



BOISE STATE UNIVERSITY

Community Assistant (CA) Position Description and Expectations

2024-2025 Academic Year

[This is a draft position description and is subject to change]

Name:

Placement:

Anticipated Position Period: August 4, 2024 - May 16, 2025

Expectations of this Leadership Position

Under supervision of the Senior Coordinator for the Living Learning Program (SCLLP), with co-supervision by the Lead Community Assistant (LCA), and oversight by the Living Learning Program Faculty (LLP Faculty), Community Assistants (CAs) serve as liaisons between Housing and Residence Life, LLP Faculty, and residents by providing social and educational programming opportunities that connect learning inside and outside the classroom. The following sections outline what Housing and Residence Life expects of CAs.

Please identify any questions you may have and be sure to gain clarification, if needed, from the SCLLP or other housing professional staff prior to signing.

POSITION REQUIREMENTS

- CA appointments are made for one academic year, starting in August 2024 and continuing through Mid-May 2025; and given the importance of relationship-building and guiding residents through concepts of learning, it is critical that CAs commit to serve for the full academic year.
- All CAs must apply for University housing and have a completed Housing and Meal Plan Agreement on file prior to the start of the position.
- CAs must be available via phone and Boise State University-issued email daily while employed as a CA. Email, voicemail, and staff mailbox must be checked daily by the CA. Each CA's Boise State student email address will be published and made available to residents, enabling them to contact the CA when necessary. Additionally, each CA's personal phone number must be provided to Housing and Residence Life for emergency purposes. Personal phone numbers will not be given out for purposes other than emergency situations.
- CAs are responsible for being actively involved and participating in staff development in-service opportunities, trainings, and large-scale events as applicable, and as required. Advance notice will be given for required attendance events.
- CAs must be in "good standing" with Housing and Residence Life and the University (including student conduct, academic, and financial status). CAs shall comply with all University policies, including the Student Code of Conduct, and Housing and Residence Life Community Standards, as well as all state and federal laws.
- *Note: Preference given to those students with on-campus living experience (or other approved similar experience) and prior experience in a living learning community.*

ACADEMIC REQUIREMENTS

- A CA must be a student at Boise State University working toward a degree. All undergraduates must be enrolled, attending classes, and taking a minimum of 12 credits per semester. The CA's direct supervisor must be given prior approval for the CA to take more than 18 credits per semester. Graduate students

must be enrolled in a minimum of 6 credits per semester, and must obtain prior approval from the CA's direct supervisor to take more than 9 credits per semester.

- CAs must have and maintain at the beginning and throughout their employment, the following:
 - A cumulative grade point average of 2.5
 - A semester grade point average of 2.5
 - Passed at least 12 credits (or 6 graduate credits) the semester prior to, and each semester throughout employment (academic work during summer session does not count towards fall or spring semester GPA or credits earned, but may impact cumulative GPA).
- Failure to maintain these academic requirements will result in employment probation and/or termination of employment.
 - New CAs failing to meet all criteria (semester and cumulative GPA, passed credit hours) by the position start date will result in reversal of the employment offer
 - If a CA currently on staff or returning to staff does not meet one of these three good standing criteria, it will result in employment probation for one semester. If all three criteria are not met during and following the probationary semester, the CA's position will be terminated.
 - If a CA currently on staff or returning to staff does not meet two or more of these criteria at the end of an academic semester, it will result in the CA being terminated, and that individual will not be eligible to apply for the position again until all three criteria are met.
- CAs are required to attend and assist with planning for the class associated with their LLP community. This is an employment requirement and CAs may not schedule other classes or other commitments at the same time as the community's class. Classes are held weekly on Tuesdays from 4:30 pm-5:45 pm.
- All LLP Events occur on Tuesday evenings generally from 6:45 pm-8:00 pm, though set-up and clean up may mean additional time needed. CAs are responsible for not scheduling classes during these times.
- Weekly CA staff meetings are scheduled from 9:00 pm - 10:30 pm on Wednesday nights. CAs are responsible for not scheduling classes during these times.

GENERAL RESPONSIBILITIES

Advisor/Liaison/Team Member:

- CAs serve as a liaison between Housing and Residence Life, the LLP Faculty, and the students participating in the Living-Learning Programs.
- CAs, in partnership with their LLP Resident Assistant(s) (RAs), are responsible for the well-being of the students in their LLP community, as well as for reporting the general atmosphere, the programs, and the physical facilities of the community by contacting appropriate supervisors when concerns or problems arise. CAs should interact with the community RA(s) almost daily to collaborate on resident support, programmatic ideas, and activities.
- CAs will collaborate with their LLP RA(s) as a team to support their residents. Specifically they will collaborate on the following:
 - Sociograms-sharing and reporting the resident information and relationships from the community
 - Resident concerns and roommate conflicts
 - Regular community activities: plans, attends, set up, clean up, brainstorming etc.
 - CAs will participate in residence hall opening and closing responsibilities
 - CAs will attend all student staff trainings and monthly all residence life staff meetings

Administrative Tasks:

- CAs will support their residence life staff (Resident Directors and RAs) with opening and closing tasks, prepping community space, and supporting Bronco Welcome events.
- CAs will create program and activity marketing materials for LLP events and distribute them to their community residents. They will provide one copy of all marketing materials with applicable information to the purchasing LLP Faculty or SCLLP to ensure compliance with financial procedures for Purchasing Cards.
- CAs will assist in administrative tasks; examples include programming paperwork, community trips forms, and Purchasing Card spending.
- CAs assist in maintaining facilities standards by entering work orders as needed, maintaining up to date programmatic and informational postings within the halls in partnership with their community RA(s).

- CAs are to keep the SCLLP, LLP faculty, and Residence Directors informed of events and resident concerns within the residence halls by submitting thorough and thoughtful reflection logs, documenting interactions when needed, and through regular meetings.

Availability and Meetings:

- **Class Attendance:** CAs are not required to enroll in the class associated with the community (i.e., KINES 150), but they are required to attend and assist with planning for the class. This is an employment requirement and CAs may not schedule other classes or other commitments at the same time as the community's class (Tuesdays from 4:30 pm-5:45 pm).
- **All LLP Events:** are on Tuesday evenings generally from 6:45 pm-8:00 pm, though set-up and clean up may mean additional time needed.
- **Weekly LLC Team Meeting:** The CA will meet weekly with their LLP Faculty and community RA(s) at a time determined by the team. This meeting will be facilitated by the LLP Faculty member(s).
- **Weekly CA Team Meeting:** CAs will attend a 2-hour meeting with all of the LLP CAs on a weekly basis. This meeting will take place on Wednesdays from 9:00 pm - 10:30 pm and is facilitated by the SCLLP and LCAs. Once a month the CA staff meeting will include attending the Residence Life All Staff Meeting during this time.
- **Pillar Awards:** Each month the CAs will nominate at least one resident for a monthly pillar award.
- **In-Community Time:** Each CA shall be in their residential community and available to residents a significant portion of their time (At least 4 of the 7 evening/nights per week). In-community time will include relationship building, time for intentional interactions, and programming. Primary responsibilities such as attendance at staff meetings, participating in community activities, and dedicating time to perform administrative functions. It may also include secondary responsibilities such as availability for drop-in discussions with residents, referrals, or even studying in a common area.
- **Opening/Closing:** CAs are required to be present for opening and closing weekends during fall and spring semesters, as well as during the first two weekends and last two weekends of each semester. During high traffic weekends, such as when there are major athletic, University, or Housing events, weekend away requests may be limited. Being present during these times is vital to relationship building, support, and community development.
- **Weekends Away:** All weekends away must be coordinated with the SCLLP and the supervising LLP Faculty.

Community Building:

- **Intentional Interactions (i.e., Buster Clusters):** CAs are responsible for creating informal intentional interactions with their residents. Intentional interactions are intended to create a sense of community, promote good citizenship, encourage civility, foster academic success, and assist in the personal growth of residents.
- **Sociograms:** CAs are responsible for creating a sociogram and reporting to the SCLLP information about their residents to help foster stronger relationships within their community. This sociogram will be additionally used in collaboration with the LLP RA(s) in building community.
- **LLP Community Specific Activities:** In collaboration with their specific LLP Faculty and staff, and with assistance and support from the LCA, the CA will lead in creating and implementing at least 6 small-scale activities and 2 large-scale activities per semester. The focus of these activities will center around the LLP Pillars (Community Engagement, Confidence, Love of Learning, and Openness and Inclusion) and the Residential Curricular Framework Learning Goals (Identity, Responsibility for Self, and Community). Communities with more than one CA can have more activities per week and/or work in collaboration with other CAs, RAs, LLP Faculty, and other campus partners to fulfill these requirements.
- **ALL LLP Community Events:** CAs are responsible for coordinating All LLP Community Events in a team rotation with primary support from the LCA and oversight from the SCLLP. These events will take place regularly on Tuesdays following the LLP classes during the academic year with at least 6 events per semester.
- **Academic Student Support:** CAs will coordinate with the LLP Faculty to develop a plan to academically support residents and encourage a strong academic atmosphere within each community. This may

include coordinating tutors as needed, helping residents create study and/or academic plans, and planning opportunities for academic recognition.

LLP Recruitment

- CAs support the recruitment of future LLP residents by attending various admissions events and opportunities throughout the year and representing the Living Learning Programs.
- All CAs need to be available for Discover Boise State events (one in October, January, and March) and Bronco Day in early April. Only academic and major life events will be acceptable excused absences for these specific recruitment efforts.

Crisis Response and Conflict Management:

CAs **do not** serve in an emergency on-call/duty rotation. At the same time, the CA position is a live-in staff position and a dedicated community member. The CA may be approached or become aware of crisis situations, resident concerns, roommate conflicts, and/or other situations that need staff response. As such:

- CAs will be trained in Crisis/Mental Health Response and Conflict Management in order to respond to these situations when faced with them.
- CAs will notify appropriate Residence Life staff and Faculty regarding any resident concerns or conflict.

Other Duties as Assigned:

Please understand that CAs may be asked to assist with a variety of other duties and responsibilities that are not listed above. Such things include administrative work and expectations assigned by each supervisor that support the overall operation of the community.

COVID-19 Modified Responsibilities:

CA responsibilities may be modified based on the needs of residents or the department related to COVID-19 or other health and safety practices and protocols. Examples of modifications include, but are not limited to:

- Assisting with the relocation of residents as needed
- Disinfecting public areas of the community as a part of community walks, front desk shifts, etc.
- Assisting with the meal delivery process for residents practicing self-isolation
- Using virtual/electronic means to build community and engage residents

GENERAL EXPECTATIONS

Student Employment Policies and Procedures:

- CAs are responsible for reading and understanding: (1) Boise State University policies, including but not limited to those required as a part of the new employee Compliance Certification; (2) the Student Code of Conduct; (3) Housing and Residence Life Community Standards; and (4) any additional assigned literature, and for seeking clarification when necessary. It is better to ask questions to gain a better understanding, than to guess an answer and potentially lead someone astray.
- CAs are required to successfully complete a background investigation prior to starting the position. All offers are contingent upon a successfully completed background investigation.
 - CAs are subject to all University policies, Housing and Residence Life Community Standards, the Student Code of Conduct, and local, state and federal laws. Housing and Residence Life may check with any and all relevant departments, offices, and agencies at any time to ensure compliance with all applicable laws and policies.
 - Results of the background check will be reviewed, and may prompt a review of the candidate's appropriateness for the position, or cause the revocation of the CA position offer.

Conduct:

- CAs are responsible for understanding and abiding by the policies and procedures in the Student Conduct Code, Housing and Residence Life Community Standards and the specific procedures for the CA's assigned community.
- While the primary responsibility for confronting a resident regarding a possible violation rests with the RA(s) assigned to the community, CAs will not condone or promote policy violations or violations of the

law. CAs will report any violations to the RA(s) and/or Resident Director and will be expected to utilize the Residence Life on-call procedure if they become aware of any behavior issues.

Confidentiality/Communication:

- CAs come in contact with sensitive and confidential information in their position. This information may be protected by state and federal laws, including the Family Educational Rights and Privacy Act (FERPA). Information covered by FERPA and other laws may not be released unless specific conditions are first met.
 - It is essential that CAs communicate all concerns only to a supervisor, and not to other staff or students.
 - A CA should not discuss personal or confidential student issues, concerns, or events with other students or staff unless specifically directed to do so by their supervisor.
 - It is important to maintain confidentiality in relation to all conduct or student issues that CAs may encounter during their employment, including those which may involve them directly. Communications or inquiries concerning personal or confidential information involving a student or a sensitive incident should always be referred to the CA's supervisor.
 - Any media inquiries should be forwarded to professional staff within the department or the main housing office.
 - All CAs are Mandatory Reporters and must follow university policy for mandatory reporting.

Role-modeling, Ethics and Credibility:

- CAs are expected to be positive role models and ethical decision-makers at all times, both on and off campus. A CA's behavior at all times should reflect positively on Boise State University and Housing & Residence Life.
 - It is essential that CAs do not engage in speech or behavior that compromises their credibility, nor the credibility of their peers, team, department, or the University. Further, CAs should be aware of and take steps to avoid any negative effect of their online/social media presence and non-work related activities on and off campus that may have a detrimental effect on their credibility or that of their peers, team, department, or the University.
 - It is essential that CAs respect their residents, peers, supervisors, and position – treating each with care.
 - To avoid concerns related to conflict of interest and/or sexual harassment, CAs currently in, or considering starting any type of consensual amorous relationship with a resident or another staff member must immediately disclose this information to their supervisor at the earliest time during the CA appointment prior to any conflicts of interest. Additionally, should the consensual amorous relationship be terminated, the CA must immediately notify their supervisor. Professional staff and reporting staff will take appropriate steps to address the potential concerns and find solutions. Failure to disclose this information may result in employment action, including revocation of position offer or termination.
 - If it is deemed that a CA is using their position to take advantage of residents or negatively influence others, or if it is determined a CA has a conflict of interest, personnel action may be taken.
- In regard to alcohol and drug use, CAs must abide by all university policies (including but not limited to those set forth in the Student Code of Conduct and Housing and Residence Life Community Standards), and state and federal law. Failure to abide by these policies and guidelines, or engagement in actions that damage a CA's ability to serve as a credible role model to their community, staff, and Housing and Residence Life, may lead to personnel action up to and including termination.
 - CAs under the age of 21 may not possess or consume alcohol, at either on- or off-campus locations.
 - CAs over the age of 21 are not permitted to consume alcohol in any Housing & Residence Life owned, leased, or operated facilities.
 - CAs over the age of 21 may not consume or be under the influence of alcohol while working the front desk, or performing any related job responsibilities.
- CAs must immediately report any violations of alcohol guidelines to a RD or other professional Housing and Residence Life staff members.

Housing Agreement:

- CAs are required to live in the community to which they are assigned. Housing and Residence Life assigns staff based on the needs of the community and the determined staffing patterns. Each CA is required to complete a Residence Hall Agreement. Upon early termination of position responsibilities (whether through resignation or termination), the CA will be responsible for the completion of the Residence Hall Agreement terms and any necessary financial obligations of the Agreement, as well as being relocated outside the community where they worked as a CA.

Photo Release Agreement:

- By accepting a CA position, entering your role and signing this agreement you hereby grant Boise State Housing and Residence Life permission to photograph and/or record for marketing and recruitment purposes including advertising and promotional purposes (including but not limited to print, digital, other medias, and Web use) now or hereafter known, in perpetuity throughout the world, without restriction as to alteration and without compensation.

Key Responsibility:

- The CA is responsible for the cost of any lock/key changes if any keys issued to the CA by Housing and Residence Life or by the LLP Faculty are lost.
- CAs have access to resident, facility, and equipment keys, and should utilize proper procedure, discretion, and good judgment in when and how to use these keys as appropriate. CAs should not key into resident rooms without direction to do so from a RD. Failure to follow proper key procedure may be grounds for job action, up to and including termination.

Position Time Commitments

During the academic semesters, it is expected that CAs complete 19 hours of work per week as part of the remuneration package. It is understood that the responsibilities and time commitment of the CA position may vary week to week, due to the unique nature of the position, but result in an average of 19 hours of work/week throughout the course of the semester.

Additionally, CAs must be available for the following mandatory times otherwise job action and/or termination may occur:

- Fall Training & Move-In: August 4 - 18, 2024
- Weekly Living Learning Program Commitments: Tuesdays from 4:30 PM - 6:30 PM
- Weekly Staff Meetings: Wednesdays from 9:00 PM - 10:30 PM
- Admissions Day Events (Bronco Day, Discover Boise State, etc.)
- Winter Closing: December 21, 2024
- Spring Training: January 8 - 12, 2025
- Spring Closing: May 9 - 16, 2025

**Note: additional required dates and responsibilities may be added and assigned by Residence Life professional staff as needs arise. Dates are subject to change based on changes to the academic calendar and supervisor discretion.*

Outside Time Commitments & Community Availability

Outside Time Commitments

A CA must maintain good time management skills and ensure that they are prioritizing their CA responsibilities, job performance, and success of their residential community before choosing to undertake any time commitments outside of the position. Outside time commitments could include but are not limited to, courses, paid employment, volunteer opportunities, leadership positions, student organizations, internships, and practicum experiences. This requirement is in place because such additional commitments may interfere with a CAs ability to be a successful

Housing and Residence Life staff member. If a CA's job performance is regularly being impacted by extra commitments outside of the position, job action and/or termination may occur.

Community Availability

Additionally, it is critical that CAs are available throughout the course of the work day (weekdays between 9 AM - 5 PM) to assist residents with concerns, prepare for LLP programming and events, and to remain available for departmental and campus partners. As such, CAs participating in courses, practicums, internships, organizations, athletics, employment, or other outside time commitments that result in a CA not being able to be present in the community for an average of 2 hours each work day (weekdays between 9 AM - 5 PM) will result in a CAs offer of employment being rescinded or termination from the role.

**Note: It is the responsibility of the CA to notify their direct supervisor of any potential outside time commitments that may fall into this category.*

REMUNERATION

- Remuneration accounts for 19 hours of work completed each week during a CA's employment
 - CAs receive the following as remuneration:
 - CAs are provided one single room space for the duration of the CA's employment, with the space to be assigned by Housing and Residence Life administration based upon community needs.
 - It is expected that an CA lives in their assigned space throughout the duration of employment.
 - CAs receive a partial meal plan which can be used when dining facilities are open to students (primarily during the academic semester). This meal plan is used in order to build relationships with residents who live in the CA's community.
 - If a CA would like to change the meal plan selected by the Housing and Residence Life department, the CA is responsible for any costs incurred by the change in meal plan.

ADDITIONAL UNIVERSITY EMPLOYMENT

Housing and Residence Life abides by all university policy (policy #7470) surrounding student employment expectations and regulations. As such, during the fall and spring semesters, student employees may not work on-campus for more than 29 hours per week (this means that if a student has multiple jobs on campus, their total hours for all positions combined may not exceed 29 hours).

- As such, since CAs receive remuneration for 19 hours of work each week for their CA responsibilities, CAs are only permitted to work an additional 10 hours on-campus.
- When classes are not in session, a student may work up to 39 hours per week, with limits on how long they can do this for (as such CAs would be permitted to work up to 20 hours of additional on campus employment when school is not in session).
- International students may not work more than 20 hours per week in the fall and spring semesters.

FINANCIAL AID RECIPIENTS: The room and board benefits received as an employee in the Housing Department may impact your overall financial aid eligibility. If you are pursuing financial aid such as grants, loans, or scholarships, please contact the Financial Aid office at 208-426-1664 or financialaid@boisestate.edu for more information about possible adjustments to your awards.

TERMINATION OF EMPLOYMENT

- If a CA chooses to resign during the academic year, they shall provide a letter of resignation to their supervisor, preferably at least two (2) weeks prior to the CA's resignation.
- This is an at-will employee and as such a CA may be terminated for at any time for no reason at all, or for violation of Boise State University policies including the Student Code of Conduct and Housing and Residence Life Community Standards, state or federal law, whether the offense took place on campus or

off campus, regularly not meeting requirements of the position, and/ or for failing to follow the direction of a CA's supervisor.

- Should a CA's employment be terminated prior to the expected end date of the position, the CA may be relocated at the CA's expense to another location outside of the residence area in which they lived and rent will be prorated.
- Upon termination of the CA's employment, all necessary paperwork must be completed.
 - CAs must meet with the CA's direct supervisor to determine an appropriate housing reassignment, if any, to schedule an appointment to return any provided CA supplies/materials, and to check out of the CA's existing room assignment.
 - CAs are financially responsible for any unreturned items and, if applicable, an improper check out fee of \$150. Such charges will be posted to the CA's student account.
 - CAs who resign or are terminated are subject to penalties associated with the departmental purchase of a meal plan. Meal plans are non-transferable, and as such, resignation or termination may result in the CA being charged the remaining pro-rated amount of the CA's meal plan following the resignation or termination.
 - If a CA resigns or is terminated and the CA no longer will live on campus, the CA may be subject to normal housing penalties associated with breaking a housing agreement.

Your signature below reflects and confirms your understanding of, and acceptance of, the duties, responsibilities and expectations of all CAs at Boise State University as set forth in this document.

- I understand the CA position for which I will be employed begins August 4, 2024, and automatically terminates May 16, 2025, or upon notice of termination, whichever is earlier. I understand that my employment is at-will and may be terminated at any time prior to the end of the anticipated end date.
- I accept the duties, responsibilities and expectations of the CA position and will perform them as outlined in this document.
- I agree to accept additional duties, not explicitly listed in this document, as directed in training or meetings, or by HRL staff or my LLP Faculty.
- I understand that as a CA, I may be moved or reassigned to another residence hall at the discretion of Housing and Residence Life administrative staff.

_____ I accept the offered CA position with Housing and Residence Life for the 2024-2025 Academic Year. (Please initial)

Printed Name: _____ ID Number: _____

Signature: _____ Date: _____

Email: _____@u.boisestate.edu Phone #: _____