WELCOME AND NEW RA EXPECTATIONS

Presented by Paul Serignese
Gender pronouns: he, his, him
RA Training

- This is the hardest part of your job
- Have Fun!
- Cell Phone Protocol
- Be engaged during the sessions
- Buddy System
- Dress Smart
- Punctuality
- Ask Questions!
WELCOME TO A TRANSFORMED LIFE

1. Smarter
2. Stronger
3. Faster
4. Better Looking
5. We have the technology
OUTLINE

1. Who we are
2. Importance of RAs
3. Expectations
4. What we do
5. RA Contract
6. Asking for Help
7. Progressive Discipline
8. Powerful Content
WHO WE ARE

1. Mediocre, Mediocrity
2. Exceptionalism
   1. Assessments
3. Face of Eastern
4. Change Agents
**Why is your job so important?**

- Every student we are responsible for is the world to someone
THE MANY FACES OF YOUR RESIDENTS
YOU HAVE THE MOST IMPORTANT JOB ON CAMPUS!

- Value this opportunity to help others.
- Residents are going to violate policies, it is not personal. Don’t take things personally.
- Be yourself but know your biases.
- Remember why you became an RA.
Paul the RA
EXPECTATIONS

ACADEMIC EXCELLENCE:
Your classes come first

RA JOB IS SECOND:
Extra-curricular items are just that

STUDENT ENGAGEMENT:
Making meaningful connections with students
ROLE MODEL

- Whether or not you like it.....you are a role model!
- Be a role model personally, professionally, and academically.
- Adhere to college policies.
- Don’t do anything you wouldn’t want your residents to do.
**WHAT WE DO**

1. Build Community
2. Educate
3. Enforce Policy
4. Communicate
5. We work as a team
6. Respect

*The Original Superhero*
TEAMWORK

- Respect and support your staff members and HD.
- Trust each other professionally.
- Be open to new ideas, lifestyles, and people; listen and gather information before making decisions.
- Maintain a solid front with your staff. If residents are “dissing” another staff member, don’t join in, even if you agree with them.
CONFIDENTIALITY AND RESPECT

- If you respect your residents, they will respect you.
- Never share confidential information you know about a resident.
- Do not discuss staff issues with residents or other RA staffs.
- Don’t talk about incidents with other residents after you deal with them.
THE RESIDENT ASSISTANT CONTRACT:

1. Health, Safety and Security
2. Student Engagement/Visibility
3. Resource and Referral
4. Programming
5. Policy Enforcement
6. Positive Attitude and Commitment
7. Administrative Duties
8. Weekly Staff Meetings/One on Ones
9. Training and Staff Development
10. Selection of New Staff
11. Other Duties as Assigned
**Ask for Help!**

- It is going to seem overwhelming. Ask your fellow staff members and HD for help/advice.

- Recognize what each others strengths are and utilize the resources on your staff.
PROGRESSIVE DISCIPLINE

1. Verbal Warning
2. Written Warning
3. Termination
# Progressive Discipline

<table>
<thead>
<tr>
<th>Administrative</th>
<th>Written Warning</th>
<th>Termination</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Verbal Warning</strong></td>
<td>Missing a deadline for the first time</td>
<td>Already having a verbal warning on file</td>
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<tr>
<td></td>
<td>Failing to follow protocol in a minor manner i.e. not announcing self during an incident or Health and Safety Inspection</td>
<td>Failing to follow protocol in a major manner i.e. not documenting an incident, not confiscating alcohol when it should be destroyed, not calling campus police/ProStaff when required</td>
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<tr>
<td><strong>Written Warning</strong></td>
<td>Missing a single meeting i.e. ProStaff One on One, LEAP</td>
<td>Missing a Staff Meeting without prior communication</td>
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<td>Arriving late to duty (under 15 minutes)</td>
<td>Arriving late to duty (over 16 minutes)</td>
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<td></td>
<td>Not completing normal administrative tasks as per protocol i.e. nightly duty log, submit programming paperwork</td>
<td>Failure to address a health/safety situation i.e. a critical incident like a physical altercation, intoxicated individual, sexual assault or threat.</td>
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<tr>
<td>Behavior that impacts the reputation of the RA</td>
<td><strong>Verbal Warning</strong></td>
<td><strong>Written Warning</strong></td>
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<td><strong>Gossiping about residents, RAs, Staff</strong></td>
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<td></td>
<td>Gossiping about residents, RAs, Staff</td>
<td>Violating confidentiality in regards to a minor matter i.e. alcohol incident</td>
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<tr>
<td><strong>Violating quiet hours</strong></td>
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|                                               | Having prohibited items in your room will fall here or under termination | • Violating the Student Code of Conduct  
• Appearing in a police report in a negative capacity  
• Assault  
• Larceny |                 |
| **Returning to a residence hall under the influence of alcohol without going directly to your room** | Returning to a residence hall under the influence of alcohol without going directly to your room | • Returning to a residence hall under the influence of alcohol and interacting with residents  
• Returning to a residence hall under the influence of illegal drugs (including alcohol for RAs under 21)  
• Violating the department’s ethics policy |                 |
| **Not completing a RA Resident One on One**  |                     |                     |                 |
| **Talking about alcohol (unhealthy conversation) with residents or in the presence of residents** | Boundary issues between RA and resident | Violating the Department Consensual and Sexual Relationship Policy |                 |
| **Building and Master Keys**                 |                     |                     |                 |
| **Verbal Warning**                            |                     |                     |                 |
| **Written Warning**                           |                     |                     |                 |
| **Failing to document a lockout**             | Sharing your keys with another RA | Misuse of building and card keys (depending on severity of issue) including but not limited to: loss of keys, keying into a room without authorization |                 |
WARNING

POWERFUL CONTENT
QUESTIONS?
BONUS MATERIAL
THINGS TO KEEP IN MIND

Stay Organized
- Get a planner and put all the dates on the year in preview calendar in it.
- Complete all requirements of the position.
- Be punctual to all meetings, duty, and with all assigned tasks.
- Check your email and mailboxes daily.

Be Consistent
- If you are not consistent it will come back to haunt you.
- Treat everyone fairly and don’t let anything “slide.”
- When residents get in trouble they will throw anyone under the bus.

Balance
- Take care of yourself. You can’t help others if you are not taking care of yourself.
- Prioritize your commitments.
- Know that you can’t please everyone.
- Do your school work.
- Sleep.
COMMUNICATION

- Keep communication open and direct.
- Keep your HD informed of anything that will affect your job performance.
- Be open to feedback and constructive criticism.
- If you have an issue with a staff member, talk to them about it. Don’t Gossip!!!
- If you mess up let your HD know right away so they don’t have to hear it from someone else.
- Be honest and genuine.
COMMUNICATION CONTINUED...

- Let your HD and fellow staff members know what you need to be successful.
- Keep your HD informed of all situations occurring on your floor/area:
  - Maintenance concerns
  - Roommate issues
  - Damage/vandalism
- Facebook and Social Media
- RA News
QUESTIONS?