

HOUSING

- La famille d'accueil demande chaque soir à l'étudiant comment s'est passée sa journée. Elle dit à l'étudiant que puisqu'il était à côté du jardin des Plantes, il aurait dû le visiter ainsi que la ménagerie. L'étudiant pense que la famille veut contrôler ses allers et ses venus, il prend ces suggestions pour des critiques et il vient voir la Coordinatrice parce qu'il trouve que sa famille d'accueil est trop intrusive, trop autoritaire et qu'elle "ne l'aime pas."

- Une hôte qui a des enfants adolescents préfère servir des repas style "américains" parce qu'elle sait que ses enfants aiment bien ce type de nourriture. L'étudiante américaine accueillie dans la famille tient à manger de manière équilibrée, avec des produits bio et des repas fait maison. Elle n'apprécie pas le poisson pané frit, les chicken nuggets et la pizza, mais elle ne veut pas en parler directement avec son hôte, par peur de la froisser. Elle se plaint auprès de la Coordinatrice et demande de changer de familles. La Coordinatrice sait que la famille a besoin du revenu provenant de l'accueil, mais se retrouve contrainte de se plier à la demande de l'étudiante.

- une famille explique dès le début du semestre à son étudiante qu'elle ne peut en aucun cas utiliser la machine à laver le linge. Au bout d'un mois de programme, la famille laisse un message à l'étudiante lui demandant de « lancer la machine avant de partir en cours ». L'étudiante est surprise de cette requête compte tenu des explications données au début du semestre. Mais tenant compte du mot, elle met en route la machine à laver le linge en partant. A son retour le soir, elle trouve un mot de la famille lui disant qu'elle est très surprise par son comportement, que l'étudiante a trahi sa confiance en utilisant la machine à laver le linge. L'incident est porté à la connaissance du coordinateur de logements. La famille explique qu'il s'agissait du lave-vaisselle. Le malentendu est éclairci mais la famille considère toujours que l'étudiante est fautive et l'étudiante se sent accusée à tort par la famille.

Academics

- L'étudiant a rendu un devoir "hors-sujet" et a reçu une très mauvaise note, qu'il conteste. Il réclame auprès du Centre qu'on intervienne de sa part pour revoir la note. Le professeur refuse de revoir la note ou de permettre à l'étudiant de refaire le devoir car la date limite est dépassée.

- Une étudiante américaine de type asiatique se sent visée par la professeure qui parle des "quartiers asiatiques" dans Paris, elle vient vers le directeur du Centre en accusant la professeure du racisme.

Bien souvent en France, si on a un étudiant issu d'une minorité, on le met en position d'expert pour en parler or cela est très mal perçu par nos étudiants qui considèrent cela comme un signe de stigmatisation et de racisme.

- utilisation d'ordinateurs ou tablettes en cours pour la prise de notes qui est source de tensions avec les professeurs qui pensent que l'étudiant triche.

Student Affairs

- Une étudiante décide de ne pas participer à un voyage organisé par le Centre. Elle vient voir le Directeur pour dire que puisqu'elle ne participe pas, elle souhaite être remboursée pour sa non-participation au voyage. Lorsqu'on ôrne dans un restaurant tous ensemble, elle trouve que le cadre est trop gourmand. Elle se plaint au Directeur par écrit pour dire que le Centre aurait mieux fait de choisir un restaurant moins cher pour baisser sa tuition (frais de scolarité).

- Lors d'un voyage organisé en Italie, deux étudiants en couple sont très mécontents d'apprendre que l'hôtel ne leur permettra pas de partager une chambre car ils ne sont pas mariés. Ils font une scène dans le lobby de l'hôtel, ce qui met tout le monde dans l'embarras.

- une étudiante vient se plaindre en parlant de harcèlement de la part d'un de ses camarades, le seul garçon sur un groupe de 6 personnes. Elle se plaint qu'il lui envoie trop de messages. (Des questions pour les cours, des suggestions de sorties, une invitation pour aller dîner). Elle estime qu'il la sollicite trop et qu'il ne s'arrête pas bien qu'elle lui ait répondu de façon négative à ses demandes. Il n'y a rien de sexuel dans les échanges. Le garçon est un jeune homme charmant mais pas du tout à l'aise avec les interactions sociales.

Ressources humaines

- Deux collègues discutent de leurs salaires et se rendent compte d'un écart significatif alors que l'investissement dans le travail est égal. Le collègue qui gagne le moins se plaint à la directrice du Centre et réclame une augmentation, qu'il n'est pas possible d'envisager pour des raisons budgétaires.

- Un membre du staff parle très fort au téléphone, ce qui agace son assistante qui partage le même bureau. L'assistante n'ose pas en parler avec le membre du staff qui est sa supérieure hiérarchique, mais elle est tellement énervée par la mauvaise habitude de sa collègue qu'elle finit par se lâcher (sur une étudiante ou sur un autre membre du staff) pour un rien.

- comment approcher un directeur qui ne soutient pas son staff ni ses profs, par peur du conflit. Par exemple : une étudiante demande un aménagement particulier à un prof à propos d'un examen et met le directeur en copie de son email. Le professeur répond par la négative et explique le bien-fondé de son refus. Une dizaine de minutes plus tard, l'étudiante reçoit un email du directeur répondant de façon positive à sa requête et en totale contradiction avec la réponse du professeur. Le professeur souhaite en parler au directeur, mais le rapport hiérarchique et le statut non permanent du professeur, rendent les choses compliquées.

Att°: Vous trouverez ci-dessous trois cas de conflit entre étudiants, en anglais. Si toute fois vous avez besoin d'aide pour la traduction, n'hésitez pas à me contacter lundi pour en discuter.

Case Study 1

- Roommates: Maggie, Jenna, Stephanie, Kaitlyn
- Custom Program faculty: Anna, Bernard
- Study Abroad Staff: Karen, Mathieu

During the high season at their study abroad organization, Karen checks her emails on a Sunday to make sure all is well over the weekend. She sees that she has received an email from Maggie entitled "Apartment Situation". From there, she begins to receive emails from the Custom Program faculty and all of Maggie's roommates regarding the same situation.

Here is Maggie's email to Karen:

Hi! It's Maggie. So I am emailing you with a rather interesting situation. I was just a witness to a fight in my apartment... A physical fight. Two of my room mates were joking around, I was in my own bed ready to go to sleep. Stephanie came into my room and laid in Jenna's bed. From that point, Jenna and Stephanie were just horsing around and I had asked them to "simmer down". When in the blink of an eye, someone tossed a phone in my direction, the small fan across the room, and the two girls were in a tangle on the floor. I thought they were being funny, but I realized very quickly that it was very real. Our other roommate, Kaitlyn, was in the door way and jumped in to pull the fight apart, so I grabbed Stephanie with my whole body holding her down and Kaitlyn pulling Jenna back. I watched as Stephanie kicked Jenna in the face repeatedly as I yelled at her to stop. I've never seen anything like this, and Stephanie has been one of my best friends for the majority of college. Stephanie is the one who took it too far, as there were bite marks present on Jenna after Stephanie stormed out after the fight. Jenna was acting in defense, and Kaitlyn and I were completely uninvolved but witnessed the whole thing unfold. I don't want for anyone to be sent home, but I wanted to make you aware of this situation before you revive calls with one sided stories. I hate being involved in problems like these, but obviously if I am sending this I am concerned. I have been one of Stephanie's best friends for years, but her actions tonight were absolutely absurd. Sorry for the late email, and I'd also like to add that we had been drinking at dinner, and only at dinner- but not heavily or in a regrettable manner. Kaitlyn was actually sober, and me with my old 22 year old/super senior age was rather sober as well to attest as witnesses to the whole incident. Best, Maggie

Here is (faculty) Bernard's email to Karen:

Dear Karen,

So sorry that you are awakening on a Sunday morning to a reported incident last night between Stephanie and

Jenna. The incident was reported to me through Anna at about 4:45 CET when we met briefly and she shared with me a string of text messages between her and Jenna. Anna did a masterful job of diffusing the situation and getting a report of what happened from Jenna's perspective. I have not spoken to or received any communication at this point from Stephanie.

In the texts to Anna (faculty), Jenna recounted the following:

At about 1:00 CET Stephanie entered Jenna's bed and refused to leave;

Alcohol was involved;

Stephanie insulted Jenna's mother;

A fight broke out;

Stephanie threw a fan at Jenna;

Stephanie scratched Jenna;

Stephanie bit Jenna;

Stephanie then left the apartment, but has since returned;

Jenna's roommates – Maggie and Kaitlyn – contacted you via email.

I am now in touch with Jenna and asked her to contact me if the situation escalates. She indicated that Stephanie was asleep as I write this. At this point Jenna is afraid for her safety. That is my biggest concern as we work through this.

Should these facts prove true then Stephanie blatantly ignored my instructions regarding alcohol. Those instructions were made clear at orientation - do not endanger oneself or others, and do not bring alcohol into the apartment. After your investigation I stand ready to support the direction that your study abroad organization needs to go with this incident. Best, Bernard

Here is Stephanie's email to Karen:

Hi Karen,

I wanted to get in touch with you about a concern I am having with the people I am living with. I feel very

uncomfortable in my apartment due to my interactions with another person. I know the policy regarding switching apartments is that all room assignments are final, but another student told me their roommate never came and that they have a free bed so I was wondering if I can switch over there.

I know there are only three weeks left in my program but my current situation is really hindering my experience and I am worried it will affect how I do in school. Please let me know if you think this is possible at all.

I am happy to come talk to you after class tomorrow and really appreciate your consideration. Best, Stephanie

Here is Jenna's email to Karen:

Hello Karen,

I really would like to speak to you in person about what happened to me tonight with my roommate Stephanie. It was not okay and I'm truly scared. I don't want anyone to be sent home but I feel I need to defend myself when I'm fearful to live in the apartment I'm in. I'm truly sorry you have to even encounter something like this. I've never dealt with something like this in my life.

Thank you for listening,

Jenna

On Monday, Karen and Mathieu meet with both students. Their stories do not match. Jenna accuses Stephanie, Stephanie accuses Jenna. Stephanie has a significant black eye.

Case Study 2

Student - Jill

Study Abroad Staff: Michelle

Michelle is in charge of housing placements at her study abroad organization. She receives Jill's housing application with her top two housing choices:

1. Residence hall

2. Apartment

Michelle is happy to be able to place Jill in her first choice housing, a residence hall. During the first day of Orientation, Jill asks Michelle what the procedure is to change housing. Michelle asks her why she feels that she wants to move and tells Jill that hopefully her questions will be answered during housing orientation that afternoon. Jill listens intently at the housing orientation session, but Michelle notices that she does not seem happy.

That evening, Michelle receives an email from Jill:

Hello Michelle,

Sorry to write so late, but I just wanted to update you on my location. I am currently staying at the Hotel de Nice. I really did not feel comfortable at my housing assignment and after many calls back and forth with my parents, they did not want me staying there any more. I am planning on staying at the hotel until February 3, as I hope that I will have another housing situation figured out by then. I was wondering what I would have to do with regards to my current housing assignment in order to potentially change to an independent housing assignment.

Thank you,

Jill

Michelle meets with Jill the next day and discusses the situation, explaining that if she had an open spot, she would gladly move her, but for the moment, she does not. Jill is angry. She says that she can't even use the toilet or shower at the residence hall because there are men who use the same facilities which makes her feel uncomfortable. She says that she had to wait until 3am to use the restroom, which is why she moved to the hotel. "What would it have taken to move me?!" she asks Michelle, "for me to have been raped?!"

Case Study 3

Students: Kyle, Danielle – best friends from home

Study Abroad Staff: Guillaume

Saturday, the emergency phone rings. Guillaume answers the phone. Kyle's mother is on the phone; her son has been attacked by another student, Danielle, in their Airbnb in Barcelona, where they are traveling together on personal time. Danielle was kicked out of the Airbnb by the host and Kyle is afraid that she is going to claim that he assaulted her. Kyle is considering filing a police report. Danielle takes a flight immediately back to Paris. Kyle comes back the next day.

On Monday, Guillaume meets with each student individually. Here are their stories:

Kyle's story:

Kyle and Danielle were in Barcelona staying in an Air B&B. Kyle woke up this morning at 10am and wanted to go out, but couldn't find the keys and Danielle was asleep. He waited until 12pm, then asked Danielle, who was still sleeping to give him the keys. She said no, and said that she would meet him in town. He started to look in her purse and Jean Jacket and she jumped up, pushed him, punched him in the eye, screaming and shouting. K wrapped his arms around D to calm her down. The AirB&B host came into the room at that time and told D that she had to leave. D got in a taxi and left. Host took K to the police station to file a report. K was afraid that D would file first and decided that being proactive instead of reactive would be better. K learned that D would have to spend time in jail if he filed a report since he has visible signs of an altercation (black eye). He decided not to file the report. K asked Guillaume to go to D's apartment before she returns- he says that Guillaume will find drugs in the apartment. He wants to file an incident report with Guillaume and says that D is "mentally unstable".

Danielle's story:

D says that K hit her first and she was only defending herself. K had snored all night and was making a lot of noise in the morning on Snapchat. She couldn't sleep and was angry about it. When he asked for the keys, she said no since she was irritated. K got mad, starting throwing her things around the room, yelling. She told him to "Get the fuck out of here" and then he got in her face, yelling, "you wanna fucking try me". She says that he hit her with an open palm, then she punched him to defend herself and he pushed her down on the bed and held her down. She took her things and got in a taxi.

On the phone with Guillaume she was crying and upset. She said, "just because he came out as gay this weekend doesn't give him the right to touch a woman." She said that she doesn't want to go to class with him because she doesn't feel comfortable or safe. She wants to leave the program and go back to California. Her mom is "battling two kinds of cancer and she doesn't need this". D has a class with K on Monday and they have a quiz. She doesn't want to go to class because she doesn't feel safe being in the same room as him. They also have a group project in another class that she is worried about.