PROLOGUE

Purpose of International Hall
As a combined project between Residential Life and the Languages and Literatures Department, International Hall is designed to create an on-campus living/learning environment for students interested in languages, cultures, and international issues. International Hall will offer students the opportunity to extend these interests beyond the classroom, integrating them into their daily lives through language immersion (in language and culture-specific wings called houses) and student-created programs focusing on specific cultures and global issues. An important goal of International Hall is to create a powerful channel through which students may actively shape PLU’s emerging and distinctive profile in international education, both by participating in the cultural and linguistic activities of International Hall, and by sharing these with the PLU community at large through regular outreach activities.

Structure of International Hall
International Hall will serve as a home to two distinct but closely linked layers of activity. The residence hall will consist of smaller separate “houses,” each dedicated to a given language and culture or set of cultures: Spanish House, French House, Chinese House, German House, Norwegian House, and Core II House. Each of these houses will occupy a wing or section of the residence hall, and each will comprise a discrete community. The houses will elect from among its residents a small representative body which will work together with the resident staff and designated faculty mentors to provide community and program leadership to the house.

In addition to these language, culture, and global studies-centered communities, International Hall will serve as a vibrant hub for international student activity on PLU’s campus. A Residence Hall Council consisting of the house leaders will serve to guide a more general set of programs and activities with an international focus. In addition, common space within the hall is made available to host these events, as well as to provide space for small classes and other meetings which stress international issues.

The International Hall Program
International Hall has become a hub of new as well as already existing language and cultural activities on campus, including language tutoring, language tables, club meetings, etc. Club presidents are encouraged to reside in International Hall, schedules of activities are posted there, and students preparing for study abroad experiences, as well as those returning from abroad are encouraged to use International Hall as their exit and re-entry point to and from campus. International Hall is open to both new and returning students, including first years.

As indicated above, there are two concurrent and complementary layers of programming for International Hall. Each language house owns and operates its language and culture specific program, anchored by a commitment by its residents to speak only the target language (i.e., German in German House, French in French House, etc.) at designated times and in the designated portions of the Hall. The purpose of this policy will be to enable a daily language immersion experience for its residents. Students are admitted to the language houses through an application process and upon admission will commit themselves to the use of the target language, and to active participation in house and hall programs and events.

Each language house is also responsible for undertaking a series of regular social and educational events focused around the target culture. These have included film series, excursions, and community meals, where the target language is spoken. Furthermore, each house is expected to host one public event per
semester, conducted in English, with a focus upon an issue or event of concern to native speakers of that house’s target language. The goal of such an event is to involve students in the creation of serious, issue-oriented, and public programs that are educational or informational in nature and which represent a form of cultural outreach to the wider residential and campus communities. Ideas include guest speakers, concerts, a dramatic performance, a forum or roundtable discussion, or a debate.

Similarly, the International Hall community as a whole is charged with sponsoring one major outreach event for the public each year. This event will not be culturally specific, but may take the form of a multicultural or “rainbow” festival, inviting multiple perspectives upon an issue of global significance. Like the smaller house programs, this event may consist in part of a featured speaker or speakers, a concert or series of concerts or dramatic events, etc.

**International Hall Resident Assistant Staff**

A Resident Assistant (RA) with two equal layers of responsibility and leadership will staffs house. First, the role of each staff member is to develop an environment in their individual house and hall which is conducive to academic achievement, good scholarship and intellectual stimulation while promoting the integration of social, emotional, life planning, political, cultural, and spiritual growth. Additionally, s/he will also (ideally) be a person with significant experience of the target language and culture of each house, who will be in a position to provide leadership, together with the elected leaders of each respective house, in community formation around the target language and culture.

Students selected to become Resident Assistants in International Hall will be expected by their colleagues, supervisors and the Department to fulfill the duties of the position. Conversely, RAs can expect to receive ongoing training and support in order to be as successful as possible for themselves and for their residents. To that end, the following position description outlines specific responsibilities required of each member of the Residential Life Staff in International Hall. The International Hall specific tasks are bolded to delineate between the responsibilities of all RAs, and those in Hong. This description in no way indicates every possible situation in which they will be called upon to serve. A designated Resident Director (RD) supervises each RA staff member. Each RD may have additional job expectations and requirements than those listed in here.

**POSITION DESCRIPTION**

**Interpersonal Relationships**

**A. Availability**

- Be accessible to students on a regular daily basis with an open-door policy. Consideration should be given to both number of hours and how the available hours mesh with the resident’s needs.
- Institute a system to inform students of one’s availability.
- **Support, through active planning and participation, International Hall and Language House events.**
- **Eat meals with residents on a regular basis (including participation in scheduled Language House dinner).**
- Be gone from campus for no more than three weekend nights per month, and no more than five total nights per month.
- First year Resident Assistants may have up to 20 hours of commitment beyond a full time course load (12 credit hours). Returning RAs may have up to 25 hours.
B. Approachability
- Take steps to establish a positive rapport with students, especially those on your floor/wing.
- Establish a positive rapport with the representative faculty member/members of the corresponding language of your floor/wing.
- Be open to values that are different from your own, and convey this in your words and actions.
- Exhibit sensitivity and warmth.
- Respect the confidence of students and staff.

C. Community Building
- Promote a concern for the rights of students.
- Develop a sense of unity within the Language house and between all houses within International Hall
- Organize and provide community building opportunities for the residents of the Language House to get to know each other.
- Encourage the use of the specific language that is assigned to your wing.
- Coordinate the first wing meeting with the Faculty Representative. Plan and implement the language agreement for the wing.
- Encourage Language Faculty to participate in wing activities.
- Be aware of problems and concerns. Mediate conflicts and work to resolve problems.
- Organize house meetings a minimum of once per semester during the first week of each semester.

D. Attitude
- Promote an atmosphere of cooperation with staff, Residence Hall Council and residents.
- Demonstrate interest and enthusiasm in residents, residential living and Pacific Lutheran University.
- Display appropriate flexibility and a positive perspective in various situations.
- Educate oneself on the rationale behind policies and procedures in order to communicate this to residents.
- Exhibit a willingness to improve your personal cultural awareness and language acquisition of the target language for your house.

Administration and Management
A. Facility Management
- Communicate facility issues with Resident Director.
- Process Maintenance Service Requests on behalf of residents.
- Inform students of fire safety, security and damage issues.
- In conjunction with hall staff, complete Fire Safety Inspections at the beginning of each semester.
- Provide direction and support during emergency situations, such as building evacuation, lock-downs, and stay-in place.
- Assist in identifying needs and making suggestions for future facility improvements to International Hall that will assist in the program success.

B. Housing Management
- Understand and clearly communicate Residential Life housing policies and procedures to residents.
- Assist with the opening and closing of the residence halls at the beginning and end of each term.
- Coordinate with Resident Director check-in and check-out processes throughout the year.
- Process Room Condition Reports, Key Forms, and Personnel Cards in a timely manner.
C. Organized Tasks
   ◦ Supply written information and/or documentation as requested.
   ◦ Attend staff meetings.
   ◦ Assist Resident Director with tasks as requested.

D. Duty Expectations
   ◦ Responsible for duty coverage as determined on a rotating basis within each hall staff. Duty
     hours for weekdays are from 6:00 p.m. to 8:00 a.m. Monday through Friday, and 6:00 p.m. Friday
     through 8:00 a.m. Monday for weekends and University holidays.

E. University Break Expectations
   ◦ Assist with duty coverage during vacation periods when residence halls are open (Thanksgiving,
     J-Term, and Spring Break). One staff member for each hall (two for Tingelstad) will be required
     to cover duty for Thanksgiving and Spring Breaks.
   ◦ Coordinate J-Term break coverage with staff in order to maintain a welcoming environment in the
     residence halls for incoming students and residents returning from study away trips. As with other
     breaks, one staff member (two for Tingelstad) will need to be on duty.
   ◦ All staff members will be required to coordinate check-in and check-out processes, staff the desk,
     and assist with other administrative responsibilities related to opening the hall for J-Term and
     Spring semester.

F. Desk Expectations
   ◦ Complete eight hours of desk coverage per month (four hours in Tingelstad and Foss).

Behavior and Intervention Strategies
A. Advising and Referral
   ◦ Create relationships and build community that will increase the likelihood of awareness of
     residents who are struggling with various situations.
   ◦ Assist students concerning academic, social, and personal needs.
   ◦ Know referral channels and opportunities to better serve students.
   ◦ Conduct Student Success and Retention Survey of all residents new to PLU at the beginning of
     each semester to assess needs and assist with adjustment

B. Conflict Resolution
   ◦ Confront interpersonal and/or intergroup problems with intervention skills.
   ◦ Refer problems to appropriate offices when necessary.

C. Crisis Intervention
   ◦ Assist and control crisis situations through immediate action, sound judgment, and appropriate
     decisions.
   ◦ Contact appropriate offices/people in case of an emergency.
   ◦ Provide information and assist in making appropriate decisions.
   ◦ Follow-up with students and appropriate administrative staff after an incident.

D. Policy Enforcement
   ◦ Know and understand policies and procedures.
   ◦ Convey the University’s position on policy enforcement to students.
   ◦ Confront individuals whose behavior is not inline with community expectations and process all
     appropriate documentation through the Student Conduct System.

E. Language Agreement
   ◦ Work with the faculty representative to draft, implement, and hold residents accountable to
     a language agreement.
Leadership and Programming

A. SLIC IDEAS Programs
   ◦ Serve as a resource for programming to the house and the residence hall.
   ◦ Develop and implement programs that reinforce PLU's mission of educating students for lives of Service, Leadership, thoughtful Inquiry, and Care. The SLIC IDEAS model is a framework in which to program. Staff are highly encouraged to exceed these requirements.
   ◦ The minimum requirements are:
     ◦ Five programs during both Fall and Spring semesters.
     ◦ One program during J-Term.
     ◦ The programs must be varied in focus and touch on each of the SLIC areas.
     ◦ One program throughout the year must use the Faculty to Resident Connections Grant.
     ◦ Two of the five programs per semester must be language specific.
   ◦ Be aware of and encourage participation in other International Hall and campus-wide programming.

B. Creating Community
   ◦ Provide informal opportunities and create a welcoming environment for residents to interact with each other.
   ◦ Plan and implement structured community building events such as house dinners, game nights, etc.

C. Role Model
   ◦ Balance personal needs with organizational interest and priorities.
   ◦ Convey through words and actions an openness to different values.
   ◦ Adapt and respond appropriately to new and changing circumstances.
   ◦ Set standards and satisfactorily complete projects.
   ◦ Follow university policies and procedures.
   ◦ Maintain satisfactory academic progress. Resident Assistants must maintain a cumulative G.P.A. of no less than 2.5 in order to remain on staff. Individuals whose cumulative G.P.A. falls below the minimum may be asked to resign from the Resident Assistant position or be placed on an academic probationary period after which time the G.P.A. must meet minimum requirements.

D. Leadership Development
   ◦ Identify and help develop leadership potential in each student.
   ◦ Encourage student participation in challenging experiences.
   ◦ Refer potential leaders to appropriate offices for further development.
   ◦ Attend a minimum of one Residence Hall Council meeting per semester.

Professional Development

A. Communication
   ◦ Maintain frequent and open contact with students, staff, office personnel, and International Hall faculty sponsors.
   ◦ Check for and appropriately respond to written, voice, and electronic messages daily.
   ◦ Disseminate pertinent information to appropriate administrative staff.
   ◦ Participate constructively in meetings.
   ◦ Meet with faculty representative regularly.

B. Training and Development
   ◦ Attend required training and development meetings and retreats.
Participate in the Staff Training and Education Program (STEP) which integrates University involvement with ongoing education and training. The minimum requirements are:

- Five STEP credits during both Fall and Spring Semesters.
- One STEP credit during J-Term.
- Assist Staff with needs assessment and respond with creative options for growth.
- **Enroll in PLU classes related to target language of house.**
- Attend optional training and development opportunities when possible.

C. University Support

- Support the University and Residential Life goals, missions, and policies.
- Foster a strong connection of health and wellbeing to the mind, body and spirit.
- Encourage academic achievement through personal contact and programming.
- Promote personal excellence through example.

D. Volunteer Opportunities

- When possible participate as a member of Residential Life committees, task forces, focus groups, and round table discussions. Opportunities may include participating on Community Review Boards, assisting with staff selection processes, working with Admissions Preview Weekends, and discussing possible departmental policy or program revisions.
- **When possible, participate in language/coreII department events, task forces, focus groups, roundtable discussions, etc.**
- Encourage residents to participate in the above types of events.

E. Relationship with Hall Staff

- Initiate and maintain good working relationships.
- Provide feedback, help with decision making, and share the work whenever possible.
- Inform the Resident Director of hall situations and work together to resolve problems.
- Attend regular individual meetings, typically scheduled for one hour every other week, with Resident Director.
- Attend and participate in hall staff meetings, typically scheduled for two hours every week.

F. Public Relations

- Ensure accurate representation of PLU to the public.
- Maintain ethical relationships with colleagues and students.
- Represent PLU at conferences or other events as requested.

**Minimum Qualifications and Position Requirements**

- Reside on campus one semester at PLU prior to contract start date.
- Preference for vacant Spring Semester positions will be given to students who have completed one full year of course work at PLU.
- Be enrolled in a minimum of six credits per semester at PLU.
- **Enrolled in PLU Language Course throughout time of employment in International Hall**
- Must live on campus during entire tenure of employment by Residential Life.
- Must follow ALL guidelines of PLU Residential Life Housing Guide & Contract including signing up for appropriate meal plan.
- Maintain 2.50 cumulative Grade Point Average.

This position is considered a full academic year commitment.