

Student Monitors Code of Conduct



Description:

- Is a resident who is interested to work as monitor at his/her assigned residence
- The position which is live-in nature, requires a willingness to be called into service at day or night in order to meet students' needs as they arise.
- Is expected to adopt the goals of maintaining a safe, secure, and comfortable living/learning environment.

Eligibility:

- A full-time student with good academic standing
- Is enrolled and paid the tuition fees
- Not on academic probation or has received a Dean's warning

How and when to apply?

- Monitors recruitment takes place during the first week of each semester
- Residents wishing to apply to this position need to contact their Head Resident
- Need to complete the online Work Study Program application on semester basis link:
<http://www.aub.edu.lb/sao/workstudy/Pages/index.aspx>

Responsibilities:

- Should be aware of schedule changes & be punctual
- Should never leave the reception desk unattended.
- Arrange for coverage at least 24 hours in advance in cases the assigned hours cannot be covered. (Only an RA or fellow monitor may cover the absence)
- Answer the phone politely and in a calm manner (State the name of the dorm and your name)
- Have a solid understanding of the university and residence hall's policies.
- **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.). The head resident (HR) must be immediately contacted (HR on call via pager during weekends or holidays); or check with the RA on duty for more information and assistance
- Offer to leave a message if the resident is unavailable to take the call or receive the guest.
- Leave accurate messages including the date, time, monitor's name and the message text.
- Pay attention to the messages left by the resident concerning her/his whereabouts.
- Make sure that the residents' guests are not violating the dorm regulations or behaving in a manner considered inappropriate.
- Report any irregularity in the lounge or dorm premises to the Head Resident copying the RA on duty.
- **Laundry use:** Make sure to take the resident's ID before accessing the laundry room and the key should be returned immediately as per the resident's assigned laundry schedule.
- Pay attention to the guests coming in and out of the building. Invite the guests to wait for their host/s in the lounge area.
- Keep the reception desk clean and tidy.
- Prevent gatherings around the reception area.
- Make sure that no disturbance is coming from the lounge or the balconies.
- Report violators/irregularities to the Head Resident immediately
- Make sure that no residents or guests are smoking in the lounge or public areas under your supervision.

The monitor must refrain from:

- Eating at the reception desk.
- Using the phone for personal calls. The monitor can ask the caller to call back once his/her duty is over.
- Disclosing information considered private to the residents.
- Make calls to the other dorms or others for the purpose of chatting and the like; this is considered as harassment.
- Students found to be violating the above code will be subject to measures which may include termination of contract along with further disciplinary measures.
- Always consult the RA on duty/Head Resident when further assistance is needed

Schedule details

- No more than 3 shift re-arrangements per month to make sure that the schedule is fair to all
- No more than 3 missed shifts without prior notice throughout the semester or else the monitor contract will be terminated
- Repeated delays and uncooperative attitude with other monitors will systematically lead to disciplinary measures such as official reprimand/dean's warning
- 2 warnings will lead to immediate termination of monitor contract.

Reporting channel

1st level: Resident Assistant

2nd level: Head resident (HR)