

RESIDENT ADVISOR POSITION DESCRIPTION & EXPECTATIONS

Washington State University - Department of Housing & Residence Life

Appointment: 8:30 a.m. Monday, August 2, 2027, through 10:00 a.m. Sunday, May 7, 2028

PRIMARY PURPOSE

The Resident Advisor (RA) is a student leader in Housing and Residence Life. RAs are community builders and resources for their residents and community, expected to be knowledgeable of department and university information. The Department of Housing and Residence Life team advocates for fostering communities through understanding, enhancing, promoting, and celebrating the residents and team members' different experiences and backgrounds. RAs promote students' learning and development by facilitating a safe and healthy environment. The RA position requires decision making, management, flexibility, communication, conflict resolution, problem solving, leadership, and teamwork skills.

As community builders, RAs are expected to create a safe, welcoming, and supportive living environment based on WSU's non-discrimination clause which states: In matters of admission, employment, housing or services, or in the educational programs or activities it operates, WSU does not discriminate or permit discrimination by any member of its community against any individual on the basis of sex, race, color, national or ethnic origin, physical disability, mental disability, sensory disability, use of a trained service animal, age, religion, creed, genetic information, marital status, sexual orientation, gender identity, protected veteran status, honorably discharged veteran, member of the military, or immigration or citizenship status except as authorized by federal or state law, regulation, or government contract.

Inquiries about the application of federal and state laws and regulations (including inquiries regarding the application of Title IX/UPPM 10.60, ADA/Section 504, and implementing regulations), as well as reports and complaints of discrimination and harassment, can be made verbally or in writing to WSU's Compliance and Civil Rights, the Department of Education's Office of Civil Rights, or both. For more information, resources, and contact information, please visit: <https://ccr.wsu.edu/notice-of-nondiscrimination/>

The RA is supervised by the community's Residential Education Director (RED). Time commitments vary from week to week and from one part of the semester to another. Flexibility is necessary to offer services when needed.

RAs are placed in communities as determined by the department, and may be reassigned, before or during the academic year.

The RA's duties and responsibilities include but are not limited to the following functions, which are not listed in any order of importance or significance:

A. REQUIRED QUALIFICATIONS

1. RAs must be aged 18 or older at the start of training.
2. Abide by state and federal law, Washington Administrative Codes, University Policies, and departmental policies found in the online Housing and Dining Contract and the Safety, Policies and Procedures Manual.

3. Enroll as a full-time Washington State University student (12 or more credits for undergraduate students or 9 or more credits for graduate students).
4. First semester RAs may not carry more than 16 credit hours without their supervisor's approval.
5. Any employment, volunteer and/or involvement opportunities taking the RAs out of the residence hall for more than 10 hours per week must also be approved by their supervisor in consultation with the Director and/or designee.
6. Maintain a minimum cumulative grade point average of 2.50 and a minimum semester GPA of 2.00.
 - If the semester GPA falls below 1.00, the appointment will be terminated. A semester GPA below 2.00 will most likely result in termination, but it may result in probation.
 - If the cumulative GPA falls below 2.00, the appointment will be terminated. A cumulative GPA between 2.00 and 2.49 will result in academic probation for one semester.
 - By the end of any semester of probation the semester GPA must be 2.0 or above and the cumulative GPA must be 2.50 or above.
 - If both the semester and cumulative GPAs do not meet departmental requirements, the appointment will be terminated.
 - If terminated due to academics following the completion of the Fall semester, staff must be moved out of the assigned space by Sunday prior to the start of Spring training unless prior approval with C-Staff.
 - Staff GPAs will be calculated based on WSU credits.
 - Newly hired staff (not continuing from current spring semester to upcoming fall semester) will not be permitted to begin the position if either the semester or cumulative GPA is below expectations.
 - All RAs will be evaluated on the previous semester's GPA and academic progress.
 - Typically, only one semester of probation is permitted. Staff members who do not meet GPA requirements for a second semester, even if it is not consecutive to a probation semester, will most likely be released from the position.
7. Availability to fulfill RA responsibilities, on average, 19.5 hours per week while classes are in session with evening and weekend hours required.
8. Visibility and availability to residents are priorities. RAs must stay overnight in their assigned room in university housing a minimum of 4 nights per week and communicate with their supervisor when they plan to be away for more than 1 day.
9. Current American Red Cross First Aid, Infant/Adult/Child CPR and Adult/Child AED training is required within the first 30 days of beginning the RA role. Housing and Residence Life will cover the cost of certification or recertification at WSU if needed.
10. Effective interpersonal communication, planning, organization, and administrative skills.

B. RA IMPORTANT DATES TO KNOW

Please note, full participation and attendance is expected for all the dates listed below.

1. Active participation in all training sessions. These training sessions are mandatory and are a condition of your Resident Advisor appointment. These dates include, but are not limited to:
 - a. Fall RA Training: Monday, August 2, 2027, through Friday, August 13, 2027
 - b. Fall Opening: Saturday, August 14, 2027, through Sunday, August 15, 2027
 - c. Week of Welcome: Sunday, August 15, 2027, through Sunday, August 22, 2027
 - d. Fall Break Operations Begin: Saturday, November 20, 2027, at 12:00 pm

- e. Fall Break Operations End: Saturday, November 27, 2027, at 8:45 pm
- f. Winter Break Operations Begin: Saturday, December 18, 2027, at 12:00 pm
- g. Winter Break Operations End: Wednesday, January 5, 2028, at 10:00 am
- h. Spring RA Training: Wednesday, January 5, 2028, through Friday, January 7, 2028
 - i. Spring Hires start at 10 am on Tuesday, January 4, 2028
- i. Spring Break Operations Begin: Saturday, March 11, 2028, at 12:00 pm
- j. Spring Break Operations End: Saturday, March 18, 2028, at 8:45 pm
- k. RA Terms of Appointment End: Sunday, May 7, 2028, at 10 am

C. DEPARTMENTAL RESPONSIBILITIES AND EXPECTATIONS

1. Fall and Spring Training attendance: All new and returning staff must actively and professionally participate in training sessions prior to the start of classes in August and January. Time commitments during training may vary. RAs cannot have any other commitments during scheduled training time outside of Housing and Residence Life.
 - a. Training Days typically run from 8:30am to 6pm, with some variance depending on the sessions.
2. Assist with the opening and closing of residence halls.
3. Assist with Health & Safety checks for all break closings
4. Participate in department sponsored events such as Week of Welcome (WoW) activities/Block Parties (during WoW), departmental development opportunities, large scale programs and more.
5. Attend weekly or biweekly 1-on-1 meetings with their supervisor, which will run between 30 minutes to an hour.
6. Attend weekly staff meetings/monthly in-service meetings (Wednesdays 7-9 p.m.).
7. Work at the designated RA Office during each night of assigned duty shift (8:45-11 p.m.).
8. Serve, and participate equally, in an overnight on-call rotation, responding to phone calls, being present in the community, and completing rounds of the building(s).
9. Use of your WSU email address is mandatory to ensure the best possible communication.
10. Actively use your assigned WSU Email, Teams Account, etc. as directed by the department.
11. RAs are required to assist the RA recruitment and selection process.
12. Respect the confidential nature of student records and communications; maintain a high level of confidentiality with residents. Abide by all requirements set forth in the Family Educational Rights and Privacy Act (FERPA).
13. Properly use all residence hall keys, temporary access cards, and CougarCards. Loss of keys may result in payment of a minimum of \$200.00 for replacement and consequent re-coring of locks in the appropriate hall(s). Staff members are to notify a supervisor immediately upon discovering that a key or CougarCard may be lost. Misuse of staff or student room keys (including card access) by a staff member will find themselves subject to termination and/or criminal prosecution.
14. Role model integrity-based decision-making skills both on and off campus and through online presence and encourage students to uphold community standards.
15. Ensure distribution, completion, and collection of all survey and assessment instruments used by the department, Student Affairs, and the University.
16. Complete all reasonable tasks assigned by the Department of Housing & Residence Life and/or by the immediate supervisor.
17. Be available to work at least one university vacation break period. Staff members who work break periods will receive extra compensation. Positions will be filled first by staff that volunteer

and have a positive performance record with the department. If there are not enough voluntary staff members to cover all the halls that are open over a break period, the names of current staff will be drawn to ensure adequate staff for emergency response.

18. If an RA resigns before the end of employment, an RA must submit a letter explaining the circumstances for the resignation or fill out a departmental resignation form. This letter will be kept in the RA departmental personnel file. All policies regarding residency requirements and Housing Contract breakage fees may apply. Upon leaving the RA position, a room reassignment will be made in consultation with their supervisor. This room assignment will not be in a hall where they have served as an RA.
19. Follow all reapplication guidelines if interested in an RA position.
 - a. Staff wanting to return to the department **must** receive a highly recommended or recommended performance evaluation(s) to guarantee offer.
 - b. Any staff member on Probation or below a recommend is subject to review by Assistant & Associate Directors

20. The RA position is a complete academic year (August-May year) commitment

D. COMMUNITY ENGAGEMENT AND DEVELOPMENT

1. RAs will actively support the Department of Housing & Residence Life's Mission and Strategic Goals, and staff will facilitate the growth and development of all residents, demonstrate respect to all residents, and maintain a healthy floor/hall community environment.
2. Support community development and residents' sense of community ownership and responsibility by being available, visible, and responsive to resident needs.
3. Actively engage with residents at the RA Office and during duty rounds each night of your assigned duty shift.
4. Role model, encourage positive academic behaviors, and help students to create an environment that is conducive to studying by reinforcing quiet hours and encouraging students to actively talk with one another concerning courtesy/quiet hours.
5. Attempt to know each assigned resident well enough in order to assist them with personal, social, and academic concerns.
6. Hold floor/ living group meetings according to departmental deadlines and/or in consultation with supervisor to build community and to address residents' concerns by developing written, posted, and agreed upon community standards.
7. Provide hall government and hall program support through participation in regular government meetings, programs, and/or events. Regular participation is minimally once a month.
8. Encourage residents to develop social, academic, and interpersonal skills by promoting student involvement and leadership.

E. RESIDENT SUPPORT

1. Support residents by resolving personal concerns, especially regarding managing relationships, interpersonal skills, and academic problems through support and campus resources referrals.
2. Actively intervene in and promptly report any community safety concerns such as facility issues, hate/bias incidents, acts of violence or harassment, medical emergencies, etc. as outlined in the department's crisis response and operations manual.
 - i. Provide accurate written information about all such situations as soon as possible, but no later than 24 hours after the incident and notify their Supervisor/RED On Duty as instructed.

- ii. Safety concerns should be reported and documented immediately. Strictly follow reporting guidelines, including Title IX (UPPM 10.60) incident reporting, as outlined in the department's crisis response and operations manual. RAs are designated as Campus Security Authorities and have mandatory reporting responsibilities.
- 3. Assist with roommate disagreements, and mediate conflict in an unbiased manner.
- 4. Be familiar with campus and community resources and services, respond to crisis and emergencies, and serve as a proactive resource/referral agent.
- 5. Orient students to academic advising resources. Ensure that all academic information shared is current and accurate.
- 6. Actively promote positive working relationships with staff, including modeling open and direct communication, and constructively addressing/resolving issues or concerns.

F. PROGRAMMING EXPECTATIONS

- 1. Maintain a welcoming environment for residents by providing door decorations and facilitating the development of informational, educational, and entertaining bulletin boards.
- 2. Fulfill the departmental programming/community engagement requirements (e.g. bulletin boards, door decorations, intentional interactions, floor & building wide programs) by the scheduled due dates.
- 3. Work with faculty and staff to promote institutional academic goals, First Year Focus, Common Reading Program, as well as other academic programs.
- 4. If placed in a Theme or Living Learning community, programming responsibilities may be adjusted to fit the community.
- 5. Assist residents in their academic pursuits through individual attention, sharing information, teaching academic skills, and offering educational programming.

G. Compensation

- 1. Please note that the compensation package may affect financial aid. Resident Advisors receive a designated single room, level 3 meal plan each semester, and pre-service meals prior to the official opening date of the Dining Centers in the fall, with the exception of an overflow situation. On these occasions and with any other unusual housing circumstance, the Department of Housing & Residence Life reserves the right to assign a roommate. In the event of a termination or resignation, final meals will be the day of the termination/resignation and should not exceed the average meals charged the week prior. In the event of excessive spending of the remaining balance, the resigning/terminated staff member will be billed for those charges.

H. Consent

- 1. I grant the Department of Housing & Residence Life to check my grades, academic progress, university conduct and records, and perform a background check. I also understand that photos and videos are regularly taken at department and hall events. Unless I provide written notification that I do not want my image used, I further give Housing & Residence Life and Washington State University the right to use, copy, reduce, exhibit, publish and/or distribute these images. I understand that uses may include, but are not limited to photographs,

videotapes, websites, social media, or other types of promotional or educational mediums in existence now or in the future.

I. Termination:

1. The Department of Housing & Residence Life reserves the right to terminate an RA's position at will or for cause. When termination occurs, a conversation will take place between the RA and the immediate supervisor in consultation with an Assistant Director of Residence Life. If an RA is terminated from the position, that RA can submit an appeal to the Director and/or designee.
2. If removed from the position for any reason, compensation for room and board will cease on the effective date of termination. Final use of the provided meal plan will be the day of the termination and should not exceed the average meals charged the week prior. In the event of excessive spending of the remaining balance, the terminated staff member will be billed for those charges. After the point of termination, food charges and all other housing fees will be billed to the former staff member. All regular housing contract terms apply.
3. I understand that the Department of Housing & Residence Life may cancel this RA appointment due to staff changes, reorganization, unsatisfactory performance, or exhibited indiscretion particularly regarding alcohol and other drugs, keys and building access, social media and other online platforms, poor role modeling in the public eye/social situations, and behavior representing a conflict of interest. I also understand that staff must relocate following termination in accordance with Housing & Residence Life. I will not expect to relocate to the same hall or expect to socialize or visit in the hall in which I was employed to allow the new staff member to establish themselves in their role.