Resident Advisor Position Conditions | Academic Year 2027-2028

2027–2028 Resident Advisor Position Conditions at a Glance

This summary highlights key terms for the Resident Advisor position. The full Position Conditions for the Resident Advisor position follow. Please read both the summary and full Position Conditions before accepting the Resident Advisor position. By accepting the Resident Advisor position, you agree and acknowledge that you have read, understand, and accept all terms included within the Position Conditions.

Appointment Period

The appointment begins on **August 5, 2027** with the first day of fall training and continues until **May 24, 2028** unless the position ends earlier.

Benefits

Housing	Assigned GW housing without a housing charge while an active RA. Assignment and roommate arrangements are determined by CLRE. When possible, RAs may be provided an opportunity to identify preferred roommates; however, roommate selection cannot be guaranteed.
Meal plan	All-Access Meal Plan, no declining balance (no dining dollars)
Stipend	$3500 (subject to tax), paid through GW payroll on the GW's bi-weekly payroll schedule.

RA compensation may affect a student's financial aid. Before accepting the Resident Advisor position, it is advised that students consult with the Office of Student Financial Assistance and complete the required financial aid impacts acknowledgements as directed. The student is responsible for confirming how accepting a Resident Advisor position may impact their financial aid award; a student should not accept a Resident Advisor position if they are uncomfortable with how acceptance impacts their financial aid. Starting late or separating early may also change benefits and financial aid. All questions regarding how accepting a Resident Advisor position impacts financial aid should be directed to the Office of Student Financial Assistance.

Time commitment and recurring responsibilities

The RA position involves approximately 340 hours of service per academic semester, averaging approximately 20 hours per week. Weekly responsibilities and time commitments will vary based on residential community needs, required activities, and the academic calendar. Some weeks may require more than 20 hours, while others may require fewer hours. Training, opening, and closing periods involve additional responsibilities and are excluded from the approximately 340 semester hours.

Responsibility	General expectation
In-Community coverage	Weekly scheduled shifts from **9 p.m.–5 a.m.** Complete assigned walks, respond to calls and concerns, and remain available throughout the shift. Sleep is permitted between responsibilities when calls and notifications can be received and promptly answered.
Office hours	Approximately **5 hours per week**, generally between **6–10 p.m.**, within their assigned residence hall.
Team meetings	**Wednesdays, 7:30–9 p.m.**, plus required individual meetings with the supervising Area Coordinator/Assistant Area Coordinator on a bi-weekly basis at minimum for no more than an hour.
Resident engagement	Required conversations, outreach, referrals, follow-up, and community-building activities as outlined in the Rev UP@Home Curriculum.
Other tasks	Required training, programs, inspections, opening and closing, administrative tasks, and documentation.

Track hours weekly using CLRE's established process. Discuss sustained assignment concerns with your Area Coordinator/Assistant Area Coordinator. Office hours may overlap with an In-Community Shift; overlapping time should not be recorded twice.

Required dates

Required period	Date/time
Fall RA move-in	August 4, 2027 starting at 9 a.m.
Fall Training	August 5, 2027 - August 15, 2027
Student move-in and welcome	August 16, 2027 - August 22, 2027
Thanksgiving return	By 6 p.m. on November 28, 2027
Fall closing/release	December 18, 2027
Spring RA move-in	January 11, 2028 starting at 9 a.m.
Winter Training	January 12, 2028 - January 14, 2028
Spring student move-in	January 15, 2028
Spring Break return	By 6 p.m. on March 19, 2028
Spring closing/release	May 24, 2028

Fall and Winter Training will require up to **40 hours per week**. CLRE will provide the detailed training schedule at least **two weeks in advance**.

During training periods, CLRE will ensure access to **three meals each required day**.

Availability, safety, and support

- Use your assigned housing as your primary campus residence and maintain regular community presence.
- Communicate planned absences and scheduling conflicts early. Missing assigned responsibilities requires approval and confirmed coverage.
- Maintain a reliable phone for the GWRA line during shifts and immediately report any problem that prevents coverage.
- Outside scheduled responsibilities, you may set reasonable boundaries and refer routine needs to the scheduled RA or appropriate GW resource. Applicable reporting obligations still apply.
- Personal safety takes priority. Contact professional or emergency resources when a situation exceeds your role or training.
- CLRE provides training, supervision, guidance, and access to support. Concerns about an Area Coordinator/Assistant Area Coordinator may be raised with the supervising Assistant Director, Director, or appropriate GW office.

Eligibility and accountability

Maintain required enrollment, a **2.5 semester and cumulative GPA**, and the academic and conduct standing described in the full Position Conditions. Eligibility concerns are reviewed on an individual, case-by-case basis.

Performance or conduct concerns may result in coaching or corrective action up to termination. Corrective action is not necessarily sequential. Corrective action may affect housing, meals, stipend, and financial aid.

Before accepting

Confirm that you have reviewed the full Position Conditions, understand the compensation and financial aid implications, can attend required dates, and can fulfill the position's responsibilities and overnight coverage expectations.

Questions: Campus Living & Residential Education | clre_team@gwu.edu

2027–2028 Resident Advisor Full Position Terms

I. Program Overview and Eligibility

The George Washington University (GW) Resident Advisor (RA) program within Campus Living & Residential Education (CLRE) provides undergraduate students with an opportunity to serve as peer leaders within GW's residential communities. RAs are members of the CLRE team and play an important role in supporting resident engagement, wellbeing, belonging, and success.

RAs serve as a connection between residents, their residential communities, GW resources, and professional staff. Through their role, RAs are expected to:

- Build relationships with residents and help foster inclusive, respectful, and engaged residential communities.
- Connect residents with GW resources, opportunities, faculty, staff, and one another.
- Provide appropriate peer support, guidance, referrals, and follow-up.
- Support residents in navigating personal, academic, social, and community concerns.
- Promote personal responsibility, respect, civility, and accountability within residential communities.
- Respond appropriately to resident concerns, policy matters, emergencies, and other situations in accordance with their training and established protocols.

The responsibilities described in these Position Conditions establish the core expectations of the RA position. Specific procedures, protocols, documentation requirements, and operational guidance will be provided through the RA Manual, Division for Student Affairs (DSA) On-Call Manual, required training(s), written departmental guidance, and supervisory direction. RAs are responsible for following such guidance when performing their role.

Because residential communities and student needs vary, the specific activities performed by an RA may differ based on building type, resident population, community needs, and operational requirements while remaining consistent with the overall responsibilities and expectations of the position.

Learning and Development

Participation in the RA role is intended to provide opportunities for professional and leadership development. Through training, supervision, feedback, and experience, RAs may develop skills related to:

- Administration and organization
- Communication and relationship building
- Conflict management
- Crisis response
- Education and community engagement
- Helping and referral skills

- Leadership
- Intercultural awareness
- Problem solving
- Technology and information management

RAs will participate in 1:1 supervisor meetings, team meetings, training and development activities, performance feedback, and other learning opportunities throughout the academic year.

Access and Participation

CLRE is committed to providing an inclusive and accessible environment for students serving in the RA position and to supporting RAs in successfully fulfilling the responsibilities of the role.

RAs who believe they may need a reasonable accommodation to perform the responsibilities of the position should contact Human Resources to initiate the appropriate process. RAs are encouraged to begin this process as early as possible when an accommodation need is known.

RAs are responsible for communicating with their Area Coordinator/Assistant Area Coordinator when a circumstance may affect their ability to perform a scheduled or required responsibility, including while an accommodation request is being considered. RAs are not required to disclose private medical information or a diagnosis to their Area Coordinator/Assistant Area Coordinator.

CLRE will work with Human Resources and the RA, as appropriate, to implement approved reasonable accommodations and determine how position responsibilities will be fulfilled.

Academic Standing and Student Conduct Prerequisite Requirements

To serve and remain in an RA position, a student must:

- Be enrolled as a degree-seeking undergraduate student at GW.
- Maintain full-time enrollment, except for graduating students who require fewer than twelve (12) credits to complete their degree or when an exception has been approved by the Director of Residential Education.
- Have lived in GW residential housing for at least two (2) semesters before beginning the RA position.
- Maintain a minimum 2.5 semester GPA and 2.5 cumulative GPA.
- Maintain satisfactory academic progress toward their degree and remain in good academic standing with their school or college.
- Remain in good student conduct and/or academic integrity standing with GW, defined for purposes of RA eligibility as having no active conduct status higher than Warning and/or having no academic integrity case outcome at the level of course failure of higher.

RAs are responsible for promptly notifying their Area Coordinator/Assistant Area Coordinator of changes to their enrollment or other student status that may affect their eligibility to remain in the position.

Failure to maintain a GPA, enrollment, academic standing, or conduct eligibility requirement triggers a review of continued eligibility and may result in separation from the RA position. This review does not automatically determine the outcome. CLRE will consider the individual circumstances and applicable GW policies before determining continued eligibility.

II. Appointment, Compensation, and Financial Aid

2027-2028 Academic Year

The RA position is an academic-year appointment. The 2027–2028 academic year begins on the date established by CLRE and continues through the completion of the Spring 2028 closing period, unless the RA resigns, is removed from the position, becomes ineligible to serve, or otherwise separates from the role before that date.

Acceptance of an RA offer represents a commitment to serve for the full academic-year appointment, including required training, opening, closing, and other dates identified in these Position Conditions.

RAs appointed after the beginning of the academic year will begin their position on the date established by CLRE and will receive compensation consistent with the terms applicable to their appointment.

Compensation

RA compensation includes GW housing, a meal plan, and a stipend paid on a bi-weekly basis through GW payroll and its associated schedule. These benefits may affect a student's cost of attendance and financial aid eligibility. The effect varies by student; the stated value of RA compensation does not necessarily represent an equivalent increase in the student's available financial resources.

Before accepting the position, candidates are encouraged to consult with the Office of Student Financial Assistance about how RA compensation may affect their individual financial circumstances and confirm completion of that consultation through the role acceptance process. CLRE cannot determine or guarantee an individual financial aid outcome.

Beginning the RA position late or separating before the appointment ends may change housing, meal-plan, and stipend benefits and may also affect financial aid.

Any changes to a student's financial aid resulting from the RA position do not change the housing, meals support, or stipend provided as part of the RA position.

You are ultimately responsible for confirming how accepting an RA position may impact your financial aid award; you should not accept a RA position if you are uncomfortable with how acceptance impacts your financial aid. All questions regarding how accepting an RA position impacts financial aid should be directed to the Office of Student Financial Assistance.

Housing: RAs receive their assigned GW housing without a housing charge while serving as a RA. This benefit may affect financial aid as described below. Housing assignments are determined by CLRE

based on staffing, community, occupancy, accommodation, and operational needs. An RA may be reassigned to another room, floor, residence hall, or residential community when necessary to support program or operational needs.

When an RA assignment requires the RA to share a room or unit with other students, CLRE will communicate applicable expectations to all occupants. When possible, RAs may be provided an opportunity to identify preferred roommates; however, roommate selection cannot be guaranteed.

Meal Plan: RAs receive the designated RA meal plan (All-Access, no declining balance or no dining dollars) during each semester while serving as a RA.

Stipend: RAs receive the designated academic-year stipend of $3500 (subject to tax) for the academic year, paid through GW's established payroll process. The stipend amount and payment schedule will be communicated as part of the RA offer.

Compensation is provided in connection with active service as an RA. An RA who begins their position after the established start date or separates from the position before the end of the appointment may have compensation adjusted consistent with GW policy and the effective date of appointment or separation.

Financial Aid Considerations

The RA position provides housing/meals support and an RA stipend. As a result, the cost of attendance will decrease as students are no longer being charged for housing and meals. These benefits may affect your financial aid package and the amount of other financial aid you receive.

Example: when RA housing and meals support is added to a student's financial aid package, the student's other need-based or institutional financial aid may be reduced or adjusted based on applicable financial aid rules and the student's individual circumstances. The amount of any adjustment will vary by student.

If you have questions about how the RA position may affect your financial aid, please contact the Office of Student Financial Assistance before accepting an RA position. Financial Aid can explain the potential impact based on your individual circumstances but cannot guarantee a specific financial aid outcome in advance. CLRE cannot determine or guarantee how RA compensation will affect an individual student's financial aid. Students are responsible for understanding how acceptance of the RA position may affect their individual financial aid package and for completing any required financial aid processes associated with the application process.

III. Training, Required Dates, and Availability

RAs receive comprehensive training and ongoing development designed to prepare them to fulfill the responsibilities of the position, respond effectively to resident and community needs, and develop the knowledge and skills necessary for success in the role.

RAs are required to participate in training and development activities. Required training and development activities are considered part of the RA's responsibilities and should be included when accounting for the time devoted to the position.

Fall and Winter Training

RAs are required to participate in Fall Training prior to the beginning of the academic year and Winter Training prior to the beginning of the spring semester.

Fall and Winter Training are intensive periods and may require a greater time commitment than a typical week during the academic semester. Training may include daytime and evening sessions, team meetings and activities, community preparation, independent preparation or assignments, and other responsibilities necessary to prepare for student arrival and the academic semester. Weekend participation may also be required. Additionally, training requires both in-person sessions and online modules to be completed by established due dates during training. Time is provided during training to complete the online modules. Details regarding in-person sessions and online modules will be provided with the training schedule.

During Fall and Winter training, RAs should generally anticipate required activities between approximately 9:00 a.m. and 7:00 p.m., with appropriate breaks and meal periods. Some required activities may occur outside of these hours. Training will be limited to a maximum of forty (40) hours per week.

CLRE will provide RAs with a detailed training schedule **at least two weeks in advance of training.** RAs should avoid scheduling employment, internships, travel, appointments, or other non-academic commitments that conflict with required training dates and times.

Ongoing Training and Development

RAs are required to participate in ongoing training and development throughout the academic year. This may include monthly departmental in-services, team development activities, required GW or compliance training, safety and emergency preparedness training, and additional training developed in response to emerging student, staff, community, or operational needs.

CLRE will provide reasonable advance notice of additional required training and development activities when possible.

Required training and development activities are considered part of the RA's responsibilities and should be included when tracking weekly hours.

Meals During Training and Required Pre-Semester Periods

During training periods, CLRE will ensure access to three meals each required day. Meal arrangements will be communicated before the required periods. RAs should communicate known dietary or meal-access needs through the designated onboarding process as early as possible. Needs identified later should be communicated promptly so available arrangements can be discussed.

Required Dates and Availability

The dates below represent periods during which RAs are expected to be available for required responsibilities. These dates are provided to assist RAs in planning for the academic year. RAs should communicate these requirements to employers, internship sites, family members, and others as appropriate before making conflicting commitments.

2027–2028 Required Dates

- **Fall 2027 RA Move-In:** August 4, 2027
- **Fall 2027 RA Training:** August 5, 2027 - August 16, 2027
- **Fall 2027 Student Move-In and Welcome Period:** August 16, 2027 - August 23, 2027
- **Thanksgiving Break Return:** By 6 p.m. on November 28, 2027
- **Fall 2027 Closing:** RAs will assist until December 18, 2027 and may be released earlier when assigned closing responsibilities have been completed and release has been approved by CLRE.
- **Spring 2028 RA Return:** January 11, 2028 starting at 9 a.m.
- **Winter 2028 RA Training:** January 12, 2028 - January 14, 2028
- **Spring 2028 Student Move-In:** January 15, 2028
- **Spring Break Return:** By 6 p.m. on March 19, 2028
- **Spring 2028 Closing:** RAs will assist until May 24, 2028 and may be released earlier when assigned closing responsibilities have been completed and release has been approved by CLRE.

Because of summer housing, occupancy, or other operational needs, an RA may initially be assigned to temporary housing before transitioning to their academic-year assignment. CLRE will provide affected RAs with additional information and instructions when applicable.

Changes and Additional Required Dates

The dates identified above reflect CLRE's anticipated schedule at the time these Position Conditions are issued. Changes to established dates will be communicated as soon as reasonably possible.

Additional required dates or activities may be established during the academic year based on departmental, divisional, or operational needs. Examples may include health & safety inspections, departmental or divisional signature events, emergency preparedness activities, and other required responsibilities. CLRE will provide reasonable advance notice when possible.

Conflicts, Absences, and Emergencies

RAs are required to participate fully in assigned training, opening, closing, meetings, events, and other required activities associated with the position.

For planned absences or known scheduling conflicts, RAs must submit a request to their Area Coordinator/Assistant Area Coordinator at least **seven calendar days before the affected responsibility**, whenever possible. If a conflict becomes known less than seven days in advance, the

RA must communicate it promptly. Notifying an Area Coordinator/Assistant Area Coordinator or submitting a request does not constitute approval to miss a required responsibility. Any necessary coverage or schedule adjustment must be confirmed through the established process.

Academic conflicts must be communicated as soon as they are known and will generally be accommodated when reasonably possible. Requests related to non-academic commitments will be considered individually, and approval is not guaranteed.

CLRE recognizes that illness, family emergencies, religious observances, accommodation needs, and other significant circumstances may affect participation. When an unexpected circumstance prevents an RA from fulfilling a responsibility, the RA must contact their Area Coordinator/Assistant Area Coordinator promptly. If the circumstance affects an imminent or ongoing In-Community Shift, the RA must contact their Area Coordinator/Assistant Area Coordinator or the Administrator on Call (AoC) immediately so coverage can be coordinated. RAs are not required to disclose a diagnosis or private medical information to their Area Coordinator/Assistant Area Coordinator.

CLRE will work with the RA, as appropriate, to identify support, coverage, accommodations, or adjustments. Following an approved absence, the RA may be required to complete missed training or other responsibilities through an alternative process established by CLRE.

Sick Time

Resident Advisors are provided twelve (12) hours of sick time at the beginning of each academic semester, consistent with applicable GW policies. Sick time may be used when an RA is unable to fulfill scheduled responsibilities due to illness, medical appointments, or other qualifying reasons under applicable university policy.

RAs should notify their supervising Area Coordinator/Assistant Area Coordinator as soon as reasonably possible when sick time is needed. If an illness affects an imminent or ongoing In-Community Shift, the RA must immediately contact their Area Coordinator/Assistant Area Coordinator or the AoC so appropriate coverage can be coordinated.

Use of sick time must be documented in accordance with established GW and CLRE procedures. RAs will not be subject to corrective action solely for the appropriate use of available sick time.

IV. Core Responsibilities and Community Expectations

The responsibilities and expectations outlined in this section establish the core requirements of the RA position. Specific procedures, protocols, resources, and guidance for fulfilling these responsibilities will be provided through the RA Manual, DSA On-Call Manual, required training, written departmental guidance, and supervisory direction.

The specific responsibilities assigned to an RA may vary based on building type, resident population, staffing structure, community needs, and operational circumstances. While individual assignments may differ, all RAs are expected to fulfill the core responsibilities and standards of the position.

Community Presence

The RA position involves approximately 340 hours of service per academic semester, averaging approximately 20 hours per week. Weekly responsibilities and time commitments will vary based on residential community needs, required activities, and the academic calendar. Some weeks may require more than 20 hours, while others may require fewer hours. Training, opening, and closing periods involve additional responsibilities and are excluded from the approximately 340 semester hours.

Time devoted to required RA responsibilities should be included when accounting for service hours. This includes, as applicable, resident engagement and follow-up; office hours; required meetings, and training; programs and events; administrative responsibilities and documentation; community preparation; and other assigned RA responsibilities.

When tracking hours for RA responsibilities, an In-Community Shift does not automatically constitute eight hours of service toward the approximately 20-hour weekly average. RAs should record time spent actively completing required responsibilities during the shift, including community walks, responding to incidents or resident concerns, required documentation, and other assigned responsibilities. Additional guidance regarding time reporting will be provided by CLRE.

RAs are required to accurately complete the method established by CLRE for tracking their hours on a weekly basis. RAs should discuss any concerns with their Area Coordinator/Assistant Area Coordinator when their responsibilities are regularly exceeding or are anticipated to regularly exceed the expected time commitment. Area Coordinators/Assistant Area Coordinators may work with RAs to review priorities, redistribute or modify responsibilities when appropriate, or identify other strategies to support effective position management.

Presence in the Residential Community

Living within the assigned residential community is an essential component of the RA position. RAs are expected to use their assigned residence as their primary campus residence and to maintain a regular and meaningful presence within their community throughout the academic year.

RAs are expected to reside in their assigned housing most nights during the academic semester, except during approved time away, GW breaks, or other circumstances communicated to and, when required, approved by their Area Coordinator/Assistant Area Coordinator.

Community presence includes more than being physically present in the residence hall. RAs are expected to be reasonably accessible to residents, engage with their community, maintain awareness of community needs and concerns, and complete scheduled and assigned responsibilities.

The RA position does not require RAs to be continuously available to residents. Residents should be directed to the appropriate GW resources, including the DSA On-Call system and the George Washington University Police Department (GWPD), when an RA is unavailable or when the nature of a concern requires professional or emergency assistance.

Resident Engagement and Support

RAs are expected to develop appropriate relationships with residents and contribute to an inclusive, respectful, and engaged residential community. Responsibilities may include:

- Proactively engaging with assigned residents and completing required resident conversations, outreach, and follow-up.
- Providing residents with information about GW resources, opportunities, policies, and residential expectations.
- Identifying and referring residents who may benefit from additional GW support.
- Supporting community-building initiatives, programs, events, and other engagement strategies established by CLRE.
- Following up with residents as directed by an Area Coordinator/Assistant Area Coordinator or other CLRE professional staff member.
- Communicating significant or emerging resident and community concerns to the appropriate professional staff member.

RAs are expected to complete assigned resident engagement responsibilities within established timeframes and document their interactions using the processes established by CLRE.

Resident Assignments, Staffing Vacancies, and Changes in Responsibilities

RA assignments are established based on the needs of the residential community and may include responsibility for an assigned floor, section, building, resident population, or other designated community.

CLRE will make reasonable efforts to establish resident assignments that support meaningful resident engagement and allow RAs to effectively fulfill the responsibilities of the position. The number of residents assigned to an individual RA may vary based on building configuration, occupancy, staffing, community needs, and other operational considerations.

Changes to Resident Assignments

CLRE may temporarily or permanently adjust resident assignments or redistribute responsibilities due to occupancy or room changes, staffing vacancies, community needs, or other operational circumstances. RAs may be assigned to support residents outside their original assignment.

CLRE will consider the scope and anticipated duration of any adjustment, the RA's existing responsibilities, and resident and community needs. Area Coordinators/Assistant Area Coordinators may adjust priorities, redistribute responsibilities, modify programming expectations, or identify additional support to keep assignments manageable.

CLRE will determine how to address vacancies, which may include reassignment, alternate candidates, recruitment, or staffing changes. A vacancy does not guarantee immediate replacement.

RAs should discuss additional resource needs with their Area Coordinator/Assistant Area Coordinator and follow established expenditure approval processes. RAs are not expected to personally fund programs, supplies, or other community needs.

Assignment changes do not automatically change compensation.

In-Community Shifts

RAs are expected to complete scheduled In-Community Shifts per week, between 9:00 p.m. and 5:00 a.m. In-Community Shifts are designed to provide a consistent RA presence within residential communities during evening and overnight hours.

While completing an In-Community Shift, RAs are expected to:

- Remain within their assigned campus and in the location(s) permitted by CLRE for the duration of the shift.
- Remain available and reasonably accessible throughout the shift.
- Maintain access to their personal mobile phone and the designated GWRA line throughout the shift in accordance with the phone and GWRA line expectations below.
- Complete required community walks and other assigned shift responsibilities.
- Respond to resident or community concerns in accordance with their training and established protocols.
- Contact the AoC, GWPD, or other appropriate GW resource when required.
- Complete required shift documentation accurately and within established timeframes.

RAs assigned to the Foggy Bottom Campus are not expected to travel to the Mount Vernon Campus to complete In-Community Shift responsibilities, and RAs assigned to the Mount Vernon Campus are not expected to travel to the Foggy Bottom Campus for those responsibilities, unless specifically assigned or approved by CLRE.

RAs must remain unimpaired and able to safely perform their responsibilities throughout an In-Community Shift. The Alcohol and Other Substances requirements in Section V apply throughout the shift.

Phone and GWRA Line Expectations

During an In-Community Shift, RAs are required to use their personal mobile phone to access and respond to the designated GWRA phone line. RAs are responsible for ensuring their phone is sufficiently charged, operational, connected to cellular or Wi-Fi service as appropriate, and set at a volume that allows calls and notifications to be received throughout the shift.

At the beginning of a scheduled In-Community Shift, the RA must toggle on or otherwise activate the GWRA line in accordance with established procedures. At the conclusion of the shift, the RA must toggle off or deactivate the GWRA line so that responsibility appropriately transitions to the next scheduled RA or established coverage.

RAs should not toggle off, disable, silence, or otherwise make the GWRA line unavailable during a scheduled shift unless directed or approved by the appropriate professional staff member. If a phone, connectivity, or technology issue prevents an RA from receiving or responding to GWRA calls during an imminent or ongoing shift, the RA must immediately contact the AoC by an available alternative method so coverage can be coordinated. Email alone does not satisfy this notification requirement.

The GWRA line and related systems are provided for official RA responsibilities. RAs are expected to follow all established procedures regarding use of the line, resident information, documentation, and privacy.

Shift Attendance and Coverage

RAs are responsible for knowing and completing their scheduled In-Community Shifts. If an RA becomes unable to complete a scheduled shift, the RA must notify their Area Coordinator/Assistant Area Coordinator or the AoC as soon as reasonably possible and follow the established process for obtaining coverage.

Requesting or identifying potential coverage does not relieve an RA of responsibility for a scheduled shift until the coverage has been confirmed or the RA has otherwise been released from the responsibility by an appropriate professional staff member.

RAs are responsible for knowing and completing their scheduled In-Community Shifts. Planned requests to change a shift must follow the notice and approval requirements in Section III, "Conflicts, Absences, and Emergencies." If illness, an emergency, or another unexpected circumstance prevents an RA from beginning or continuing an imminent or ongoing shift, the RA must immediately contact the AoC so coverage can be coordinated. Email alone does not satisfy this notification requirement.

Failure to report for a scheduled shift, leaving a shift without authorization, failing to remain available during a shift, or failing to follow established coverage procedures may result in corrective action.

Community Walks

As part of In-Community Shifts, RAs are required to complete scheduled community walks. Community walks are intended to promote resident and building health and safety, provide a visible RA presence within residential communities, identify concerns requiring attention, and allow RAs to respond appropriately to situations encountered during the shift.

RAs may be assigned to complete community walks in their assigned residence hall and/or other residence halls within their designated In-Community Shift area. RAs are expected to follow the community walk schedule and locations established by CLRE.

Community walks will generally occur:

Sunday–Wednesday: between 10:00 p.m. and 12:00 a.m.
Thursday–Saturday: between 10:00 p.m. and 12:00 a.m., with an additional walk between 12:00 a.m. and 2:00 a.m. The two community walks required Thursday through Saturday should occur at least

two hours apart. For example, if the first walk is completed at 11:00 p.m., the second should not begin before 1:00 a.m.

During community walks, RAs should remain attentive to resident and building health and safety concerns, including excessive trash, damaged or broken furniture, facilities concerns, unauthorized access to restricted areas, or other conditions requiring attention. During In-Community Shifts, RAs will complete an In-Community Shift form and incident reports (as applicable). When an RA encounters a potential policy violation, emergency, safety concern, or other incident, the RA should follow the applicable procedures outlined in the RA Manual, DSA On-Call Manual, training, and other departmental guidance. RAs should never place themselves in a situation that they reasonably believe would jeopardize their personal safety.

Safety During Community Walks

An RA's personal safety should take priority when completing community walks or traveling between residential communities. RAs are not expected to place themselves in a situation they reasonably believe may jeopardize their safety in order to complete a community walk or respond to a concern.

When traveling between residence halls or completing community walks, RAs may utilize available GW transportation and safety resources, including SafeRide, when appropriate.

RAs may also coordinate with other RAs who are simultaneously completing In-Community Shifts to travel together or complete community walks together, provided doing so does not prevent either RA from fulfilling their assigned shift responsibilities.

If severe weather or another condition makes travel or an assigned community walk unsafe, the RA must contact the AoC for guidance and an alternative plan. RAs should not proceed into unsafe conditions or omit an assigned walk without communicating.

When an RA encounters a situation during a community walk that may require intervention, the RA should assess the situation consistent with their training and contact the AoC, GWPD, or other appropriate resource when necessary. RAs are not expected to physically intervene in situations that may jeopardize their safety or the safety of others.

Office Hours

RAs are expected to complete approximately five (5) office hours each week between 6:00 p.m. and 10:00 p.m., according to the schedule and location (within their assigned residence hall) established by their Area Coordinator/Assistant Area Coordinator. Office hours may overlap with in-community shifts.

Office hours are intended to provide predictable opportunities for resident engagement, accessibility, administrative responsibilities, resident follow-up, and other assigned RA responsibilities.

Office hours must be scheduled without overlapping classes, employment, internships, or commitments that prevent the RA from being available to residents. RAs may complete assigned

administrative responsibilities during office hours, provided they remain available and responsive to residents.

RAs are expected to remain in the designated location and be reasonably available to residents throughout their scheduled office hours.

Changes to scheduled office hours should be coordinated with the RA's Area Coordinator/Assistant Area Coordinator in accordance with established procedures.

Meetings and Supervision

RAs are required to participate in regularly scheduled individual supervision meetings, team meetings, and other meetings identified as required by CLRE or their Area Coordinator/Assistant Area Coordinator.

Regular team meetings are held Wednesdays from 7:30 p.m. - 9:00 p.m**.** RAs should maintain availability during this time throughout the academic year and should not schedule recurring commitments that conflict with the established meeting time.

RAs are expected to arrive on time, participate actively, and remain for the duration of required meetings. If an RA is unable to attend or anticipates being late, they must communicate with their Area Coordinator/Assistant Area Coordinator as soon as reasonably possible and follow any established absence or make-up procedures.

Academic conflicts will generally be accommodated when reasonably possible. Other conflicts will be considered on a case-by-case basis.

Communication and Responsiveness

Timely and reliable communication is an essential responsibility of the RA position. RAs are responsible for regularly monitoring their GW email and other communication platforms designated by CLRE for information related to their position.

RAs are expected to:

- Review GW email and other designated communication channels **each day**, except during approved absences or when residence halls are closed.
- Respond to RA-related messages requesting a response **within one to two** days, unless a different deadline is communicated. During approved absences, response expectations will follow arrangements established with the Area Coordinator/Assistant Area Coordinator.
- Communicate proactively when they are unable to complete a scheduled or assigned responsibility.
- Keep their Area Coordinator/Assistant Area Coordinator informed of circumstances that may significantly affect their availability or ability to fulfill position responsibilities.
- Maintain current contact information with GW and CLRE.

- Follow established communication and escalation procedures when a matter requires immediate attention.

RAs are not expected to be continuously available or immediately responsive when they are not fulfilling RA responsibilities. However, RAs remain responsible for reviewing communications frequently enough to be aware of upcoming responsibilities, schedule changes, deadlines, and other RA-related information.

Changes in Availability

If an RA anticipates that their availability will change in a way that may affect their ability to fulfill the responsibilities of the position, they must communicate with their Area Coordinator/Assistant Area Coordinator as soon as reasonably possible.

Communication of a change in availability does not automatically excuse an RA from a previously scheduled or assigned responsibility. The RA and their Area Coordinator/Assistant Area Coordinator should determine what coverage, adjustment, or other action is necessary.

Repeated failure to communicate, failure to respond to RA-related outreach, missed meetings or responsibilities without appropriate communication, or extended periods of unresponsiveness may result in corrective action.

Academic and Outside Commitments

RAs are students first, and academic responsibilities remain a priority. RAs are expected to manage their academic, employment, extracurricular, and personal commitments in a manner that allows them to consistently fulfill the responsibilities of the RA position.

RAs may generally participate in employment, internships, student organizations, leadership positions, athletics, research, volunteer activities, and other commitments provided those activities do not interfere with required RA responsibilities. RAs cannot also serve in the Orientation Leader role, Residence Hall Association Executive Board Positions, and Student Government Association President/Vice-President, given the extensive time commitment these positions require.

RAs who anticipate significant recurring commitments of more than ten (10) hours per week should discuss those commitments with their Area Coordinator/Assistant Area Coordinator. CLRE may work with an RA to evaluate whether a commitment creates a recurring conflict with required responsibilities or substantially affects the RA's ability to fulfill the expectations of the position.

RAs may not accept or maintain a commitment that creates an ongoing conflict with required In-Community Shifts, office hours, team meetings, training, or other essential responsibilities of the RA position.

Time Away from the Residential Community

RAs are encouraged to maintain an appropriate balance between their RA responsibilities and their academic, personal, and other commitments. RAs are not expected to remain in their assigned residence hall at all times when they are not fulfilling RA responsibilities.

RAs must notify their Area Coordinator/Assistant Area Coordinator when they anticipate being away from their assigned residential community for **more than three consecutive nights** outside established GW break periods. For planned time away, **notification should be provided at least seven calendar days before departure whenever possible**. Unexpected absences must be communicated promptly.

Before an extended absence, RAs are responsible for completing scheduled responsibilities or coordinating any necessary coverage in accordance with established procedures. RAs should also communicate relevant outstanding resident or community matters to their Area Coordinator/Assistant Area Coordinator when follow-up may be needed during their absence.

GW Breaks and Required Return Dates

RAs may leave their residential community during GW break periods unless they have been assigned or have agreed to responsibilities requiring their presence.

RAs are responsible for knowing and adhering to required departure and return dates established by CLRE. RAs should make travel arrangements that allow them to return in time to participate fully in required training, opening, closing, In-Community Shifts, meetings, or other assigned responsibilities.

Requests to arrive after a required return date or depart before an established release date must be communicated at least seven calendar days in advance, and are subject to approval. Academic requirements, religious observances, emergencies, and other significant circumstances will be considered as appropriate.

Travel delays or other unexpected circumstances affecting an RA's ability to return as scheduled should be communicated to the appropriate Area Coordinator/Assistant Area Coordinator as soon as reasonably possible.

Extended or Unanticipated Absences

If illness, emergency, personal circumstances, or another significant situation results in an RA being unexpectedly away from the residential community or unable to fulfill responsibilities for an extended period, the RA should communicate with their Area Coordinator/Assistant Area Coordinator as soon as reasonably possible.

CLRE will work with the RA, as appropriate, to determine how responsibilities will be addressed during the absence and whether additional GW processes or resources are applicable.

An RA is not required to disclose private medical or personal information beyond what is necessary to communicate their availability and ability to fulfill RA responsibilities.

V. Professional Conduct, Boundaries, and Confidentiality

Professional Conduct and Role Modeling

RAs hold positions of trust and responsibility within GW's residential communities and are expected to conduct themselves in a manner consistent with the responsibilities of the position. RAs are expected to exercise sound judgment, maintain appropriate boundaries, and contribute to a safe, respectful, and inclusive residential environment.

RAs remain subject to applicable GW policies and the Student Code of Conduct in the same manner as other students. However, conduct that has a direct or substantial connection to an RA's responsibilities, residents, residential community, or ability to effectively perform the position may also be addressed as a performance or conduct matter.

Compliance with GW Policy and Law

RAs are expected to comply with applicable GW policies and local, state, and federal law. RAs may not use their position, access, authority, or GW resources to facilitate, encourage, conceal, or participate in conduct that violates GW policy or law.

RAs should not sponsor, organize, or knowingly participate in events or activities in which they are facilitating violations of GW policy.

When RAs encounter potential policy violations while performing their responsibilities, they are expected to respond and document the matter in accordance with their training and established CLRE and DSA procedures.

Professional Boundaries and Relationships

RAs are expected to maintain appropriate professional boundaries with residents and others they serve through the position. RAs should not use their position, access to information, influence, or authority for personal benefit or in a manner that could reasonably be perceived as coercive, preferential, retaliatory, or exploitative.

RAs may not engage in romantic, sexual, or intimate relationships with residents of the residential community in which they are assigned.

RAs may not engage in romantic, sexual, or intimate relationships with CLRE or DSA professional or graduate staff members who directly or indirectly supervise, evaluate, or otherwise exercise authority over them.

If a relationship or pre-existing personal connection creates or may reasonably create a conflict of interest in carrying out RA responsibilities, the RA should promptly notify their Area Coordinator/Assistant Area Coordinator so that appropriate steps can be considered.

Alcohol and Other Substances

RAs who are legally permitted to consume alcohol may do so responsibly outside scheduled responsibilities, consistent with GW policy and applicable law.

RAs must:

- Refrain from consuming alcohol during In-Community Shifts, office hours, required training, or other periods of assigned RA responsibility.
- Report for and remain throughout assigned responsibilities unimpaired and able to safely and effectively perform their duties.
- Not provide alcohol or prohibited substances to underage residents or knowingly facilitate substance use that violates GW policy or law.
- Immediately contact the appropriate professional staff member if impairment or another circumstance prevents safe performance of assigned duties.

An "off-duty" RA who encounters an urgent situation while impaired or otherwise unable to respond safely must contact the AoC, GWPD, or another appropriate emergency resource rather than assume responsibility for managing the situation.

Confidentiality, Privacy, and Use of GW Information

Because of their role, RAs may have access to private, sensitive, or confidential information regarding residents, students, employees, incidents, GW operations, and other matters. RAs are expected to safeguard this information and access, use, discuss, or share it only as necessary to fulfill their assigned responsibilities and in accordance with GW policy and applicable law.

All RAs are required to review, sign, and comply with the DSA Confidentiality Agreement. The DSA Confidentiality Agreement supplements these Position Conditions and establishes additional requirements regarding the appropriate access, use, disclosure, and protection of confidential or sensitive information obtained through the RA position.

RAs are also expected to comply with applicable privacy requirements, including the Family Educational Rights and Privacy Act (FERPA), and all CLRE and DSA procedures related to students and GW systems.

RAs may not access or use private, sensitive, or confidential information for personal purposes or share such information with individuals who do not have a legitimate GW-related need to know. This includes sharing information with friends, family members, other students, or other RAs who are not involved in the matter.

RAs should exercise particular care when discussing resident or incident information in public or shared spaces and when using electronic communication. RAs may not photograph, screenshot, forward, post, or otherwise reproduce confidential or sensitive information obtained through their position except when authorized and necessary to fulfill an official responsibility.

Questions regarding whether information may be shared should be directed to the RA's Area Coordinator/Assistant Area Coordinator or another appropriate CLRE professional staff member before disclosure whenever circumstances permit.

The responsibility to protect confidential or sensitive information continues after an RA's position ends.

Conduct Outside of Scheduled Responsibilities

RAs are students who are not expected to function in the RA role at all times. Outside scheduled responsibilities, RAs may set reasonable boundaries and refer routine resident needs to an RA completing office hours, an in-community shift, etc., AoC, or another appropriate GW resource. RAs are not expected to independently manage ongoing resident concerns at all times.

However, RAs remain responsible for complying with applicable GW policies and for avoiding conduct that substantially interferes with their ability to perform the RA position, compromises resident trust or safety, misuses RA-related authority or access, or otherwise creates a significant conflict with their responsibilities as an RA.

VI. Incident Response, Safety, and Residential Operations

Incident Response, Emergencies, and Critical Incidents

RAs play an important role in identifying, responding to, documenting, and appropriately escalating resident concerns, emergencies, policy matters, and other incidents within GW's residential communities.

RAs receive training and guidance regarding incident response and have access to professional staff support, including the AoC, as well as GWPD and other GW resources.

Responding to Incidents and Emergencies

When an RA becomes aware of an incident, emergency, or significant resident or community concern while performing their responsibilities, the RA is expected to respond in accordance with their training, the DSA On-Call Manual, the RA Manual, and other applicable GW or departmental procedures.

Depending on the circumstances, an RA's responsibilities may include:

- Contacting the AoC, GWPD, emergency services, or another appropriate GW resource.
- Providing relevant and timely information to responding professional staff or emergency personnel.
- Following instructions provided by the AoC, GWPD, emergency personnel, or other authorized GW officials.

- Supporting evacuation, shelter-in-place, or other emergency procedures within the scope of their training.
- Providing appropriate information, resources, or referrals to residents.
- Completing required incident reports, logs, or other documentation accurately and within established timeframes.
- Completing resident or community follow-up as directed by professional staff.

RAs are expected to communicate significant incidents and concerns through established reporting and escalation procedures. An RA should not independently determine that a matter does not require notification when established protocol requires consultation with the AoC, GWPD, or another GW resource.

Personal Safety and Scope of the RA Role

RAs are not expected to place themselves in situations that they reasonably believe may jeopardize their personal safety or the safety of others.

RAs are not expected to independently assume responsibility for a resident's physical safety, mental health, medical care, or overall wellbeing. When a situation exceeds the scope of the RA role, the RA is expected to contact the appropriate professional or emergency resource and follow the direction provided.

RAs are not expected to physically intervene in altercations, restrain individuals, conduct searches, provide medical treatment beyond their training, investigate alleged misconduct, or otherwise perform responsibilities assigned to law enforcement, medical professionals, or other appropriately trained GW personnel.

When directed by professional staff or emergency responders, RAs may assist with reasonable tasks within the scope of their role and training.

Reporting Policy Violations and Other Concerns

When performing RA responsibilities, RAs are expected to appropriately address and report potential policy violations, crimes, safety concerns, or other significant incidents they observe or become aware of, consistent with their training and established procedures.

RAs should remain impartial when responding to potential policy violations. The RA's role is to address immediate concerns, notify appropriate resources when necessary, document relevant observations and information, and allow the appropriate GW process to determine whether a policy violation occurred.

RAs should not intentionally ignore, conceal, or fail to report a matter that they are required to report through established GW or departmental procedures.

Required Reporting Responsibilities

RAs are responsible for understanding and fulfilling reporting obligations associated with their position.

RAs are designated reporters under applicable GW policies related to sexual harassment, sexual misconduct, and other forms of prohibited conduct. When an RA receives information that must be reported under GW policy, the RA must promptly share that information through the appropriate GW reporting process and may not promise confidentiality.

Being "off-duty" (e.g., when an RA is not completing an in-community shift or office hours) does not remove designated-reporter or other reporting obligations that apply under GW policy. RAs must follow those requirements when they receive reportable information, even while not performing required RA responsibilities.

RAs are also expected to report discrimination, harassment, bias, or other concerns when required by GW policy and their training.

Specific reporting procedures, resources, and requirements will be provided through required training, GW policy, the RA Manual, and other departmental guidance.

Critical Incidents and After-Action Review

Following a significant or critical incident affecting a residential community, CLRE may conduct an After-Action Review with RAs and other staff involved in or affected by the response.

An After-Action Review is intended to support staff wellbeing, identify lessons learned, review the effectiveness of the response, clarify procedures or expectations, and identify opportunities for operational improvement.

Depending on the circumstances, an After-Action Review may include:

- Reviewing the sequence of events and response actions;
- Identifying what worked effectively and opportunities for improvement;
- Clarifying procedures, roles, or communication expectations;
- Identifying follow-up needs for residents, staff, or the community;
- Connecting staff with support or wellbeing resources, including Counseling and Psychological Services (CAPS), as appropriate; and
- Identifying changes to training, procedures, or operations that may be appropriate.

Area Coordinators/Assistant Area Coordinators may arrange temporary assignment or shift adjustments when appropriate to support an RA following a significant or critical incident. Participation in an After-Action Review may be required when an RA was involved in or significantly affected by the incident.

Participation in an After-Action Review does not, by itself, indicate that an RA's performance is under review or that corrective action is being considered. If a performance or conduct concern is identified, it will be addressed through the applicable accountability and corrective action process.

Health & Safety Inspections and Residential Operations

As part of their responsibilities, RAs participate in assigned health & safety inspections, opening and closing processes, facilities reporting, community preparation, occupancy-related activities, and other residential operations.

Specific procedures, schedules, documentation requirements, and responsibilities will be communicated through the RA Manual, training, written departmental guidance, and supervisory direction.

Health & Safety Inspections

RAs are required to participate in scheduled Health & Safety Inspections of residential spaces as assigned by CLRE. Inspections are intended to identify conditions that may affect resident or community health and safety and to support compliance with applicable GW residential policies.

RAs are expected to complete inspections objectively, consistently, and in accordance with their training and established procedures. Responsibilities may include entering assigned residential spaces as authorized by GW, visually observing conditions within the space, documenting identified concerns, providing or posting required information, and referring concerns to the appropriate GW office or professional staff member.

RAs should only access residential rooms or other spaces for inspections when authorized and in accordance with established procedures. GW-provided access or credentials may not be used for purposes unrelated to an assigned inspection or other authorized RA responsibility.

RAs are not responsible for determining whether a resident has violated GW policy. RAs are responsible for accurately documenting relevant observations and following established procedures for referral and follow-up.

Safety During Inspections and Operational Responsibilities

RAs are not expected to place themselves in situations they reasonably believe may jeopardize their personal safety.

If an RA encounters a condition during an inspection or other operational responsibility that presents or may present an immediate health or safety concern, the RA should discontinue or modify their activity as appropriate and contact their Area Coordinator/Assistant Area Coordinator, AoC, GWPD, Facilities, or another designated GW resource in accordance with established procedures.

RAs must not independently handle hazardous materials, suspected controlled substances, weapons, or significant biological hazards. If these items or conditions are encountered, the RA must discontinue the affected activity, maintain a safe distance, and contact the appropriate professional or emergency resource in accordance with established procedures.

Facilities and Building Concerns

RAs are expected to identify and appropriately report facilities, maintenance, cleanliness, damage, and other building concerns encountered while performing their responsibilities.

Depending on the nature and urgency of the concern, RAs may be expected to submit a facilities request, notify their Area Coordinator/Assistant Area Coordinator or the AoC, contact an appropriate emergency resource, document the concern, and/or complete follow-up as directed.

RAs are not expected to personally repair facilities concerns or perform maintenance responsibilities outside the scope of their position.

Opening, Closing, and Community Preparation

RAs are required to participate in assigned residence hall opening and closing responsibilities and other community preparation activities. These responsibilities may include preparing community spaces, completing assigned administrative or operational tasks, supporting resident arrival or departure, conducting inspections or checks, distributing or collecting materials, communicating with residents, and completing required documentation.

RAs are expected to remain available through their established release date and time unless an earlier departure has been approved by CLRE. Completion of an individual RA's assigned tasks does not, by itself, constitute authorization to leave before the established release time.

Similarly, RAs are expected to return by established arrival dates and times and be prepared to participate in assigned responsibilities.

Access and Cooperation with GW Personnel

As part of their role, RAs may be asked to assist authorized GW personnel with reasonable residential operations, including facilitating access, communicating with residents, supporting emergency or facilities response, or providing relevant information within the scope of their position.

RAs should not provide access to residential spaces to individuals whose identity, authorization, or purpose they cannot appropriately verify under established procedures. Questions or concerns regarding access should be referred to the appropriate professional staff member or GW resource.

VII. Administrative Responsibilities and Documentation

RAs are responsible for completing administrative and documentation requirements associated with the position. Accurate and timely documentation supports resident care and follow-up, communication among staff, departmental operations, assessment, and appropriate response to community concerns.

Specific forms, systems, deadlines, and documentation procedures may be established or updated by CLRE through the RA Manual, training, written departmental guidance, and supervisory direction.

RAs are required to use StarRez and other GW systems designated by CLRE to complete assigned responsibilities. Access must be limited to authorized RA purposes and must comply with the DSA Confidentiality Agreement, GW privacy requirements, and established system procedures.

Required Documentation

Depending on their assignment and responsibilities, RAs may be required to complete documentation including, but not limited to:

- Incident Reports and other incident-related documentation;
- In-Community Shift forms and logs;
- Weekly reports;
- Resident engagement and Rev Chat documentation;
- Health & Safety Inspection documentation;
- Facilities or building concern reports;
- Opening and closing documentation;
- Program, event, or community engagement documentation;
- Assessment or evaluation activities; and
- Other RA-related forms or reports established by CLRE.

RAs are responsible for knowing and adhering to established documentation deadlines and procedures. Incident reports must be submitted within the deadline established in the RA Manual. Immediate notifications and escalation required by the DSA On-Call Manual must occur independently of report submission; completing an incident report does not replace required contact with the AoC or emergency resources.

Accuracy, Timeliness, and Completeness

RAs are expected to submit required documentation accurately, completely, and within established timeframes. Documentation should reflect the RA's observations, actions, and information known to the RA and should distinguish factual observations from information reported by others when appropriate.

RAs should not intentionally omit relevant information, knowingly provide inaccurate or misleading information, falsify records, or document responsibilities as completed when they were not completed.

If an RA realizes that previously submitted documentation contains an error or significant omission, the RA should notify their Area Coordinator/Assistant Area Coordinator or other appropriate professional staff member and follow established procedures for correcting or supplementing the record.

Documentation of Hours

RAs are required to accurately record time devoted to RA responsibilities using the process established by CLRE. Hour reporting should reflect the time actually spent performing required or assigned responsibilities.

RAs should not underreport or overreport hours or knowingly submit inaccurate hour information.

If an RA's responsibilities are regularly requiring more than the expected average time commitment, the RA should communicate with their Area Coordinator/Assistant Area Coordinator so that priorities or responsibilities can be reviewed.

Review and Follow-Up

Area Coordinators/Assistant Area Coordinators and other authorized professional staff may review RA documentation and request clarification, additional information, or appropriate corrections when necessary.

RAs are expected to respond to reasonable requests for clarification or follow-up and to complete required corrections within the timeframe communicated by their Area Coordinator/Assistant Area Coordinator.

Corrections should preserve the integrity of the original record in accordance with the capabilities and procedures of the applicable GW system. RAs should not delete, alter, or otherwise modify official documentation for the purpose of concealing an error, omission, incident, or other relevant information.

Appropriate Use and Confidentiality

Documentation created or accessed through the RA position is GW information and should only be accessed, used, stored, or shared for legitimate RA purposes.

RAs must comply with the DSA Confidentiality Agreement, applicable privacy requirements, and CLRE procedures when documenting or discussing resident, incident, personnel, or other sensitive information.

RAs should not maintain unofficial copies of confidential documentation on personal devices, personal cloud storage, personal email accounts, or other unauthorized systems.

VIII. Performance, Accountability, and Corrective Action

RAs are expected to consistently meet the responsibilities, standards, and expectations established in these Position Conditions, the RA Manual, required training, written departmental guidance, and reasonable supervisory direction.

CLRE is committed to addressing performance and conduct concerns in a manner that promotes clarity, accountability, consistency, and, when appropriate, an opportunity for improvement.

Area Coordinators/Assistant Area Coordinators are encouraged to provide ongoing coaching and feedback as part of the normal supervisory relationship. Not every coaching conversation or performance concern constitutes formal corrective action. Routine coaching and feedback do not automatically require the formal corrective action review process. Concerns being considered for formal corrective action will follow the Review Process described below.

When a concern warrants formal corrective action, CLRE may use one or more of the following levels:

Verbal Warning: A documented conversation with the RA and Area Coordinator/Assistant Area Coordinator regarding a performance, conduct, or expectations concern. The Area Coordinator/Assistant Area Coordinator should clearly identify the concern, review expectations, and discuss any required next steps. A follow-up email summarizing the conversation should be sent to the RA and the corresponding Assistant Director, with documentation maintained in the RA's file.

Written Warning: Formal documentation of a performance, conduct, or expectations concern that requires greater accountability and/or addresses repeat, additional, or more severe breaches of expectations. The Area Coordinator/Assistant Area Coordinator meets with the RA to discuss the concern, expectations for improvement, and next steps. The conversation is documented through a formal Written Warning Letter and maintained in the RA's file.

Performance Improvement Plan (PIP): A formal, structured plan used when significant or ongoing performance concerns require clearly defined expectations and demonstrated improvement. The PIP identifies the areas of concern, specific expectations for improvement, available support/resources, a timeline for improvement, and potential consequences if expectations are not met. The PIP is reviewed with the RA by their Area Coordinator/Assistant Area Coordinator and maintained in their file.

Probation: A serious level of corrective action generally used when significant concerns remain or when a RA has not demonstrated the improvement required through previous interventions. Probation represents a final opportunity to meet position expectations and demonstrate sustained improvement before termination may be considered. The terms, expectations, and duration of probation are documented in a formal letter, discussed with their Area Coordinator/Assistant Area Coordinator, and maintained in the RA's file. Probation will generally remain in effect for one academic semester but may be adjusted based on the circumstances, timing, and nature of the concern.

Termination: Separation from the RA position when continued service is no longer appropriate. The decision and applicable circumstances are communicated to the RA by their Area Coordinator/Assistant Area Coordinator and documented through a formal termination letter maintained in their file.

Each formal corrective action notice will identify the concern, required improvements, applicable review dates, and any conditions or expectations that continue into a subsequent semester or appointment. When applicable, the notice will identify the action's end date or the criteria for successful completion. Completion of an improvement period does not erase the documented action from the RA's file.

RAs may raise good-faith concerns about responsibilities, supervision, safety, accommodation needs, corrective action, or involuntary separation with their Area Coordinator/Assistant Area Coordinator, supervising Assistant Director, Director of Residential Education, or an appropriate GW office. RAs are not required to raise a concern solely with the person whose conduct is at issue. Retaliation for raising good-faith concerns or requesting accommodations is prohibited. Information about applicable GW processes to raise concerns may be obtained from GW's website and can be shared by CLRE upon request.

Concerns involving prohibited discrimination, retaliation, sexual or gender-based harassment or discrimination, or other matters governed by separate GW processes should be reported to the appropriate GW office and will be addressed in accordance with applicable GW policy.

Corrective Action Is Not Necessarily Sequential

Corrective action levels are not necessarily sequential. An RA is not required to receive each preceding level of corrective action before a higher level may be issued.

The appropriate response will be determined based on the circumstances of the concern. Factors considered may include the severity of the concern, previous performance or conduct concerns, frequency or pattern of behavior, impact on residents or the community, the RA's response and willingness to address the concern, and relevant mitigating or aggravating circumstances.

Depending on these factors, a concern may warrant coaching without formal corrective action, or it may warrant a higher level of corrective action without first receiving each preceding level.

Serious concerns—including performance while impaired, falsifying required records, misusing confidential information or access, or conduct that significantly endangers others—may warrant a higher level of corrective action, including termination, without preceding warnings.

Accountability Reference Chart

CLRE maintains an RA Accountability Reference Chart for Professional Staff use to promote consistency in evaluating common performance and conduct concerns. The chart provides guidance regarding the types of corrective action that may generally be considered for identified concerns.

The Accountability Reference Chart is intended as a guide and does not guarantee a particular outcome or require CLRE to issue a specific level of corrective action in every circumstance. Individual circumstances and the factors described above will be considered when determining an appropriate response.

Review Process

When a concern is serious enough to potentially warrant formal corrective action, the following review process will generally occur:

Area Coordinator/Assistant Area Coordinator Review and Conversation → Assistant Director Review and Discussion → Assistant Director Team Review and Recommendation → Director of Residential Education Review

The RA's Area Coordinator/Assistant Area Coordinator will document and review the concern and, when appropriate, discuss the matter with the RA. The concern will then be reviewed with the appropriate Assistant Director. Matters being considered for formal corrective action will generally be brought to the Assistant Director team for review and recommendation before being submitted to the Director of Residential Education for final review.

The purpose of this process is to promote appropriate classification of concerns, consistency across residential communities, and consideration of the circumstances of each situation before corrective action is issued.

CLRE will make reasonable efforts to review reported performance or conduct concerns promptly and communicate an outcome within a reasonable timeframe, taking into consideration the nature and complexity of the concern, availability of relevant information, and any related GW processes.

Depending on the nature or urgency of a concern, CLRE may modify the review process when immediate action is necessary or when consultation with other GW offices is appropriate. If additional performance or conduct concerns arise while a review is pending, CLRE may consider those concerns as part of the ongoing review or initiate a separate review, as appropriate. Additional concerns may affect the level of corrective action considered. CLRE may also implement appropriate interim measures, including temporary adjustments to assigned responsibilities, when necessary to support resident safety, operational continuity, or the integrity of the review process.

Opportunity to Respond

When possible, an RA will be provided an opportunity to share relevant information regarding a performance or conduct concern before a final corrective action decision is made.

An RA's decision not to participate in a meeting or provide information does not prevent CLRE from reviewing the available information and determining an appropriate response.

Immediate or Interim Action

When CLRE reasonably determines that a situation may present a significant concern regarding resident or community safety, GW operations, access to GW spaces or information, or the RA's ability to appropriately perform the position, CLRE may temporarily modify or suspend some or all RA responsibilities while the matter is reviewed.

When interim action is imposed, CLRE will provide written notice identifying the responsibilities affected, the status of housing, meal-plan and stipend benefits, applicable restrictions, and the next review or update date.

Interim action is not, by itself, a determination that misconduct occurred or a form of corrective action.

IX. Continued Appointment, Reappointment, and Separation

Continued Appointment and Reappointment

Appointment as an RA is for the identified academic year and does not guarantee appointment in a future academic year.

RAs interested in returning to the position must participate in the applicable returning staff or selection process established by CLRE. Decisions regarding reappointment may consider the RA's overall performance, fulfillment of position expectations, formal accountability or corrective action, supervisory feedback, continued eligibility, staffing needs, and other relevant factors.

Successful completion of the current appointment period does not guarantee reappointment for a subsequent academic year.

Separation from the RA Position

An RA’s appointment may end through voluntary resignation, termination, loss of eligibility for the position, completion of the appointment period, or other circumstances consistent with GW policy.

Separation from the RA position may affect the compensation and benefits associated with the position, including the RA housing assignment, meal plan, stipend, and financial aid. The effective date of separation will be established by CLRE in coordination with applicable GW offices.

Voluntary Resignation

RAs who choose to resign from the position are expected to provide their Area Coordinator/Assistant Area Coordinator **with at least two weeks’ written notice** whenever reasonably possible.

The resignation notice should identify the RA’s intended final date of appointment. CLRE will work with the RA to establish transition expectations, which may include completing outstanding responsibilities, transitioning resident or community information, returning GW property, and coordinating a change in housing assignment.

CLRE recognizes that circumstances may arise in which two weeks’ notice is not reasonably possible. RAs should communicate with their Area Coordinator/Assistant Area Coordinator as soon as possible so that appropriate transition and coverage arrangements can be made.

Termination

Termination is the highest level of corrective action under CLRE’s accountability process and results in separation from the RA position.

Termination may occur following the corrective action and review process described in these Position Conditions or may occur without preceding levels of corrective action when the nature or severity of a concern warrants termination.

When an RA is terminated, CLRE will communicate the effective date of separation and applicable transition requirements, including changes to RA responsibilities, housing, meal plan, stipend, access, etc.

Loss of Eligibility

An RA who no longer meets the eligibility requirements of the position may be subject to review and separation from the RA position.

When circumstances permit, CLRE will review the individual circumstances and consult with appropriate GW offices before determining whether separation is necessary or whether another action is appropriate.

Loss of eligibility is not necessarily corrective action and should not, by itself, be characterized as a disciplinary termination.

Housing Following Separation

The housing provided to an RA is associated with active appointment in the RA position. An RA who separates from the position is therefore not guaranteed continued occupancy of the room or housing assignment associated with their RA role.

Following separation, CLRE will determine the appropriate housing transition based on the circumstances, the student's eligibility for GW housing, available space, operational needs, and applicable GW housing policies.

An RA may be required to vacate their RA-assigned room or relocate to another GW housing assignment following separation. CLRE will provide written notice identifying the required housing transition, relocation or move-out deadline, available housing options, and the effective date of applicable charges. When circumstances permit, reasonable transition time will be provided.

If the former RA remains in GW housing, the student may become responsible for applicable housing charges beginning on the effective date determined by GW.

Meal Plan, Stipend, and Financial Aid

RA compensation and benefits are associated with active appointment in the position. Following separation, the RA meal plan, stipend payments, and other position-related benefits may end or be adjusted based on the effective date of separation and applicable GW processes.

The financial impact of separation may vary based on the individual student's circumstances. Changes to RA compensation may also affect the student's financial aid package, cost of attendance, or other forms of financial assistance.

Former RAs are responsible for working with the appropriate GW offices to understand the individual financial implications of separation. CLRE cannot determine or guarantee the effect of separation on an individual student's financial aid.

Transition of Responsibilities

Before or upon separation, an RA may be required to complete reasonable transition responsibilities, including returning access credentials, equipment, or other GW property; completing outstanding RA documentation; and providing appropriate information necessary to transition resident or community responsibilities.

When RA responsibilities end, RAs must stop accessing confidential GW or resident information and follow CLRE instructions for returning or securely deleting downloaded or locally stored copies. RAs must not independently delete official GW records. Confidentiality obligations continue after separation.

CLRE will coordinate communication and coverage for affected residents and communities. The departing RA should not independently communicate personnel details, corrective action information, or other confidential circumstances related to their separation to residents on behalf of CLRE.

Continuing Obligations

Separation from the RA position does not end an RA's responsibility to protect confidential information obtained through the position or comply with other obligations that, by their nature, continue after appointment ends.

CLRE will coordinate removal of role-related system permissions and collection or deactivation of GW-issued access credentials and resources upon separation.

X. Changes to the Position Conditions

The RA position operates within a dynamic residential environment. Student needs, staffing, occupancy, GW operations, safety considerations, departmental priorities, and other circumstances may require CLRE to adjust how RA responsibilities are assigned or performed during the appointment period.

Operational Changes

CLRE may make reasonable operational adjustments to RA assignments, schedules, procedures, processes, systems, or methods of fulfilling established responsibilities when necessary to support residential communities and GW operations.

Examples may include changes to resident assignments, community coverage, In-Community Shift or community walk schedules, office hour schedules, documentation processes, meeting locations or formats, communication platforms, programming expectations, or specific procedures used to carry out responsibilities already associated with the position.

When making operational adjustments, CLRE will consider the nature of the change, available notice, student staff responsibilities, and any training or guidance reasonably necessary for RAs to successfully implement the change.

Substantive Changes to the Position

When CLRE makes a significant change to the core responsibilities, expected time commitment, compensation, or another fundamental condition of the RA position, the change will be communicated in writing, as clearly as possible, and with as much advance notice as reasonably possible. The communication will identify the change, its effective date, and any impact on existing responsibilities or expectations. When appropriate, CLRE will provide additional guidance, training, or transition support.

Emergency and Time-Sensitive Changes

Circumstances involving emergencies, resident or community safety, significant staffing needs, GW operations, or other time-sensitive situations may require CLRE to modify responsibilities, schedules, coverage, or procedures with limited advance notice.

RAs are expected to follow reasonable instructions communicated in response to these circumstances. CLRE will provide additional information and support as circumstances allow.

XI. Acknowledgement and Acceptance

By accepting the RA position, the student acknowledges that they have received and reviewed these Position Conditions and understand the responsibilities and expectations associated with the position.

The RA further acknowledges that:

- The RA Manual, DSA On-Call Manual, required training, written CLRE and DSA guidance, the Accountability Reference Chart, the DSA Confidentiality Agreement, and reasonable supervisory direction supplement these Position Conditions and provide additional procedures and expectations for fulfilling the position;
- Specific operational procedures and assignments may change during the appointment period as described in these Position Conditions;
- Participation in required training, meetings, In-Community Shifts, community walks, office hours, opening and closing responsibilities, and other assigned responsibilities is required for the RA position;
- RA compensation and benefits may affect the student's individual financial aid circumstances, and the student is responsible for reviewing those implications with the appropriate GW office;

- The RA is responsible for communicating promptly when circumstances may affect their ability to fulfill required responsibilities; and
- Failure to meet the expectations of the position may result in accountability or corrective action, up to and including termination, consistent with the processes described in these Position Conditions.

Acceptance of the position constitutes the RA's agreement to fulfill the responsibilities and expectations established in these Position Conditions.