



Community Assistant Expectations Fall 2022

Residence Life and Housing strives to create a welcoming residential community and to maintain a comfortable and safe environment for students residing in our residence halls and apartments.

Community Assistants (CAs) are crucial to the success of these goals. CAs are the University's representative to resident students, and consequently, they have broad responsibilities extending to all areas of the students' physical, social, academic, and emotional well-being. Residence Life expects students accepting these positions will exercise high standards of moral and ethical conduct in their performance both on and off campus and follow all university and Residence Life and Housing policies.

The objectives of the CA position are focused around building a positive community on the floor and within their building; assisting residents with both personal and academic concerns; helping residents connect with each other and the University; knowledge of and upholding university policy; serving as a resource and/or liaison for the university; and assisting in the operation of Residence Life.

Highlighted expectations of the CA position are listed below but not limited to:

1. Professionalism and Leadership

- a. Serve as a positive role model and represent the university both on and off campus.
- b. Maintain a positive attitude toward the position, Residence Life and Housing, and the University community.
- c. Understand and maintain consistency in enforcing the student code of conduct and community standards.
- d. Act as a resource for residents and students.

2. Community Development

- a. Be responsible for building community in their assigned area and in the community as a whole. This includes promoting an atmosphere of appreciation of diversity and inclusion of all residents.
- b. Have a strong presence in your community and work actively to build and promote community in the floor/wing.

3. Resident Relationships

- a. Initiate and maintain regular contact with each resident of the floor/pod/village to create a strong community and positive relationships within your area.
- b. Advise students within the limits of his/her capabilities on academic, social, and personal matters and refer students who need assistance to the appropriate campus agencies.

- c. Be aware of student problems and concerns including adjustment, homesickness, roommate conflicts, etc., and be interested in student goals and values.
- d. Maintain professional relationships and boundaries with all student staff members and residents within their assigned hall. Should the nature of the professional relationship and/or boundaries among colleagues change, immediate communication must be initiated with their respective supervisor.

4. Administrative Duties

- a. Assist prior to residence hall openings and after hall closings for breaks.
- b. Conduct floor meetings to provide information and address community concerns as needed.
- c. Participate in staff meetings and 1:1 established by their supervisor.
- d. Check emails 2-3 times daily.
- e. Communicate with residents via email bi-weekly for area updates, programming and campus events.
- f. Participate in residence life & housing processes such as training, staff selection, room consolidation, and other processes as directed by supervisor.
- g. Assist with reporting maintenance/housekeeping concerns and fire drills for the building.

5. Policy Enforcement and Health and Safety

- a. Educate residents regarding community standards and university policies.
- b. Enforce consistently and follow federal, state, and University policies as outlined in the University Student Code of Conduct, Housing contract, and Residence Life Handbook.
- c. Provide timely and proper documentation and follow-up of conduct concerns as prescribed by the Office of Residence Life and Housing and Judicial and Mediation Services.
- d. Encourage residents to make informed choices for the safety and well-being of self and others and role model this behavior.
- e. Be observant and report all safety hazards in a timely manner.
- f. Assist University police and Residence Life staff during emergency situations or as instructed.

6. Programming

- a. Actively participate in the planning, execution and evaluation of the educational and social residence hall programs (each semester) under the supervision of their immediate supervisor.
- b. Fulfill all programming responsibilities, including bulletin boards, door decorations, building programs, and any Residence Life & Housing sponsored events as assigned. Program proposals, flyers, and evaluations should be submitted in a timely manner.
- c. Be socially focused. As community builders, you are an expert on being a college student at the university and therefore can host events to help maximize that experience for your residents. Make sure events are fun and bring students together. You should use insights you've gained through your one on ones to make these programs meet your residents' needs. If you find a specific need and think it would be best to host something in your hall/apartment, bring appropriate resources so they can present that information.

7. Duty

- a. Community Assistants on duty for a particular evening are expected to remain in their building and/or area, due to rounds and addressing concerns from 8pm-8am the following morning. CAs will have a duty partner also working at the same time on duty. Rounds, sitting desk and holding an on-call phone will all be expected while on duty. Depending upon area, duty staffing and specifics will be determined by the Assistant Director which may vary due to graduate assistant staff and numbers of CAs in a building.

8. Academic Expectations

- a. All Community Assistants are required to begin their position and maintain at least a 2.5 (rounded up or down to the .1 decimal) semester and cumulative GPA and carry at least 12 credit hours. Should the Community Assistant's semester or cumulative GPA fall below the 2.5 requirement, he/she will be placed on probation for a semester. If the Community Assistant's semester or cumulative GPA remains below 2.5 for two consecutive semesters, the Community Assistant will be terminated from their position.
- b. Community Assistants must earn at least a 2.5 GPA the semester in which they were hired. If their GPA is below 2.5, their contract will be rescinded.
- c. If a semester GPA of 2.0 or lower is earned, the Community Assistant's contract may be rescinded without a probationary period.

9. Outside Employment and Extracurricular Activities

- a. Extracurricular activities and campus involvement outside of Residence Life & Housing are encouraged provided it does not create conflicts with the responsibility of the Community Assistant position. Outside commitments such as part-time jobs, work-study positions, and other leadership opportunities need to be discussed with the immediate supervisor so a plan can be determined on how the expectations of the CA position will be balanced before accepting commitment. CA duties will remain a priority but exceptions can be granted with the consideration of the supervisor.
- b. CAs who are planning to student teach or participate in an internship and remain in the CA position will need to have approval from their immediate supervisor and the education department.

10. Working with COVID-19

- a. Enforce the policies associated with COVID-19 developed by the university.
- b. Always keep themselves safe when addressing situations and residents.
- c. Follow all protocols shared by your supervisor.

11. Remuneration for the CA position

- a. Each semester, a housing waiver will be applied to the student account for the room in which they are assigned as a Community Assistant. Residence Life and Housing will assign the placement based on need for the residence hall, staffing, and community. Certain room types are not guaranteed and depending upon campus and layout of buildings/rooms... roommates may be a possibility.

- b. Each CA will calculate hours worked for that week to be submitted through ETime and approved by the supervisor. Submitted weekly hours will vary from approximately 11 to 17 but no more than 20 hours per week at the rate equal to PA state minimum wage. Training weeks may include additional hours that will be discussed with your supervisor.

12.Evaluation of performance

- a. At the end of the each semester, a written evaluation will be done of the CA by their supervisor and/or graduate assistant. There should be no surprises in these evaluations as all items should be discussed in the weekly meetings. The end of the semester evaluation is to review the overall performance and make continued recommendations for development and growth.
- b. The CA appointment is for the period of one semester and renewal is not guaranteed. Continued concerns will result in the CA employee discipline process being implemented.