
Summary

This student employment position acts as a liaison between the Office of University Housing and the students that live within the residential community. Resident Assistants (RAs) are responsible for facilitating an environment conducive to living and learning by way of role modeling, programmatic opportunities, maintenance referral, as well as policy enforcement. RAs are also given training in the fall and spring in order to learn what is necessary to perform duties and responsibilities effectively.

It should be noted that items stated below may be subject to change, but would not occur without notice.

Term of Employment

Dates of Employment for 2009–2010

Fall Semester	August 8, 2009* – December 22, 2009**
Spring Semester (new RAs)	January 5, 2010* – May 11, 2010**
Spring Semester (returning RAs)	January 7, 2010* – May 11, 2010**

***Beginning date – arrival time to be determined by RA Training Chairperson.**

****Dismissal date – leave no earlier than 6:00 p.m. RAs will also be staffing the halls over the break periods and will be asked to volunteer. If no staff volunteers, assignments may be made to ensure staffing for the safety and security of the residents. RAs must be willing to volunteer duty responsibilities if they wish to stay on campus during a break period.**

Compensation

- Private room or efficiency apartment (temporary roommates may be assigned when full occupancy occurs)
- Bi-weekly stipend of \$85.00 (Stipends are adjusted during break periods where there are no classes and University Housing uses limited coverage). RAs who fail to complete responsibilities assigned as part of their position may have a paycheck(s) withheld as a result.
- \$900 declining balance meal plan. Meal plans are provided for meals only and money should not be transferred to other accounts for the purposes of vending, laundry, copies, or anything other than meals. Improper use of declining balance is grounds for immediate termination from the RA position.

NOTE: Resident Assistant's average compensation per semester is approximately **\$3750.00**

Essential Functions

While performing the duties of this job, an RA is regularly required to:

- Effectively communicate, give directions, and lead students in the event of an emergency
- Read documents such as policy manuals and safety procedures
- Prepare reports and correspondence
- Lock and unlock doors using a key system
- Operate the master key release system
- Observe surroundings, identify problems or students in distress and respond according to University Housing protocol
- Respond immediately to potential crisis situations throughout the entire building or area during all hours that an RA is on duty.

An RA must regularly lift and/or move up to 10 pounds, and frequently lift and/or move up to 25 pounds.

Academics

To be eligible to begin employment, RAs must have a 2.5 cumulative GPA – accumulated as of start date. An RA must maintain a 2.5 cumulative and semester GPA (3.5 for graduate students) and must be enrolled as a full time student (12 or more hours as an undergraduate student; 9 or more as a graduate student). Returning RAs that fail to maintain the minimum requirements can be placed on academic probation.

During the academic probation period, RAs have the privilege of developing an Academic Support Plan with their hall director. To be eligible for participation in this plan, RAs must have earned at least a *1.6 semester GPA* the semester prior to going on probation, demonstrated satisfactory work performance during that semester and not be on probation for any other reason prior. Participation in this plan is at the discretion of the supervisor. Because this support plan is designed to produce improvement academic performance while on probation, during the **first** term of probation RAs must show marked academic improvement by earning a semester GPA that is at least 25% higher than the previous semester GPA. Under this consideration, RAs will remain on probation for the next enrolled term if they do not achieve the minimum of 2.5 and will be expected to continue to earn a 25% increase each semester to forgo position termination. Once the RA on probation regains the minimum semester and cumulative requirements, they will not be granted any additional opportunities to fall below the 2.5 GPA mark for the duration of my employment with University Housing—doing so will result in automatic position termination. Maintaining a cumulative GPA of 2.5 or higher and remaining enrolled in at least 12 credit hours at all times are essential and failure to do so will result in removal from the Academic Support Plan. Failure to complete *any* requirement outlined the plan can result in termination of employment.

In addition, RAs should make every effort to avoid scheduling classes that begin after 5:00 PM.

Duty

Throughout the course of the academic year, RAs are required to be on duty. On Monday through Thursday, duty runs from 9:00PM to 9:00AM. On the weekend, duty runs Friday from 5:00PM until Monday at 9:00AM. To be clear, the RA on Duty must be in their respective building precisely during the times stated above. Failure to be prepared for duty on time can result in disciplinary action. The only exception to this is during weekend duty.

During the weekend, RAs may be off campus for no more than 20 minutes per instance with approval from the Hall Director on Duty (you will also be expected to inform your respective desk of your leaving – in this instance, you may only leave when the desk is staffed). Know that you may be called while off campus and will need to respond to situations immediately. Permission to visit the library may also be granted via the HD on Duty only during times when the desk is open.

*It should be noted that slight modifications may apply to RAs at Callahan Hall due to their proximity to main campus.

Rounds: minimum of 3 per night with no more than 1 occurring prior to 10:00 PM

- Each round must encompass the entire community
- Name tags must be worn during rounds to help identify the RA as a staff member to residents and outside agencies that may be present in case of an incident
- Must be dressed in an appropriate and prepared manner (RAs may encounter incidents, fire alarms, parents, University Police and/or other agencies.)
- During rounds, RAs should take the stairs, check exterior doors and pay attention to the physical condition of the building(s)
- During rounds, RAs should be friendly and conversational with any residents they encounter
- Call the HD on Duty if an emergency arises
- If an RA becomes uncomfortable or uncertain in any situation, he or she should contact another staff member or HD on Duty
- No staff member should ever deny a request for assistance from another staff member
- Complete a duty log for each night on duty by 10:00 AM the following morning
- If any incidents occur or any building damage is noticed, submit an incident report along with the duty report. File maintenance and housekeeping requests as necessary
- The following morning after your night of duty, RAs are to submit a duty report, which is done electronically and found online at http://universityhousingforms.com/forms/ra_duty_log_2008-2009.htm, by the time designated by the individual Hall Directors.
- No programming, outside (on or off campus) work or organizational commitments while on duty. An RA's primary duty is to be available for calls during these times and should not be engaged in any activity that cannot be interrupted to perform his or her duties.

Phone Protocol:

- Phone must be carried and on with ringer (do not set on vibrate only) activated at all times (do not set on vibrate only) designated above
- Phone should be answered by identifying yourself as the RA on duty
- If a call is missed, it must be returned as soon as possible
- Check for messages upon picking up the duty phone
- Please return and charge phone when you turn it in at the end of your duty shift
- No personal calls are to be made with the duty phone

Duty Switches:

- The RA seeking a duty switch needs to find an RA to cover duty
- Regarding the switching of duty dates, RAs will follow prescribed protocol set by their hall director
- If the switch is not approved, the RA seeking coverage will still be responsible for that duty. Please give 48 hours lead time for duty switch approvals

Desk

RAs will work 6 hours per week at one of the five University Housing Desk areas (The Village Desk [located in Norse Commons and serving Norse and Woodcrest Apartments], Kentucky Hall, Commonwealth Hall, University Suites and Callahan Hall). During that time, the RA is responsible for properly answering the phone, addressing maintenance concerns, checking out equipment, etc. The expectations for behavior while working the desk are below.

- No personal phone calls to be made on the business line (Callahan x8971, Norse x6999, Kentucky x5999, Commonwealth x6333, and University Suites x 8693). Cell phone use is also prohibited while working the desk.
- RAs cannot leave the desk during your hours without finding coverage (no using the laundry rooms, attending student meetings, running errands, doing room inspections, or otherwise leaving the desk area). Bathroom breaks are permitted.
- RAs must remain at the desk at all times.
- All doors must be locked, grates closed (KY/CW), and desk books stored before leaving the desk.
- An RA finds someone to cover his/her shift, s/he must be able to work all of the agreed upon time (i.e. if s/he has agreed to work from 8-10, but would have to leave the desk at 9:30 for class, s/he could not cover that shift for you). RAs are to only have other RAs cover their shifts.
- Non-staff persons are not to be behind the desk at ANY time.
- No sleeping at the desk.
- There should be no use of "back in 5 minute" signs or others that are similar. Exceptions can be made for check-ins, check-outs, bathroom visits, and any errands that a professional staff member asks to be done.
- Food trips to the Norse Commons cafeteria are not allowed during your shifts for Kentucky/Commonwealth, and University Suites desk staff.
- RAs must be properly attired (no pajamas).
- All desk staff should report, in writing to their supervisor, any missed shifts or violations of expectations.

➤ **Disciplinary Action for Violation of Desk Procedures:**

Failure to abide by the expectations as set forth will result in job action up to and including termination.

Availability

RAs are expected to attend, provide support, and even part of the implementation of certain departmental and University events. RAs must attend and participate in all staff training, workshop sessions and departmental programs (**all components of Fall and Spring training are mandatory**).

- Black and Gold Days (Each RA will participate in 1 during the year)
- Multicultural Visitation Program (MVP Days – each RA will participate in 1 during the year)
- Resident Assistant Recruitment Events (including Resident Assistant Interviews and Group Interviews)
- Feast for Finals – All RAs will have some responsibility during this biannual program. The dates for the Feast are announced as soon as they become available, however it is typically held during the end of the week before final exams.
- Opening and Closing
- Other Workshops and/or Sessions as established by professional staff.

Due to the nature of the position, RAs may be expected to respond to student concerns and crisis situations when both on and off duty. Therefore, RAs are expected to sleep in their assigned room to create a presence on their floor/breezeway. If an HD has concerns regarding a staff member's availability, specific expectations will be outlined and communicated to that individual. In addition, RAs must seek approval regarding nights away from campus. It is the responsibility of an RA to inform their hall director when they plan on being out of their respective building beyond midnight.

Programming

RAs will take an approach to programming prescribed by the department's "Residential Education Model" (REM). As stated in the REM, RAs are responsible for the following:

- (Fall semester only) One collaborative programming opportunity that must take place during the first three weeks of classes
- Each semester:
 - One outcomes-based program per month
 - One intentional social program per month
 - One outcomes-based passive program (bulletin board or newsletter) per month
 - During each semester, each RA should be sure that one of their programs involves faculty or staff, one involves making a university connection, and one is service-based.

Other REM related requirements such as floor/area meetings and one-on-ones meetings with students shall be further discussed below.

Community Building

- Be visible and accessible to students during non-duty hours. Specific expectations will be determined by the Hall Director for the area.
- Within the first two weeks, meet the expectations of the Hall Director by way of knowing all student names within area of responsibility.
- Hold an appropriate number of floor/breezeway meetings each semester. Expectations will be determined by the HD for the area.
- Develop a responsible living environment in the area through community development, effective interaction and outreach.
- Respect and maintain the confidentiality of student records in accordance with the statement of confidentiality.
- Consistently encourage involvement and accountability by residents.
- Show support for and keep residents informed about student organizations and activities.

Attitude

- Have a team mentality
- Maintain a positive, caring, and fun attitude.
- Realize that an RA is an individual, student, and a staff member. RAs will need to balance their time to meet the needs and the responsibilities placed upon them.
- Know all residents and be available. How available RAs are in the beginning of the year will set the tone for their role during the year.
- Practice an open door and open mind policy.
- Maintain a professional demeanor
 - Be timely with meetings and paperwork
 - Be respectful of others
 - Dress appropriately
 - Be aware of the language that you use – remember that RAs represent themselves, their staff, the Housing Office and the University

Communication

- Communicate on a regular basis with your Hall Director and other staff members. An RA is expected to communicate to the appropriate individuals regarding concerns, ideas, suggestions, or questions. If an RA feels uncomfortable speaking with his/her supervisor, s/he should contact another Hall Director, Assistant Hall Director, Mentor Resident Assistant or Associate Director of University Housing.
- Honest communication is a necessity. In order for University Housing to support the staff in the best way, RAs need to keep their supervisor informed of their choices, decisions, and issues that are affecting them, which in turn affects their performance as an RA.
- Tell us the whole story. No matter how bad, we would rather hear the whole truth from the RA than part of the truth from someone else.
- RAs are expected to answer their door and phone if present in their room.
- Maintain a high level of professionalism in written and verbal communication. Try to avoid gossip, slander, profanity, and inappropriate jokes and conversation.

Role Modeling

- RAs are held to a higher standard of accountability and responsibility. Role modeling extends beyond residence halls – please remember that students will see staff across campus and even out into the community.
- Abide by the policies set forth by the Housing Office, by NKU and by state law.
- Maintain a healthy lifestyle.
- Attend classes, do assignments, and maintain good study habits.
- Abide by aforementioned academic standards
- Do not share staff issues or concerns with those that are not on staff. Refer all concerns to Hall Directors of the Associate Director of Housing.

Counseling/Referring

- Have sensitivity to and awareness of the needs, anxieties, and frustrations of each student in assigned area.
- Never guarantee unconditional confidentiality to a resident.
- Be aware of any signals that might imply unhealthy behavior by a resident and report such signals to us as soon as possible.
- If a resident is sending dangerous or out of character signals, it is important to keep the situation calm. Please avoid making judgments in the presence of other residents as that may violate the residents' right of confidentiality.
- RAs are not training counselors. Be knowledgeable of University resources and be able to refer the students appropriately. If an RA is unsure as to what to do, s/he should refer to Hall Director or Associate Director of University Housing.
- Do not take responsibility for other peoples' problems.

Staff Meetings

- Staff meetings are held weekly and are mandatory. RAs must get prior permission from his/her hall director if s/he must miss.
- Unexcused absences may result in disciplinary action up to and including termination.
- RAs should be on time for every staff meeting and come prepared to take notes

One-On-One Meetings (with Housing Staff)

These are mandatory meetings that are usually held bi-weekly (depending on area) with the Hall Director, Assistant Hall Director, or Mentor Resident Assistant to discuss any issues that may be occurring with the residents, programming efforts, and any personal issues. This time will also be used for ongoing evaluation in the areas of:

- Time management
- Academic success
- Staff relationships
- Community building
- Programming
- Administrative responsibilities
- Desk and RA duties

Unexcused absences may result in disciplinary action up to and including termination.

Intentional Interactions (with students)

RAs are expected to have intentional interactions with the students of their communities as prescribed by the Residential Education Model. The Hall Director of each area has the artistry to determine how these interactions should take place as well as devise a system for tracking. Interactions may vary from mild but meaningful connections to more applied opportunity that could resemble a one-on-one. Regardless of method, RAs will be trained recognizing significant issues that arise which should be brought to the attention to the HD in a timely manner.

Floor/Area Meetings

RAs are expected to hold floor/area meetings with the residents that fall under their immediate responsibility. The purpose of these meetings is to facilitate community building, set standards and expectations, discuss rights and responsibilities, solicit programming ideas and provide a space for group discussion to enhance the community.

- 1st floor meeting must be done during the first week of school each semester
- 1 floor meeting per month each month after the first

Outside Employment and Commitments

Highly Involved Activities:

University Housing employs a student staff with academics as their top priority. As a result, it is not uncommon for RAs to seek highly involved activities such as internships or any special program associated with a major area of study. If a returning RA elects to take part in such an academic obligation, it is imperative that they initiate a discussion with their HD to determine the viability for success if they elect to remain an RA while involved in this activity. The HD will look at various performance items to determine if they can recommend further employment. Please know that it is the current HD's discretion to make these types of decisions. An HD may also require that an RA eliminates other activities or extra employment in order to be considered for employment. It should be noted that the opportunity to undertake such an obligation will be extended only to returning RAs and not to new hires.

This matter is not to penalize RAs for seeking opportunities; rather it helps ensure the success of all parties involved (both student and department). Activities that may be considered highly involved include, but are not limited to: student teaching, nursing clinicals, rehearsal schedules, university affiliated sports, and other student leadership activities.

In addition to the above:

- Outside employment is limited to 10 hours/week in another position pending approval from his/her Hall Director and the Associate Director of Housing.
- The RA position takes precedence over any additional employment.
- An RA may not engage in additional employment while on duty.
- Failure to maintain satisfactory RA job performance as a result of outside employment may result in disciplinary action, including being asked to resign from one of the two positions and/or termination.
- Discuss all activities (membership in clubs, etc.) with the HD of the area in terms of time management and commitment.
- RAs are expected to discuss their campus involvement with their current supervisor at the beginning of each semester to ensure that the RA position is something that can be balanced in a staff member's workload.
- RAs will not associate (rush or pledge) any social fraternity or sorority or hold more than one executive office in a registered student organization without first discussing their intent with their Hall Director.

Confidentiality

- RAs will have access to confidential information. This information may include: students' social security numbers, enrollment status, academic standing, grade point average, restricted directory information, room assignment and personal mail. Federal and state legislation, as well as University policy, restrict access to and the distribution of any of this information. Understand that these records are for University use only.
- In no case may an RA impart personal or work-related information in a location or manner that allows other persons to overhear. This prohibition against public comments includes all "evaluative comments relative to any resident, student staff, or professional staff member. If an RA is in doubt about a request for information, it is their responsibility to refer the request to their supervisor.
- As part of the student staff position, RAs may be part of search or interview committees for positions of employment. All information regarding these searches is confidential and is not to be discussed or shared outside of the proceedings of the processes.
- Printed confidential material must be kept from view of visitors while using information for specific job functions. Printed confidential information must be shredded immediately after use and before being recycled. This information should never be duplicated or distributed without the consent of the individual involved and the appropriate supervisor.

Committee Assignments

- All RAs with at least one semester of experience are required to serve on one Housing Committee.
- A list of committees will be available and discussed during training.

Policy Enforcement

- Enforce policies set by University Housing and the University fairly and consistently.
- RAs should consult with their supervisor and/or the HD on duty when uncertain about specific actions.
- Complete incident reports immediately after a situation has been confronted. Be specific and factual. **Incident reports, generally, are due by 10 a.m. the day after an incident occurs.** HDs may seek a quicker completion time based on severity of incident.
- Record any and all situations of student conduct or anything that could lead to further repercussions. This can assist the Hall Director if information is needed for reports, judicial meetings, or other purposes.
- Never become involved in a physically or verbally abusive situation. Call the HD on duty and University Police to handle these situations.
- Rely on staff for back up.
- Help residents take responsibility for their actions. Explain policies and the reasons behind them.
- Follow up with residents after a confrontation. This action will help mend and encourage a positive relationship with the individual.
- Confidentiality is very important. Please do not speak of the incidents to other RAs and especially residents.

Administrative Tasks

- RAs must be timely with assigned responsibilities assigned as it can affect the ability of others to do their jobs.
- RAs must have an answering machine.
- RAs must check their mailbox, messages, and email account on a daily basis. Not responding to work related message is not acceptable. Please clean mailboxes regularly.
- Signs must be put up regularly on floor/breezeway.
- Any paperwork needs to be done thoroughly and on time.
- RAs may be asked to complete a task with a quick turnaround time and should be understanding when this happens.
- RAs will be expected to return all itemized receipts and credit card immediately after receiving and purchasing programming items. If HD is no longer available, an RA must complete the credit card expense form by 10:00 a.m. the following day. Any card misuse will result in disciplinary action up to and including termination. If there are any missing itemized receipts, the RA will be expected to pay the purchasing balance (billed to bursar account).
- Keys:
 - Do not lose the duty keys. Losing keys will result in disciplinary action up to and including termination.
 - Duty keys are not to be given to a non-staff person.
 - Keys are only to be used for work purposes
 - Keying into a room
 - Unless it is a scheduled health and safety check or lock out, the HD on duty should be called prior to ensure protocol is followed
 - No staff member should ever key into a residents room alone

Staff Discipline

An RA accused of violating the conditions of his or her employment will meet with his or her Hall Director to discuss the accusation. The Hall Director may gather additional evidence and may consult with the Associate Director of University Housing before making a decision about the case. If a Hall Director determines that an RA's performance is substandard but does not warrant termination of the employee's appointment, s/he will issue a letter of warning or probation to alert the staff member that his or her work is unsatisfactory and may include performance evaluations, and recommendations for improving the RA's performance. If a Hall Director determines that an RA's performance is seriously deficient in one or more areas, s/he may issue a letter of termination. Any sanction letters and supporting evidence will be placed in the student's personnel file.

- Failure to meet job expectations will result in disciplinary action up to and including termination
- Any appeals regarding the disciplinary process will be heard by the Associate Director of University Housing. The Associate Director's decision is final.
- RAs must remain in good behavioral (no disciplinary sanctions) and financial standing with University Housing and the University. Failure to do so will result in disciplinary action up to and including termination.
- Hold each other accountable
 - Please attempt to address any concerns with a staff member with that individual first
 - If an RA is uncomfortable doing this, they should discuss the matter with their Hall Director and get advice on how to handle the situation
- For all sanctions:
 - The notice of appeal must be communicated to the Associate Director of University Housing Results of all reviews are final.
 - A review of the disciplinary process will be evaluated with the following criteria:
 - Consistency of the process
 - Appropriate documentation; or discrimination on the basis of race, color, religion, sex (except where sex is a bona fide occupational qualification), national origin, age, disability, sexual orientation or veteran status or violation of free speech rights. An RA whose employment has been discontinued *without cause* may request a review only on the ground of discrimination on the basis of race, color, religion, sex (except where sex is a bona fide occupational qualification), national origin, age, disability, sexual orientation or veteran status or violation of free speech rights.

Acceptance

I accept the conditions as outlined and agree to abide by the policies and procedures of the Northern Kentucky University Housing Office. I understand that any performance issues related to these conditions may lead to employment disciplinary action including termination of my position. I authorize the Offices of the Registrar, Financial Aid, Dean of Students or others as deemed necessary to release information regarding my student status/records to the University Housing Office in order to determine my continued eligibility for employment as a Resident Assistant.

_____	_____	____/____/____
Resident Assistant Printed Name	Resident Assistant Signature	Date
_____	____/____/____	
Hall Director Signature	Date	

Document to be placed in employment folder by HD.