



## **GENERAL DESCRIPTION**

The Academic Success Mentor (ASM) position within the Office of Housing, Residential Living, and Dining assumes multiple responsibilities and skill sets. However, the primary responsibilities of an ASM fall into assisting new and returning residential university students with successful adaptation to the university community and succeeding in their pursuit of educational goals. They also help to facilitate personal/academic growth and development of residential students. While an attempt has been made to list as many of the specific responsibilities as possible under each category, other job responsibilities could be assigned by supervisors.

## **THE ACADEMIC SUCCESS MENTOR IS EXPECTED TO:**

- Serve as a role model for all program participants and maintain strict confidentiality regarding the information and records which pertain to program participants.
- Work collaboratively with others, including OHRLD staff, Community Assistant (CAs), Residence Hall Council, and outside partners.
- Function as a positive role model at all times, including at activities that occur on University property and in the local community. Accept challenges to personal growth and utilize feedback to improve performance.
- Follow the policies and regulations regarding student behaviors as stated in **The Source** and the **Residence Hall Housing License Agreement and Dining Services Contract**.

## **SPECIFIC RESPONSIBILITIES:**

### **Administrative Duties**

- Promptly and accurately complete, by established deadlines, all assigned administrative duties as required by the A/G/RDs and Head Community Assistants. This includes, but isn't limited to: forms, logs, and weekly reports.
- Attend and participate in all staff meetings, development programs and training programs
- Maintain office/visibility hours in the community assigned
- Complete approximately 10 hours of work each week, which should include 6 office hours, meetings with students, 1 on 1 with supervisor(s), staff meetings, connecting with residents in building, programming and other assigned tasks.
- Participate in scheduled group activities for Academic Success Mentors as determined by the Office of Housing, Residential Living, and Dining
- Keep all student information confidential



## **Community Engagement, Development, & Leadership Responsibilities**

- Engage your community consistently by in conducting rounds in your community, programming, emails, etc.
- Attend and participate in your community's RHC meetings at least twice per month
- Support programs and projects by the Residence Hall Council (RHC) and encourage student participation in University and residence hall-sponsored programs
- Inform and update the A/G/RD(s) of any important student/community occurrences and of students with possible emotional, physical and/or mental health concerns
- Prepare and present community outreach programs
- Maintain an active involvement in suggesting and making changes and updates to better the Academic Success Mentor program
- Support the Living/Learning programs and initiatives within the community
- Role model positive social interaction practices at meet/greets or social events
- Support the goals, expectations, and mission statement of the Office of Housing, Residential Living, and Dining and perform duties accordingly

## **Academic Information Knowledge Responsibilities**

- Know various academic procedures (change of major, etc.) and be able to accurately communicate this information to students and refer to appropriate university resources as needed
- Participate completely in ASM training to gain knowledge on university policies, academic resources, academic policies, disability services, financial aid, counseling center and other resources to aid residents

## **Programming Responsibilities**

- Complete an academic/educational bulletin board as assigned by you're A/G/RD
- Complete all programming requirements as laid out in the ASM Community Development Model.

## **Specific Responsibilities**

- One ASM in each community will be assigned to one of the following:
  - Develop, maintain, and periodically update social media outlets for community engagement, communication of programs and services, and academic information
  - Work collaboratively with A/G/RD's, Living Learning Partners, and CA's to develop and enhance the LLC and provide academic resources related to the LLC.



## Evaluation/Dismissal/Appeal Process

- ASM's performance will be evaluated periodically both by supervisors and by peers
- The Residence Director supervisor will consult with the Assistant Director and Associate Director of Residential Living at each step of any disciplinary process. **At no time should a staff member be disciplined without this consultation**
- Failure to abide by University rules regulations and as stated in The Source or in the Residence Hall Housing License Agreement and Contract for Dining Services and/or the Housing License Agreement for Apartment Living may **result in immediate suspension of employment**, with pay, pending resolution of the specific charges. The ASMs will need to surrender their office key, staff name badge and all OHRLD materials until a disciplinary decision is determined

## OTHER

- Always represent the university professionally and maintain an open mind towards others
- Serve as an information source to all who utilize any of the services falling under the Office of Housing, Residential Living, and Dining
- Maintain a high level of visibility, approachability, and enthusiasm
- Strive constantly to be accurate and honest in all communication
- Always be respectful of fellow staff and student participants, irrespective of their admittance status, gender, race, ethnicity, religious beliefs, age, sexual orientation, disability status, etc.
- Be willing to actively contribute towards and encourage positive staff interactions