that's the beauty of being able to switch, is that then people can attend those events that happen. And a lot of times like a student planned events are pretty last minute. And so as they should be because people are busy. But yeah. So I would say we do have a significant amount or especially like days off requests because we do like we don't. Really, I track how many days you're gone because you feel like that's important, but we need to know like who's gone. So we also have a date day off requests just so we can see who's out of the building.

Alyssa Huque [00:12:48] OK. Is there anything about this job that's like a constraint you're given that you don't enjoy or maybe you feel is beneficial to the job and your role as a coordinator?

Ethan Shafer [00:12:59] Restraint or constraint? Well, I wouldn't say that there's any like constraint to the position. I feel like I am given a lot of like a lot of opportunity through the position, for instance, like when Lynn was gone for vacation. I think she that conference like I was the next to mine, like I was getting e-mails from housing on situations I needed to address or things I knew to help problem-solver gain information on. So I was kind of excellent. That was like kind of mind boggling for me. So I didn't expect it. But also at the Same time, it was really cool to know that, like I was trusted with that as well as I mean, like, I'm the signer on the hall government account for funds. And so that's pretty wild too, because that's a professional staff position. But I'm the signer on it, which is really cool and surprising as well as if any of the RAs if Lynn's gone in any of the RAs need funds for their activities and also sign on LLC's account. So yeah, I would say there's really any constraints to the position because and I think that really depends on the director that you have a professional staff member, because Lynn said from the beginning, like I'm putting a lot of trust in you and giving you like a really good opportunity. And so I would say that a constraints. I really love that. Like I'm given the opportunity for me to flourish in a semi supervisory position and really learn. There's been a lot a lot of learnings. I really had to go from the doo doo doo BBB an RA to the how can I support others and not necessarily take up space where I shouldn't be taking up space and seeing I'm very talkative person, as you might assume. And I love being I love attention so very much was a step back.

Alyssa Huque [00:14:57] I mean, you're doing a good job at it.

Ethan Shafer [00:14:59] Thank you. Thank you.

Alyssa Huque [00:15:00] Would you say your experiences as a coordinator differ from other buildings and other coordinators?

Ethan Shafer [00:15:05] Yeah, I would. I would say that each professional staff member has has needs that are different than others. And so that requires like I see my position as supplementing the professional staff member in the building. And so some crew directors, they want to handle really all the administrative tasks and they want to plan everything out. And then the resident assistant coordinator will help and act that with it Is very much more like, hey, this needs to get done. Do you want to do it? Like like it's like giving me an opportunity to say yes or no. Am I comfortable with it? So doing things, during team meetings like the professional. I forget what we call it. But like the professional practice of where I show people how to use notes and calendar and the reminder app on iPhones, we all have iPhones because we had some RAs that we're having trouble with keeping track of time and scheduling and stuff like that. And so they were just some simple things. You already have access to them. Professional development. That's it was on how do you learn how to use them. And so there are some things that I help plan in, like during our one, the ones we're always talking about. We're always planning the agenda together for team meeting. And so, I mean, ours is a really cool relationship. Some not necessarily so. Yeah.

Alyssa Huque [00:16:26] Are you glad you ended up in LLC versus any other building?

Ethan Shafer [00:16:29] Oh, yes. Oh, yes, I am. I was really nervous about it. LLC had a reputation that was frightening. And so I'm really glad I'd like Lynn is an awesome professional staff member to have and really supports everyone in learning and making their own decisions, which is scary but also really cool and really like a growth. It's like a growth lens on life. And so I really appreciate that. And I love it because I was definitely scared to come out LLC and handle things. I've heard about LLC past and in reality it has not been like that. So it's also.

Alyssa Huque [00:17:07] That's awesome. How do you see, if you do, how do you see your job as a coordinator helping you long term with other jobs? Anything like That.

Ethan Shafer [00:17:15] Absolutely. I feel like this job more than anything has really propelled me into feeling comfortable supervising others. I think that I had experience through student government. Being a leader and being leader is really cool and I love it. But also, there has to be a moment in your leadership experience in which you can take a step back and the others flourish because you can't always be the one flourishing like that is what has made a lot of things go wrong in this country. And so through this position, I've basically been given the opportunity to learn that and been given this space to feel comfortable in order to not do that. I'm always a person that loves like RAs my hand first or answer questions like I just get excited about things and like what I'm. Asked not to. I can get embarrassed, but it doesn't feel like that in this space. And it feels very much more like an opportunity. And so.

Alyssa Huque [00:18:10] Very cool. So anything else you want to add?

Ethan Shafer [00:18:16] Please make an automated on call scheduler. Please try your best. I absolutely. There are a lot of components to it. And if it's something I would say that easily allowed, like it's automated, but also then easily allows like a pause so that if anything wonky happens, then someone who may not be as experienced in it as like a RAC or committee director can step in and fix something and then start go from there. I think would be so helpful because teams was definitely a learning curve. Very much was. And I know the other team like I know because I meet with the RACs weekly that like on call scheduling is a pain for all of theRACs. And so I think it would be so beneficial and make no matter like what happens in later years without having RACs, whoever is doing on call scheduling, it'll make their life significant easier.

Alyssa Huque [00:19:15] Yeah. When Joe's talking about how he did on scheduling Walton, I realized like the biggest thing they did it relatively fasy compared to most buildings and the biggest reason they are able to because the RAs perfectly divide into the number of shiftst.

Ethan Shafer [00:19:26] Yep. I'm like, oh wow. If only life was that easy. Like, what are the chances too. Literally. And that's also what happens and you can see it on my sheets too is like I like try to keep track of weekday count and weekend counts. And honestly, I just kind of stopped it like I was planning for this scheduled to be balanced out. But I'm going to be putting more work in for spring term to balance out the schedule so that RAs that have done switches and stuff will have balanced counts on what weekday shifts and what weekend shifts they add because I mean, there are a couple that this term they have like very few shifts and so just kind of even that out because it's not fair to not do that. I don't think survival of the fittest is a good way to to gage that. So.

Alyssa Huque [00:20:18] Well, I think that's everything I need.

Ethan Shafer [00:20:20] Nice. Okay.

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8. Acknowledgments