



UHFS
University Housing & Food Service
California State University, Chico

2010-2011 RESIDENT ADVISOR APPLICATION

INSTRUCTIONS:

- Read and follow all directions on application
- Provide recommendation form to a reference and ask them to return it by noon January 27, 2010. (*application is not complete until this form is received*)
- Submit all of your application materials to University Housing Office & Food Service by Wednesday, January 27, 2010 at noon. Incomplete and/or late applications may not be considered
- Enroll in HCSV 389-01 RA Class

MATERIALS ENCLOSED:

- Job Description
- Selection Timeline
- Application
- Two (2) recommendation forms:
Faculty/Staff/Supervisor/Advisor form
- Sample cover letter

RA Class: The applicant will take a 1-unit class during the application process. Other elements of the application process will be included in the RA class. Exceptions may be made for students transferring to CSU, Chico.

You will need to enroll in this class:

HCSV 389-01 Class No. 1450 January 29 – February 26 Fridays 2:00-4:50 Plumas 102

If you have any questions about the application process, please contact University Housing & Food Service at housing@csuchico.edu. You may also call 530-898-6325 or 800-730-4243.

Resident Advisor Job Description

QUALIFICATIONS:

1. All applicants MUST have completed a minimum of 30 units by August 1, 2010 to be an RA.
2. Applicants who have successfully completed a minimum of 60 units before fall 2010 receive priority for the RA selection process.
3. Applicants must have, and maintain a cumulative and semester **2.3 minimum grade point average** at the time of application and demonstrate continued academic progress.
4. Completing a certified CPR and First-Aid training program. UHFS will coordinate, at department expense, CPR and First Aid training as part of pre-service training fall semester.
5. Successful completion of Leadership development class.

SKILL SETS AND ATTRIBUTES:

- The RA must have a working knowledge of all aspects of the University, which will allow them to appropriately mediate, assist, and advise students.
- The RA must have the emotional maturity necessary to cope with day-to-day decisions involved in maintaining healthy living conditions within the building.
- The RA must have sensitivity for others as individuals, and a personal and professional commitment.
- The RA must be knowledgeable about, enforce, and personally abide by all University Rules and Regulations.
- The RA must be committed to their own personal growth. Taking care to budget personal time for study, work and relaxation.
- The RA must demonstrate willingness to continually accept new challenges and personal growth opportunities, while being open to new points of view.
- RAs are expected to give priority to their academic and RA obligations over all other areas of activity.

CONTINUED ACADEMIC PROGRESS:

- Enrolling and passing at least 12 units with a "C" or better. (Undergrad)
- Enrolling for and passing at least 6 units with a "C" or better (Graduate)
- Maintenance of a 2.3 minimum GPA semester and cumulative

ACADEMIC EXPECTATIONS:

RAs must limit academic course loads to a maximum of 15 units (or 12 graduate units); special permission from one's Residence Community Coordinator (RCC) is required for any exceptions.

JOB RESPONSIBILITIES:

The Resident Advisor (RA) is assigned to a living group and is responsible for fostering a sense of community and promoting a quality environment for all residents. The RA position is more than just a friendly presence; she/he is the crucial link in creating an environment in which students develop personal independence while learning to live cooperatively with others. Few student positions have such demanding responsibilities and high potential for positive impact on others. Specific expectations are outlined in this folder.

COMMUNITY LEADERSHIP AND RESPONSIBILITY:

- Solicit input from members of one's living area in relation to expectations for living in the community.
- Educate residents regarding Housing and University policies and procedures, and uphold these policies and procedures fairly and consistently.
- Respond to student behavior that violates University policy and community guidelines, results in damage to the living area, and/or endangers the health and safety of others. Maintain positive rapport and a respectful attitude with residents while enforcing policies.

PROGRAMMING:

- Actively reach out to residents through programming. Promotes academic success, social interaction and the development of interpersonal skills among residents. Encourage residents to take risks, challenge assumptions, and engage in reflective critical thinking.
- Participate with the planning and implementation of our Living, Leading, Learning programming model, including monthly community building standards and passive programming.
- Support residence hall and community activities by attending programs and actively participating.

COMMUNITY DEVELOPMENT:

- Know each resident in one's community by name. Make an effort to establish an interactive relationship with each resident in one's living area.
- Conduct living group area meetings to discuss community expectations and other pertinent information. Promote communication between residents of the community, and plan active and passive programs.
- Encourage resident participation in the Residence Hall Association, Community Hall Councils, and the Peer Conduct Review Board. Promote other leadership and activity opportunities within the different communities. Support area councils by attending programs and meetings on a regular basis.
- Work with and educate residents to create an environment that respects the rights and privacy of others, promotes consideration of individual needs in the community, and cultivates a sense of responsibility for the community.
- Be available to assist, counsel, and socialize with residents (*this requires spending a significant amount of time in one's community*).
- Develop a community that strives to understand, respect, and celebrate diversity in accordance with the Housing Commitment to Community Respect.

PEER HELPING:

- Demonstrate active listening skills and reflect a genuine attitude of caring for others.
- Be aware of residents in need of personal assistance, guidance, and/or support.
- Provide appropriate consultation and referral when necessary while maintaining student confidentiality.
- Possess a general working knowledge of campus and community resources.
- Assist residents in interpersonal conflict resolution, which may include mediating disputes between individuals or groups.

STAFF CONTRIBUTIONS:

- Attend area staff meetings, one-on-one meetings, staff interpersonals, RA in-service training sessions, and other meetings as requested by one's RCC, ARCC, or other Housing staff members.
- Serve as a responsible member of an area staff and maintain open communication with fellow staff members. Work as a team player and maintain a supportive attitude.
- Report to the Residence Community Coordinator who is responsible for one's area. Communicate real and potential concerns related to one's community on a regular basis. (The communication link between RAs and RCC/ARCC staff is critical to maintaining a healthy and safe environment for the residents).
- Demonstrate an understanding of potential influences of one's behavior as an RA both on and off campus, on fellow residents, staff members, and the university as a whole.
- Assist in the recruitment and selection of new Residence Life Staff members.
- Attend fall and winter training sessions. (Fall training begins in early August and winter training begins approximately one week prior to the beginning of the spring semester).
- Maintain confidentiality regarding staff matters, including incident documentation, mental health issues, and disciplinary status of residents.
- Serve as a representative of University Housing and Food Service. This responsibility includes being accountable for one's actions, displaying attitudes and behaviors that support the Housing Department and the university, and maintaining good working relationships with other departmental employees.

ADMINISTRATIVE JOB RESPONSIBILITIES:

- Be knowledgeable of all information included in the Staff Manual and "Living In" handbook.
- Report maintenance, custodial, and other facility-related concerns by stated deadlines.
- Accurately complete information reports and submit them to one's RCC/ARCC by stated deadlines.
- Assist one's RCC and ARCC with the administration of check-ins, checkouts, room changes, evaluations, surveys, etc.
- Post all distributed material by stated deadlines.
- Complete administrative tasks by stated deadlines in an efficient manner.
- Be responsible for checking one's voicemail, e-mail account and staff mailbox each weekday.
- Maintain accountability for assigned keys, radios, and other staff supplies.

TIME COMMITMENT:

As part of the RA responsibilities, the RA is expected to devote a significant amount of time to the position. The following lists expectations of the Time Commitment associated with the RA job.

- RA contracts are for the academic year. The RA contract begins with fall training (tentatively scheduled for August 2010) and ends the day after commencement. (University Village contract may end later.)
- RAs have responsibilities, which must be completed at the beginning and ending of each university vacation period, and will need to plan vacation time accordingly.
- During one's employment, RAs may not enroll or participate in any program that requires a significant time commitment away from the halls. (*i.e. hold an officer's position in an organization, participate in intercollegiate activities, hold an A.S. elected position or rush for a fraternity or sorority.*) Outside commitments must be approved by your supervisor.
- Due to the requirements of the position, RAs must obtain prior approval before taking classes, outside meetings, etc. that occur after 8:00 P.M. on weekdays. Also, RAs may not have other commitments one evening per week from 5:00-8:00 pm in order to attend staff meetings.
- RAs must obtain prior approval from their RCC before participating in employment or internship opportunities outside of the department. RAs are an integral part of the emergency response operations and are expected to respond to emergencies, however rare, at all hours. As a result, they are expected to spend the night in their room with the exception of approved time off.
- In consultation with their RCC, RAs are permitted and encouraged to leave the campus area one weekend per month.
- Applicants are required to enroll in a one-unit leadership course during the application process. See timeline for dates.
- RAs are expected to accept and fulfill other specific duties and obligations as outlined by their Residence Community Coordinator and Assistant Residence Community Coordinator.
- RAs are expected to work a minimum of 4 paid hours per week (up to a maximum of 8 hours) for coverage at front desk.

COMPENSATION:

- **Room:** Compensation is made "in kind". Each RA receives a private room.
- **Front Desk Wages:** Resident Advisors are required to work a minimum of 4 hours per week at the student employee Level III, Step II entry rate when the residence halls and communities are open.
- **Parking Permit/Laundry:** Resident Advisors will have their choice of either a parking permit (A/B permits only for on-campus staff; G permits for University Village staff) or a WEB laundry card, which are of an equate able value.
- **Phone Service/Voicemail:** RAs are required to have a working phone and voicemail in their room at all times. To assist with meeting this requirement, the housing department will cover the cost of installation, basic phone service, and voicemail.
- **\$1,000.00 applied toward University fees:** After one semester of service, UHFS will make a \$1,000.00 "Third Party" payment to the RA's university account as part of their compensation package. This is an advance payment, therefore UHFS reserves the right to require repayment of this advance if the Resident Advisor leaves the position prior to the end of the employment contract. In the event your total fees for the semester are less than \$1,000, the remainder will be paid to you on an equal monthly basis monthly during your semester of service. This payment will be added to your hourly based desk duty pay and will be listed as "on call" compensation. The portion credited against University fees is (in most cases) tax-free; any amount paid to you through payroll will potentially be subject to income tax (unless your total earnings may be below the minimum level required to actually pay income taxes).
- **Meal Plan:** Each RA receives a meal plan. RAs are expected to use meal times to interact with residents. The number of meals provided reflects the amount of anticipated resident contact. Living areas with access to a kitchen currently receive 10 meals per week (UV and Konkow). All other areas receive 15 meals per week.
- **Priority Registration:** Due to the time constraints of the RA position, Resident Advisors receive priority registration for the period of their employment contract. As new Resident Advisors will not be hired prior to the beginning of the TRACS period, this consideration will take place for the spring 2010 semester for new RAs.

Important Note: Please be aware that compensation and additional considerations for the RA position can affect student financial aid awards. Please consult with a financial aid advisor to learn how this position may impact your financial aid award.

REMEMBER: All application materials are due to the University Housing and Food Service Office located at the corner of Legion and Citrus Avenue by
WEDNESDAY, JANUARY 27, 2010, at 12:00pm

2010-2011 RESIDENT ADVISOR SELECTION TIMELINE

APPLICATIONS AVAILABLE:

Monday, November 2, 2009

- Available at these locations:

<http://www.csuchico.edu/housing/jobs.shtml>

University Housing & Food Service Office

Residence Hall Front Desks

Recruitment Information Sessions

RECRUITMENT INFORMATION SESSIONS:

These information sessions are designed to provide you with additional details about the Resident Advisor position. You will have the opportunity to hear from current staff members and ask any questions that you may have about the position, application, or selection process. Please see dates, times, and locations below.

- | | | |
|--------------------------------------|--------------------------|------------------------|
| • Tuesday, December 1, 2009 | BMU 210 | 3:30pm – 4:30pm |
| • Wednesday, December 2, 2009 | Whitney Dining | 8pm – 9pm |
| • Thursday, December 3, 2009 | UV Community Room | 6pm – 7pm |

APPLICATIONS DUE:

Wednesday, January 27, 2009

University Housing & Food Service

12:00pm (NOON)

(Corner of Citrus & Legion Ave.)

*RA CLASS:

You are required to take the mandatory 1-unit class during the application process. You need to enroll yourself in this class:

- **HCSV 389-01 Class No. 1450 Jan. 29 – Feb. 26 Fridays 2:00-4:50 Plumas 102**

GROUP PROCESS:

Small group simulations of situations you might encounter in the RA Position.

- **Friday, March 5th, 2010 from 1:30pm – 6:30 pm**

INTERVIEW:

Mandatory one-hour interview

- **Monday, March 8, 2010 between 9am and 5pm**

FINAL JOB NOTIFICATION:

Notification letters will be available for pick-up on **Friday, March 12, 2009** in the afternoon from the University Housing & Food Service Office.

SPRING TRAINING:

Saturday, April 17, 2010 from 9:00 a.m. to 4:00 p.m. (required)

**Exceptions may be made for transferring students*

University Housing and Food Service
California State University, Chico
RESIDENT ADVISOR APPLICATION

Please type, print legibly or adapt to computer format.

PERSONAL DATA

Complete all portions of the application, and follow all directions.

Name (last, first, middle):

Student ID Number :

Email:

Gender: Male () Female ()

Local Address:

City/State/Zip:

Permanent Address:

City/State/Zip:

Local Phone:

Permanent Phone:

Are you currently certified in CPR? No () Yes ()

Are you currently certified in First Aid? No () Yes ()

Have you ever been convicted of a felony? No () Yes () *You will be subject to a background check.*
(If yes, please provide an explanation on an attached sheet of paper)

CSU, CHICO STUDENT STATUS

Please note that all applicants must possess a 2.3 cumulative grade point average at the time of application

Academic Major(s)

Current Year in School (Circle One): 1 2 3 4 4+ Grad

Number of units completed at CSU, Chico

Number of transfer units

Cumulative GPA

Expected Graduation Date

Are you on Disciplinary Probation? No () Yes () (If yes, please provide an explanation on an attached sheet)

APPLICATION DIRECTIONS

To complete the application process, **please submit the following no later than 12:00 p.m. on Wednesday January 27, 2010:**

1. This application
2. Typed Resume

Resume should include:

Name, phone number, address, past positions held, relevant leadership experience, group living experience, activities and involvement, and any other relevant information
(See sample in the application packet – DO NOT COPY!!!)

3. Two letters of recommendation
4. Typed Cover Letter

Cover letter should include:

- Why you are applying for the RA position
 - Your perception of the RA position
 - The most challenging aspect of the RA position
 - Any other relevant information
- (See sample in the application packet – DO NOT COPY!!!)

Note: For help on writing a resume and cover letter, the Career Center is open for drop in visits Monday through Friday from 1:00-4:30p.m. Their office is located in room 270 in the Student Services Center

SIGNATURES

The information that I have provided on this application is accurate and factual to the best of my knowledge. I understand that UHFS will confirm my current GPA with the registrar's office. I understand that the intentional falsification of information in this application is grounds for elimination from the selection process or forfeiture of my position. Finally, I understand that I will not have access to any information gained through my references.

Signature

Date

I understand that University Housing and Food Service will have permission to conduct a background check and that I am required to submit and pass a fingerprinting clearance.

Signature

Date

Letters of Recommendation:

You must Submit at least two letters of recommendation (to be submitted with the recommendation form included in this packet):

- The letters should be from current Faculty or Staff members at the University where you currently attend. You may use a current or former job supervisor, volunteer supervisor, or student group advisor as well.

ALL LETTERS OF RECOMMENDATION AND YOUR APPLICATION MATERIALS MUST BE RECEIVED AT THE HOUSING OFFICE BY JANUARY 27, 2010 BY NOON. YOUR APPLICATION WILL BE MARKED INCOMPLETE IF WE DO NOT RECEIVE ALL MATERIALS.

**CALIFORNIA STATE UNIVERSITY, CHICO
UNIVERSITY HOUSING AND FOOD SERVICE**

**STAFF/ FACULTY/ SUPERVISOR/ ADVISOR
RECOMMENDATION FORM**

To be completed by Applicant:

Applicant's Name: _____

Address: _____

To the applicant:

By signing below, you hereby waive access to this form.

Signature of applicant: _____

Date: _____

Reference:

Name of reference: _____ Phone: (____) _____

Position: _____ Relationship to applicant: _____

E-Mail: _____

How well do you know the applicant? Very Well Fairly Well Casually

How long have you known the applicant and in what capacity? _____

The Resident Advisor (RA) is a student leader who lives and works in the residence halls. RAs counsel, discipline, plan activities, and advise fellow students along with other RAs whom a Residence Community Coordinator supervises. One of the most important aspects of the RA position is being a good role model. Please rate this student on how you feel she/he would perform as an RA. Please rate honestly, as it is important to the success of the applicant and our program. Thank you for your assistance.

DIRECTIONS: Please rate each characteristic by checking one box in each section that most accurately describes the applicant's abilities. At the end of the recommendation, please use COMMENTS section to expand on the applicant's strengths and areas for improvement.

Qualities	No Chance to Observe	Needs Improvement	Average	Above Average	Superior
Communication skills					
Responsibility/dependability					
Initiative					
Motivation					
Ability to work with others in a team atmosphere					
Ability to work with others on an individual basis					
Social and cultural sensitivity					
Trustworthiness					
Leadership potential					
Ability to give and receive constructive feedback					
Stability					

OVERALL RECOMMENDATION:

Do you feel the applicant possesses the skills to become a member of a staff, facilitate activities for a residence hall building of approximately 12 to 45 students, confront inappropriate behavior from residents, and work with residents as a role model and counselor to enhance their college experience.

- Definitely select; applicant would excel in position.
- Probably select with reservations; applicant could get the job done.
- Probably not select; applicant has potential, but is not ready for the responsibility of the position.
- Do not recommend applicant for position.

If needed, please explain the overall recommendation or give comments, with additional sheets.

Signature: _____ Date: _____

**Reference forms should be turned in by Wednesday, January 27, 2010 at noon.
Please mail, fax or deliver to:**

University Housing and Food Service
Attn: Resident Assistant Selection Committee
California State University, Chico
Chico, CA 95929-0707
Phone: 530-898-6325 or 800-730-4243
Fax: 530-898-6840

**CALIFORNIA STATE UNIVERSITY, CHICO
UNIVERSITY HOUSING AND FOOD SERVICE**

**STAFF/ FACULTY/ SUPERVISOR/ ADVISOR
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To be completed by Applicant:

Applicant's Name: _____

Address: _____

To the applicant:

By signing below, you hereby waive access to this form.

Signature of applicant: _____

Date: _____

Reference:

Name of reference: _____ Phone: (____) _____

Position: _____ Relationship to applicant: _____

E-Mail: _____

How well do you know the applicant? Very Well Fairly Well Casually

How long have you known the applicant and in what capacity? _____

The Resident Advisor (RA) is a student leader who lives and works in the residence halls. RAs counsel, discipline, plan activities, and advise fellow students along with other RAs whom a Residence Community Coordinator supervises. One of the most important aspects of the RA position is being a good role model. Please rate this student on how you feel she/he would perform as an RA. Please rate honestly, as it is important to the success of the applicant and our program. Thank you for your assistance.

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Social and cultural sensitivity					
Trustworthiness					
Leadership potential					
Ability to give and receive constructive feedback					
Stability					

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Please mail, fax or deliver to:**

**University Housing and Food Service
Attn: Resident Assistant Selection Committee**
California State University, Chico
Chico, CA 95929-0707
**Phone: 530-898-6325 or 800-730-4243
Fax: 530-898-6840**

SAMPLE RESUME

YOUR NAME

Local Address¹
123 Main Street, Apt 3²
Chico, CA 95926
530-123-4567

e-mail address

Permanent Address
456 East Wall Street
Salinas, CA 95448
503-987-6543

Objective: To acquire practical marketing experience through an internship, during the summer of 2006.

Education: California State University, Chico
Bachelor of Science in Business Administration Chico, CA
Emphasis: **Marketing** Graduation: May, 2007
Overall GPA: **3.29**³

Butte Community College⁴ Oroville, CA
Completed 30 credits of general studies, 3.0 GPA 2004-2005

Earned 75% of educational and living expenses⁵

Related Coursework⁶

Survey of Marketing	Communications in Business
Consumer Behavior	Business Information Systems
Marketing Management	Financial & Managerial Accounting

Special project: Researched, analyzed and presented report on small business marketing techniques
Computer skills: Macintosh & PC literate in Microsoft Word, Windows 2000, Excel⁷

Experience:⁸ **Waiter** January 2006 - Present
Gretta's Restaurant Chico, CA

- Provide congenial atmosphere for customers through attention to detail and quality service
- Train all new servers
- Cashier up to \$1000 daily in cash and charge receipts
- Received *Employee of the Month Award*, July 2006

Customer Service Representative November 2004 – December 2005
Westchester Computers, Inc. Edmonds, WA

- Responded to phone inquiries on ten phone lines
- Provided travel insight and general knowledge to clients, both nation-wide and abroad
- Updated database system and generated mailing lists
- Assisted in production of quarterly newsletter and catalog

Honors/
Activities:⁹ Marketing Association – Social Chair, 2005
Community Action Volunteers in Education – Big Brother Program, 2004
CSUC Dean's List, three semesters
Photography, cycling, white water river rafting, karate

References: Available upon request. (Okay to omit this statement if you don't have room on your resume).
(Never list references on the resume).

¹⁻⁹ Refer to the other side of this page for notes on these sections.

Sample Cover Letter

(Do not type your name here)

Your Address
City, State Zip

Date

(The number of spaces between here and the inside address can vary from 4 spaces for a long letter, to 6-10 for a shorter letter).

Ms., Mr., Dr., *
Company/Organization
Department (if known)
Street Address, Mail Stop
City, State Zip

Dear (Ms., Mr., Dr., etc.):

OPENING PARAGRAPH 1: State why you are writing (an internship in fall/spring/summer, with your special interest area, if appropriate). Identify yourself as a student at CSU, Chico, junior/senior, majoring in xxx. State where you heard about the position (friend, Experiential Education Dept., newspaper ad, etc.).

PARAGRAPH 2: Why are you interested in this employer? Refer to any research you have done on the company which led to your interest in them, and how the internship fits into your career goals.

PARAGRAPH 3: Why should the employer hire you? What special qualifications and training do you have that would help them meet the organization's goals? Refer to experiences and skills that add to your school-related learning. Include transferable, non-technical skills that add to your personal profile, such as: *Communication, motivation, self-directed, energy, leadership, initiative, analytical, problem solving, interpersonal*. But, always provide an example to support such statements. Don't just say you're good at problem solving; cite an example.

PARAGRAPH 4: Create an additional paragraph if #3 becomes too long (more than 4-5 sentences). If not, then use #4 as your closing paragraph.

CLOSING PARAGRAPH: State what you want to result from your letter. If the university is arranging interviews, say you are looking forward to meeting the person to discuss your qualifications further. Or, if you are sending a "cold contact" letter, indicate that you will contact the person to follow up your letter (and be prepared to follow through on this!). In any case, always close with a thank-you for his/her time, interest or consideration of your qualifications for an internship.

Sincerely,

Your Signature

(4 spaces for signature)

Your Name (typed)

Attachments: Resume. If applicable, references, application, transcripts.

***Submitting to EE for mailing:**
Intern Coordinator (name is not necessary)
Company/Organization
Department (if known)
City, State Zip
Dear Intern Coordinator: