



Departmental Expectations for Resident Assistants 2019-2020

Resident Assistants (RAs) are held to a high standard and are expected to consistently uphold the duties of their position. This document outlines departmental expectations of the position. Additional expectations will be shared by your supervisor(s) and/or Living-learning community partners during RA Kick-Off in April 2019 and RA Training in August 2019 to address staff-specific or community-specific needs. Staffs are encouraged to set expectations for one another, including peer-to-peer and RA-to-supervisor.

We believe an intentional residential experience is transformative. RAs play a key role in creating and shaping environments that contribute to the resident experience.

The resident experience is facilitated through the learning goals of the Residential Experience Model (REM). RAs should get to know residents individually and establish appropriate relationships with them in order to provide the best experience not only for the community but for each individual resident.

Resident Assistant Responsibilities

Leaders: RAs will practice leadership through authentic and relational actions, recognizing that leadership is a process and the outcome is positive change for the greater community.

- RAs are leaders within their residential community and the larger Clemson community.
- Serve as mentors and role models to their residents. RAs hold diverse perspectives and often draw on their own experiences to guide their peers through the Clemson experience.
- RAs are encouraged to utilize Communities of Inclusion (COI) resources to build inclusive residential communities and global citizens.
- Engage in sustainable practices supported by Eco Reps, Residential Living and Residential Learning, and empower residents to do so.

Role Models: RAs will recognize the responsibility and accountability that comes with leading and mentoring others in the community.

- Serve as a credible role model by holding themselves and residents accountable to the University Housing Contract and Rules & Regulations, University Code of Conduct, and community standards and norms.
- Regularly interact with Faculty-in-Residence, Faculty Friends, Living-Learning Community partners, or Residential College partners and encourage residents to engage with faculty outside of the classroom.
- Strive to be an authentic leader within community and create a positive experience for students.
- Role model academic success as a student, maintaining the academic expectations of the role.

Critical Thinkers: RAs will solve problems and make decisions with an ethical and informed mindset, valuing the administrative responsibility of serving as an RA.

- Identify a problem and know how/resources to address the problem.
- Demonstrate an enhanced ability to employ evidence/information in conducting a comprehensive analysis of an issue or problem.
- Utilize disciplined thinking that is clear rational, open-minded, and informed by evidence.
- Observe and report concerns in the community related to safety, facility, policy, and resident concerns.



- Take action to respond to problems within the scope of role and engage support as appropriate/required.

Peer Educators: RAs will serve as a key resource for the community members making appropriate and timely referrals that support student success.

- Provide opportunities for residents to reflect on their choice of major, career aspirations, etc. as they pursue their degree. RAs play a part in facilitating a culture of lifelong learning.
- Create a community that is conducive to academic success. RAs should be aware of basic academic policies and refer students to a variety of academic resources.
- Through interactions with their residents, articulate their own identities and demonstrate an ability to speak to others across areas of social identity.

Community Builders: RAs will utilize intentional interactions and staff support to build a strong network of connected residents.

- Develop relationships with residents. RAs are expected to have regular one-on-one interactions in order to get to know each resident individually. RAs help to connect residents in the community to one another.
- Support residents' leadership development through the encouragement of involvement in the Residence Hall Association (RHA) community council(s), and Eco-Reps.
- Work with residents to maintain physical space within the community. Residents are encouraged to take appropriate care of their assigned space and the community as a whole.
- Assist residents in proactively addressing individual and community conflict.

Resident Assistants are expected to maintain a high standard as role models:

- RAs will role model Clemson core values of integrity, honesty and respect.
- RAs adhere to the Clemson Code of Conduct, Housing Contract and Housing Rules & Regulations, and local, state, and federal law.
- RAs will portray themselves appropriately through online personas, i.e., through use of Facebook, Twitter, blogging, and other social media outlets. Inappropriate behavior and/or poor representation of the department through social media will be addressed by a supervisor.
- If an RA chooses to use GroupMe or other mass messaging communication, the RA will do so per expectations established by the department. Any posted content that violates the Clemson Code of Conduct or Housing Rules & Regulations should be reported.
- RAs will be trusted with confidential information. RAs are expected to be ethical and show integrity with the use of confidential information.

Alcohol Usage Expectations within the RA Role:

- Role Model: RAs are role models regardless of their physical location. These expectations extend beyond an RA's assigned residential community.
- Student Role: As a student at Clemson University it is expected RAs abide by all policies in the Code of Conduct, Housing Rules & Regulations, and local, state, and federal law.



- In Community Consumption: Of-age RAs are permitted to quietly and modestly consume alcohol in their rooms. Of-age RAs may have 1-2 guests in their space if they are of age as well. Underage persons should not be present during the consumption of any alcohol.
- Roommate Agreements: If an RA shares a space with other residents, it is expected that the RA will engage in a conversation with their roommates about alcohol in the room. If an RA resides with underage residents, the RA is responsible for reporting any underage alcohol consumption just as they would any other student.
- Display & Storage: No resident is permitted to 'display' alcohol. RAs may store alcohol in fridges and pantry spaces as necessary.
- Excessive usage: It is expected that no Clemson student ever reaches the point of gross intoxication. This expectation extends to RAs as well.
- Failure to meet expectations: Failure to meet any of the above expectations will result in an RA's immediate termination. RAs will be referred to the Office of Community and Ethical Standards for judicial adjudication as appropriate. The adjudication process is separate from the employment process.

Conflicts of Interest: An RA should understand that the nature of the RA role will lend itself to deep connections with other students and staff. Should there be any relationship that may undermine an RA's ability to perform their duties effectively, this should be reported to his/her supervisor(s). This may be but is not limited to: family members living in the assigned community, romantic relationships with a student in the assigned community, romantic relationships with a co-worker, etc.

Administrative Responsibilities:

- RAs work with their staff team and supervisor(s) to oversee the opening of the residential community prior to the start of the fall and spring semesters, as well as closing of the residential community at the end of fall and spring semesters. RAs will check in/out residents, complete room inspections, work the community desk, and complete other tasks as assigned.
- Each Resident Assistant is required to work 3 hours per week at an assigned community/area desk. If the hours at a particular community desk are full, an RA will be assigned permanently to another desk (or to Mell Hall) to complete their assigned hours.
- RAs will keep open communication with the Graduate Community Director and/or Community Director and Assistant/Associate Director including, but not limited to, returning phone calls promptly and checking office mailbox and email daily. Open communication also means regularly informing supervisor(s) of incidents, concerns and solutions related to the community and its residents in a timely manner.
- Staff should wear appropriate attire when completing specific job tasks that attends to professionalism and safety. RAs should wear proper footwear when working at the community desk and while completing community walks. RAs should also appropriately identify themselves in their role during these instances, as well as while completing opening and closing functions of the building. This may include wearing a particularly assigned shirt, nametag, etc.

Confidentiality Expectations:

- RAs are required to uphold FERPA, the Family Educational Rights and Privacy Act. All RAs must completed the FERPA tutorial by visiting the Clemson University Registrar's website and taking the associated quiz. RAs will not disclose any information about a resident outside of what is allowed by federal law under FERPA.



- RAs will be given access to systems, information about incidents, and other types of confidential materials which are necessary for RAs to complete job related responsibilities. Records and files from within Residential Living as well as any verbal information that may be heard, or any written material that an RA observes, is confidential. RAs will not discuss this information with people who do not need to know this information.
- Refer phone calls or questions from parents, family members, friends, etc. about a particular resident to your supervisor(s). Graduate Community Directors and Community Directors will address these questions. Exception: If someone indicates that an emergency situation is in progress, please collect the information shared and respond immediately according to established crisis and emergency guidelines.
- If an RA does not know if information can be shared, they will consult with their supervisor(s) or the appropriate on-call staff member.
- Misuse of confidential information will result in employment action.

Expectations Regarding Staff Time Commitments:

- Academic success is a priority. RAs are encouraged to regularly share information with their supervisor(s) about their classes and academic progress. *We highly recommend that an RA does not enroll in more than 18 hours of academic credit.* If you plan to take more than 18 hours of academic credit, you must speak with your supervisor(s) to create a proactive plan to navigate classes and RA responsibilities and expect that this plan will be regularly reviewed throughout the semester.
- University policy currently states that no student is permitted to work more than 28 hours per week. Employment in the Resident Assistant position is a primary obligation. Any additional employment must be requested in advance and must be approved before engaging with another department. Only jobs within UH&D, UPIC Internships, Federal Work Study may be considered.
- Supervisors should be consulted in the event that an RA plans to do a co-op or internship, or is student teaching, or doing educational clinicals to address time in and out of the community, availability to residents, and overall management of tasks. Having a co-op, internship, student teaching, or educational clinical while in the RA position must be **pre-approved**. First time RAs may not be allowed to have any additional time commitments.
- An RA should consult with his/her supervisor(s) prior to making outside commitments that may require a significant amount of time. Extracurricular involvement is secondary to the RA position. An RA must request permission in writing via the 'Request for Additional Time Commitments Form', and receive approval, in advance to engage in these commitments. An RA must speak with his/her supervisor(s) about a significant leadership role in an organization, and/or involvement in an organization with time commitments that are counter to requirements for RAs to be available within their community. Not all outside opportunities and extracurricular involvement will be approved.
- RAs will follow all dates of employment as listed in the Residential Living Employment Agreement and RA Residential Community Operational Dates.
- Approved time away must be granted by your supervisor. Time away is minimally defined as any time that you do not plan to sleep in the building. Approval processes may vary from supervisor to supervisor, but all communities are required to maintain half-staff requirements. Please see your supervisor for more information regarding how to submit time away requests.

Other duties as assigned: RAs may be required to complete additional tasks and/or responsibilities at the discretion of the department or the supervisor.