Mediation Resource Center
A COMMUNITY ASSISTANT'S GUIDE

Inside:
• Collaborating with the Mediation Resource Center
Table of Contents

Our Mission and Goals 3
Services provided by the MRC 4
Collaborating for Success: 5
Programming 5
Referring and Follow-up 6
Contact Information and Hours 7

Contact Information and Hours

The Mediation Resource Center is open for walk in hours during the fall and spring semesters. Please visit our website for updated hours.

Cannot make any of our listed times? No worries! Email MRC@mail.montclair.edu for our additional hours or to arrange a meeting that works with your schedule.

Mediation Resource Center
Montclair State University
Dinallo Heights Room 2510
Student Development and Campus Life
Phone: 973-655-4660
Email: mrc@mail.montclair.edu

Montclair State University
REFERRING RESIDENTS: A WORKING RELATIONSHIP BETWEEN CAS AND THE MRC

When to Refer:

- When you have already tried to mediate and no resolution was found
- When issues have escalated
- When you do not feel you can handle the conflict
- When you think it would be beneficial for students to work on communication skills
- As preventative resource for early disputes

Referral Process:

1. CA meets with resident(s)
2. CA informs CD of the roommate situation and their concerns
3. CD refers the roommate(s) to the MRC using the referral form
4. CD emails the resident(s) involved about their referral to the MRC and forwards the email to the MRC
5. The resident(s) have 72 hours to contact the MRC before we contact them

FOLLOW UP

How to Follow up:

- The MRC will update your CD regarding the students progress
- Check in with your CD and resident(s) to check on their progress

MISSION

The mission of the Mediation Resource Center (MRC) is to strengthen the university community by enhancing student development, encouraging healthy relationships, and assisting students in contributing productively to society.

GOALS

- To assist students in understanding how to successfully live independently and responsibly with others
- To improve students' communication and life skills
- To enable students to thrive in a multicultural environment
- To guide students in building a caring community while at Montclair State University and into the future

Helping residents help themselves.
The Mediation Resource Center provides a neutral environment that encourages open communication between the students so that they will be able to discuss their issues and develop positive resolutions.

SERVICES

- Mediation services to resolve interpersonal conflict in a safe, neutral environment
- Psychoeducational programming for students on issues including but not limited to: improving communication skills, stress management, resolving conflict, diversity training, college adjustment and healthy and responsible living
- Provide a blackboard course for incoming freshmen in residential living
- Assist CAs and CDs to develop residential programs
- Collaborate with campus partners to create student programming that strengthens the campus community
- Assist parents and family members in understanding the campus life experience and potential adjustment needs of students

PROGRAMMING

Programming is a valuable tool and resource that we can utilize to connect with residents. The MRC enjoys every opportunity to collaborate with Community Assistants in developing these programs.

WAYS THAT WE CAN SUPPORT ONE ANOTHER:

- The MRC can always use extra hands in preparing, setting up, and executing our programs
- You can invite the MRC to help out at your programs
- We can develop and hold programs together

MRC PROGRAMMING TOPICS:

- COMMUNICATION SKILLS
- EFFECTIVE CONFLICT RESOLUTION
- STRESS MANAGEMENT
- GENERAL INFORMATIONAL SESSIONS

IF YOU ARE INTERESTED IN SETTING UP A PROGRAM WITH THE MRC OR BEING APART OF ONE OF OUR PROGRAMS, PLEASE CONTACT US.