

## Residence Life Resident Advisor/Community Advisor Expectations 2017-18

*\*The following expectations are grouped into main topic areas followed by how these expectations will be demonstrated by the Resident Advisor/Community Advisor for evaluation.*

**Community Development:** Create a healthy and vibrant floor environment where the community is respectful, students are engaged in dialogue, and residents are involved.

The Resident Advisor/Community Advisor will demonstrate building community in the following ways:

- Know all of your residents' names and something about each of them within the first 2 weeks of fall and anytime there are new residents moving onto your floor.
- Facilitate suite/roommate agreements with every resident on the floor by the due date. Provide opportunity for revisiting and revising throughout the year as needed.
- Plan social activities and floor bonding opportunities for residents on a regular basis throughout the year to encourage interpersonal and group interactions among residents.
- Check in with every resident, minimally, on a weekly basis to see how they are doing.
- Collaborate with others staff members and hall council to create programming opportunities for residents throughout the year.
- Support hall council (interacting with the hall council, support hall council events, promote hall government on the floor, etc.).
- Complete assigned components of Community Development Plan.

**Inclusion:** Be committed to creating an inclusive and safe environment for residents.

The Resident Advisor/Community Advisor will demonstrate a commitment to inclusion in the following ways:

- Educate residents about diversity issues through passive (i.e. bulletin board) and active means (i.e. conversations, host a cultural event, attend campus event).
- Role model and increase sensitivity to differences through exposure, dialogue, and personal reflection.
- Address thoughtlessness that may limit our efforts towards creating an environment that supports and encourages the acceptance of diversity.
- Complete all DICE requirements.
- Address biased incidents (i.e. racial, ethnic, religious, ability, gender, and/or sexual orientation) promptly.  
\*CONTACT HALL DIRECTOR/HOUSING COORDINATOR IMMEDIATELY TO REPORT INCIDENT

**Resident Support:** Develop and maintain positive and meaningful relationships with residents. Connect residents to resources they need to succeed at Ohio State.

The Resident Advisor/Community Advisor will demonstrate resident support in the following ways:

- Maintain availability to residents daily through floor walks and keep door open when in room and available.
- Respond promptly to roommate conflicts and mediation needs.
- Assess needs and wants of residents through communication and regular contact.
- Identify and offer assistance to residents with personal, academic, health, and other needs.
- Refer students to campus resources as needed (i.e. Student Advocacy, CCS, tutoring, etc.).
- Maintain confidentiality at ALL times. Do not discuss resident issues with peers or other residents. Discuss resident issues with your supervisor.
- Work with supervisor to request up to 10 nights off per semester. (A night off is defined as any night the Resident Advisor does not return to their building/room by 2:00 a.m.)

**Academic Support:** Work to create a community environment that is supportive of academics.

The Resident Advisor/Community Advisor will demonstrate academic support in the following ways:

- Exhibit personal balance, model positive academic behaviors, and keep academics as a priority.
- Create a floor/building community that is conducive to academic success and studying (i.e. maintain/enforce quiet/courtesy hours, have a clean study room, encourage study groups, make educational bulletin boards about academics, encourage residents to talk to faculty, promote tutoring, etc.)
- Integrate faculty into the academic experience of students (i.e. in-hall programs with faculty members, social gatherings with faculty, invite faculty to hall functions, etc.)
- Fully complete tasks related to relevant learning community according to expectations, including planning activities related to the learning community.
- Maintain communication with supervisor about the learning community in which he/she works and shares information that is relevant to making the learning community function more effectively.
- Incorporate RL Learning Outcomes when working with your residents: ***Create Community, Advocate Wellness, Promote Inclusion and Enhance Learning***

**Staff Support:** Be a good peer.

The Resident Advisor/Community Advisor will demonstrate staff support in the following ways:

- Volunteer for and contribute to, collaborative staff programs.
- Have a positive attitude during staff meetings, trainings, retreats, programs, etc.
- Take a proactive approach to get to know and support your peers (i.e. invite them to a meal, attend other staff programs, assist them when needed, etc.).
- Communicate respectfully and effectively with residents, senior staff, and fellow staff members.

**Administration:** Complete all tasks as expected.

The Resident Advisor/Community Advisor will demonstrate administration in the following ways:

- Be flexible and willing to do “other duties as assigned” and do more than the bare minimum.
- Submit all administrative tasks on time and be thorough (i.e. weekly reports, incident reports, work orders, etc.).
- Complete front desk duties as expected by the Resident Manager and Senior Staff.
- Pay attention to details from your supervisor and respond as requested in a timely manner.
- Check and empty mailbox **DAILY**.
- Read and respond to e-mails **DAILY**.
- Respond to calls/texts promptly.
- Complete all tasks surrounding openings and closings of the building.
- Be on time!

**Sensitive Information**

- Complete assigned online courses before accessing sensitive information.
- Do not discuss staff or student issues with peers or other residents. Discuss any concerns with your supervisor.
- All student information associated with the front desk should only be shared with necessary university personnel.
- Adhere to all expectations regarding StarRez and information therein.
- StarRez should only be accessed while working on Resident Advisor specific tasks.
- Activity in StarRez should be limited to completing a specific task.
- Access to StarRez is monitored.
- Misuse of StarRez and/or student information may result in corrective action up to and including termination.

**Safety/Crisis:** Maintain resident and facility safety at all times and address issues promptly.

The Resident Advisor/Community Advisor will demonstrate safety in the following ways:

- Be aware of facilities needs and enter Service Requests promptly for broken items in the building and anything else that needs to be addressed.
- Use on-call time to build community (i.e. social rounds, spending time with residents, etc.) and to educate students about safety.
- Encourage/educate residents to practice safety (i.e. don't walk alone at night, lock their doors, etc.).
- Educate residents about alcohol/drugs through dialogue, events, bulletin boards, Police Buddy presentations, etc.

- Address safety concerns seen in the building (i.e. door propping, smoking in or near the building, fire alarm tampering, etc.).
- Keep supervisor abreast of all crisis incidents as they happen.
- Respond to emergencies immediately, professionally, and remain calm as much as possible. Get back up as soon as possible!

**Wellness:** Take an active role in all aspects of wellness for yourself and your residents

Resident Advisors/Community Advisors will demonstrate a commitment to wellness in the following ways:

- Be a positive role model.
- Understand university support services/resources and refer students when necessary.
- Inform senior staff of concerns regarding community members' wellness.
- Educate staff regarding issues related to sexual harassment and discrimination
- Contact Senior Staff immediately via phone call for any situations that involve sexual harassment, sexual violence and other potential sexual misconduct or Title IX concerns.

**Policy Enforcement:** Address policy violations immediately and educationally

The Resident Advisor/Community Advisors will demonstrate policy enforcement in the following ways:

- Educate residents about policies throughout the year.
- Document **ALL** policy violations consistently.
- Encourage residents to also hold each other accountable for their actions.
- Support Senior Staffs' decisions regarding judicial outcomes. Discuss any concerns with your supervisor directly and not to other residents and/or peers.

A Resident Advisor/Community Advisor is subject to possible corrective action up to and including termination in the event that they violate any policies, procedures and regulations of Residence Life, and of The Ohio State University, including, but not limited to, the Terms and Conditions of the Housing Contract, Student Code of Conduct, Office of Human Resources and the Residential Living Handbook. Such examples include, but are not limited to:

- Engaging in illegal drug use
- Providing or making available in any way, drugs in any form to residents
- Engaging in underage consumption of alcohol in any form
- Serving, providing, or making available in any way, alcohol in any form to underage students
- Being intoxicated while fulfilling job responsibilities
- Any violation of Sexual misconduct, harassment, relationship violence and/or workplace violence
- Any access or key violation(s)
- Misrepresentation of the truth or being deceptive to university personnel and community

\*I have read and understand what is expected of me in my role as a Resident Advisor in Residence Life.

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Resident/Community Advisor Signature

Date

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Hall Director/Housing Coordinator Signature

Date