Overview
Residence Life oversees the day-to-day staffing and operations within the residence halls here at UMM. Our staff works with other faculty and staff from across the university campus to build safe, inclusive and welcoming communities for all of our residential students. Within Residence Life, we offer specific programming and resources to students based on their needs.

Organization
Residence Life is overseen by the Assistant Director. The Assistant Director oversees and provides guidance for the residential campus and directly supervises Resident Assistants.

Each residential unit has at least one student staff member. There is at least one Lead Resident Assistant who fulfills additional leadership and administrative roles on their staff.

Objectives
As an RA, there are five areas where we will ask you to focus, the sixth is specific only to the Lead RAs. To help you better understand your role, we have outlined these areas below.

- **Resource**: be knowledgeable about campus resources and able to provide accurate information to students.
- **Safety**: be able to identify and respond accordingly to a variety of issues pertaining to student safety on campus in a timely manner.
- **Community**: develop and encourage a respectful and inclusive community.
- **Student Retention**: understand their role in supporting students’ success both academically and socially at the University
- **Professionalism**: be able to fulfill all their responsibilities as a representative of the University in a respectful, professional manner.
- **Leadership (Leads Only)**: provide positive role modeling, mentorship, and leadership to your peers and support to the complex team.

Focus Areas
Within each of our six focus areas, we have also identified specific expectations that we hold, which will help you fulfill your role as an RA fully.

Resource
- Provide timely information about campus events
- Be knowledgeable about clubs, offices, meetings, and events
- Connect a student in need to the appropriate resources
- Complete bulletin boards and program advertisements creatively and in a timely manner
- Incorporate campus resources into programming
- Continue to further your own education regarding campus resources
Safety
- Report on time, prepared, and attentive for duty shifts
- Complete all duty responsibilities, including rounds, duty logs, chores, etc.
- Confront and document policy violations, even when not on duty
- Report issues and incidents to the appropriate department or person
- Use keys and card access appropriately
- Respond appropriately to a student in crisis
- Provide safety information to students
- Monitor non-resident building access, including piggybacking, inappropriate Clipper Card use, and door propping, and report concerns appropriately
- Follow emergency protocols thoroughly
- Address health and safety issues continuously throughout the year

Community
- Create a welcoming and inclusive environment
- Demonstrate a basic knowledge of all students in your community
- Be available and accessible to students and fellow staff members
- Maintain a positive attitude during student interactions
- Incorporate all assigned learning outcomes into programming
- Address community needs appropriately through active or passive programming
- Encourage student involvement in the hall and on campus
- Remove and replace outdated and damaged bulletin boards and flyers
- Facilitate apartment agreements as necessary
- Proactively mediate roommate and apartment conflicts
- Enforce quiet and courtesy hours
- Encourage students to take ownership of their community

Student Retention
- Promote a floor, community, and building environment conducive to academic success
- Role model academic engagement by attending classes and modeling good study skills
- Identify when a student is in need of academic or social support
- Be approachable to students in the community
- Be kind, caring, and compassionate towards students
- Maintain your own GPA and credit requirements as a student and employee

Professionalism
- Maintain an updated Google calendar for supervisor use
- Be on time and prepared for scheduled office hours
- Maintain a positive and respectful attitude towards students, fellow RAs, complex leadership team, director team, department, and University
- Act as a role model for others and as an ambassador for the department
- Be engaged in all trainings, meetings, and staff development
- Demonstrate professional etiquette
- Be on time for all staff meetings, trainings, and events unless excused by supervisor
- Consistently check and respond to work-related communication
- Support team members by sharing workload equally and attending complex programs
- Be forthcoming with concerning information to supervisors or departmental staff
- Provide accurate and timely information to supervisors or departmental staff
- Demonstrate an ability to balance your work life and personal life
- Demonstrate an appropriate use of our time away policies and requirements
- Adhere to the Housing Contract, Guide to Community Living, and Student Code of Conduct
- Maintain appropriate confidentiality by sharing information only with appropriate persons
- Submit paperwork, reports, program documentation, and logs according to departmental deadlines
- Responsible use of alcohol, if you are over the age of 21
- Maintain a professional and appropriate public image as a representative of the University and Student Life
- Demonstrate the ability to approach all aspects of the RA position in a fair and consistent manner

**Leadership (Leads Only)**
- Complete administrative tasks as assigned
  - Manage desk, resource room, and mail room
  - Oversee all duty and desk scheduling
  - Participate fully in leadership of in-hall trainings
- Be a positive role model for peers
- Maintain front lobby/lounge bulletin boards and decorations of assigned building
  - This can be delegated to others, as appropriate
- Direct staff members to appropriate resources
- Identify when peers are struggling and assist as necessary
- Confront and mediate inter-staff conflict

**Methods**
Below is a list of more specific activities and actions in which you will be involved during the course of the year. These activities and actions will assist you in addressing and fulfilling the expectations that were outlined in the Focus Areas section of this document.

- **Staff Meetings**
  - Staff meetings will be held once a week for one to two hours. Important information will be shared during these meetings. These will be scheduled around the staff’s class schedule. All RAs must attend every staff meeting in its entirety. Commitments other than academic will not be considered and must be scheduled around the staff meeting.

- **Supervisor One-on-Ones**
  - Supervisors will meet weekly or bi-weekly with RAs. The needs of the community and any issues will be addressed during these meetings.

- **Resident One-on-Ones**
  - To be conducted during the first six weeks of each semester. All residents in the community will be invited to participate in an individual conversation with their RA. Questions will be provided. Notes must be turned in to supervisor.

- **Programs**
  - Programs will be implemented throughout the year. The goal through programming will be to address the learning outcomes that are outlined for students at each level of their

- **Bulletin Boards**
  - The RAs must maintain bulletin boards. One bulletin board per month will be changed in accordance to the topics outlined in the Curriculum. Additionally, the Lead RA is responsible for ensuring that lobby bulletin boards are maintained as well. THIS DOES NOT MEAN THAT THE LEAD RA MUST DO ALL LOBBY BULLETIN BOARDS. Rather, the Lead RA must work with their team to develop a fair and appropriate schedule for lobby bulletin board completion.

- **Door Decs**
  - Each RA will create door decs for their residents. These will serve as name tags for each resident door and help to create a welcoming environment. RAs are responsible for creating at least one set of door decs for their residents each semester, however the RA can make more if they wish.

- **Duty**
  - Duty will be performed nightly on a rotating basis among the RAs. The schedule will be created during RA training.
  - Duty begins at 8:00 p.m. and ends at 8:00 a.m.. RAs on duty must remain in the building the entirety of their shift. RAs will conduct rounds of the buildings to ensure the building and students are safe and no policy violations are occurring.
  - Specific duty details will be outlined during RA training.

- **Health and Safety Checks**
  - RAs will conduct health and safety checks twice per year (generally in November and March). They will inspect each of their resident’s rooms and each apartment common area for safety or policy violations. Further instructions will be provided prior to the checks.
  - Follow-up Health and Safety Checks will occur during winter and spring closing.

- **Hall Opening and Closing**
  - RAs will participate in residence hall opening during each semester. They will complete a variety of tasks and must be present in the hall during these days.
  - RAs will participate in residence hall closing for winter break and at the end of the spring semester. They also must be present for these dates in order to performing the closing tasks. Details will be provided at a later date by the department.

- **Other Duties as Assigned**
  - There will be other responsibilities expected of RAs throughout the year. Both the Department and the supervisory team may determine these responsibilities.

**Curriculum**
The Residence Life Curriculum will guide your programming and structured student interactions throughout the year as you seek to meet the needs of your individual student population.

**Time Away Policy**
RAs are allowed four nights off per month. A night away would include any night in which you will not be back to your room by 2:00 a.m.. These requests must be approved by your supervisor and/or Lead and should be submitted at least two weeks in advance. Time away requests will not be approved during all hands on deck dates as determined by the Department. These dates are outlined in sections VIII & IX of the Resident Assistant Contract.

**Important Dates**

Specific dates of employment are included in section VIII of the RA contract and will be provided to staff prior to the start of the academic year.

**Evaluations and Accountability**

Each RA will receive two formal evaluations from their direct supervisor. They will also receive informal evaluations and feedback as necessary. RAs will provide feedback to be used in evaluations for their peers and direct supervisor twice per year. RAs are evaluated on the objectives and methods outlined in this syllabus. A sample evaluation will be provided during RA training. Outside of evaluations, RAs will also be held accountable for their actions. Verbal warnings, Actions Plans (written warnings), probation, termination, apology letters, and director team meetings are some possible outcomes for an RA found violating any part of this syllabus. A worksheet called Choices and Consequences will be provided to assist in helping RAs to understand possible consequences for failing to meet expectations in the RA role.