I, _____________________________, understand that the purpose of Residence Life is to offer an inclusive living environment that will be an integral part of a student's learning experience at The State University of New York at New Paltz. The residence hall should provide an atmosphere that is conducive to study, as well as social interaction and individual development. Resident Assistants work with students and other Residence Life personnel to promote a socially, culturally, and educationally enriching experience for students.

**Resident Assistants will be evaluated on the performance program outlined below.**

**Community Building**
- Facilitate the development of a diverse and inclusive community that is conducive to growth, self-direction, civility, and supportive of the educational mission of the college among assigned residents and the hall.
- Take initiative to know and spend time with residents through regular, consistent interactions with the hall/floor through virtual communication, email or any other medium that allows for social distancing interactions.
- Be regularly available and accessible to residents by conducting oneself in an open and approachable way.
- Establish a rapport with residents so they are comfortable approaching you with ideas and concerns.
- Know all residents’ names in assigned section of the hall by the 2nd week of the semester and other residents throughout the building 3 weeks into the semester.
- Keep residents informed of campus and hall activities via email or through other digital communication platforms.
- Maintain a healthy and safe environment by communicating policies and procedures to residents.
- Educate residents about the role and function of the RA, the RD, maintenance staff, and custodial roles.
- Educate residents about their roles in the hall as related to maintenance, safety, security, and card access.
- Make students aware of their roles and responsibilities in the community, explaining and utilizing the Student Handbook and the Housing Handbook.

**Programming**
- Meet all programming requirements as set by the Department of Residence Life and my Complex Director for the semester.
- Assess residents' needs and interests of what types of programs they would like to participate.
- Create, develop, and implement quality programs that serve a variety of topics.
- Promote programs using creative advertisements.
- Promote programs using timely advertisements.

**Administrative Operations**
- Attend required staff meetings via virtual/digital communication, on time, and while conducting oneself in a professional manner.
- Attend required one-on-ones via virtual/digital communication regularly, on time, and while conducting oneself in a professional manner.
- Complete and submit duty bulletin boards in a timely, thorough, and accurate fashion.
- Complete rosters and other paperwork in a timely, thorough, and accurate fashion.
- Complete information reports in a timely, thorough, and accurate fashion.
- Be on time and fulfill all on-duty tasks and expectations, including distribution of office supplies, as directed by the Department of Residence Life and Complex Director.
- Set-up voicemail and check and respond to emails and voicemails daily.
- Complete mail distribution and forwarding no later than 5PM, as per the hall schedule.
- Assist in the administrative check-in, check-out and hall/room transfers, opening and closing responsibilities, including room condition forms, following procedures, and maintaining accurate records in a timely manner.
- Maintain confidential records including Room Condition Forms, emergency cards, and other student information.
Support and Advocacy

- Develop a working knowledge of campus support, office networks, clubs, and resources.
- Understand and recognize how to approach and assist each resident with personal, relational, social, cultural, emotional, and academic concerns.
- Be sensitive and respectful to others’ needs, beliefs, and lifestyles in support of the Department of Residence Life’s efforts to embrace a diverse community.
- Be attentive to the emotional and physical well-being of residents, including recognizing problems and potential problems.
- Support students through appropriate counseling and referrals for help.
- Mediate for residents as needed in a fair, and timely manner.
- Maintain confidentiality as expected by the Department of Residence Life.

Policies and Standards

- Assess individual situations and execute the proper protocol effectively and accurately for each.
- Confront inappropriate behavior in a respectful, assertive, and responsible manner.
- Confront inappropriate comments and/or behavior in regards to race, religion, sexual orientation, class, or any other identity.
- Explain and enforce community standards, rules, policies, College regulations, local, state, and federal laws consistently, fairly, assertively, and without bias or malice.
- Balance “friend” and “policy enforcer roles.”
- Complete information reports in the appropriate format utilizing professional language, and accurate observations.
- Assess and report facility, and custodial concerns using appropriate and timely methods, including work orders, to maintain safe, secure, sanitary, and attractive facilities.
- Uphold and maintain fire, health, and safety guidelines.
- Keep supervisor informed in a timely fashion of situations at hand.

Initiative and Attitude

- Promote a healthy staff team by actively engaging in hall staff development activities and staff retreats.
- Maintain a positive working relationship with supervisor.
- Accept and provide feedback to/from supervisor and fellow staff members in a professional manner.
- Maintain a positive attitude when charged with completing tasks.
- Address staff and students in a constructive and encouraging way.
- Address concerns with staff members and/or supervisor in a professional and timely manner.
- Uphold established expectations of fellow staff members to create an effective, respectful, and trusting working team.
- Uphold departmental values and ethical standards.
- Handle routine tasks and responsibilities with little or no prompting from supervisor.
- Work with supervisor and/or staff members to solve interpersonal conflicts in a timely manner.
- Recognize the needs of a diverse staff and student population.
In addition to the above performance program, the Department of Residence Life has established the following expectations for Resident Assistants.

I will conduct myself in a manner that upholds the ethical standards of the Department of Residence Life and SUNY New Paltz on and off campus, especially in the New Paltz community. I will personally abide by the regulations, ordinances, administrative policies, and campus regulations in the Student Handbook, the Housing Handbook, the Portable Technology Agreement, as well as local, state, and federal laws. I will serve as a role model for residents and other staff by taking a responsible and active role in the hall and campus community, being responsible about academic commitments including class attendance, and using all internet and computer related communications (i.e. Messenger, Facebook, Instagram, Snapchat, etc.) in an appropriate manner. 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 them.

If found in violation of college regulations and issued a judicial sanction, my Resident Assistant position will be immediately terminated. During any judicial process involving an alleged infraction of college policies, I may be suspended from my Residence Life duties and may be relocated until the matter is adjudicated and resolved.

Outside Commitments/Work
I will give the position priority over other areas of activity i.e. (work, club and organizations and sports activities) with the single exception of academic work. I will clear all extra-curricular, volunteer, or employment commitments with my Complex Director prior to assuming so as to ensure they will not conflict with residence hall commitments and my ability to prioritize RA responsibilities. I will discuss with my supervisor any activities collectively taking more than 10 hours per week.

Duty Responsibilities
I understand that duty responsibilities rotate among staff on a daily basis. Duty will consist of one(1) staff member, whom is required to sit office hours from 8:30 p.m. to 12:00 a.m. in the RA office as well as be available in their room upon completion of assigned office hours until 7:00 a.m. the next morning.

RAs on duty are to be available and accessible by phone throughout the night to respond to concerns in the hall. Duty rounds are required to be completed between the hours of 8:15pm-8:30pm, 10:00pm-10:15pm and 12:00am-12:15am. Duty rounds serve to assess and respond to community safety, security, and behavioral concerns. Rounds are also important for staff visibility and interaction.

While on duty RA’s should:

- Not allow any non-staff personal in the office.
- Maintain social distance if there is another staff member in the office at any given time and not exceed more than 2 staff members in the office at any time.
- Set up the office to serve students while maintaining social distance. (set up tables/barriers, have mask and gloves to use when necessary)
- Complete all necessary duties as assigned by the Resident Director
- Wipe down all commonly used spaces in the office at the end of the shift. (Desk area, Computer, drawer handles etc…)

I will be available for duty during breaks when there are residents in my building i.e. Spring Break, Thanksgiving, Winter Break (10 month buildings).

Availability
I understand that availability is a prerequisite to fulfilling RA job responsibilities and time spent in my room or in the hall is a measure of my accessibility (real or perceived). I will follow all guest policies and not have visitors at anytime during my stay, aside from check-in and check-out days, should I need assistance moving my personal belongings. I further understand that I must use the provided landline phone and voice mail in my room and will respond to all calls daily.

I will be available to open and close the building as instructed by my supervisor. I also realize I will not be allowed to leave until my supervisor gives me permission after all duties are completed. If I leave prior to receiving permission from my supervisor or without upholding expectations for opening and closing the residence hall, a $150 fee will be charged to my student account for failure to complete position responsibilities.
Administrative
I understand that RAs play an important role in the management and operation of the residence halls and that my RA responsibilities include, but are not limited to:

▪ I will comply with all reasonable work related requests, including serving my staff and Residence Life as a representative, liaison, advisor, committee member, or other appropriate role.
▪ I will follow the additional expectations asked of me by my Complex Director
▪ I will not participate in any dialogue that could be interpreted as negative, threatening or demeaning toward another staff member, resident, or my supervisor.
▪ 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 form of gossip concerning residents and/or hall staff with hall residents, other RAs or my supervisor, and I will consider the time, place and manner in which I engage in conversations.
▪ I will not participate in any behavior that may be construed as undermining to the group dynamics of the hall staff.
▪ I will know ALL residents on my floor by name by the end of the third week of classes and, throughout the year, will help residents feel like equal and important members of the community.
▪ I will assume responsibility for my ID card, Master Card, office equipment and supplies, in addition to any resource materials issued by my supervisor or the Department of Residence Life.
▪ I will not misuse any Residence Life or hall government funds.

Confidentiality
▪ As a Resident Assistant, I am expected to keep confidentiality at all times, whether dealing with staff or residents. This includes informing my supervisor or Residence Life on call staff if a resident or staff member expresses plans to endanger themselves or others, or if a student confides that they have been sexually assaulted or harassed or physically assaulted or verbally harassed.
▪ It is important as a Resident Assistant that I respect an individual student’s rights to personal privacy.

Alcohol and Drugs
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. Here is a sample list of expectations that can, if violated, result in termination from my RA position:

All RAs in regard to Alcohol & Drugs
▪ I will not possess/use/produce false identification.
▪ I will not purchase or supply alcohol for persons under 21.
▪ I will not consume alcohol with underage staff members or students.

Underage RAs
▪ I will not possess/consume/distribute alcohol per state law.
▪ I will not accompany staff or students to any 21+ bars or clubs.

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 provide documentation to students under 21 so that they may pass for over 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.

Card Access
▪ I will not misuse any building keys, card readers, or access cards.
▪ I will not lose/misplace any work-related keys or access cards (master card, office key, etc.).
Residence Life Social Media Accounts

- Do NOT post inappropriate content on your building’s social media accounts or the department social media accounts.
- Do NOT share the password with anyone outside of your staff.
- Do NOT use your hall account to promote a product, cause, or political party/candidate including RHSA, SA, Hall Government, etc. candidates.
- Confidentiality applies to social media outlets; do not share student information including birthdays, room numbers, etc.
- You are expected to represent your hall, the department, and the institution in a positive, inclusive, and respectful manner.

If I do not adhere to the guidelines set for use of Residence Life social media accounts including building and department accounts, it could result in the removal of my access to the hall account or residence life account and may affect my employment status.

Hall/Room Assignment

I understand that I will be assigned a rent-free single occupancy room which I agree to live in as a condition of my employment.

Resignation or Termination

In the event of my resignation or termination from the Residence Life staff position, I understand that I will be required to vacate the staff room within 24 hours after the final decision and all financial benefits will cease immediately. I understand that I will not be reassigned to the building in which I served as a staff member, and I will not reside in that building for the remainder of the academic year and the entire next academic year beginning with the date on which I was released from the position either voluntarily or through dismissal. I also understand that any credit to my account will be prorated through the last day of my agreed employment on the staff.

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 Complex Director of the hall I was assigned to, in writing, that I am resigning from my Resident Assistant position.


SUNY New Paltz policies along with Federal Laws are in effect to ensure the security, privacy and confidentiality of information used in our operations. These are matters of concern for all employees and any other persons who have access to our data systems or physical facilities. Each person who has direct access to confidential data holds a position of trust relative to this information and must recognize the responsibilities entrusted to them and this office, in preserving the security, privacy and confidentiality of this information. Therefore, each employee of this Department and any other person authorized access to any information through the facilities of this Department is:

- Not to make or permit unauthorized use of any information.
- Not to seek personal benefit or permit others to benefit personally by any confidential information which has come to them by virtue of their work assignment and in accordance with the University and Department policies.
- Not to exhibit or divulge the contents of any record or report to any person except in the conduct of their work assignment in accordance with University and Department policies.
- Not to knowingly include or cause to be included in any record or record a false, inaccurate or misleading entry.
- Not to remove any official record (or copy) or report from the Department where it is kept except in the performance of their duties.
- Not to operate or request others to operate any University equipment for purely personal business.
- Not to aid, abet, or act in conspiracy with another to violate any part of this code.
- To immediately report any violation of this code to the supervisor.

While your supervisor can assist you in understanding the policies and how we operate within them, you should become familiar with the provisions particularly regarding how these relate to your role within the Department.
Acknowledgment of Confidentiality of Records

I recognize that job requirements assigned to employees may require access to and use of confidential information. Confidential information is defined as personally identifiable, potentially sensitive data and information about students, faculty, staff and patients. This information is disclosed or known to me as a consequence of my employment and is not generally known outside the University. Confidential information also encompasses, HIPAA, the Financial Information Security Program (Gramm Leach Bliley Act), and the Family Educational Rights and Privacy Act (FERPA) and State privacy laws.

Acknowledgment of New Paltz Policies and Procedures

I understand that all employees representing the University are expected to inform themselves about and comply with university policies and regulations pertaining to them. The university offers training opportunities during the academic year and online resources in support of these policies and procedures. Following are websites where information on University Policies and Procedures can be found:

- FERPA (Family Educational Rights and Privacy Act): www.newpaltz.edu/ferpa
- HIPAA – Patient Privacy: Contact Information Security for more information
- Acceptable uses and Privacy Policy: www.newpaltz.edu/itpolicy
- Confidential Information Policy: www.newpaltz.edu/itpolicy
- Credit Card Processing and Handling Policy: www.newpaltz.edu/itpolicy
- Information Incidence Response Policy: www.newpaltz.edu/itpolicy

MY SIGNATURE ON THIS DOCUMENT CERTIFIES THAT I HAVE RECEIVED AND AGREE TO ABIDE BY THE CODE OF RESPONSIBILITY, PRIVACY, CONFIDENTIALITY OF RECORDS AND UNIVERSITY POLICIES AND PROCEDURES. IN ADDITION, I HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE SPRING 2021 CONDITIONS OF EMPLOYMENT REGARDING MY RESIDENT ASSISTANT POSITION. ALSO, I AGREE TO THE SPRING 2021 RESIDENCE HALL LICENSE GUIDELINES INCLUDING BUT NOT LIMITED TO: THE GUEST POLICY, WHICH STATES THAT I WILL NOT HAVE ANY GUESTS VISIT THE RESIDENCE HALL OR MY ROOM AT ANY TIME DURING THE SEMESTER, UNLESS THE GUEST ALREADY RESIDENS WITHIN MY RESIDENCE HALL. I UNDERSTAND THE REQUIREMENT TO WEAR A MASK WHEN OUTSIDE OF MY ROOM AND MY RESPONSIBILITY TO HELP MINIMIZE THE RISK OF COVID-19 TRANSMISSION. I AGREE TO REVIEW THE SPRING 2021 RESIDENCE HALL LICENSE IN ITS ENTIRETY AND UNDERSTAND THAT FAILURE TO ADHERE TO THE RA CONDITIONS OF EMPLOYMENT OR THE SPRING 2021 RESIDENCE HALL LICENSE COULD RESULT IN TERMINATION OF THE RA POSITION AND HOUSING AGREEMENT.

Printed Name

Signature ___________________________ Date ___________________________

Supervisor’s Signature ___________________________ Date ___________________________