LEARNING COMMUNITY ASSISTANT
POSITION DESCRIPTION
2021-2022 ACADEMIC YEAR

The Learning Community Assistant (LCA) is a member of the University Housing & Residence Life team. The LCA is responsible for the development and implementation of First Year Experience programs in Ondine and Broadway halls with specific goals around academic transition and success, diversity, critical thinking, and retention. LCAs have approximately 5 office hours in University Success- East Campus, one of UHRL's academic support centers, and 2 office hours in the halls. Under the direction and supervision of the University Success – East Campus Residence Director, the LCA is responsible for providing programs, resources, and assistance that will support and enhance academic success, a global perspective, critical thinking, and civic responsibility tied to the Freshman Inquiry theme. In addition, LCA’s implement UHRL’s Academic Connect program, leading first-year students who are on warning or probation through mentoring sessions in the winter and spring quarters. An LCA is a full-time student at Portland State University who lives within the residence halls and acts as a role model and representative of the residence hall community, University Housing & Residence Life, and other administrative departments within the University. The LCA position is an academic year appointment.

The Learning Community Assistant term for this live-in position is September 10th, 2021 through June 12th, 2022.

The responsibilities and expectations of the Learning Community Assistant position are outlined in the position description and information below.

EXPECTATIONS

A. Must be an enrolled full-time student for Fall, Winter and Spring quarters.
B. Successfully complete at least 12 credit hours (undergrad) or 9 credit hours (graduate) Fall, Winter, and Spring quarters.
C. Class-load limit is 16 credits (undergraduate) or 12 credits (graduate) per quarter. Exceptions to this expectation may be made by the Associate Director of Residence Life.
D. Agree to participate in no more than 8 weekly hours of extracurricular activities/work outside of the LCA commitments and academic course commitments. Additional hours of work or extracurricular activities require special approval from their supervisor. LCAs should also seek supervisor approval to hold any office position in a campus organization.
E. Must have at least a sophomore credit status (45 credits or more) while in LCA position.
F. Maintain a minimum 3.0 grade point average (both quarter and cumulative) while holding the LCA position. Failing to meet this expectation at any point in the position may result in termination.
G. Must have excellent oral and written communication skills.
H. Must demonstrate a passion for learning, academic success, equity and inclusion, community service, relationship building, and helping first year students to be successful.
COVID-19 PANDEMIC

Serving as a student leader during a global pandemic requires flexibility, clear communication, and additional precautions to ensure health and safety. There may be times throughout this pandemic that positional duties become more or less relevant and new duties may arise based on the needs of our community. This is where other duties as assigned may come into action. It is our priority that we communicate with you as soon as potential shifts are realized and revised needs are determined. Throughout that process we will be exercising an abundance of care to ensure your personal health and safety is secured when changes occur. This may include removing in-person components of the position and increasing remote interactions. For this upcoming academic year, this position description will remain in draft form so that we can adapt to the ever changing needs to sequester the COVID-19 pandemic.

TEAM TRAINING, DEVELOPMENT, & RELATIONS

A. Attend UHRL Student Leader Spring Orientation day on Saturday, May 15th 2021. Details regarding Spring Orientation will be provided after background checks have been completed. It is expected that all student leaders attend this orientation.

B. Attend the UNST Peer Mentor/LCA class during Spring quarter. More information is included in the LCA Agreement.

C. Participate in UHRL Student Leader Summer Online Training. Expectations of this training are included in the Learning Community Assistant Agreement, and generally consist of numerous online modules. It is expected that all student leaders complete these trainings.

D. Attend UHRL Student Leader Fall Training, Hall Opening, and Viking Days. Dates of this training and welcome week events are included in the Learning Community Assistant Agreement, and generally begin approximately three weeks before Fall quarter classes begin. No leave will be granted during Fall Training, Hall Opening, or Viking Days. This year’s dates are from September 10th through September 26th.

E. Attend weekly team meetings and team trainings on Wednesdays from 4:00 pm until 5:30 pm. Exceptions will only be made if the Learning Community Assistant must miss the meeting to take a class that is required in order to graduate, and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor and Assistant Director for Student Support Programs is required.

F. Complete Academic Coaching Training before Fall quarter starts.

G. Work with academic coaching students during the Fall quarter and academic connect students during Winter and Spring quarters.

H. Be present and available in your community in the evenings. LCAs are not permitted to take class or have employment after 7:00pm any day of the week. Exceptions will only be made if the Learning Community Assistant must take a class that is required in order to graduate and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor and the Assistant Director for Student Support Programs is required.

I. Work all move-in dates, move-out dates, mid-year training dates, and days needed to turn over the halls between quarters, including Sept 10-26, 2021; December 11-12, 2021; December 31, 2021 - January 2, 2022; March 18-20, 2022; and June 11-12, 2022. You must check in with your supervisor about when you can leave and return for breaks prior to making travel arrangements.

J. Attend weekly one-on-one meetings with supervisor and be available for communication with supervisor throughout the week.

K. Maintain regular contact with FYE-FRINQ faculty and Peer Mentors within University Studies who
are part of the FYE partnership.

L. University Housing & Residence Life pays for your room and board and replacing LCAs can be difficult and damaging to the community they have built. It is expected that LCAs will stay in their position for the duration of the agreement. LCAs will be held to their Housing Contract and may be charged for the unused meal plan if they choose to leave the LCA position before the end of the agreement.

M. Maintain a positive attitude toward the position itself, fellow student leaders, and supervisors.

N. Maintain regular and consistent contact and communication with RAs on paired floors, fellow LCA team members, and supervisor regarding floor meetings, concerns about residents, and programs.

O. Display strong communication and collaboration skills in working with fellow student leaders on projects and programs and be willing to address differences and conflicts maturely, fairly, tactfully, and diplomatically.

P. Carry weight and contribute appropriately to group and joint or team projects, activities, and programs.

COMMUNITY DEVELOPMENT

A. Personal Conduct
   b. Act as a positive role model at all campus functions, both on and off campus
   c. Behave as an ambassador of Portland State University to students, families, visitors to campus, and the Portland community
   d. Be supportive of and professional towards all University students and staff members and student leaders.

B. Student Development
   a. Reach out to residents using both individual and group strategies. LCAs are expected to get to know members of their community as best as possible. Availability is key to this goal, with LCAs intentionally providing opportunities for both formal and informal interactions with their residents.
      i. LCAs are expected to participate in the community as an active member, be visible, available, and approachable, be knowledgeable about campus and community, and demonstrate strong listening skills when needed to support residents.
      ii. LCAs are expected to cultivate healthy relationships and apply an ethic of care with residents.
      iii. LCAs are expected to support diversity and inclusion within our residential communities.
   b. Plan and successfully execute the Residence Life Programming Model for your area which consists of academic engagement programs. Programming Models are based on the needs of the residents in the area, and generally consist of about six to ten programs per quarter.
   c. Complete all programming requirements set forth by your supervisor, including bulletin boards, co-programs with RA’s, Success Series programs, Refuel Your Brain programs, and departmental programs and initiatives, etc.
   d. Program proposals and funding should be approved two weeks before the event.
   e. You MUST attend your own program to receive credit. You are required to scan attendees in StarRez, to turn in receipts (if applicable), a sample advertisement, and a program
evaluation 48 hours after the program.

f. LCAs are encouraged to plan programs that promote academic success and college transition, diversity, community engagement/service, and provide resources, tools, or information for academic success and general wellness. Program planning should represent or consider the needs of the community.

g. Act as an information/referral resource to all residents.

h. Act as an educational referral resource to residence hall students and LCA team.

i. Report all significant interactions with residents (including coaching, mediation, and referral) to direct supervisor. Immediately report any issues involving health and safety to Professional Staff.

C. Residence Hall Association (RHA) & National Residence Hall Honorary (NRHH) Support

a. Develop a cooperative relationship with RHA, Hall/Area Councils, and NRHH leaders in order to plan and implement joint programs and activities. This includes encouraging residents to participate in RHA and NRHH activities and general meetings.

b. LCAs may not serve in any Executive Board position with RHA, Hall/Area Councils, or NRHH.

EMERGENCY RESPONSE AND COMMUNICATION

A. Check Portland State University email account daily.

B. Communicate openly as a Residence Life team member in order to promote consistency, help solve mutual problems, and provide personal and professional support.

C. Maintain consistent, timely communication with direct supervisor about position related matters:

   a. Respond promptly to phone calls or emails from supervisor
   b. Give and receive feedback and suggestions respectfully with supervisor
   c. Keep supervisor informed of significant matters related to self, communities, and residents
   d. Seek assistance and support when necessary
   e. Is open to supervision and suggestions from supervisor.

D. Respond to all emergencies and other relevant situations.

E. Report all emergencies and other relevant situations and events to your supervisor or on-call Professional Staff and complete reports (Information Only and/or Incident Report) for each incident by 9:00am the day following the incident (Please note that some situations require an immediate response and therefore have to be submitted before 9:00am the next day i.e. life threatening situations, acts of violence, sexual assault, bias incident, student being arrested, fires, etc.).

F. Accurately and thoroughly complete incident reports when necessary that contain all required information (who, what, where, when – all names, 9 numbers of student involved, etc.).

G. Completion of IOs and IRs should be done in the professional manner, taught during Fall training (Written in the 3rd person, Full titles and names spelled out completely when mentioned the first time in a report, date, time, location, etc.).

H. If CPSO or another responder is contacted by an LCA or CPSO or another responder contacts an LCA as a result of an emergency situation, the on-call Professional Staff member must be notified. The on-call Professional Staff member should also be notified for situations involving health and safety (hospitalizations, potential suicidal ideation, sexual assault, bias incident, domestic violence, fires, etc.) and urgent facilities concerns. Anytime an LCA becomes aware of CPSO’s/EMS’s presence in the building, they will contact the on-call Professional Staff member.

I. Maintain privacy of students, friends, and team members between self and supervisor using the supervisor’s standards, your best judgment, and the Family Educational Rights and Protection Act
(FERPA) guidelines (http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html). Note that issues potentially related to the health and safety of students and staff cannot always be kept confidential, only privacy can be provided.

J. Provide information to PSU conduct hearing officers.

K. Student leaders must also communicate with their direct supervisor in advance if they will be gone from campus for a 48 hour period or longer so that plans can be made for communication in the case of a campus emergency.

L. Any student leader making a decision to leave one’s position before the end date of the agreement must turn in a written notice at least two weeks before the leave date. The written notice must be given to the immediate supervisor. This time will allow for reassignment of responsibilities.

TIME COMMITMENTS

Each LCA works an average of 18 hours every week. This average includes meetings, mentor hours at University Success, FRINQ attendance, “office” hours in your room/floor, and program planning and execution. During the year there are major events such as move in/move out, fall training, student leader selection, UHRL Open House, Refuel Your Brain, Fall Festival/Haunted House, participation in the Assessment of Student Engagement, and Leadership Seminars which may require more hours of work per week. At other points during the year, less hours of work will be sufficient. It should be noted that this position is a “live-in” position and requires significant time and effort being visible, accessible, and building relationships with residents. The responsibilities of an LCA may require responses at any time during a 24-hour period, 7 days a week.

A. General time considerations and commitments:
   a. Sleep and live in your assigned room.
   b. Spend at least two out of every three weekends in your assigned area.
   c. Maintain a consistent open door policy (virtually), where you are visible and available during peak times in the hall (typically between 7pm-11pm). Your office hours should be publicly posted and included in your email signature. Exceptions will only be made if the Learning Community Assistant must take a class that is required that quarter in order to graduate and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor is required.
   d. Manage time efficiently and effectively:
      i. Completes both academic and position requirements
      ii. Carries a full time class load successfully.

B. Weekly Expectations At-A-Glance
   a. Attend a FRINQ course twice a week totaling 2.5 hours.
   b. Complete FRINQ course reading during the week for 2.5 hours.
   c. Complete 2 hours of in-hall office hours/rounds to provide direct support to residents. Hours should be published if possible, should coincide with at least one RA office hour.
   d. 5 hours mentoring, coaching, and conducting outreach at University Success (OND 207)
      i. Complete assigned Academic Coaching sessions assigned within University Success working hours
      ii. Complete all tasks as assigned in University Success, which will include but are not limited to intake and peer mentoring of students accessing services, campus resource referral, writing support, tracking center use, data collection and...
processing, answering the telephone, scheduling appointments via telephone or from walk-ins, making bulletin boards, assisting with promoting the Success Series, and ongoing University Success outreach programs

e. Schedule a 1 hour meeting with FYE-FRINQ faculty and peer mentors

f. Program planning and attendance should average 3 hours a week. This should include completing program proposals, funding proposals, promoting programs, attending programs, and program evaluations. This can also include time spent assessing your residents’ interests around programming via formal or informal surveys.

g. Attend weekly LCA meetings for 1-2 hours a week. This includes weekly LCA team meetings with all the LCAs and your supervisor as well as 1:1 meetings with your supervisor to be held on a weekly basis.

KEY MANAGEMENT

A. Follow all articulated and trained key policies.

B. Keys are to be obtained and returned to the Facilities and Planning office in the USB.

C. Immediately report all missing keys and access badges to direct supervisor. Student leaders may be held financially responsible for any keys issued that go missing due to the re-keying that must be done due to lost keys.

D. Room keys are not to be given out to any person but the student(s) living in that space.

E. Entrance into student rooms in area is limited to cases of emergency or official business situations (An LCA may only enter a student room with another Residence Life student leader or Professional Staff member present, unless invited in by the student while the student is present).

F. Document all key use for all resident rooms in area promptly and appropriately.

G. Lost or misplaced keys can result in the immediate termination of a student leader.

ADMINISTRATIVE DUTIES

A. Maintain all paperwork, including electronic forms, in a systematic, thorough, neat, and consistent fashion. Paperwork that is expected to be filled out through programs like StarRez Web, Advocate, and Google Forms includes but is not limited to Work Order Requests, Request for Supplies, Program Proposals, Program Evaluations, Resource Reservation, Information Only Reports, and Incident Reports.

B. Submit all paperwork in a timely manner.

C. Keep personal room door locked at all times when not present.

D. Provide proper maintenance of apartment. Any damage to a LCA apartment will result in fines being charged during and/or upon completion of the position.

E. Check email daily. All student leaders are expected to have and utilize an official PSU email account. Formal communication will be sent to an official PSU account but one may have the PSU account forwarded to another email account. Please note that all formal communication will be sent to an official PSU account.

F. Check LCA mailbox three times a week (on non-consecutive days) and post flyers/posters on floor/s in a timely manner.

G. Performs duties at University Success as required.

H. Complete a collateral assignment, with an average of one hour per week.

I. Sign and adhere to a Portland State University Housing Contract.
J. Complete expectations, assignments, and responsibilities by deadline and comply with the behavioral expectations of University Housing & Residence Life.

K. Complete other duties as assigned.

ETHICAL GUIDELINES

A. Comply with all federal, state, and local mandates and laws, the Student Code of Conduct, the Residence Life Code of Ethical Standards, the Housing Contract, the Housing Handbook, and all other agreements made with the student leaders.
   a. Because all LCAs are placed on FYE floors and FYE floors are all substance free, LCAs are not permitted to store or consume alcohol in their residence hall rooms regardless of age.

B. Know and follow the policies of the Housing Handbook and do not compromise position with personal conduct.

C. Maintain and follow established procedures and protocol in requesting services from University departments.

D. Avoid romantic relationships with residents living in the area or with other student leaders. Intimate relationships with residents in your building are not allowed unless granted an exception by the area supervisor. Communication regarding any potential romantic involvement with a resident or student leader should occur with the area supervisor prior to any involvement.

E. Any and all online acts that are not in congruence with University or Housing policies, such as underage drinking, marijuana smoking, supplying minors with alcohol, etc. identified on Facebook, Twitter, YouTube, Instagram or any other computer file sharing, social networking, or internet tool available are prohibited. Student leaders will be held accountable for these actions, which could result in termination.

F. Take responsibility and assume accountability for all actions, including any negligence in the use of any University resources provided to them.

G. Follow privacy information policies as set by the Office and Family Educational Rights and Privacy Act (FERPA).

H. Promote campus activities that support the mission of Portland State University and University Housing & Residence Life.

I. Treat all students, faculty, staff, and family members with respect and care. Work to be inclusive of all others regardless of sex, gender identity, age, ability, sexual orientation, race, ethnicity, religion, values, beliefs, or other personal preferences and build an inclusive environment.

J. Seek help or support from appropriate Residence Life staff members when needed for situations, issues, or concerns.

K. Be consistent, fair and efficient with policy enforcement and documentation in residence halls.
   a. Be prompt and thorough in handling of incident reports and information only reports, submitting all reports no later than 9:00am the next morning.
   b. Complete appropriate follow-up after incidents.

EVALUATION

A. An evaluation for each LCA will be formally completed twice per year by your supervisor. Ongoing feedback and evaluation will happen in weekly one-on-one meetings with your supervisor.

B. Pending both evaluation and reapplication, an LCA may return for another academic year.

C. Deviation from or violation of this position description at any point while in the position will be
grounds for probation or possible immediate dismissal from the LCA position and housing contract termination from the residence halls.

D. Termination of a LCA position by either party prior to completion of the academic year does not guarantee assignment in a regular residence hall space. A housing assignment will be the sole discretion of the Associate Director of Residence Life and availability in Housing at that time.

E. The LCA position is maintained based on the ongoing recommendation of the supervisor.

TERMINATION

University Housing & Residence Life is committed to the success of its student leaders. The topic of termination is something we would prefer not to have to address. We fully expect that all student leaders will learn, grow, and be successful throughout their positions. However, the following information is important to know as a student leader in University Housing & Residence Life.

A. The state of Oregon is an “At Will” state in regards to this position.
B. Failure of a student leader to comply with all the terms and conditions of this agreement constitutes grounds for probation or dismissal. The terminated student leader is still bound by their housing contract.

COMPENSATION

A. Compensation will take the form of rent remission, standard utilities, and a meal plan when classes are in session during the academic year.
B. Take responsibility and assume accountability for all compensation benefits if you willingly quit or vacate the position.
C. This compensation package is reported to financial aid and could affect your financial aid package. It is best to confer with financial aid advisors to see how this compensation could impact your financial aid package.

We strive to provide a unique living experience in Portland’s urban environment through actively engaged residential communities that promote student success.

Portland State University is an equal opportunity/affirmative action educational institution.