RA’s PERFORMANCE STANDARDS

As the RA’s are considered an essential asset of residence life, the adherence to a number of RA standards is essential for successful performance. Being an RA is the first step in the development of your career and hence it is an opportunity for you to learn to be professional. These are:

- **Responsibility for the spare room keys**: the RA must not at any point delegate this responsibility to anyone who is not an authorized staff (authorized staffs are dorm receptionists, building supervisor, night monitors, or fellow RA’s only). *Forgetfulness or neglect = immediate termination of RA contract.*

- **Room access & getting locked-out**: the RA must always make sure to give the spare key to the room occupant/s only with no exception whether to parents or friends. Unless the resident puts the request in writing through AUB Email, the room will not be opened. *Forgetfulness or neglect = immediate termination of RA contract.* *Every time the RA gives a spare key to an occupant who gets locked out, he/she must take his/her ID, note it down on the locked-out register and must make sure that the key is returned within 5-10 minutes. Residents who do not abide by this requirement must be reported the same day. The day/night monitor will report missing keys on a daily basis and the RA responsible will face termination of contract.*

- **RA duty**: while on duty, the RA must be present in the dorm and must make sure that the residents know how to reach him/her if outside his/her room. Since there is a team of 3-5 in every dorm, it is the responsibility of the RA team to prepare a schedule in advance especially during the holidays. There must be no room for surprises or sudden decisions to travel. It is your responsibility to manage your time and plan your agenda.

- **Incident reporting**: the RA must report the incidents that occur in the dorm in writing via Email to the Head Resident with a copy to us. The report must reflect facts.

- **Initiative and being active**: a successful and professional RA must show initiative and be active. Your job is about influencing the residents’ behavior in a positive manner. Residents are not likely to respond or cooperate with a passive RA.

- **Activity calendar/community spirit**: every RA team must adhere to an activity calendar which must be accomplished during their term. Failure to meet these obligations would affect the contract renewal for the following term. Any activity should be discussed with the HR and approved by Student Housing office.

- **Student monitors**: the RA’s are expected to observe the Student Monitor Code of Conduct and must report irregularities/violations displayed by the student monitors (in writing to us) so we can take corrective action. Every RA, on his/her duty day, is required to make sure that the monitor has shown up to duty.
- **Checking of service facilities:** On his/her assigned duty day/s every RA must perform regular checking of the lobby, study areas, laundry room, computer room, and kitchenettes. In case of irregularities or violations, a written report must be sent to the HR and us. *Examples of such violations:* eating at the computer terminals or reception desks, failure to clean up following having meals or the like, gatherings at the desk, failure to lock up the laundry room, smoking, presence of a guest unaccompanied by a host, forgetting the ovens on, violating the laundry schedule, non-resident using our services without prior permission, disruptive behavior, etc.

- **Relationship with the residents and staff:** As the RA’s are expected to deal with various students and staff members, they must make sure to use proper language under any circumstance. In the event of disagreements or irregularities, the incident must be reported in writing reflecting the facts and witnesses if any to the HR and us.

- **Guests of the opposite gender:** Residents can receive their guests in the lobby only. RA’s are not authorized to give any resident permission to take a guest of the opposite gender to his/her room. It is the responsibility of the resident to secure permission from the Head Resident or our office during working hours. Residents who fail to comply must be reported.

- **Overnight guests:** It is the responsibility of the resident to secure permission for an overnight guest from our office 2 days in advance. The RA is not authorized to give such permission nor contact us or the Head Resident outside official working hours. Non-resident guests you find in the dorm after midnight must be reported to our office.

- **Protection office:** The relationship with the Protection Office is restricted to emergencies i.e., an emergency could involve cases where the safety of the students or building is at stake. For matters involving the absence of the night monitor, problem with room keys, major malfunction (electricity, leak, bursting pipes, flooding, etc). You must immediately contact the Head Resident (HR on call via pager during weekends or holidays); check RA job responsibilities & expectations for more information.

- **Taking out equipment/furniture:** It is the responsibility of the resident to secure a written permission from our office in advance. The RA is not authorized to give such permission nor contact us or the Head Resident outside official working hours.

- **Laundry use orientation:** Considering the amount of damage this service is being subject to due to vandalism, ignorance or neglect, every RA team is expected to organize orientation sessions to their residents during the first two weeks of the semester.

*The above performance standards are at the foundation of your work as RAs. There will be other aspects/cases which you will learn on the job. Always remember to ask us when in doubt.*