

# Residence Hall |

## Student Staff Expectations

### HALL ENGAGEMENT

- Implement the Hall Engagement model by assessing and addressing the developmental needs of individuals, as well as the relational needs of the community.
- Meet individually with each student according to the hall engagement model.
- Develop floor leaders and encourage participation in your hall activities board, both as student leaders and event participation.
- Appropriately address conflicts and roommate/neighbor concerns in your community.
- Actively involve your residents in community building efforts.
- Understand that it might be harder for residents to approach you if you have guests (non-residents/significant others) in your room.
- Spend a reasonable amount of time in the hall to remain available and approachable to residents - find a balance between off-campus/personal time and availability to residents.

### UNIVERSITY RESOURCE

- Respond to resident questions within 24 hours.
- Be able to assist and respond to emergency situations involving health, security and safety of students.
- Serve as a knowledgeable consultant for students concerning university support services (e.g., Counseling Center, University Health Services, Academic Advising, Career Services, and others) as identified by the (Assistant) Residence Life Coordinator.
- Assist students with any physical, personal, social or environmental health concerns.

### INCLUSIVENESS

Part of your job and a large part of the department's philosophy is that the residence halls should feel comfortable, safe, and inclusive for all. As a student staff member, you are in a position where you can influence, educate, and raise awareness about diversity and inclusion issues, which affect all our residents.

- Create a community and a living space where everyone feels included.
- Respect your residents and their differences from each other and from you.
- When handling situations with residents who share different viewpoints than you, remember that it is your job to assist residents—no matter your beliefs. If you feel your beliefs may affect your ability to handle a situation in a way that is beneficial and fair to the resident, it is your responsibility to find them a resource who can help.
- Learn! As a staff member, you come in contact with a great many people. Learn from them as much as they can learn from you, and take this opportunity to broaden your horizons.
- Address language, material, and behavior on your floor that is not inclusive.

### STAFF TEAM MEMBER

- You live in a fishbowl. Consider how you represent yourself – in-hall, on-campus, or off-campus – and how it reflects on yourself, your team, and your community.
- Create a “united front.” We are a team and we support each other. If we challenge, it is done constructively and with the intent of bettering the team.
- Praise in public, confront in private. If you feel another staff member has made an incorrect decision, wait until you can speak privately about it.

- Go up the ladder, not out. If you have an issue with a staff member, discuss it with that staff member directly. If you do not feel comfortable approaching them, involve your supervisor.
- Do not participate in or encourage gossip about one another; proactively halt it if you know it to be happening. Rumors, gossip, and “trash talking” quickly tear down a strong team.
- Make efforts to get to know all of the Residence Life staff; RAs, AAs, Hall Secretaries, DAs, Custodial & Maintenance, etc. We are all here for the same goal so let’s work together!
- If you need to give constructive criticism, remember: the sooner, the better.
- Know basic information and procedures for the Hall Office.
- Be considerate of our Hall Secretary/AA & DA’s workspace and keep it clean.

## **COMMUNICATION**

- You are always a staff member, even if you’re not on call - please respond to residents, other staff and guests in a respectful and considerate manner at all times.
- Check email on a regular basis (at least once per day), and promptly reply to those that necessitate a response.
- If someone leaves a message regarding a hall issue, return it within 24 hours. Should you receive a phone call from a resident’s parent or guardian, politely tell that person that you are not allowed to discuss a resident with a parent and connect them to your professional staff member.
- Check your mailbox at least once a day.
- Do not give out the personal cell phone number of any staff member. The only numbers you should give out are the Hall Offices or the Residence Life Main Office.

## **PERSONAL WELL-BEING**

- Plan ahead so academics and staff responsibilities do not collide. There is a difference between a workload being overwhelming because of the workload itself and because of an inability to plan.
- Prioritize your role as a student. You are here for your education, and it is extremely important.
- Communicate honestly with your supervisor if you are feeling stressed or burned out.
- Progress, not perfection. If you make a mistake, take ownership of that mistake and learn from it.
- Role model effective academic behaviors to residents (studying, prioritizing, attending class, etc.)
- You have 12 nights away to use each semester - use them as a tool to support your well-being.
- Role-model utilizing university resources to support your own well-being as applicable

## **ADMINISTRATIVE RESPONSIBILITIES**

- Assist with and complete administrative tasks in a timely manner and as directed by your professional staff member.
- Uphold all the rules, regulations and policies of the University Housing & Dining, the University of Northern Iowa and the State of Iowa.
- Follow all on-call expectations outlined by your professional staff member.
- Lost keys or IDs should be reported immediately.
- Meet deadlines, plan ahead and follow through on all assigned tasks (resident interactions, bulletin boards, time away requests, program proposals, etc).
- Ask questions! Forms and spreadsheets can be confusing. Rather than doing it incorrectly, ASK!
- Read what you are given in staff meetings, e-mails, notes, etc.
- All documentations must be recorded by completing an Incident Report or Information Report in Maxient immediately after they occur.
- Observe areas needing repair and fill out a facilities ticketonline (and Info Reports as needed).
- Be organized. When you are provided resources for your RA role you should know where they are when you need them.

## **DEPARTMENT INITIATIVES**

- Support the recruitment and selection of new Resident Assistants.
- Assist in the opening and closing procedures at each break by returning early before the halls open and staying late after the halls close.
- Carry out collateral assignments (including committee appointments and liaison positions) designed to promote at the residence hall and departmental levels.

## **STAFF DEVELOPMENT AND TRAINING**

- Attend training before fall and spring semester.
- Attend in-service training sessions throughout the year as scheduled.
- Actively and positively participate in weekly staff meetings (Wednesdays 8-10pm), scheduled hall training activities, and other meetings as designated by the (Assistant) Residence Life Coordinator.

## **STAFF COVERAGE**

- During closing for winter break you still stay until 6pm the Friday of finals week.
- During closing for summer break, you will stay until the Sunday after finals.
- Everyone will be expected to participate in on-call coverage during Thanksgiving break, winter break and spring break. There is additional compensation for these dates.
- Any absences during “closed” periods should be requested through the Residence Life ‘Request for Absence’ google form and will be approved or denied by the professional staff member committee.
- Be back in the building by 2 AM (unless approved for a night away).
  - All halls must have half the staff in the building each night except during breaks
  - If a staff has an odd number of RAs half staff will be defined as the lower number. The professional staff member of that hall at the discretion to identify certain nights where the higher number will be used in order to adequately support the community (ex: Homecoming).

## **STAFF EVALUATION AND ACCOUNTABILITY**

- You will receive ongoing feedback throughout the academic year but will be formally evaluated at the end of each semester; nothing we talk about during your formal evaluations should be a surprise.
- Not meeting any of the expectations outlined above will be documented. Some instances may call for a different level of discipline depending on the severity of the incident.

## **HALL SPECIFIC EXPECTATIONS**

- Administrative Responsibilities / Administrative Tasks: Additionally follow and complete administrative procedures from the professional staff member and the desk coordinator.
- Personal Well-Being / Communication: Keep your professional staff member informed of impactful life circumstances. There may be events that impact your job performance. If these happen, keep your professional staff member in the loop; it is hard to assist when they are unaware of what is going on. When applicable, keep hall staff informed.
- Administrative Responsibilities: Arrive on time to meetings and events. It is important that we can start on time and stick to the designated schedule. If it’s a consistent issue, we’ll have a conversation about it.

### **Residence Hall Staff Expectations Contract**

*By signing my name below I state that I understand these expectations and I have had the opportunity to voice my opinion to my professional staff member about the questions, comments, or concerns I have with these expectations. I am also aware that the professional staff member reserves the right to update or change these expectations throughout the course of the academic year, and if changes are made I will be notified as soon as possible.*

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Student Staff Printed Name

Date

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Student Staff Signature

Date

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Professional Staff Member Signature

Date