Department of Residence Life

Resident Assistant Contract 2020 – 2021

PART 1: POSITION DESCRIPTION

SECTION I: GENERAL POSITION DESCRIPTION:

Resident Assistants (RAs) are students whose role is to fulfill the Department of Residence Life mission to support students by providing a vibrant, healthy place to live and learn. RAs help create community in the residence halls by assisting in implementing the residential experience. The focus of this experience is to help our residents embrace global citizenship by having the responsibility to take action toward positively impacting self, others, and the world.

This is approximately a 20-hour-per-week position and is comprised of both "active" time (approximately 10 hours) and "available" time (approximately 10 hours). Active time involves, but is not limited to, the following:

- Intentional Conversations with Residents
- Facilitating Community Gatherings
- Creating Billboards
- Implementing The Experience
- Office Hours/Mail Duty
- Special Assignments
- Visibility Hours
- Staff Meetings
- On-Going Training and Staff Development
- One on One Meetings with Supervisor(s)
- Duty Rounds
- Administrative Responsibilities

The remainder of the time is more informal "available" time. It includes time spent living in the hall, studying, or doing personal business while still being available to respond to the needs of residents as well as making personal rounds through the community.

SECTION II: DEPARTMENT PRINCIPLES AND VALUES

1. **Principles**
    a. **Standards of Service**-consistently deliver the highest possible level of quality in all Residence Life services and programs.
    b. **Living Environment**-maintain, improve, plan and develop our facilities in the way that meets the students' basic needs.
    c. **Learning Environment**-foster individual growth and development, academic success, and a sense of community.
    d. **Quality and Diverse Staff**-attract, reward, and retain quality staff to develop and enhance an organizational culture that values all individuals, promotes professional development, and maintains ethical standards.
    e. **Responsible Financial Management**-responsibly manage financial resources to achieve growth and address future planning.
    f. **Building and Establishing Relationships**-attract and retain students, develop and sustain successful partnerships that market and foster a positive reputation.
    g. **Innovative Use of Technology**-incorporate the innovative use of technology.
2. **Expectations**
    a. Come in with an open mind and be willing to participate fully as active members of the community.
    b. Take pride in the work being done.
    c. Have a positive mindset.
    d. Connect with residents.
    e. Work collaboratively with staff and leaders in the building, and other staff members in the Department of Residence Life.
    f. Publicly and privately support all Residence Life staff members in the performance of their job duties.
    g. Be on time and meet deadlines.
    h. Make ethical and educated decisions.
    i. Ask questions.

SECTION III: POSITION IMPLEMENTATION

1. **Embrace Global Citizenship**
    a. Demonstrate positive leadership in the residence halls and as members of the NDSU community.
    b. Ensure adherence to community standards to help maximize residents' academic and personal success.
    c. Practice qualities of a good neighbor and teach others how to do the same.
2. **Create Connections**
    a. Demonstrate care and concern for the wellbeing of residents and initiate contact with students.
    b. Be responsive to residents' questions and needs, and refer appropriately.
    c. Participate in meals at the dining center with residents.
    d. Promote the growth and development of residents and facilitate their connection to the residence hall and campus community.
    e. Assist residents in creating connections with their neighbors.
    f. Develop and maintain a hall environment conducive to personal well-being and success.
    g. Promote leadership opportunities for residents including, but not limited to, working with floor representatives and supporting hall government.
3. **Explore Identity**
    a. Be open to exploring your own identity and the identities of others.
    b. Become acquainted with each resident in the community.
    c. Assess and respond to the needs of the residents.
    d. Explore and embrace visible and invisible identities.
4. **Developing Communities**
    a. Be available and accessible to students.
    b. Maintain an open and accepting attitude toward all residents and challenge residents to do the same.
    c. Demonstrate sensitivity and promote a community that values diversity and inclusiveness.
    d. Enlist the help of all residents in establishing a responsible community conducive to learning.
    e. Assist students in negotiating and resolving conflict.
    f. Work closely with fellow staff to develop community in the hall.
5. **Making Educated Decisions**
    a. Be a positive role model by exercising good judgement, demonstrating integrity and following all governing policies.
    b. Become familiar and knowledgeable of available services, resources, and personnel on campus.
    c. Encourage mutual responsibility for residents' safety.
    d. Attend and participate in fall training, the Red River Valley RA Conference, winter training, spring orientation, RA All Staff, and on-going required events.
    e. Participate in staff development activities.
    f. Assume responsibility for personal learning and development in the Resident Assistant role.

SECTION IV: IMPLEMENTING THE EXPERIENCE*

1. **Intentional Conversations**
    a. Structured one on one conversations with each resident. A set of questions will be provided to help guide the dialogue.
    b. Regularly document interactions and student information.
2. **Billboards**
    a. A chance to connect with residents through interactive presentation of information that encourage residents to engage with the board.
3. **Learning Moments**
    a. Sharing educational information with your residents in a manner of your choosing based on a specific subject or topic.
4. **Presence in Community**
    a. Community Gatherings
        i. A planned time for the community to come together and discuss provided topics (ex. closing information), have fun through ice breakers and activities, and allow time for community issues to be discussed.
    b. Visibility Hours
        i. Minimum of 3 hours per week where the resident assistant is available in their community for residents to interact with them.

**As Residence Life evolves and changes, these strategies are subject to change.*

SECTION V: ADMINISTRATIVE RESPONSIBILITIES

1. **General Responsibilities**
    a. Check staff mailbox and NDSU email daily and respond in a timely manner.
    b. Read and post all department approved information.
    c. Be knowledgeable about residence hall emergency procedures and respond appropriately.
    d. Communicate with custodians about problems concerning cleanliness and maintenance in the hall.
    e. Understand NDSU/Residence Life policies and be able to explain rationale to students.
    f. Hold residents accountable to all NDSU/Residence Life policies in a fair and objective manner and emphasize their community responsibilities.
    g. Attend and participate in all staff meetings.
    h. Complete all paperwork promptly and accurately.
    i. Assist in facilitating the room change process.
    j. Uphold the confidentiality statement, including protecting sensitive information in the hall office. This excludes sharing important information from your supervisor.
2. **Special Assignments Roles**
    a. See **Addendum 1: Resident Assistant Special Assignments Position Description**
    b. Office Manager
    c. Social Media
    d. Diversity Initiative Leader
    e. RA Council
    f. Learning Communities Staff (only in certain facilities)
3. **Duty**
    a. See **Addendum II: Duty Expectations** for a full list of expectations
    b. Cover the hall desk from 6:00 pm to 9:00 pm.
    c. Respond to situations immediately and effectively.
    d. Address and document all policy violations.
    e. Conduct three rounds of the hall a night during weekdays, and four during weekends.
    f. RAs are responsible for the hall duty phone through the entire duty timeframe and must return phone to hall office at the end of their duty shift.
    g. RAs may only be in their assigned hall office, unless covering for special circumstances.

PART 2: TERMS AND CONDITIONS OF EMPLOYMENT

SECTION I: ACADEMIC REQUIREMENTS FOR RESIDENT ASSISTANT POSITION

1. RAs need to have a cumulative and semester GPA of 2.5. Outlined below are the parameters if staff are not at the 2.5.
    a. Academic Watch: The semester GPA is between a 2.25 and 2.49, and cumulative remains above 2.5
    b. Academic Probation: Semester GPA is between 2.0 and 2.24 and/or cumulative is between 2.0 and 2.49
2. New Student Staff
    a. Can be hired under Academic Watch
    b. Cannot be hired if cumulative GPA is under 2.5 and/or semester is under 2.0
3. Returning Student Staff
    a. RA will be immediately released from their contract if semester or cumulative GPA is under 2.0
    b. Academic Probation can be allowed for one semester
    c. Academic Watch can be allowed for multiple semesters
4. RAs on Academic Watch or Probation will complete an Academic Plan during their first 1:1 in the next semester with their Hall Director.
5. RAs must enroll as a full time student, but may not exceed 18 credits without consultation with their Hall Director prior to registration. A staff member may have only one semester below full time status during their time in the position.
6. RAs with labs, clinical work, studio work, etc. need to be aware of the time they are spending outside the hall. The RA must discuss academic time demands with their Hall Director. A plan may be devised that includes prioritizing and re-evaluating other outside time commitments.
7. Students needing credit-bearing internships, practicums, or student teaching beyond 15 hours a week may not be RAs.

SECTION II: OUTSIDE TIME COMMITMENTS

Establishing and maintaining relationships with residents and other staff is fundamental to the effective performance of the RA role, and as such, parameters on time spent in the living environment are defined below.

1. Outside time commitments may not exceed a combined total of 10 hours per week. Such time commitments may include volunteer work, athletic participation, student organization involvement, special program events, etc. Each RA will complete the *Outside Time Commitments Evaluation* at the beginning of each semester through a one-on-one reflection. Performance below expected standards will necessitate the RA relinquishing their outside time commitments.
2. RAs may not have any outside employment during the first semester of the RA position, except for employment completed during breaks, or up to 5 hours a week in the NDSU Dining Centers. After the first semester, RAs may request an exemption for outside employment not exceeding 10 hours a week (this includes other outside time commitments).
3. RAs cannot hold a position on Hall Government, Residence Hall Association, or the National Residence Hall Honorary executive board.

SECTION III: STAFF COVERAGE AND TIME AWAY

1. Weekday nights are defined as evenings that are followed by a day with classes in session. At least one RA must be staffing the hall each weekday night.
2. Weekend nights are defined as evenings that are not followed by a day with classes in session. Weekends may require two RA's consisting of primary and secondary coverage (**see Addendum II: Duty Expectations**).
3. RAs may request nights away from the building, pending the approval of the Hall Director. As this is a live in position, the nights away need to be used within moderation.
4. RAs are responsible for requesting nights away from the Hall Director at least three business days prior to leaving.
5. RAs are expected to be in the building by 3:00 AM each night unless it is their scheduled night off.

SECTION IV: COMPENSATION

1. RAs are required to have a residence hall license contract on file and be signed-up for a 5 or 7 day meal plan. MLLC and Niskanen RAs need to purchase a minimum of 100 block meals per semester.
2. RAs are required to live/dine in the residence hall/dining center as part of the contract.

SECTION V: STAFF DISCIPLINE/TERMINATION

The following criteria outlines conditions, which if committed, are considered serious enough to warrant disciplinary action and/or termination from the RA position. Please note that this is not a comprehensive list. In the event that an RA is allegedly involved in a violation of Residence Life and/or University policy, the RA is also subject to adjudication through the judicial process of the University.

1. Behavior resulting in violations of law (university, local, state, federal, etc.).
2. Not completing job duties as assigned.
3. Misrepresenting the department or institution in any form (behavior, verbal, written, social media, etc.).
4. Acts of negligence or incompetence that cast reasonable doubt on effective job performance.
5. Misuse or loss of building keys.
6. Failure to show progress in meeting expectations as outlined by the Hall Director.

SECTION VI: DISCIPLINARY ACTION/TERMINATION PROCEDURES

1. RAs will be made aware of conditions that would lead to disciplinary action or termination. Signing the Resident Assistant Contract constitutes an understanding and acceptance of these conditions.
2. The RA will be informed in writing of any decision by the supervisor that may result in disciplinary action or termination.
3. Correspondence will outline the circumstances or behaviors that led to disciplinary action or termination.
4. The decision to terminate cannot be appealed and will result in removal from hall in which they currently live and work. Ability to continue to live on campus may be possible if space is available.
5. Upon removal from position, scholarship funds will be charged back at a pro-rated amount based on the date of termination.

PART 3: STUDENT STAFF KEY USE POLICY

SECTION I: The Department of Residence Life is committed to maintaining a high degree of security and safety in the residence halls and apartments for both residents and staff, as well as protecting the building facilities and equipment. A vital part of this safety and security system is limited accessibility of keys through controlled distribution and secure storage. For this reason, the following policies and expectations have been developed for student staff regarding key distribution, storage, and loss.

SECTION II: GENERAL EXPECTATIONS

1. Staff members are responsible for keys issued to them by the Department of Residence Life. Keys are not transferable.
2. Staff members are responsible for keeping Department of Residence Life keys secured.
3. Staff members are responsible for keeping logged masters keys in their possession at all times.
4. In the event of a key loss the staff member is responsible for immediately reporting the loss to their supervisor. The supervisor is responsible for reporting the loss to the Associate Director.
5. Loss of keys could result in the staff member being financially responsible for the replacement.
6. Loss of the keys issued could result in disciplinary action up to and including termination of the staff member from their position.

SECTION III: ALL STAFF EXPECTATIONS

1. **Hall Directors are responsible for properly issuing and collecting of residence hall/apartment keys to all staff.** An "NDSU Key Record" will be completed for every staff member who is issued Department keys.
2. **At the end of each school year, a key audit will take place with the Hall Director.** This will be done to help maintain a high level of accountability for all keys issued to staff.
3. **After using the master key ring it must be promptly locked up and in the hall office.** The master key ring must never be taken outside of the building, or left unattended. **Under no circumstances will the master key be used to let an individual into a room other than their own.**
4. **All staff is encouraged to evaluate and discuss individual habits for key usage and to carefully consider ways that would minimize their risk of losing keys.**

PART 4: CONFIDENTIALITY STATEMENT

North Dakota State University has a legal responsibility to assure students that their education records are confidential. All employees, including student employees, have a responsibility to adhere to the strict confidentiality of student records in accordance with state and federal laws and the rules of NDSU.

The University will treat the breach of this responsibility in a very serious manner. Employees understand the responsibility they have to not look up the records of students for personal use or to otherwise improperly disclose such records and that they realize the seriousness of this matter. Violation of law or regulation can result in disciplinary action.

Resident assistants are mandatory reporters as defined by Title IX regulations. RAs have a responsibility to report up to proper authorities (Hall Director, University Police, or Emergency Personnel). To keep confidentiality of the student in mind, RAs under no circumstances should share sensitive information with anyone other than the designated people above.

PART 5: ALCOHOL AND DRUG EXPECTATIONS

All Residence Life staff members are involved in educating students about alcohol and illegal drug use. This includes communicating about appropriate attitudes and behaviors concerning alcohol or illegal drug use. The department has established the following expectations related to alcohol use that are necessary to be a good role model.

1. The Department of Residence Life does not tolerate the possession or use of alcohol where anyone is under the age of 21.
2. Do not engage in alcohol and/or drug related activities that are in violation of University policy or state/federal laws.
3. Do not encourage events to residents where alcohol and/or drugs is the primary focus or motivation to attend.
4. Do not place yourself in a situation where it could be perceived that you are drinking underage, supporting minors, or partaking in illegal drug use.
5. Do not return to the halls if you cannot respond to emergencies due to intoxication level (fire alarms, natural disasters, etc.). Please notify your Hall Director by e-mail should this happen.
6. RAs are expected to confront and educate residents about the risks and possible consequences of illegal use of alcohol and/or drugs on campus.
7. It should be noted that the Department of Residence Life takes the possession or use of alcohol and/or drugs extremely seriously and misuse of either will likely result in termination of your RA position.

PART 6: ADDENDUMS

Addendum I: Resident Assistant Special Assignments

Section I: Office Manager

This person is responsible for organizing and maintaining a functional Hall Office that is available and accessible for all residents in the building.

Utilize administrative and organization skill to:

- Organize hall office and arrange cleaning schedules
- Hold peers accountable for following office standards
- Maintain tracking logs and follow-up when items are past due, including
    - equipment checkouts
    - packages
    - mailbox pick-up (for overly full boxes)
- Update mailboxes when room changes occur
- Ensure forms are available for staff to distribute to students
- Develop and update RA duty schedule
- Collect Hall Director mail in the event they are out of the office during the work week
- Maintain Hall Office inventory

** This position will be held by Assistant Hall Director where applicable.

Section II: RA Council

The person in this role acts as a liaison between their hall staff and the Associate Director for Residence Life. They develop staff wide events, discuss topics that impact all RAs, and share information with their hall staffs

- Attend regular meetings with Associate Director for Residence Life
- Serve as an active member of the council, bringing feedback to the group and returning information to the hall
- Represent the hall staff
- Support and lead activities created by the council

Section III: Social Media

The person in this role is responsible for the halls social media platforms which enables them to share key information throughout the hall. This person collaborates with Hall Government to post hall specific activities, events, and topics on a regular basis.

- Update hall technology and social media sites for intentional interaction with students including Blackboard, Facebook, Twitter, etc.
- Advertise and enhance participation in the social media pages throughout the academic year
- Share information from Residence Life pages to hall pages
- Collaborate with Hall Government to ensure hall activities, events, goals, and achievements are being posted
- Meet with Assistant Director or designee

Section IV: Diversity Initiative Leader (DIL)

The person in this role is a partner with the elected DIL for Hall Government. Those in this role collaborate closely with hall government diversity initiatives, create their own events, and share diversity related and inclusive information throughout the hall.

- Attend bi-weekly meetings with DILs from across campus
- Attend DIL retreat
- Collaborate with others in the hall to expand inclusivity and openness to all students
- Collaborate with Hall Government DIL to implement activities/initiatives for the hall community at least 1 per semester
- Facilitate activities from DIL meetings for RA staff
- Collaborate with Hall Government DIL to complete a monthly billboard in the lobby focusing on the topic of DIL meeting discussions

Section V: Learning Communities Staff

Staff assigned to specific learning communities attend events sponsored by their learning community sponsor(s). They work to create connections not only within the community but also between students and representatives of the college or topic area directly.

- Develop connection with Learning Community Coordinator
- Maintain community board focused on specifics for your learning community
- Collaborate on implementation of college sponsored events
- Meet with Hall Director, Learning Community Coordinator, Assistant Director for Residential Education in a group meeting at least one time per semester
- Attend community specific events

Section VI: Billboard requirements:

Boards should be located in the hall's main lobby and easily visible to students

- Hall Government – posted by Hall Government members
- Duty – consistent for the academic year
- Diversity Initiative Leader – partner RA & Hall Government DILs
- Calendar of events – updated by RAs – rotate through staff

Addendum II: Duty Expectations

SECTION I: GENERAL DUTY EXPECTATIONS AND INFORMATION

1. Cover the hall desk from 6:00 pm to 9:00 pm.
2. Respond to situations immediately and effectively.
3. Address and document all policy violations.
4. Conduct three rounds a night during weekdays, and four during weekends.
5. RAs are responsible for a cellphone through the entire duty timeframe and must return phone to hall office at the end of their duty shift. End of duty shifts are specified below depending on the day.
6. RAs may only be in their assigned hall office, unless covering for special circumstances.

SECTION II: WEEKDAY DUTY

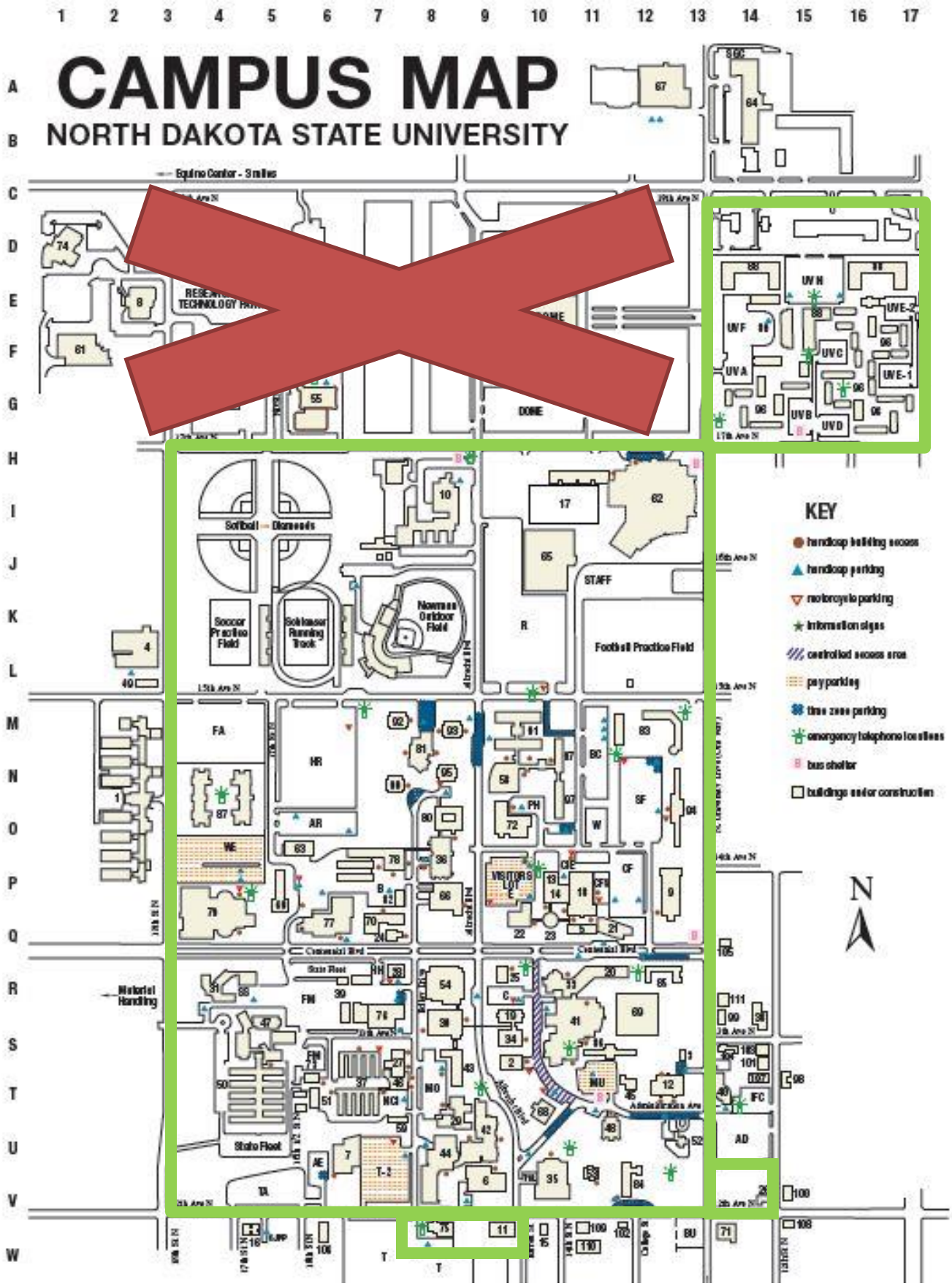
1. Weekday nights are defined as evenings that are followed by a day with classes in session.
2. At least one RA must be staffing the hall each weekday night.
3. Duty will occur nightly from 5:30 PM – 7:00 AM on weekdays.
4. Conduct 3 rounds a night starting at approximately the following times:
    a. 5:30 PM
    b. 9:00 PM
    c. 11:00 PM
5. RAs on duty must remain in the hall from the time of their first round until 7:00AM the following day.

SECTION III: WEEKEND DUTY

1. Weekend nights are defined as evenings that are not followed by a day with classes in session.
2. Weekend duty will be 24 hours, starting at 5:30 PM on Friday evening until 5:30 PM on Sunday evening or in the case of holidays when the weekday schedule begins.
3. Conduct 4 rounds a night starting at approximately the following times:
    a. 5:30 PM
    b. 9:00 PM
    c. 11:00 PM
    d. 1:00 AM
4. **PRIMARY DUTY**
    a. RAs must return to their buildings at least thirty minutes before desk hours in order to complete their first set of rounds and remain in the hall until 7:00AM the following day.
    b. RAs may carry the duty phone on the main campus between 7:00 am and their first round of the night, provided they keep the phone charged and within service areas at all times.
    c. RAs must be able to return to their hall within 10 minutes.
    d. For the purposes of carrying the duty phone, the main campus includes the area confined by 12th Ave N (including Bison Block), 18th St N, 17th Ave N, and University Drive (including Loaf and Jug). This also includes the block of University-owned apartments specifically Niskanen, Niskanen Expansion, 1701, University Village and the strip mall on the south side of 19th Ave N (see map on following page).
    e. RAs are not permitted to be in the FargoDome or the Research and Technology Park. For duty phone purposes, these areas are not part of the main campus.
    f. The RA on Primary Duty must be the person responding to calls. RAs on Primary Duty should not be calling the Secondary to respond to an issue if the Primary is on the main campus.
5. **SECONDARY DUTY (WHERE APPLICABLE)**
    a. Must be within a 10-minute radius of campus, including travel time in inclement weather from 7:00AM to 9:00 PM.
    b. Must be within the hall from 9:00 PM to 7:00 AM the next day to respond to any incident.
    c. Required to go on all rounds with Primary RA starting at 9:00 pm.

SECTION IV: CAMPUS MAP WITH DUTY BOUNDARIES

Duty Boundaries Campus Map



Resident Assistant Contract
2020-2021

North Dakota State University | Department of Residence Life

This contract, when digitally signed by you, becomes a properly executed contract binding the Residence Life department and yourself to these documents:

- Resident Assistant Position Description
- Resident Assistant Terms and Conditions
- Student Staff Key Use Policy
- Confidentiality Statement
- Alcohol and Drug Expectations for Student Staff
- Contract Dates, as listed below

Dates of Employment

CONTRACT DATES	SPRING ORIENTATION	FALL TRAINING	FALL OPENING	FALL SEMESTER	SPRING OPENING	SPRING SEMESTER	RA ALL-STAFF MEETINGS
	APR 2, 2020	AUG 11-21, 2020	AUG 22-24, 2020	AUG 11-DEC 19, 2020 at 3PM	JAN 10-11, 2021	JAN 10-MAY 15, 2021 at 3PM	TWICE A SEMESTER ON WED NIGHTS FROM 9:15-10:45 PM

*In addition, staff members are required to remain on campus long enough to close the halls and return early enough to open the halls for Thanksgiving and Spring Breaks.
*Dates are subject to change

Evaluation:

- Evaluation of your job performance will be given throughout the academic year by your supervisor.

Compensation:

- A scholarship minimally valued at $9,000
- Scholarship equal to $50 per semester for new RAs in their first year of employment, with a $25 rate increase every two semesters of employment with the department
- Compensation is considered a scholarship and may affect Financial Aid award amounts.

***Nearly all communication will occur through email. Please check your NDSU account regularly!**

To complete this contract, please do so at the following link: