RESIDENT ACADEMIC MENTOR
POSITION DESCRIPTION
2019-2020 ACADEMIC YEAR

The Resident Academic Mentor (RAM) is a member of the Residence Life team. The RAM is responsible for fostering a supportive learning environment for academic and personal success in the residence halls. They do this by providing one-on-one mentoring, information on campus resources, and student success skill building to residents. Resident Academic Mentors will provide valuable support for residents designed to retain and support students through graduation by promoting achievement, character development, academic engagement, and independence. The RAMs supplement the Resident Assistants living on the floor by providing more extensive academic resources and in depth individual and group academic attention. A RAM is a full-time student at Portland State University who lives within the residence halls. They are expected to act as a role model and representative of the residence hall community, University Housing & Residence Life, and other administrative departments within the University. The RAM position is an academic year appointment.

The Resident Academic Mentor term for this live-in position is September 13th, 2019 through June 14th, 2020.

The responsibilities and expectations of the Resident Academic Mentor 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 (undergraduate) 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 RAM commitments and academic course commitments. Additional hours of work or extracurricular activities require special approval from their supervisor. RAMs should also seek supervisor approval to hold any office position in a campus organization.
E. Must have at least a junior credit status (90 credits or more) while in the RAM position.
F. Maintain a minimum 3.0 grade point average (both quarter and cumulative) while holding the RAM position. Failing to meet this expectation at any point while in this position may result in termination.
G. Must have excellent oral and written communication skills.
H. Must demonstrate a passion for learning, academic success, diversity education, community service, relationship building, and helping students be successful.

TEAM TRAINING, DEVELOPMENT, & RELATIONS
A. Attend UHRL Student Leader Spring Training. Dates of this training are included in the Resident Academic Mentor Contract, and generally consist of four (4) meeting times. It is expected that all student leaders attend these trainings.
B. Participate in UHRL Student Leader Summer Online Training. Expectations of this training are included in the Resident Academic Mentor Contract, and generally consist of numerous online
modules. It is expected that all student leaders complete these trainings.

C. Attend UHRL Student Leader Fall Training and Viking Days. Dates of this training and welcome week events are included in the Resident Academic Mentor Contract, 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 13th through September 29th.**

D. Attend weekly team meetings and team trainings on Wednesdays from 4:00 pm until 5:30 pm. Exceptions will only be made if the Resident Academic Mentor must miss the meeting to 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 and Associate Director is required.

E. Work with students on academic warning and probation during Fall, Winter, and Spring quarters.

F. Be present and available in your community in the evenings. RAMs are not permitted to take class or have employment after 7:00pm any day of the week. Exceptions will only be made if the Resident Academic Mentor 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 and Associate Director is required.

G. Work all move-in, move-out, and mid-year training dates, including Sept 13-29, 2019; December 14-17, 2019; January 2-5, 2020; and June 13-14, 2020. You must check in with your supervisor about when you can leave and return for breaks.

H. Attend weekly one-on-one meetings with supervisor.

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

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

K. Maintain regular and consistent contact and communication with RAs on paired floors/buildings/areas fellow RAM team members, and supervisor regarding floor meetings, concerns about residents, and programs.

L. 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.

M. 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 staff members and student leaders.

B. Student Development
   a. Reach out to residents using both individual and group strategies. RAMs are expected to get to know members of their community as best as possible. Availability is key to this goal, with RAMs intentionally providing opportunities for informal interactions with their residents.
      a. RAMs 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. This will happen through targeted community outreach, visibility in your residential areas, and
collaborating with RAs on programming.

b. RAMs are expected to cultivate healthy relationships and apply an ethic of care with residents.

c. RAMs are expected to support diversity and not allow personal values to hinder objectivity.

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 area RAs, 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 have an attendee list, turn in receipts (if applicable), a sample advertisement, and a program evaluation 48 hours after the program.

f. RAMs are encouraged to plan programs that promote academic success, career development, diversity, community engagement/service, and provide resources, tools, or information for academic success and general wellness.

g. Programs should be unique, the same program should not be offered multiple times a year.

i. Program planning should represent or consider the needs of the community.

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

i. Complete a programming calendar/plan to be available to the residents in the residence halls. This should be updated continually and distributed at least monthly, preferably bi-weekly. The calendar should also be posted on your RAM door and in areas you directly support.

j. RAMs act as a referral to educational resources.

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

l. Maintain accurate academic information and up to date resources to share with students.

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

a. Develop a cooperative relationship with RHA, Hall 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. RAMs may not serve in any Executive Board position with RHA, Hall Councils, or NRHH.

EMERGENCY RESPONSE AND COMMUNICATION

A. Check Portland State University email account daily.

B. Respond to all emergencies and other relevant situations.

C. Report all emergencies and other relevant situations and events to supervisor or on-call Senior 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.).

D. 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.).

E. If CPSO or another responder is contacted by a RAM or CPSO or another responder contacts a RAM as a result of an emergency situation, the on-call Senior Staff member must be notified. The on-call Senior 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 a RAM becomes aware of CPSO’s/EMS’s presence in the building, they will contact the on-call Senior Staff member.

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

G. 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, floors, and residents
   d. Seek assistance and support when necessary
   e. Is open to supervision and suggestions from supervisor.

H. 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 residents and student leaders cannot always be kept confidential, only privacy can be provided.

I. Provide information to PSU conduct hearing officers.

J. 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.

K. 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 RAM works an average of 18 hours every week. This average includes meetings, mentor hours at University Success, academic connect meetings, “office” hours in your room/floors, and program planning and execution. During the year there are major events such as move in/move out, fall trainings, student leader selection, Haunted House, UHRL Open House, Refuel Your Brain, 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 a RAM may require responses at any time during a 24-hour period, 7 days a week.

A. Weekly Expectations At-A-Glance
   a. Walk-in support at University Success- West– 5hrs/week
   b. Collateral Assignments - 1hr/week
   c. Meetings - 2hrs/week
   d. Administration - 1hr/week
   e. Programming - 3hrs/week
      i. Planning/executing your own or supporting RAs, LCAs, RHA, Hall Councils, and NRHH
   f. Community Development - 2hrs/week
   g. In-Hall Outreach and Programming - 3hrs/week
   h. Academic Connects – 4hrs/week

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

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

D. RAMS will do a program for each community they are assigned to once a quarter. In-hall activity should prioritize connecting with residents. This can include time spent doing door knocks, having one-on-one conversations, or door knocks etc.

E. Attend weekly RAM meetings for 1-2 hours a week. This includes weekly RAM team meetings with
all the RAMs and your supervisor and 1:1 meetings with your supervisor to be held on a weekly basis.

F. Sleep and live in assigned room.

G. Maintain a consistent open door policy, where you are visible and available during peak times in the hall (typically between 7pm-11pm). You should post weekly hours when you will be both visible and available to your residents in your room or area of direct support when completing your RAM duties, especially when working on programming. Exceptions will only be made if the Resident Academic Mentor 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.

H. Maintain a consistent open door policy, where you are visible and available during peak times in the hall (typically between 7pm-11pm). You should post weekly hours when you will be both visible and available to your residents in your room or area of direct support when completing your RAM duties, especially when working on programming. Exceptions will only be made if the Resident Academic Mentor 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.

I. Manage time efficiently and effectively:
   a. Completes both academic and position requirements
   b. Carries a full time class load successfully.

**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 to immediate 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 (A RAM may only enter a student room with another Residence Life student leaders or Senior 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, Info 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 RAM apartment will result in fines being charged during and/or upon completion of position requirements.

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. Performs duties at University Success as required.

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

H. Check RAM mailbox in University Success - West three times a week (on non-consecutive days) and post flyers/posters on floor in a timely manner.

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.

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 your supervisor. Communication regarding any potential romantic involvement with a resident or student leader should occur with your 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 member when needed for situations, issues, or concerns.

K. Be consistent, fair, and efficient with policy enforcement and documentation in the residence halls.
   a. Be prompt and thorough in handling 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 RAM 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, a RAM may be rehired for another academic year.

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

D. Termination of a RAM 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 RAM position is maintained based on the ongoing recommendation of their supervisor.

**TERMINATION**

PSU 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 through Victor’s dining hall, while it is open 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.**