OFFICE OF RESIDENCE LIFE

HERMAN FRANKLIN PARAPROFESSIONAL PROGRAM

TEAM WORK

COMMITMENT

OFFICE OF RESIDENCE LIFE

ALL STARS

Paraprofessional Program
EST. 1980

DETERMINATION

INTEGRITY

Employee Handbook
Introduction to the Staff Handbook

Welcome to the Office of Residence Life (ORL). This Handbook is designed to acquaint Paraprofessionals with the Herman Franklin Paraprofessional Program and provide information about working conditions and policies. We encourage you to become familiar with the information presented in this Handbook. The Handbook is provided for informational purposes only. The Handbook is not a contract, express or implied, and does not guarantee employment of any duration by the Office of Residence Life or Herman Franklin Paraprofessional Program and does not create or describe any obligations by the University.

The ORL reserves the rights to revise, supplement, or rescind any portion of this Handbook in its sole discretion in order to maintain necessary flexibility in administration of policies and programs.

While every effort has been made to provide information and answer employee questions, no handbook can anticipate all questions and circumstances that an employee may encounter. Please consult your immediate supervisor or contact the Paraprofessional Coordinator if you have any questions regarding this Handbook or any questions on subjects not covered herein.
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Section I

Introduction to the Department
Department Organizational Structure

Dr. Juliette Bell
President

Dr. J. M. Harpe
Vice President Student Affairs

ORL Administrative Office
Marvin Jones-Director
Ms. Shannon Warren-Housing Coordinator
Ms. Julia Granados-Administrative Assistant

ORL Professional Staff
Paraprofessional Coordinator
Area Directors
Graduate/General Assistants

Herman Franklin Paraprofessional Program
Student Directors
Resident Assistants
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Philosophy
The Office of Residence Life (ORL) at the University of Maryland Eastern Shore maintains the primary responsibility of providing students with adequate housing and fostering student growth and development in its residential program. The University assumes a level of maturity in the students in their individual residence halls and encourages self-government, supported by the assistance of the Residence Life Staff. The University's expectations are in accordance with the policies set down by the Board of Regents of the University of Maryland System. The University does not construe its role in housing be a custodial one, nor does it presume to stand "in loco parentis." Since students enroll in the University for primarily academic reasons, the University assumes that the residents are capable of self-direction and responsible decision-making. Students come to the University from varied backgrounds, bringing with them already developed lifestyles; therefore, the University Residence Life Staff envisions its role as a supportive one. By giving assistance when asked and planning programs which correlate with students' needs, the Office of Residence Life (ORL) endeavors to provide a program which is conducive to the academic, social and intellectual growth of all campus residents.

It is also the University's belief that the rights of all students must be protected and that an atmosphere which is supportive to the educational goals of the University must be maintained within the residence halls.

Mission Statements
UMES provides individuals, including first generation college students, access to a holistic learning environment that fosters multicultural diversity, academic success, and intellectual and social growth. The area of Residence Life seeks to provide and manage safe/affordable on-campus student housing coupled with opportunities for students to develop through personal enrichment programming and other enhancement experiences.

Residence Life Will:

- Provide essential support to student endeavors to excel academically and acquire meaningful life skills.
- Administer a housing assignment program which ensures equal opportunity in selection and creates a special structure for the success of first-time residents.
- Manage a community environment receptive to excellence through out-of-class activities and programs.
- Manage a staff dedicated to the supervision of residents and the effective resolution of their problems.
- Manage a staff dedicated to quality in facility upkeep and safety.
- Manage resources and pursue other revenue opportunities applicable to operational costs.
- Manage an aggressive off season Summer Conference program for revenue generation and positive public relations.
- Manage resources with respect to cost containment yet high productivity.
VISION STATEMENT:
It is perceived Residence Life will exist as a major leader towards providing high quality student-centered services and function in a complementary role to other campus entities which leads to graduation for each resident. It is believed Residence Life will continue to build upon a very solid foundation with respect to the changing needs of the residential community as future demands in higher education dictate. Thus, its vision is expanded to seek new approaches and exciting opportunities to result in a more positive impact upon University recruitment and student retention.

Herman Franklin Paraprofessional Program (HFPP):
The Herman Franklin Paraprofessional Program is comprised of an elite group of University of Maryland Eastern Shore students. The mission of the program is to enhance the residential communities through programming, education, volunteer services, and building environments conducive to living and learning. The HFPP seeks to develop students to be educated leaders and professionals by offering inclusive leadership training emphasizing leadership philosophies, skills development, professional development and personal growth congruent with the mission of University of Maryland Eastern Shore and the Office of Residence Life.

The Herman Franklin Paraprofessional Program provides support to staff and students in the areas of leadership development, housing management, programming, and counseling. The primary goal is to facilitate activities directed towards strengthening the delivery of services in these areas. Participants will experience personal growth to enhance leadership qualities outside the structure of a traditional classroom. Individuals will learn effective time management practices, leadership skills, interpersonal and communication skills, crisis intervention and managerial techniques. Paraprofessionals are expected to obtain these qualities while pursuing their academic endeavors.

Focus:

A. To strengthen and support the paraprofessional in the pursuit of academic excellence by:
   ○ Requiring the paraprofessional to obtain at least a 2.5 semester grade point average.
   ○ Continuously providing educational seminars, tutoring, and mentoring to encourage academic growth.
   ○ Providing support through the Center for Access and Academic Success to assist paraprofessionals with academic challenges.

B. To assist the paraprofessional in learning effective time management by:
   ○ Providing the paraprofessional with daily calendar or daily schedule.
   ○ Providing at least two workshops on effective time management during the academic year.
   ○ Counseling paraprofessionals who have difficulties in meeting deadlines.
   ○ Assisting the paraprofessionals in settings priorities

C. To assist the paraprofessional in the development of their leadership qualities by:
   ○ Providing workshops/sessions on leadership development.
   ○ Educating paraprofessionals on business attire, effective communication, and image.
   ○ Providing opportunities for the paraprofessional to attend and participate in workshops and conferences offered by professional organizations
D. To assist the paraprofessional in strengthening their interpersonal, oral and communication skills by:
   - Providing workshops on interpersonal, oral and written communication skills
   - Reviewing all correspondence written by the paraprofessional
   - Providing opportunities for the paraprofessional to develop and facilitate presentations
   - Requiring written documentation of observations, conflicts, and student interactions

E. To assist the paraprofessional in developing managerial techniques by:
   - Providing training to develop active listening skills and conflict resolution techniques to assist in developing and maintaining an on-going relationship with floor/community constituents
   - Training the paraprofessional to make proper referrals for assistance
   - Providing information about services on campus and within the local community for the paraprofessional to be able to accurately relay to all constituents
   - Providing the paraprofessional with crisis management and intervention training and information
Section II

Understanding Your Position
Understanding Your Role as a Paraprofessional

From the very beginning of higher education in America, colleges sought to develop the total person not merely the mind (UpCraft, 1982). Most residence hall programs rely on paraprofessionals to deliver all or part of their services and programs. These front line troops are typically undergraduate and graduate students called “Resident Assistants”, or “RA”. Here at UMES we have Resident Assistants and Student Directors, combined these student leaders are called paraprofessionals. A paraprofessional is defined as “a person without extended professional training who is specifically selected, trained, and given on-going supervision to perform some designed portion of the tasks usually performed by the professional”. Paraprofessionals work in a specific area for which they are qualified because of their specific skills and are members of the indigenous population or the population being served.

As a paraprofessional your college experience will be uniquely different from that of “regular” students. You need to consider this very carefully. You are expected, as part of the role-model responsibility, to live by the rules, regulations, and policies that the university set forth. “Unless you can abide by them, do not expect your residents to do so.” And, if you cannot abide by the policies set forth, you have no business being a paraprofessional. When you accept responsibility as a paraprofessional, you make a commitment to the position as it is defined. The position extends outside of your residence hall and on campus. Your role-model responsibility carries far beyond your residence hall or front desk; you are expected to conduct yourself as a student leader on and off campus. It is amazing how many paraprofessionals believe that as soon as you leave the residence hall, they can become as wild and reckless as they please. Not only is this illogical it is irresponsible (Upcraft, 1982). Your role as a model for other students is one of the most important duties that you will assume. Handle the responsibility carefully and with the respect it deserves.

As a paraprofessional, you will not always be a part of the group activities in your living unit or with your friends. Some residents will ostracize you, not because of you personally, but because of the authority figure that you now come to represent. You will be intentionally left out of some group discussion and often not invited to share in the “inside information.” Many duties within the position will be asked of you, some of which will no doubt force you to reorder your personal priorities. You will be among the first students to arrive and the last to leave.

The Paraprofessional serves the most comprehensive role in the entire student affairs division. No student problem escapes your involvement. This job is beyond question one of the most difficult student positions to hold and perform well. To be called to do so many things, to hold so many responsibilities, to be accountable for so many other people- and all during the time when you are shaping your own education and are under academic pressures- is perhaps one of the greatest challenges you will face during early adulthood.

Paraprofessionals are responsible for developing the educational potential of residence halls; this is a very big responsibility, considering all the ways students’ lives are affected by living in residence halls. Paraprofessionals are expected to:

1. Provide personal help and assistance
2. Manage and facilitate groups
3. Facilitate social, recreational and educational programs
4. Inform students or refer them to appropriate information sources
5. Explain and enforce rules and regulations
6. Maintain a safe, orderly, and relatively quiet environment
Paraprofessionals as a Role Model

One of the first and perhaps the most influential role that you have as a paraprofessional is as a role-model. Remember, when you are placed in a living unit within a residence hall as a staff person, the very fact that you hold this position says to every student that you possess certain characteristics that the University respects and considers important. To new freshmen, you are looked to as a model for them to emulate (whether you work in their area or not).

As a paraprofessional, you model behavior that others will come to assume as appropriate behavior for students in college. If you emulate good study skills, there is an increased chance that new students in your area will also begin to emulate this pattern of study. However, if you model behaviors that contradict or break university policies, you are setting an entirely different model of behavior and communicating your values by your actions.

Paraprofessionals will serve as a role model for residents and other staff by:

- Upholding all laws, policies, and procedures of the State of Maryland, The University of Maryland Eastern Shore, and Herman Franklin Paraprofessional Program.
- Taking a responsible and active role in the hall and campus community.
- Treating all members of the community and others with respect.
- Being respectful of others’ differences and ethnic/cultural backgrounds.
- Confronting inappropriate behavior in a respectful, assertive, and responsible manner.
- Being responsible about academic commitments including class attendance.
- Using all internet and computer related communications (i.e. Instant Messenger, Facebook, etc.) in an appropriate manner.
- Maintaining good standing with the University and Residence Life.
- Understanding that illegal and/or irresponsible behaviors that include the use of alcohol or drugs on or off campus may affect job status and lead to termination. Here is a sample list of expectations that can, if violated, result in termination from the paraprofessional position:

**All paraprofessionals in regard to Alcohol & Drugs**

- Must not consume alcohol while on duty or performing other duties in relation to the position.
- Must not possess/use/produce false identification.
- Must not purchase or supply alcohol for persons under 21.
- Must not consume alcohol with underage staff members or students.

**Underage paraprofessionals**

- Cannot possess/consume/distribute alcohol per state law.
- Must not ask any resident to possess alcohol for them.

**Paraprofessionals over 21**

- Must not accompany any underage staff members or students to a bar or party and consume alcohol.
- Must not consume alcohol then attempt to handle crisis situations. Instead, contact another paraprofessional to confront residents if necessary.
- Cannot purchase or supply alcohol for persons under 21.
- If after consuming alcohol outside of the room and/or off-campus, paraprofessional must go straight to their room and limit my interactions with others to an absolute minimum upon returning to the hall/ building.
Expectations of Paraprofessionals

Herman Franklin Paraprofessional Program employs student leaders who will work with students and other Residence Life personnel to promote a socially, culturally, and educationally enriching experience for UMES students. The following outlines general responsibilities/expectations of a paraprofessional. This list is not meant to be exclusive as situations may occur that would require the Office of Residence Life to request additional assistance/performance.

**Expectations:**

**Grade Policy**
- You must maintain both a 2.5 semesters and cumulative grade point average. Failure to do so will result in job probation for the following semester. If grades do not improve following probationary semester, job termination will occur.
- You must be enrolled as a full-time student (12 or more credits)

**Privacy/Confidentiality**
- What is said in staff meetings, business related settings remains among the staff only. Residents’ issues must not be discussed outside of staff meetings, 1:1s, etc.
- Never discuss business/staff issues in public places (lobby, Dining Hall, Library, Class, and Gym) or on social networks.
- Be very cautious when promising unconditional confidentiality to residents or staff members. If an individual is a threat to self or others, appropriate authorities must be notified.

**Mutual Respect**
- You are not expected to be “Best Friends” with the entire staff, but NEVER do anything to undermine the credibility of a Residence Life staff member.
- Never discuss conflicts you may have with a staff member with anyone other than that individual and/or your supervisor.
- Work out personal conflicts with other staff in a professional manner. Avoid making personal conflicts a staff issue.

**Consistency**
- Be consistent in term of policy enforcement as a staff, as well as with individuals on the floor.
- Be flexible when the circumstances warrant. Remember to consider the immediate and long term results of “cutting them a break”

**Professionalism**
- Inappropriate behavior will destroy your credibility as a paraprofessional and will work against the credibility of the entire staff/department.
- Always communicate with staff, residents, faculty, and parents professionally. Refrain from engaging in negative dialogue.
- Paraprofessionals should never resort to the use of profanity when addressing stakeholders.
- HFPP has a standard dress code when working the front desk and on call, all paraprofessionals are to abide by this policy. (see front desk etiquette/on call policy)
- Show a positive attitude toward the University’s policies and procedures. If you disagree with the administration at any level, it is important that you go through the proper channels to address such issues.
- Every Monday paraprofessionals are expected to be dressed in professional attire, regardless of whether you physically work the desk or not. As a paraprofessional you represent the department at all times. You must be in the attire for the entire business day 8am-5pm. Paraprofessionals should also support university dress initiatives such as maroon and gray Thursdays.
Standards of Professional Dress

Business professional attire consists of:
- Slacks, khakis, dresses, knee length skirts
- Males should wear button down shirts with tie, jackets are optional
- Ladies should not wear blouses that reveal excessive cleavage or undergarments
- Jeans of any kind, flip flops, shower shoes, and athletic footwear are NOT considered business professional

In general your appearance should be neat. This means shirts tucked in and belts worn if needed. Hair should also be groomed.

Relationships and Sexual Behavior
- Use your discretion and act accordingly. Relationships are an important part of our lives but should never interfere with job performance.
- Minimize visits by significant others when you are on duty (front desk and on call)

Honesty
- As a staff member, make a conscious effort to communicate concerns as they occur and in a professional manner.
- Please address mistakes or errors appropriately with the chain of command immediately.

Communication
- Open and frequent communication is necessary.
- Campus and Office Mailbox should be checked regularly (3 times a week)
- Campus Emails should be checked daily
- Informal visits with your supervisor and coordinator are encouraged and welcomed.
- Bulletin boards should be updated and maintained according to the guidelines set by your Area Director.

Staff Conflict
- Staff should model open communication when they experience discord within the staff unit.
- Staff must address the fellow staff member that they are in conflict with and address the issue within 48 hours of the issues' emergence.
- If the staff member decides not to address the matter within 48 hours then it should not be brought up at a later date and time.
- Paraprofessionals are encouraged to seek out an Area Director, Graduate Assistant or the Paraprofessional Coordinator to discuss the matter and for guidance.
- Paraprofessionals are discouraged from discussing the issue with colleagues prior to discussing the issue with the other party.
- Staff is encouraged not to participate in the "rumor mill" and should dissuade staff gossiping.

Availability
- You are expected to be available to your residents
- You are expected to be available while on call
- You should limit personal visits from your friends while you are working and on call
- You are expected to be on campus and available at least one weekend other than your on call weekends. You are encouraged to inform your supervisor of weekends that you will not be on-campus
• You are expected to be in your room and available at least 3 nights (10pm-8am) a week. (not considering on-call) You are employed to be a presence on your floor and in the community. **Availability and visibility are important parts of your position.**

**Staff Meetings and Individual Meetings**
• Attendance is mandatory at all meetings (held by your AD, paraprofessional coordinator, GA, and Office of Residence Life)
• If you have an emergency, or a conflict, contact your AD as far in advance as possible to make alternative arrangements.
• You are expected to arrive promptly with a pen and paper to all meetings.

**Campus Breaks**
• Residence Life is considered essential staff; with this in mind please know you must remain on campus until all administrative responsibilities have been completed for breaks (Thanksgiving, Christmas, Springbreak, Summer).
• Each paraprofessional will receive specific instructions from their Area Director and the paraprofessional coordinator regarding departure for breaks.

**Paperwork**
• All paperwork is expected to be completed and turned in on time!
• Area Directors serve as a resource to assist in communicating how to document effectively for your community needs
• **DELAYING PAPERWORK AFFECTS THE ENTIRE STAFF, NOT JUST YOU!**

**Staff Development and In-Services**
• You are required to attend all In-Services and staff development programs during the semester.
• Unexcused absence from scheduled In-Service trainings or staff developments may result in a financial demerit.

**Community Service**
• Paraprofessionals are required to participate in departmental community service and civic engagement projects each semester. Information is given during training with dates and projects.
• The paraprofessional coordinator has the discretion to change dates and/or requirements to meet departmental/community needs.
• Any challenges completing this requirement must be presented to the paraprofessional coordinator.
• Failure to complete community service requirements will result in a financial demerit.

**Time Management**
• The Office Residence Life is a very busy department in which the staff works on numerous projects at any given time. Likewise, you will almost always have something to occupy your time. You are expected to utilize your time effectively and efficiently. This includes but is not limited to asking your supervisor for more tasks when you have completed your assignment.

**Customer Service**
• Quality customer service is a crucial part of the department. As a paraprofessional you are expected to be friendly, courteous, and helpful to residents and to people calling and visiting the building/front desk.
• The residents are our customers, always remember this!
**Answering Phones**

- As paraprofessionals, you will be required to answer the main phone line. Unless otherwise instructed by your supervisor, we ask that you use one of the following scripts when answering phones:
  - Good morning/Afternoon/Evening (the name of your residence hall/area), this is_______
  - (The name of your residence hall/area) this is______________, how may I assist you?
  - Greetings (the name of your residence hall/area), this is_______________ how can I help you?

**Departmental Computer Usage**

- Computers are used on a regular basis within this position. However, computers are for residence life business only.
- No emailing (non-work-related information) or chatting (instant messaging, twitting etc.) is allowed.
- Paraprofessionals should not play games on download any files, programs or software to department computers.
- Paraprofessionals should not permit unauthorized persons to use departmental/office computer

**Cell Phone Usage**

- Paraprofessionals are asked not to use cell phones during work hours.
- Please turn your cell on silent or vibrate during your shift.
- In cases of emergency when a cell phone must be used, please limit the usage.
- Individuals found frequently violating this policy may be subjected to corrective action.

**Dress Code**

- The ORL conducts business with internal and external stakeholders. Therefore, you must dress professionally.
- Blue/black jeans are acceptable, but must be clean with no holes or fraying.
- Sweats and cut-offs are not allowed. Bedroom attire (pajamas, night shirts, slippers, scarves, doo-rags) are not allowed and should not be worn while working (this includes on-call)
- No caps, hats, bonnets, pin-curls, bobby-pins are to be worn while working.
- If you have questions regarding dress code, check with your supervisor
- Please familiarize yourself with the front desk etiquette policy and the University’s dress code.

**Food and Beverages**

- Students are allowed beverages at their station during their shift as permitted by your supervisor. Please make sure beverages are covered in a bottle or container.
- Occasional food is allowed, but must be approved by your supervisor.
- Eating and/or drinking should never interfere with duties
- If eating or drinking begins to interfere with work, the student employee may lose the privilege.

**Time Sheets**

- Time sheets are to be completed by the Paraprofessional. The supervisor is only responsible for approving timesheets.
- Time sheets need to be completed bi-weekly at the designated time determined by your supervisor.
- You are only paid for hours worked. If you do not work a shift you will not get paid. (Your supervisor is not required to provide the opportunity for you to make up hours)
- Late timesheets may create a delay in receiving a paycheck.
Facilities and Operations

Paraprofessionals play an important role in the management and operation of the residence halls and responsibilities include:

- Educating residents about maintenance and housekeeping roles and residents responsibilities.
- Educating residents about safety and security issues.
- Educating residents on proper use and function of keys.
- Reporting emergency situations and enacting emergency procedures when necessary.
- Supporting Maintenance and Housekeeping staff efforts to provide safe, secure, sanitary, and attractive facilities.
- Communicating effectively with maintenance and housekeeping staff.
- Completing room inspections as directed by Area Director/Department.
- Modeling concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.
HFPP Community Building Requirements
Paraprofessionals must demonstrate investment in the overall growth and welfare of each resident. Paraprofessionals are responsible for facilitating the development of community amongst residents regardless of the area (residence hall or apartment style). All staff is expected of the following:

- To be available and accessible to residents, spend adequate time in the community (floor, complex, cluster or suite) and regularly interact within the community, (The Area Director will determine specific time considerations).
- Paraprofessionals should host at least one community builder within the first two weeks of the semester.
- Assist residents with personal, relational, social, cultural, emotional, and academic concerns while ensuring confidentiality, sharing student interactions with the Area Director, and referring students to appropriate resources.
- Know ALL residents on floor/building/cluster by name by the end of the third week of classes and throughout the year, help residents feel like equal and important members of the community.
- Maintain a positive working relationship with your supervisor, showing respect for him/her as a supervisor and as a person. Keep your supervisor informed of relevant issues, provide feedback as appropriate, and accept feedback in a professional manner.
- Comply with all work related requests.
- Follow the expectations set forth by the Area Director and Paraprofessional Coordinator.
- Ensure residents understand the role and function of RA/SD and establish a rapport, which makes residents feel comfortable approaching you with ideas and concerns.
- Paraprofessionals will not participate in any dialogue that could be interpreted as a negative or demeaning toward another staff member, resident, the program or department.
- Paraprofessionals will not participate in any form of gossip concerning residents and/or hall staff with hall residents, other paraprofessionals or supervisor, and will consider the time, place and manner in which they engage conversations.
- Paraprofessionals must communicate directly with fellow staff members and supervisor in any situation where they feel there is a conflict/issue that needs to be addressed.
- Paraprofessionals will not participate in any behavior that may be construed as undermining to the group dynamics of all hall staff.
- Work collaboratively with fellow staff members to resolve interpersonal conflicts.
- Make students aware of their roles and responsibilities in the community, explaining and utilizing the Community Standards. Enforce policies consistently and without bias or malice.
- Keep residents informed of campus and hall activities. This includes posting notices and keeping materials current.
- Conduct floor/cluster/suite meetings monthly and/or at the request of Residence Life, Area Director or residents.
Programming

Programming by definition is any organized activity designed to make a positive contribution to a student’s education. Programming is one of the major vehicles available to you to make the experience of living in a residence hall/ on campus part of the educational experience of college. As students in the residence halls share programs, they are drawn closer together and open new mediums of communication.

Programs can inform, give people the tools to develop, and bind people to one another in a sense of community.

Goals of Programming

Programs are designed to meet one of the following programming goals:

1. To help students improve interpersonal and social skills
2. To develop a sense of community on a residence hall floor or in a residence hall
3. To educate and inform students
4. To engage students in their own learning
5. To provide and outlet for the release of emotion or to maintain or develop physical fitness
6. To provide opportunities for students to expand their social acquaintances and friendships
7. To promote self discovery

How to Program

Programs presented early in the fall semester help establish the expectation for more programs. Students will come to accept the programs as the natural order of life in residence halls. Some RA’s with programming requirements wait until the last minute to plan their program. Their motivation often is to meet job requirements. RA’s interested in the development of their residents set the expectation of education in the halls by having programs in the first month of the school term when habits are set. Last minute programs are easy to recognize: speakers on information- or education-oriented topics brought in during the last part of the year. When this is the first attempt at programming, it is usually doomed to fail. It a good foundation for programming is laid early in the year, students will anticipate attending programs.

Programs can be arranged the spontaneous way or the organized way. The spontaneous approach is not the same as a last-minute program. Spontaneity is important in programming and is a legitimate programming effort. The spontaneous program capitalizes on the creative use of available resources. A spontaneous program may happen when you discover that in two days a well-known speaker will be on campus. You might try to arrange for that person to eat a meal in the residence hall with your residents or to have the person come to the floor for an informal reception and discussion. Another spontaneous program might concern a campus issue. You might respond by inviting somebody from the institution to come to discuss the issue or arrange for your residents to attend a program on topic.

The organized approach is the one that is most often successful and provides the greatest latitude for programming. You should not attempt to plan a canoe trip a hundred miles from your campus 48 hours before you want to leave.
Types of Programs

There are several different types of programs. Most programmers divide programming into six general categories:

1. **Educational programs** are generally information-oriented. Speakers, documentary movies, and group discussions centering on a particular current affairs topic are often categorized in this area of educational programming.

2. **Recreational programs** are entertainment-oriented. Such programs as teaching hobbies/crafts, field trips, canoe trips, skating trips, shopping trips and other similar types of activities are generally in this category.

3. **Cultural programs** include museum trips, concerts, cultural/heritage cooking and traditions, art shows and similar activities.

4. **Athletic programming** includes inter-residence hall athletics and other athletic competitions.

5. **Developmental programming** is considered skill development. It concentrates on such things as assertiveness training, time management workshops, career and life planning workshops. These programs help people develop important personal skills that will assist them in their growth toward maturity.

6. **Social programs** are those activities that join people together to teach social skills, to have fun, and to release tension, anxiety, and frustration. Parties, dances and most gatherings for the purpose of the socializing are activities that would be classified under social programs.
**HFPP Programming Requirements**

Programming is an essential part of the position; it responds to the needs of the residents, builds community and supports the mission and goals of the University, department and HFPP.

**Below are the requirements for programming:**

**RA Programming**
- Resident Assistants will conduct three individual programs a semester. One per month.
- Conduct one (1) group program (passive program) per semester.
- Resident Assistant will take time to plan, advertise and promote all programs.
- Programs will address the needs of the residents and community.
- Programs must be at minimum 30 minutes of engaging activities, talk, lecture or discussion.
- Programs must have at least 3 people in attendance. Paraprofessionals/Co-workers are not considered for attendance.
- Photo documentation, original attendance sheet, and program evaluation must be submitted within three (3) business days after completion of program to receive credit.

**SD Programming**

Student Directors will be required to develop and facilitate 3 area programs per semester and to develop and facilitate an individual presentation/workshop about an issue significant to Residence Life.

**SD Program Requirements**
- Groups should not duplicate same topic area in a semester (i.e. 2 social programs, 2 cultural programs, etc.)
- Each student director will be required to document individual participation in planning events.
- Student Directors will be responsible for planning all logistics and confirming completion of space reservations, guest speakers, vehicle requests, etc. before submitting program request.
- Programs intended to educate and/or inform MUST have a qualified presenter (presenters must have credentials/professional training for the areas of expertise they will be presenting).
- Upon completion of program each SD will be required to evaluate self and each group member’s performance in organizing and completing program and submit evaluations within 3 business days of program.
- Photos of the event must be submitted with evaluation to receive credit.

**General Programming Information for all paraprofessionals**

- Program request must be approved prior to facilitating. If program is facilitated and not approved, paraprofessional will not receive credit.
- Program requests must be submitted to the coordinator by paraprofessional’s AD 5 business days in advance of proposed date.
- Program evaluations and surveys must be completed and turned in to the coordinator 3 business days after the program date.
- Photo documentation of program must be submitted to receive credit.
Section III

Job Performance
Office of Residence Life Paraprofessional Policies

Below is a detailed description of all policies set forth by the Office of Residence Life and the Herman Franklin Paraprofessional Program. Each paraprofessional is encouraged to familiarize oneself accordingly and understand that any deviation from these policies will result in immediate disciplinary actions.

Outside Employment
Due to the nature of the position as a paraprofessional, our department has implemented a strict policy that prohibits paraprofessionals from having any other form of employment. This policy is effective during the academic year, while paraprofessionals are under contract. Any paraprofessional found in violation of this, immediate termination will ensue.

Absence/Job Abandonment
As an employee you are held in high regard and expected to perform all job duties assigned. Please note that excessive absences/call out from work will result in disciplinary actions. If a paraprofessional is unavailable during an on-call period or accrues more than 2 no call no show absences, these infractions will be considered as job abandonment. If any paraprofessional abandons the position, immediate termination will ensue and the student account associated with the paraprofessional will be charged for housing.

Visitation
All paraprofessionals should follow the visitation policy outlined in the residence life handbook, as you are a student. **There is no overnight opposite sex visitation at any time.** All paraprofessionals are expected to follow this policy or the policy as outlined by the area supervisor. Any paraprofessional found in violation will be subjected to disciplinary actions.

Suspicious Involvement/Campus Investigation
Paraprofessionals are highly visible representatives of the university and are expected to uphold the values and responsibilities of the University while meeting all requirements set forth by Herman Franklin Paraprofessional Program and the Office of Residence Life. It is important that student staff recognize the impact that a student leader has in the university setting and the potentially negative image that negative behaviors of student leaders can portray about student staff, professional staff, the Office of Residence Life and the University.

Any inappropriate activity or language that may lead to an investigation or that violates the student code of conduct and/or state and local laws, including first time offenses, is subject to possible sanction by the Office of Residence Life, as well as civil authorities. Sanctions imposed will follow the Progressive Disciplinary Guidelines in the Residence Life Manual.

Chain of Command
In every employment setting there is a protocol and specific instructions for handling challenges. Conflict happens in any job structure, this could range from misperception of expectations to the blatant disregard of job duties and responsibilities. If conflict is managed effectively, it can produce a positive result for those involved along with the overall cohesiveness of the team. Following the chain of command when (or if) conflict arise, is an effective avenue to manage conflict. The Office of Residence Life (ORL) adheres to the following model when or if there is a dispute.
If there is a conflict between you and a fellow RA or Supervisor: please use the following information:

- Remain Calm. Speak with the person you are in conflict with. Face to Face meetings are the most effective. Work on the 48 hr rule; address the concern within the first 48 hrs.
- Focus on the behaviors rather than the personalities. Use “I” statements when communicating and be open for feedback from the other person.
- If the meeting does not produce a successful resolution then take your unresolved concern to supervisor (if conflict with RA), to paraprofessional coordinator (if with supervisor) to Assistant Director of the Office of Residence Life if all other steps fail. It is important that you inform the other party of your intent. By doing this, you are showing that you want to successfully resolve the conflict.

Once an unresolved conflict reaches this level, one of the following can happen:

- Mediation with the other party. The AD would be the mediator.
- A meeting or mediation with the Paraprofessional Coordinator
- A meeting or mediation with the Assistant Director or Director of Residence Life.

Please note that this process takes into account the severity of the conflict, the party to who you are in conflict, and any serious breaches of job responsibilities has taken place.

If one attempts to circumvent this process, then the individual will be redirected to handle their concerns appropriately as outlined above. Continued mishandled conflict by a paraprofessional could result in additional training for that individual and/or corrective action.

**On-Call**

It is the policy of the Office of Residence life to schedule a paraprofessional in each area to be available on call after established business hours (Mon-Fri 8am-5pm) during the week and all day on weekends. On-call schedules are generally established at the start of the semester for the entire semester and any deviations from this schedule should be made 48 hours in advance and be approved by the Area Director. Please understand that On-Call responsibilities rotate among staff according to hall needs. On-Call begins at 5:00pm nightly and continues until 8:00a.m (except weekends, when on call begins 5pm Friday and continues through 8am Monday). Paraprofessionals on call are to be available in the hall/areas and accessible throughout that time. On-Call rounds are required at 6:00, 8:00, 10, and midnight and serve to assess and respond to community safety, security and behavioral concerns. Rounds are also important for staff visibility and interaction. **Note: Area Director has discretion to assign different round times between 5pm and 12am (midnight) to best meet community needs.**

**Procedures:**

- On-call begins in each area at 5:00 pm and ends at 8am the next morning during the weekdays. On the weekends, on-call begins on Friday at 5:00 pm and ends on Monday at 8am.
- The paraprofessional must pick up master keys by the time indicated by the Area Director
- The paraprofessional must keep the on-call radio with them at all times.
- The paraprofessional on-call is responsible for completing appropriate documentation for each night that he/she is on-call.
- In traditional halls the weekend on-call paraprofessional may be required to perform desk hours as a function of the on-call duties.
• No more than one paraprofessional will be scheduled to work on-call in each area with the exceptions of areas with 6 or more paraprofessionals (the AD has the discretion to utilize based on area need) or during periods of all staff on-call.
• The paraprofessional on-call must be available at all times. If for some reason the paraprofessional must leave the area, the AD and desk assistant should be informed as to his/her whereabouts and how he/she can be contacted.
• The paraprofessional on-call is not permitted to leave the campus while on call. Paraprofessional can not leave the area they reside in for more than 30 minutes. **THIS INCLUDES THE DINING HALL.**
• In the event of an emergency or campus function, the Office of Residence Life reserves the right to schedule more than one paraprofessional in an area.

**Other On-Call Dates**
There are critical times throughout the academic year when all paraprofessionals will be placed on call by the paraprofessional coordinator and the Office of Residence Life. These times include but are not limited to:
• Check-in (first week of class)
• Labor day
• Halloween
• Homecoming
• Sunday after breaks (Spring and Thanksgiving)
• Check Out/Last Day of Class through final checkout (End of each semester)

**Room Inspections**

It is the policy of the Office of Residence Life to conduct room/suite inspections on a routine basis to ensure and to protect the health and safety of residents and to ensure University property is being maintained in good condition.

Proper inspection procedures are required as part of the productive operation of a Residence Hall and staff members should be extremely careful in following the appropriate procedure regularly. You are in charge of ensuring the maintenance of a clean, safe and healthy living environment of all Residence Halls.

1. Establish a schedule for room inspections.
2. Be familiar with how a room should look and what you should be looking for (electrical problems, misplaced/damaged furniture, cleanliness). Use ink and print clearly. Check each item carefully.
3. Give ample notice as to the date and time of room inspections at least 24 hours prior to the inspection. This may be achieved through floor meetings, memorandums and/or flyers.
4. Paraprofessionals must knock, identify themselves and wait for a response before entering a room. If there is no answer, the Paraprofessional should proceed as planned with the inspection. The room should be left exactly as it was found. Secure the door upon concluding the inspection.
5. If the residents are present, the forms should be explained and left with the resident. If the resident is not present, leave a completed inspection form in the room for review by the residents. Note any area(s) needing special attention.

6. If the room is rated not acceptable or need additional work, warn the residents that there will be a follow-up inspection or they can be billed for the failed areas.

7. Maintain a master copy of the results on file should any questions arise or if the resident has to be removed from the residence hall. This copy is forwarded to the Area Director's office.

8. If any paraprofessional is found guilty of falsifying room inspections, they can be terminated.
Herman Franklin Paraprofessional Program Master Key Policy

As paraprofessionals you will have access to all keys within your area, we trust that you will utilize the keys for the intended purposes only. Below is a detailed list of how keys should be handled.

The following stipulations govern the usage of the Master Key(s) issued:

- Master keys should not be in your possession unless conducting ORL duties (lockout, room inspections, etc.). They should be left in a safe place in your room or designated area given by Area Director.

- Master keys are the responsibility of the staff person to whom they have been issued or assigned to.

- Lock-Out Logs must be completed before unlocking any resident's door.

- No staff person should unlock any student's door unless that student is assigned to that apartment and/or room.

- Prior to unlocking a door, the staff person should request identification from the student and check the roster to verify the student's name and location. It is the responsibility of the staff person to be sure they are unlocking the correct door.

- Master keys should not be used to enter any facility or student's room for personal use.

- Paraprofessionals are prohibited from allowing students, friends or guest access the master key or gaining access into any room other than room assigned.

- Master keys must not be given to any unauthorized individual.

- Master keys should not be left in the possession of students, Workship/workstudy staff and other office personnel unless specified by Area Director.

- Master keys should never be left unattended while left in the paraprofessional's possession.

- Should the paraprofessional misplace or misuse the master key for any duration of time, then immediate action will be taken by the Area Director and Paraprofessional Program Coordinator.

I have read and fully understand the Master Key policy. I am fully aware if any violation of this policy occurs, I can be charged for all keys lost or misplaced up to $1000 and receive sanctions.

Print Name

Signature and Date
Office of Residence Life Paraprofessional (Student Worker) Confidentiality Contract

Due to the nature of the position, there will be times that as a staff member will have knowledge of certain information from the Office of Residence Life. The person in this position will have occasion to access individual student information from various sources, including health, personal and financial information. Because of the potential harm done if this information is misused, any sensitive information pertaining to your residents or other university dealings must remain confidential.

There will also be information shared by a student that is private. It is important that information is dealt with in a sensitive yet respectable manner. Please inform the student that we can offer privacy, but not confidentiality in certain situations. If it is made known to you that a student may cause harm to themselves or someone else or the student has been harmed, you must pass this information on to your supervisor. It is imperative that your supervisor is aware of the situation in a timely fashion.

With respect to student information and to any other ORL and UMES information, the paraprofessional has acknowledges and agrees to the following:

1. The paraprofessional acknowledges the confidentiality of student information and Office of Residence Life information. Student information will not be distributed or discussed with anyone other than the paraprofessional’s supervisor or employees of the designated area in which they work (information should only be shared with other employees of the area on an “as needed basis”).

2. The paraprofessional is required to break confidentiality when a student is doing harm to themselves or others. Paraprofessionals will report this information to Area director immediately. Paraprofessionals may also breach confidentiality if there is potential conflict that may impact the housing/campus community. Such information should be reported directly to the Area Director.

3. The paraprofessional will not attempt to alter, change, add or delete student information or documents unless instructed to do so by the Area Director or Director of Residence Life.

4. The paraprofessional will refrain from discussing incidents that occur in their residential community with other paraprofessionals, residents and or friends. Incidents should only be discussed with the Area director, graduate assistant and paraprofessional in the community that may be of assistance.

5. All procedures, journals, written documents and computer programs will be documented according to standards set by the area director and coordinator and are considered property of the Office of Residence Life.

I have read and fully understand the paraprofessional confidentiality policy.

_______________________________
Print Name

_______________________________
Signature and Date
Herman Franklin Paraprofessional
Front Desk Responsibilities Contract

The front desk is the first point of contact with each area and serves as a customer service desk. Please adhere to the following guidelines when working at the front desk:

- Paraprofessionals must report to work on time. The Area Director should be contacted at least an hour in advance if there will be a lateness.
- Paraprofessionals are paid hourly. Any hours not worked are not paid (Supervisors are not required to allow opportunities to make up lost hours).
- Paraprofessionals must not commit to other engagements during scheduled work hours and must remain at the front desk during work hours (sleeping, washing clothes, cooking, computer lab etc, appointments outside the area).
- Maintain professionalism at all times you are scheduled to be at the front desk. When handling resident issues they should NOT be addressed or discussed at the front desk. Professionalism should also be presented in physical appearance. This means dressing appropriately (no scarves, rollers, slippers, robes, hats, durags, hair clips, pin curls etc). Females should be mindful that tops do not display excessive cleavage or undergarments and skirts or shorts should be knee length. Everyone should be aware that pants should not be worn in a way that will not reveal undergarments.
- Timesheets must be completed on time; otherwise there will be a delay in receiving compensation.
- Paraprofessionals must completely fill out the lock out log for room lockouts and should notify the AD if anyone needs to receive a bill for lockouts.
- Paraprofessionals must complete all tasks assigned by the Area Director. Other activities that are not directly related to Office of Residence Life business should not be completed at the desk during a shift unless approved by the AD.
- Paraprofessionals are emerging leaders and should refrain from using profane language with residents, at the front desk, and in the community.
- Paraprofessionals should not let any guest/visitor gain entrance into the building beyond the lobby area during non-visitation hours.
- Personal acquaintances of friends should not be permitted to hang around the front desk more than 15 minutes during work hours. Nor should they be permitted behind the front desk or in the staff office.
- Electronic devices (I pod’s, portable DVD players, laptops etc.) and cell phones are not permitted during a shift unless it is after 5pm and/or approved by the Area Director. If a cell phone must be used, it will should not be for more than 10 minutes and NEVER while accommodating a resident, parent or university official.

I understand that this contract will immediately be in affect after signed. If I have any questions regarding this contract, I will contact the Area Director or the Paraprofessional Coordinator.

By signing this contract, I have read and fully understand the responsibilities of HFPP Front Desk staff. If I do not adhere to these guidelines, corrective actions may be taken.

________________________________________
Paraprofessional (Print)                                 Date

________________________________________
Paraprofessional Signature
Public Media and Social Network Policy for Herman Franklin Paraprofessional Program
University of Maryland Eastern Shore

**Public Media:** Public media refers to technologies used to communicate messages and whose mission is to serve or engage a public. Public media domains include traditional broadcasts, print and digital outlets. When utilizing any public media outlets, student staff is expected to conduct themselves responsibly as members of their respective staff, the Office of Residence Life, the University and the community.

**Social Networks:** Social network sites such as: Facebook, Twitter, FriendStar, OoVoo, Skype, and other new digital platforms and distribution mechanisms, facilitate students communicating with other students. Participation in such networks has both positive appeal and potentially negative consequences. It is important that paraprofessionals be aware of these consequences and exercise appropriate caution if they choose to participate.

Paraprofessionals are not restricted from using any online social network sites and digital platforms. However, users must understand that any content they make public via online social networks or digital platforms is expected to follow acceptable social behaviors and also to comply with federal government, State of Maryland, UMES and Office of Residence Life rules and regulations.

Facebook and similar directories are hosted outside the University server. Violations of University policy (e.g., harassing language, University alcohol or drug policy violations, etc.) or evidence of such violations in the content of online social networks or digital platforms are subject to investigation and sanction under the Student Code of Conduct and other policies. They are also subject to the authority of law enforcement agencies.

It is incumbent upon student staff to be aware of University regulations. Ignorance of these regulations does not excuse student staff from adhering to them.

**Guidelines for Paraprofessionals**

The following guidelines are intended to provide the framework for student staff to conduct themselves safely and responsibly in an online environment. As a student staff member at UMES you should:

1. Be careful with how much and what kind of identifying information you post on online social network sites. Virtually anyone with an edu email address can access your page. It is unwise to make available information such as full date of birth, social security number, address, residence hall room number, phone number, cell phone numbers, class schedules, bank account information or details about your daily routine. All can facilitate identity theft or stalking. Facebook and other sites provide numerous privacy settings for information contained in its pages; use these settings to protect private information. However, once posted, the information becomes the property of the web site.

2. Be aware that potential, current and future employers often access information you place on online social network sites. You should think about any information you post on Facebook or similar directories potentially providing an image of you to a prospective employer. The
information posted is considered public information. Protect yourself by maintaining a self-image that you can be proud of years from now.

3. Be careful in responding to unsolicited emails asking for passwords or PIN numbers. Reputable businesses do not ask for this information in emails.

4. Do not have a false sense of security about your rights to freedom of speech. Understand that freedom of speech is not unlimited. The online social network sites are NOT a place where you can say and do whatever you want without repercussions.

Prohibited Conduct
Paraprofessionals are highly visible representatives of the university and are expected to uphold the values and responsibilities of the University while meeting all requirements set forth by Herman Franklin Paraprofessional Program and the Office of Residence Life. The Office of Residence Life prohibits malicious and reckless behavior when utilizing public media outlets. It is important that student staff recognize the power of public media domains and the potentially negative image that they can portray about student staff, professional staff, the Office of Residence Life and the University.

Sanctions
Any inappropriate activity or language in violation of the above prohibitions, including first time offenses, is subject to investigation and possible sanction by the Office of Residence Life, as well as civil authorities. Sanctions imposed will follow the Progressive Disciplinary Guidelines in the Residence Life Manual.

I have read and fully understand the paraprofessional social networking and public media policy.

__________________________________________
Print Name

__________________________________________
Signature and Date
Performance
The following information summarizes how job performance is measured and documented.

Evaluations
It is important to have a formal means of measuring your progress as a paraprofessional. Therefore, formal performance evaluations are performed twice a semester (around midterm and again at the end of the semester). Evaluations are completed by Area Directors and submitted to the Paraprofessional Coordinator to become a part of the paraprofessional’s personnel file. Evaluations are completed based on supervisor observations of job performance, understanding of the position, employee conduct and any disciplinary measures (i.e. verbal reprimands, formal corrective action) and accomplishments achieved. Evaluations are also considered when determining a paraprofessional’s eligibility for promotion. Please note that if evaluations are consistently below standards or simply meet standards then this could impact the paraprofessional’s reappointment status and/or eligibility to become promoted.

One on One (1:1s)
Each paraprofessional will be given a face to face meeting to assess their needs, goal setting, performance measurement and provide support and feedback regarding their performance and overall well being (outside of evaluations). Normally 1:1s are given before the evaluations and periodically throughout the semester but can be called upon at anytime by the AD.

Training
Paraprofessionals must fully participate in all staff training and development activities including Fall training, Spring training, in-service requirements, hall staff development activities, staff development activities, and staff retreats. Paraprofessionals must return to UMES for training by 5:00 p.m. on the date indicated (unless otherwise instructed by the coordinator).

If any paraprofessional anticipates not being able to make any portion of training, they must submit a written request for an exception to the coordinator and AD. Please understand that consideration will be given to written requests submitted no later than July (Fall) and December (Spring). Requests after that time may result in a demerit.

Promotions
To be considered for promotion from the resident assistant position to the student director position, a paraprofessional must be in good standing, have completed one full semester as a resident assistant, and have the endorsement of the Area Director. Good standing for purposes of promotions means that employee has not advanced to step 2 of corrective action or received 2 demerits and performance evaluations should be meet standards or higher. First semester resident assistant who have outstanding performance evaluations and are in good standing will be considered if no qualified or not enough qualified applicants exist based upon the aforementioned criteria.

Reappointment
Understand that this appointment is only for a semester and that reappointment is not guaranteed. Reappointment decisions are made by the Area Director in consultation with the Paraprofessional Coordinator, and are based on work performance, understanding of the position, final evaluation, AD recommendation and if paraprofessional has met all HFPP requirements.
In-service

In-service meetings are professional development sessions designed to provide paraprofessionals with support and training throughout the academic year. In-service meetings will be offered ongoing throughout the semester. Each paraprofessional must attend three (3) in-services per semester. Attendance is mandatory and paraprofessionals are required to be professionally dressed or dressed in a manner as prescribed by the paraprofessional coordinator. Student Directors who facilitate workshop presentations for in-service will receive credit for in-service attendance for that facilitation.

Community Service and Civic Engagement

The Office of Residence Life is committed to developing our student leaders in many different aspects including giving back to our community. Therefore, every semester all paraprofessionals are required to participate in at least one community service project organized by the Office of Residence Life and a civic engagement project. However, depending on the needs of the community paraprofessionals may be required to participate in more than one community service/civic engagement event per semester.

Progressive Disciplinary Steps

For the purpose of continuity, general program fairness and compliance to University requirements each Paraprofessional will be governed by the following policies related to area/community behavior, misconduct, infractions and breach of contract issues. The policies presented here are separate and should not conflict with Paraprofessional Program academic requirements. Academic expectations are presented under distinct and separate documentation.

Standards For Acceptable Behavior As UMES Paraprofessionals

Refrain from illegal drug use.
No underage alcohol use.
Refrain from alcohol intoxication.
Insubordination is not accepted.
Tardiness at work site and ORL assigned events is unacceptable.
Inaccurate/incomplete/untidy written assignments are unacceptable.
Arriving late or departing early w/o approval per contracted dates--unaccepted.
Improper attired at assigned events and daily work is unacceptable. (proper attire will be explained)
Defaming the Paraprofessional Program written/verbal is unacceptable.
Defaming the Program leadership or other ORL staff is unacceptable.
Use of profanity to cause harm or discredit others is unacceptable.
Misuse of University property is unacceptable.
Misuse of personal vehicles is unacceptable.
Violations of UMES Housing Contract are unacceptable.
Failure to meet ALL program requirements is unacceptable. (per signed contract)
Violation of local, state and federal laws is unacceptable.
A guilty verdict from a UMES Judicial hearing results in immediate termination.

Consequences and Progressive Disciplinary Measures

Note: Based upon the seriousness of an infraction, its impact on the Paraprofessional Program and/or the University in general, certain disciplinary steps may be by-passed with approval from the Director of Residence Life. With such requests however, strong and compelling evidence must be presented to
gain such an approval. Otherwise, in every general sense the order of supervisory follow up and discipline shall occur as printed.

(1) First minor infraction is cause for conference by supervisor with letter to personal file for future reference.

(2) Second infraction is cause for conference with supervisor and follow up letter to employee outlining the conference discussion and containing all consequences for any future infraction. Copy of letter sent to Coordinator.

(3) A third infraction shall result in a one-to-three day suspension without pay. This action is issued verbally and written by the Program Coordinator to the employee. This notice shall also contain clear consequences for any future infraction. In this instance, the immediate supervisor must refer the matter to the Coordinator with strong supporting documentation if suspension is the desired outcome. Upon suspension, the employee may not perform any duties in the name of Residence Life and much temporarily surrender work equipment i.e. keys, radio etc.

(4) A fourth infraction of any type is cause for termination. The request for this action must be initiated by the employee’s immediate supervisor in writing to the Coordinator. The Coordinator terminates the employee if the evidence and record supports the termination possibility.

Finally, the Chief Housing Officer (CHO) or Asst. (CHO) in Residence Life may supersede the steps listed when in their best judgment there is cause for a more stern response to a problem. The program Coordinator may defer responses to the CHOs when uncertainty exists on the most effective means to address an employee's disciplinary requirement(s). **ALL INFRACTIONS ARE CUMMULATIVE. In other words infractions add up. There need not be a violation of the same infraction to advance disciplinary steps.** Employee may appeal only the third and fourth step actions to the CHOs.

**JOB PROBATION (Academic only)**

A paraprofessional is a student first. In an educational setting, academics will always be prioritized. Thus, maintaining the perquisite GPA is paramount. It is departmental practice that students with less than a 2.0 GPA are not hired. Additionally, HFPP requires a 2.5 semester and cumulative GPA. The paraprofessional whose semester GPA falls below a 2.0 will be automatically disqualified for reappointment. Otherwise, academic probation may be implemented as follows:

1. The paraprofessional whose **semester GPA** falls below a 2.5 and remains above a 2.0 will be placed on academic probation. **Only if overall (cumulative) GPA is above 2.5.** If semester GPA requirement is not met after the semester of probation, the paraprofessional may be terminated.

2. The Paraprofessional Coordinator has the discretion to issue an additional semester of academic probation (continuous or at a later date). However, after a maximum of 2 semesters of academic probation the paraprofessional will be disqualified for reappointment as a paraprofessional until the GPA requirement is able to be fully met at the time of contract signing.

3. The paraprofessional is required to attend every mandatory study session, with no excuses being granted for any reason other than a medical emergency or approval from the Area Director and/or Paraprofessional Coordinator. Excuses must be issued in writing.

4. The paraprofessional is required to complete all terms put forth by Paraprofessional Coordinator and to communicate any challenges directly with the Coordinator. Failure to do so will disqualify paraprofessional from reappointment.
**Herman Franklin Paraprofessional Program Demerit System**

The following system is being implemented to allow sanctions at the program level without interrupting area operations due to failure to complete program requirements. All other disciplinary matters will be addressed through the progressive corrective action disciplinary steps.

*Demerit: mark for deficiency of misconduct*

- Employees will receive 1 financial demerit for every requirement not met (i.e. program, in-service, community service, etc.)

- Three unexcused lateness to required program functions, in program documentation submission, and/or returning from breaks (unauthorized early departures for breaks) will accumulate to 1 financial demerit.

- Each financial demerit will result in student account being charged the equivalent of 1 week housing scholarship.

- After 3 financial demerits (3 weeks housing) employee will automatically be disqualified for rehire and/or employment with the Office of Residence Life.
Notice of Acceptance/Employment Agreement

The Office of Residence Life seeks to offer a living environment that will be an integral part of a student’s learning experience at the University of Maryland Eastern Shore. The residence halls/housing areas should provide an atmosphere that is conducive to academic advancement as well as social interaction and individual development. Herman Franklin Paraprofessional Program employs student leaders who will work with students and other Residence Life personnel to promote a socially, culturally, and educationally enriching experience for UMES students.

Please thoroughly review the following overview of the expectations and responsibilities of a paraprofessional. Note: This serves as an overview of position, other duties may be required as a function of the position.

I. Interpersonal and Community Development

As a Paraprofessional, I will demonstrate investment in the overall growth and welfare of each resident. I also understand that I am responsible for facilitating the development of community among my residents and in the hall. I commit to the following:

- I will be available and accessible to residents, spend adequate time on the (floor, complex, cluster or suite) and regularly interact with the hall/floor community, (The Area Director will determine specific time considerations).
- I will assists residents with personal, social, cultural, emotional, and academic concerns while ensuring confidentiality, sharing with Area Director, and referring students to appropriate resources. This includes reorganizing problems and or potential problems.
- I will know ALL residents on my floor by name by the end of the third week of classes and throughout the year, help residents feel like equal and important members of the community.
- I will maintain a positive working relationship with my supervisor, showing respect for him/her as a supervisor and as a person. I will keep my supervisor informed of relevant issues, provide feedback as appropriate, and accept feedback in a professional manner.
- I will comply with all work related requests.
- I will follow the additional expectations asked of me by my Area Director or Paraprofessional Coordinator.
- I will ensure residents understand my role and function as paraprofessional and establish a rapport, which makes residents feel comfortable approaching me with ideas and concerns.
- I will not participate in any dialogue that could be interpreted as a negative or demeaning toward another staff member, resident, the program or department.
- I will not participate in any form of gossip concerning residents and/or hall staff with hall residents, other paraprofessionals or supervisor, and will consider the time, place and manner in which I engage conversations.
- I will communicate directly with fellow staff members and my supervisor in any situation where I feel that I am not being heard.
- I will not participate in any behavior that may be construed as undermining to the group dynamics of all hall staff.
- I will work collaboratively with my fellow staff members to solve interpersonal conflicts.
- I will make students aware of their roles and responsibilities in the community, explaining and utilizing the Community Standards. I will enforce policies consistently and without bias or malice.
- I will keep residents informed of campus and hall activities. This includes posting notices and keeping materials current.
- I will conduct floor meetings monthly and/or at the request of Residence Life, Area Director or residents.
- I will serve as a role model for residents and other staff by:
  - Uphold all laws, policies, and procedures of the State of Maryland, The University of Maryland Eastern Shore, and Herman Franklin Paraprofessional Program.
  - Take a responsible and active role in the hall and campus community.
• Treat all members of the community and others with respect.
• Be respectful of others’ differences and ethnic/cultural backgrounds.
• Confront inappropriate behavior in a respectful, assertive, and responsible manner.
• Be responsible about academic commitments including class attendance.
• Utilize all internet and computer related communications (i.e. Instant Messenger, Facebook, etc.) in an appropriate manner.
• Maintain good standing with the University and Residence Life.
• I understand that illegal and/or irresponsible behaviors that include the use of alcohol or drugs on or off campus may affect my RA status and lead to termination.

Sample list of expectations that can, if violated, result in termination from position:

All paraprofessionals in regard to Alcohol & Drugs
- I will not consume alcohol while on duty or performing other duties in relation to my RA position.
  (Please read University Alcohol policy in detail)
- I will not possess/use/produce false identification.
- I will not purchase or supply alcohol/illegal and illicit drugs for persons under 21.
- I will not consume alcohol with underage staff members or students.

Underage RAs
- I will not possess/consume/distribute alcohol/illegal drugs per state law.
- I will not ask any resident to possess alcohol for me.

RAs over 21
- I will not accompany any underage staff members or students to a bar or party and consume alcohol.
- I will not consume alcohol then attempt to handle crisis situations. Instead, I will contact another RA to confront residents if necessary.
- I will not purchase or supply alcohol for persons under 21.
- If after consuming alcohol outside of my room and/or off-campus, I will go straight to my room and limit my interactions with others to an absolute minimum upon returning to my hall.
- I will not participate in illegal parties on campus or in any university leased/operated housing areas (Ardens/Talons included)

Additional Expectations (violations may result in immediate termination)
- I will not to misuse any building keys (Block) and check-in cards.
- I will not lose/misplace any work-related keys (master key, office key, and etc.).
- I will not be involved in any actions that may cause harm or potential harm to another individual or cause an individual to believe that harm may come to her/him.
- I will follow emergency protocols
- I will not miss any on-call or front desk shifts
- I will report all violations of community standard that I become aware of.
- I will not possess/use illegal drugs.
- I will not be involved with any vandalism/theft which involves, or is associated with the campus community.
- I will not be involved in any illegal activity.
- I will not fight, vandalize property, threaten, and/or antagonize a fellow co-worker, resident or employee of the university
- I agree to follow all established protocols and expectations.

II. Programming
Programming is an essential part of the position; it responds to the needs of the residents, builds community and supports the mission and goals of the University, department and HFPP.
RA Programming
- I will conduct three individual programs a semester, one per month, and one group (passive program).
- I will take time to plan, advertise and promote all programs.
- Programs will address the needs of the residents and community.
- Programs must be at minimum 30 minutes of engaging activities, talk, lecture or discussion.
- Programs must have at least 3 people in attendance. Paraprofessionals/Co-workers are not considered for attendance.

SD Programming
Student Directors will be required to develop and facilitate 3 area programs per semester and to develop an individual presentation/workshop about an issue significant to Residence Life.

SD Program Requirements
- Groups should not duplicate same topic area in a semester (i.e. 2 social programs, 2 cultural programs, etc.)
- Each student director will be required to document individual participation in planning events.
- Student Directors will be responsible for planning all logistics and confirming completion of space reservations, guest speakers, vehicle requests, etc. before submitting program request.
- Programs intended to educate and/or inform MUST have a qualified presenter (presenters must have credentials/professional training for the areas of expertise they will be presenting).
- Upon completion of program each SD will be required to evaluate self and each group member’s performance in organizing and completing program and submit evaluations within 3 business days of program.
- Photos of the event must be submitted with evaluation to receive credit.

General Programming Information for all paraprofessionals
- Program request must be approved prior to facilitating. If program is facilitated and not approved, paraprofessional will not receive credit.
- Program requests must be submitted to the coordinator by paraprofessional’s AD 5 business days in advance of proposed date.
- Program evaluations and surveys must be completed and turned in to the coordinator 3 business days after the program date.
- Photo documentation of program must be submitted to receive credit.

III. Facilities and Operations
I understand that paraprofessionals play an important role in the management and operation of the residence halls and that my paraprofessional responsibilities include:

- Educating residents about maintenance and housekeeping roles and residents responsibilities.
- Educating residents about safety and security issues.
- Educating residents on proper use and function of keys.
- Reporting emergency situations and enacting emergency procedures when necessary.
- Supporting Maintenance and Housekeeping staff efforts to provide safe, secure, sanitary, and attractive facilities.
- Completing room inspections as directed by Area Director/Department.
- Modeling concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.
IV. GPA/Credits
- I understand that I must maintain full time student status at The University of Maryland Eastern Shore and be progressing toward graduation to maintain RA eligibility (12 undergraduate credit hours per semester).
- I am not to exceed 18 credit hours per semester without notifying the Paraprofessional Coordinator.
- I must maintain at least a 2.5 minimum semester and cumulative GPA.
- If I fall below the minimum 2.5 GPA during a semester, I may be granted academic probation for a maximum of 2 semesters at the discretion of the Paraprofessional Coordinator.
- I will only be granted no more than 2 semesters of academic probation during my tenure as an RA, and if I fail to meet minimum GPA requirements after having received probation, I will end my employment as an RA immediately.
- I will not be eligible reappointment if my cumulative GPA is not at least a 2.5 at the end of spring semester (or the end of first summer session).
- If for some reason I need to drop below full-time status, I must request an exemption in writing to the Paraprofessional Coordinator.
- I will clear excessive course-load (over 18-credits), volunteer, or internship requirements with the Paraprofessional Coordinator to ensure they will not conflict with residence hall commitments and my ability to prioritize paraprofessional responsibilities. Failure to disclose this information accordingly may result in immediate termination of my position.

V. Training
- I will fully participate in all staff training and development activities including Fall training, January training, in-service requirements, hall staff development activities, and staff development activities, and staff retreats.
- I will return to UMES for training according to specified time.
- If I anticipate I may not be able to make any portion of training, I will submit a written request for an exception to the paraprofessional coordinator.
- I understand that consideration will be given to written requests submitted no later than June for Fall and December for Spring.

VI. Outside Commitments/Work
I fully understand that I can not have any other source of employment while on contract as a paraprofessional. If I am found in violation of this, immediate termination will ensue.

VII. On-Call
I understand that On-Call responsibilities rotate among staff according to hall needs. On-Call begins at 5:00pm nightly and continues until 8:00a.m. On weekends on call hours are from Friday 5pm until Monday 8am. RAs on call are to be available in the hall/areas and accessible throughout that time and should not be absent from the assigned housing area for more than 30 minutes (this includes the dining hall). On-Call rounds are required at 6:00, 8:00, 10, and midnight (or as designated by area supervisor) and serve to assess and respond to community safety, security and behavioral concerns. Rounds are also important for staff visibility and interaction.

VIII. Availability
I understand that availability is a prerequisite to fulfilling RA job responsibilities. I will follow all guest policies and not have visitors for extended periods of time as this may interfere with
my accessibility to my residents (real or perceived). I further understand that I must have a land-line phone and voice mail/answering machine in my room and will respond to all calls in a timely manner.

IX. RA Reappointment

I understand that this appointment is only for a semester and that reappointment is not guaranteed. Reappointment decisions are made by the Area Director in consultation with the Paraprofessional Coordinator, and based on work performance, understanding of the position, final evaluation, ethical and moral decision making, integrity, AD recommendation and satisfactory completion of all HFPP requirements. Accruing 2 financial demerits will result in an automatic disqualification for reappointment or employment with the Office of Residence Life.

X. Hall/Room Assignment

I understand that the department assigns me to an area based on departmental needs and that, in rare cases, reassignment may be necessary. I understand that I will be assigned a room which I agree to live in as a condition of my employment. The room charges are compensated by a scholarship applied to the student account. Failure to reside in room and to complete duties as assigned will result in an adjusted scholarship.

XI. Termination

I understand that for an unsatisfactory performance or breach of contract/agreement, I may be terminated from my position by Residence Life and I may be ineligible for future employment by the department.

If, after accepting this appointment, I elect not to assume my duties or find that I cannot, it is my responsibility to immediately notify the Paraprofessional Coordinator, in writing, that I am resigning from my paraprofessional position, and attempt to notify the Area Director of the area to which I was assigned. By resigning from my RA position, I understand that all privileges associated with the position including monetary scholarships will cease immediately and may result in a charge to my student account to reimburse outstanding scholarship.
RESIDENT ASSISTANT
POSITION DESCRIPTION

The Resident Assistant (RA) is a paraprofessional staff member of the Office of Residence Life that promotes the educational experience of residential living. The RA is concerned with the growth and development of each individual on his/her community. The RA is expected to promote an environment conducive to living and learning. Responsibilities of the RA will vary in each area based on the differing needs of each community. RAs are expected to demonstrate initiative, dependability and a positive attitude. The RA reports directly to the Area Director in their residential community. RA MUST have lived at least one semester in an Office of Residence Life housing community. Specifically, the RA is responsible for the following:

**ACADEMIC**

- All candidates must have a 2.5 cumulative and semester G.P.A.

**ADMINISTRATION & MANAGEMENT**

- Work 20 hours of building/desk hours per week and on-call responsibilities.
- Conduct rounds/walk through of facilities while working (on-call).
- Assist with check-in and check-out.
- Attend all staff meetings.
- Attend all training sessions/in-services.
- Complete assigned paper work and administrative tasks in a timely manner.
- Understand and clearly communicate University and Residence Life policies to residents.
- Report needed repairs (work orders) and follow up the Area Director.
- Be knowledgeable of all sprinkler/smoke detector cut-offs.
- Understand and inform residents of community safety, emergency and fire evacuation procedures.
- Conduct inspections of your community each week.
- Post necessary notices and flyers.
- Inform residents of pertinent campus information and deadlines.
- Perform other duties as assigned.
LEADERSHIP & PROGRAMMING

- Conduct one program per month for a total of 3 per semester and work collaboratively with other RAs in your assigned area for one building program.
- Serves as a role model to residents.
- Assist with leadership development activities.
- Provide informal opportunities and create a welcoming environment for residents to interact with each other.
- Assess the needs of your residents on a continual basis to promote academic enrichment and success.
- Strive to develop a sense of community among residents in your community.

INTERPERSONAL RELATIONSHIPS

- Be accessible to students on a regular basis with an open-door policy.
- Take steps to establish a positive rapport with students.
- Build community within your designated area
- Exhibit a positive attitude which expresses interest and enthusiasm for the University, position and residents.
- Offer mediation and conflict resolution as means to maintain healthy living environments.
- Maintain appropriate staff/resident relationships.

RENUMERATION

- Room scholarship
- Bi-weekly pay check

ADDITIONAL BENEFITS

- Leadership development
- Professional networking opportunities
- Personal development
- Lasting personal and professional connections

Preferable candidates should not have any major housing violations, findings of responsible for major violations of the Student Code of Conduct, or guilty findings of sexual misconduct through Title IX hearing.

All applicants MUST complete and submit the Human Resources Student Application to the Human Resources department to be considered for an interview.
STUDENT DIRECTOR
POSITION DESCRIPTION

The Student Director (SD) is a paraprofessional staff member of the Office of Residence Life that promotes the educational experience of residential living. Typically, the SD is assigned in upper class housing communities. The SD is concerned with the growth and development of each individual on his/her community. The SD is expected to promote an environment conducive to living and learning. Responsibilities of the SD will vary in each area based on the differing needs of each community. SDs are expected to demonstrate initiative, dependability and a positive attitude. The SD reports directly to the Area Director in their residential community. SD MUST have completed at least one semester in good standing as an RA for an Office of Residence Life housing community. Specifically, the SD is responsible for the following:

ACADEMIC

- All candidates must have a 2.5 cumulative and semester G.P.A.

ADMINISTRATION & MANAGEMENT

- Work 20 hours of building/desk hours per week and on-call responsibilities.
- Conduct rounds/walk through of facilities while working (on-call).
- Assist with check-in and check-out.
- Attend all staff meetings.
- Attend all training sessions/in-services.
- Complete assigned paper work and administrative tasks in a timely manner.
- Understand and clearly communicate University and Residence Life policies to residents.
- Report needed repairs (work orders), including entering data into the work order system, and follow up the Area Director.
- Be knowledgeable of all sprinkler/smoke detector cut-offs.
- Understand and inform residents of community safety, emergency and fire evacuation procedures.
- Conduct inspections of your community as directed
- Post necessary notices and flyers
- Inform residents of pertinent campus information and deadlines.
- Perform other duties as assigned.
**LEADERSHIP & PROGRAMMING**

- Conduct work collaboratively with other SDs in your assigned area for 3 major programs each semester.
- Develop and facilitate at least 1 professional workshop for HFPP in-service and/or training
- Serves as a role model to residents.
- Assist with leadership development activities.
- Provide informal opportunities and create a welcoming environment for residents to interact with each other.
- Assess the needs of your residents on a continual basis to promote academic enrichment and success.
- Strive to develop a sense of community among residents in your community.
- Assist in recruitment, mentoring, and development of Resident Assistants

**INTERPERSONAL RELATIONSHIPS**

- Be accessible to students on a regular basis with an open-door policy.
- Take steps to establish a positive rapport with students.
- Build community within your designated area
- Exhibit a positive attitude which expresses interest and enthusiasm for the University, position and residents.
- Offer mediation and conflict resolution as means to maintain healthy living environments.
- Maintain appropriate staff/resident relationships.

**RENUMERATION**

- Room scholarship
- Bi-weekly pay check

**ADDITIONAL BENEFITS**

- Leadership development
- Professional networking opportunities
- Personal development
- Lasting personal and professional connections

Preferable candidates should not have any major housing violations, findings of responsible for major violations of the Student Code of Conduct, or guilty findings of sexual misconduct through Title IX hearing.

All candidates MUST have supervisory endorsement and participate in SD interviews to be considered for the position.