2017-2018 Resident Assistant Expectations

Resident Assistants (RAs) engage with students and other Housing & Residential Life personnel to promote a socially, culturally, and educationally enriching experience for students. It is important to note that responsibilities and expectations of this leadership position vary depending on the nature of the floor and/or building community along with the time of year.

Academic, Community and Interpersonal Development:
RAs demonstrate investment in the overall growth and welfare of each resident. RAs understand that they are responsible for facilitating the development of community among my residents and the hall, and developing an environment that fosters and supports residents’ academic success. In doing so, RAs commit to the following:

A. RAs will be available and accessible to residents, spend adequate time on their floor, and regularly interact with the hall/floor community.
B. RAs will assist residents with personal, relational, social, cultural, emotional, and academic concerns while ensuring privacy, sharing with Community Director, and referring students to appropriate resources. This includes recognizing problems and potential problems.
C. RAs will celebrate student academic success and actively intervene with academic challenges.
D. RAs will provide opportunities for resident’s academic exploration while developing an environment conducive to study.
E. RAs will help residents feel like equal and important members of the community.
F. RAs will establish a rapport with residents so they feel comfortable approaching the RA with ideas and concerns.
G. RAs will lead collaboratively with my fellow team members and supervisor to resolve interpersonal conflicts.
H. RAs will attempt to recognize the talents and interests of residents and encourage involvement in related activities as well as encourage resident exploration of new activities and new skill development.
I. RAs will make students aware of their roles and responsibilities in the community by explaining and utilizing the Policies & Procedures for Hall Living.
J. RAs will enforce policies consistently and without bias or malice.
K. RAs will conduct floor meetings at the request of Housing and/or residents.
L. RAs will fulfill all expectations as they relate to departmental programming model(s).
M. RAs will serve their staff and Housing as a representative, liaison, advisor, committee member, or other appropriate role.
N. RAs will serve as a role model for residents and other team members by:
   1. Upholding all laws, policies, and procedures of the United States, the State of Arizona, The University of Arizona, and Housing.
   2. Taking a responsible and active role in the hall and campus community.
   3. Treating all members of the community and others with respect.
   4. Being respectful of others’ differences and cultural backgrounds.
   5. Showing leadership in sustainability.
   6. Confronting inappropriate behavior in a respectful, assertive, and responsible manner.
   7. Being responsible about academic commitments including class attendance.
   8. Using all internet and computer related communications (i.e., Snapchat, Facebook, etc.) in an appropriate manner.
   9. Maintaining good academic and conduct standing with the University and Housing.

RAs understand that illegal and/or irresponsible behaviors that include the use of alcohol or drugs on or off campus may affect RA status and lead to removal from the RA position.
Team Functions and Supervisor Interaction:
RAs understand that the position requires a set of guidelines with regards to working within a team dynamic and being supervised by a Community Director. RAs commit to the following:

A. RAs will maintain a positive working relationship with their supervisor, showing respect for him/her/hir as a supervisor and as a person. RAs will keep their supervisor informed of relevant issues, provide feedback as appropriate, and accept feedback in an appropriate manner.

B. RAs will comply with all reasonable position related requests and responsibilities in a timely appropriate manner.

C. RAs will not participate in any form of gossip, or negative dialogue, concerning residents and/or hall staff with hall residents, other RAs or supervisor, and will consider the time, place and manner in which they engage in conversations.

D. RAs will communicate directly with fellow team members and their supervisor in any situation the RA feels that they are not being heard.

E. RAs will not participate in any behavior that may be construed as undermining to the group dynamics of the hall team.

F. RAs will attend all required meetings/events as set forth by my Community Director (i.e. weekly team meetings, scheduled 1:1 meetings, trainings, in-services, in-hall, hall council, RHA, and campus/hall programs).

G. RAs will be provided with a meal allowance each semester with the understanding that it will provide them the opportunity to interact with their residents outside of the residence hall. Any balance of the meal plan at the end of the Fall semester will roll over to the Spring semester. Meal balances at the end of Spring semester will not roll over.

Facilities and Operations:
RAs understand that they play an important role in the management and operation of the residence halls and that their RA responsibilities include:

A. Educating residents about maintenance and custodial staff roles and resident responsibilities.

B. Educating residents about safety and security issues.

C. Educating residents on proper use and function of keys and card access systems.

D. Reporting emergency situations and enacting emergency procedures when necessary.

E. Supporting Maintenance and Custodial staff efforts to provide safe, secure, sanitary, and attractive facilities.

F. Assisting in the administrative check in and check out of residents, room selection, and hall/room transfers in a timely manner.

G. Ensuring accurate and thorough Room/Apartment Condition Reports are completed.

H. Reporting facility concerns through online requests or emergency call-outs as appropriate.

I. Completing room inspections as directed by Community Director/Department.

J. Modeling concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.

Training:

A. RAs will fully participate in all staff training and development activities including fall training, fall opening, January training, January opening, on-going training, departmental in-service requirements, hall staff development activities, staff retreats, and any online training required of me throughout the year. RAs will return to UA for fall and January training by the times and dates listed on the Key Dates form.

B. If an RA anticipates they may not be able to make any portion of Fall or January training or opening, they will submit a written request for an exception to their Community Director. Consideration will be given to written requests submitted no later than the deadlines listed on the Key Dates form. New RAs may not miss any Fall training.
GPA/Credits:
A. Credits: RAs must maintain full time student status at the University of Arizona and be progressing toward graduation to maintain RA eligibility (enrolled in 12 undergraduate credit hours per semester with a maximum of 6 credit hours from Pima Community College, or 9 graduate credit hours). RA may not exceed 18 credit hours per semester without the permission of their Community Director.
B. GPA: RAs must maintain at least a 2.5 minimum cumulative GPA, and to continue from one semester to the next, they must have successfully completed a minimum of 9 credit hours the previous semester with a semester GPA of at least a 2.5. Additionally, should their cumulative or semester GPA drop below 2.0, they will be removed from the position.

C. GPA Requirements:

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<th>Cumulative GPA</th>
<th>Semester GPA</th>
<th>Outcome</th>
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<td>Removal from the Position</td>
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* Note: Academic probation will only be provided 1 time/per RA. If there is a semester that would result in a second probation, the RA will be removed from the position.
** Note: All RAs MUST start the academic year with a cumulative GPA above 2.5
D. If for some reason an RA needs to drop below full-time status, they must request an exemption in writing to the Director of Residential Education.

Outside Commitments/Work:
RAs will discuss all extra-curricular, non-UA credits, excessive course-load (over 18 credits), volunteer, or employment commitments with their Community Director prior to assuming commitments outside of the position, so as to ensure that they are able to appropriately balance all of their responsibilities. RAs understand that they may work up to 15 hrs/week in other campus positions during the academic year if approved by CD.

Personal Conflicts of Interest:
RAs agree that in all instances, prior to engaging in a relationship with another team member within the department or with a resident, they will consult with their supervisor immediately in order to clearly determine if any potential conflict exists. RAs understand that a failure to report relationships to a supervisor may result in removal from the RA position.

Duty:
A. Duty responsibilities rotate among staff according to hall needs. Duty shifts occurring Sunday-Thursday begin at 7:00 PM nightly and continue until 7:00 AM. Duty shifts on Friday and Saturday begin at 7:00 PM and continue until 7:00 PM the next day. During weekend duty shifts RAs can be outside of their hall from 11:00 AM to 5:00 PM provided they carry the on-duty phone, can respond to any duty call within 10 minutes, and am within the greater campus boundary. The campus boundary consists of the square created by Euclid Avenue to the West, Helen Street to the North Campbell Avenue to the East and Eighth Street to the South. RAs may be asked to perform extra duty based on high amounts of activity or other major and impactful events. This will be determined by their CD.
B. On duty RAs will be available in the hall, accessible in the hall and wearing my departmentally issued nametag throughout that time. This means RAs will be on-time and present through the duration of all duty shifts. Failure to do so may result in termination. Duty rounds occurring Sunday-Thursday are required at 7:00, 10:00, and midnight. Duty rounds occurring on Friday and Saturday also include a set at 2:00 AM and a follow-up set of rounds Saturday and Sunday afternoon. The weekend afternoon rounds will be determined based upon the needs of the community and at the discretion of the CD.

Media Inquires/Requests:
The Executive Director of Housing is the official spokesperson for all Housing matters. All investigative inquiries from the media are referred to the Executive Director for purposes of consistency. RAs are welcome (but not obligated) to speak with reporters about special events, programs, etc.

Availability:
Availability is a prerequisite to fulfilling RA job responsibilities. RAs may spend a maximum of two weekends away from the hall per month, which must be approved in advance by the Community Director. RAs are expected to spend all other nights in their room. RAs will follow all guest policies and not have visitors for extended periods of time as this may interfere with their accessibility to residents (real or perceived).

Holidays/Breaks/Closings:
A. RAs share responsibility for staff coverage during holiday/break periods when residence halls are open (e.g., Thanksgiving, Spring Break). RAs understand that they may not leave the hall before the dates listed in the Key Dates Form AND until all their closing responsibilities are complete and are excused by their Community Director. RAs also understand that once released of duties at the end of Fall semester, they may not return to their residence hall until the time listed in the Key Dates Form for any reason, including academics.
   1. If placed in the hall designated for Winter Break Housing, RAs will be responsible to assist with duty and programming efforts during the Winter Break.
B. RAs will clear vacation/travel plans in advance and prior to making any reservations with their Community Director. Departing from their residence hall prior to completion of duties and before being officially released by their Community Director, may lead to disciplinary action, ineligibility to be reappointed, or may render them ineligible for employment by Housing.

Programming:
RAs are responsible for planning, implementing, and presenting programs (activities) for residents and/or staff including creating new programs, utilizing existing campus events, and collaborating with other staff and students on campus.

RA Reappointment:
RAs understand this appointment is only for the academic year for which they were hired, that they must reapply for the RA Position and that reappointment is not guaranteed. Reappointment decisions are made through the Returning RA Application Process.

Hall/Room Assignment:
RAs understand that the Department assigns them to a residence hall based on departmental needs and that, in rare cases, reassignment may be necessary. RAs will be assigned a rent-free room which they agree to live in as a condition of their employment. As the University attempts to provide residence hall housing for as many students as possible, they will only be allowed single occupancy of a double room after all other students have been accommodated.
Removal / Resignation:

A. RAs understand that for unsatisfactory performance, failure to meet supervisor or departmental expectations, or breach of this agreement, they may be removed from their position by Housing and will be ineligible for employment by the Department. In the case of removal or resignation, Housing does not have to provide them housing. RAs have the right to appeal a removal decision that they consider to be unfounded or unjust. If RA is removed, resign, or for any other reason leave the RA position before the end of this agreement, they will repay to Housing the prorated amount of their meal plan that should be remaining as of the date of them leaving the position and will have any remaining funds removed from their account.

B. If, after accepting this appointment, an RA elects not to assume their duties or find that they cannot, it is their responsibility to immediately notify their Community Director, in writing, that they are resigning from their Resident Assistant position. By leaving their RA position (for any reason), RAs are also forfeiting a space in the Residence Halls for the academic year, unless there is space available.

C. This position is for the entire academic year. RAs may be removed immediately from their position upon notifying their supervisor of plans to leave the position early (such as fall graduation, spring study abroad or other) so they can secure staffing for the full academic year.

D. The RA position is subject to the availability of funds and may be canceled if funds are not available or if the residence hall(s) or a part thereof is closed.
2017-2018 Resident Assistant Key Dates

July/August 2017:
- RAs move-in between 1pm – 5pm on Sunday, July 30
- RA Training officially begins at 9am on Monday, July 31

November 2017:
- Any request to miss RA Spring Training is due to the CD by Friday November 3 at 5pm.
- Thanksgiving Break – the halls do not close
  - Duty coverage is needed in each hall during Thanksgiving Break

December 2017:
- Halls close at 5pm on Friday, December 15
- Desks close at 7pm on Friday, December 15
- RAs must stay until released by their CD on Saturday, December 16
  - Halls designated Winter Break Housing will not close and Duty coverage is needed during Winter Break

January 2018:
- Mid-Year Hired RAs must return to the building between 1pm-5pm on Thursday, January 4
- Mid-Year Hired RAs will have training from 8am-5pm on Friday, January 5
- All RAs must return to the building between 1pm-5pm on Friday, January 5
- Hall Prep Day will occur Saturday, January 6
- Halls Open Sunday, January 7
- RA Spring Training will occur Monday, January 8 through Tuesday, January 9
- First Day of Classes is Wednesday, January 10

March 2018:
- Spring Break (March 5 – March 9) – halls do not close
  - Duty coverage is needed in each hall during Spring Break

May 2018:
- Any requests to miss all or part of Fall 2018 training or opening must be submitted by May 4
  - Only returning RAs may submit a request.
  - All new RAs MUST attend RA Training in its entirety
- Halls close at 5pm on Friday, May 11
- Desks close at 7pm on Friday, May 11
- RAs must stay until released by their CD on Saturday, May 12
- Meal Plan Balances will be removed from RA accounts on May 12.