



## Apartment Assistant Conditions of Appointment 2026-2027

University of Delaware Residence Life & Housing

*Edited February 24, 2026*

As members of the Residence Life & Housing staff, Apartment Assistants (AAs) are expected to present themselves in a way that is congruent with the mission, values, and philosophies espoused by the department. These conditions of appointment serve to guide staff members and should not be seen as an exhaustive list. Staff members must display a commitment to resident student success which includes out-of-classroom learning and engagement in the multitude of learning opportunities a residential campus provides. Staff members should exercise good judgment and adhere to the highest standards of professional ethics while serving as members of the Residence Life & Housing staff.

Unless otherwise specified, these Conditions of Appointment apply to all Apartment Assistants, including those serving as Lead Apartment Assistants.

1. The student staff appointment contract period is for one full academic year (August training reporting time through May Commencement).
  - a. The contract period includes Thanksgiving Break, December Break, Winter Session, and Spring Break during which Apartment Assistants are expected to be on campus and actively working unless they have a specific pre-approved academic commitment elsewhere (i.e., Study Abroad).
    - i. During Thanksgiving Break, December Break, and Spring Break 24-hour on-call coverage will be broken into 12-hour shifts and evenly distributed among the AA team.
    - ii. Only the two AAs working the majority of their full 12-hour shift on Thanksgiving Day, Christmas Day, and New Year's Day will be eligible for additional holiday pay.
2. The Apartment Assistant appointment is not automatically renewed each year. Student staff members must **reapply for the position, complete the rehire process, and be selected to return.**
  - a. The AA stipend increases with each year of service (\$150 per year up to a maximum of three years of employment) for staff members that are selected to return to the position. This increase will only be applied in the fall or beginning of a new academic year and contract.
    - i. AAs must have completed working two semesters in the role prior to fall to receive the second-year increase and an AA must complete working four semesters prior to fall to receive the third-year increase.
    - ii. An AA who is hired in the spring semester will continue at the first-year stipend rate, only having completed one semester prior to the fall.
    - iii. An AA who leaves and later returns to the position will receive the year pay rate based on the number of semesters they completed prior to their resignation.
3. Student staff members will be evaluated on the performance in their position. This evaluation is based on a number of factors including, but not limited to, self-assessment,



apartment student feedback, peer feedback, and supervisor observation. Performance evaluations are included as a part of the rehire process described above.

- a. In the event a staff member does not meet position expectations they will be subject to accountability measures (e.g., warning, probation, termination) and will be expected to participate in performance improvement plans. Accountability measures will be progressively implemented when appropriate.
4. Apartment Assistants are required to participate in all staff team development and training sessions. This includes summer training, mid-semester in-services, winter session training, ongoing training sessions, weekly staff meetings, retreats and other development and training activities. Please refer to the table on page seven (7) for 2026-2027 training, opening, and closing dates.
  - a. Apartment Assistants are required to complete asynchronous online training modules during the summer prior to their academic year of employment.
  - b. Since summer and winter in-person training sessions are not reproducible, **staff members must attend all sessions and may not miss nor be excused from training sessions due to curricular commitments such as research programs or co-curricular involvement such as sports practice, band practice, etc.**
    - i. Summer and winter in-person training compensation is included in the annual stipend amount.
  - c. Some retreats, meetings and training sessions will take place at night or during weekends.
  - d. If the University of Delaware second summer session overlaps with Apartment Assistant August training, participating Apartment Assistants are expected to adjust academic plans to attend each day of training unless preapproved.
  - e. Because student staff members serve as resource referrals for various offices and opportunities on campus, they may occasionally be required to attend workshops, programs, or other opportunities hosted by a campus partner office or outside expert to increase the student staff member's own expertise and serve as a better resource for their residents.
  - f. **Weekly staff meetings are held Wednesdays 7:30 p.m.–9 p.m. Apartment Assistants are expected to adjust their academic plans to attend weekly staff meetings unless preapproved.**
5. Apartment Assistants are required to participate in the duty rotation for UCA, both weekends and weekdays. Standard duty hours are from 7 p.m.–7 a.m. These hours include office coverage as well as being available in the building. AAs should also utilize this time to interact with community members throughout the building/area.
  - a. On historically active weekend days that require additional staff availability, staff will be scheduled for daytime and/or 24-hour on-call shifts.
6. AAs are expected to staff the Clubhouse office (i.e. desk shift), performing a variety of functions including, but not limited to, mail and package delivery, key/fob/resource distribution, and be a resource to students in need of assistance. AAs are expected to work desk shifts for a minimum of 6 hours Monday through Friday. Desk shifts are two-



hours or three shifts a week. Additionally, AAs are expected to work one 4-hour desk shift every other weekend. Scheduling will work around academic requirements and assignment of the shifts will be at the supervisor's discretion.

7. Student staff members encounter sensitive and confidential student information. This information includes, but is not limited to, areas such as interpersonal relationships, mental health concerns, personal history and background, and policy infractions. Information about residents not expressly defined as public information by the University of Delaware cannot be shared with any party outside of Residence Life & Housing, Division of Student Life, and UDPD administrative chain of authority unless authorized by Residence Life & Housing exempt staff. Apartment Assistants are not permitted to engage in public comments that demean or besmirch students under their scope of responsibility. Sharing confidential student information or violation of FERPA is a critical offense under the student staff accountability policy and can lead to immediate termination.
8. Staff members are provided access to administrative resources such as a staff office and key box which holds students' room keys and building universal key(s). Staff are expected to protect this access and report their lost ONEcard or staff key immediately to their supervisor. **Administrative costs associated with lock changes due to staff loss of office keys or master keys will be charged to the staff member.**
9. Student staff members should understand that they can be viewed as representatives of Residence Life & Housing and the University of Delaware at all times, yet they are not authorized to speak on behalf of the University or the Office in an official capacity. It is expected that student staff members do not use their position title when expressing views on any aspect of the University of Delaware to the media or in any written or online mediums.
10. Student staff members are certainly allowed and encouraged to professionally express disagreement with their supervisors when personal values, mission, and philosophies are not congruent with Residence Life & Housing and/or the University of Delaware. Discussion of this sort is considered beneficial and will be valued and appreciated. If student staff members ever feel that their concerns are not received appropriately, they should escalate these concerns to the appropriate member of Residence Life and Housing leadership team.
11. Any student staff member who resigns or is terminated during the contract period must evacuate the staff room/apartment within 48 hours of their appointment separation, unless otherwise arranged with the supervisor. **Upon separation, Apartment Assistants remain bound by the full academic year Housing Contract.**
12. Due to the critical nature of presence on the floor and building community, AAs are expected to have their primary residence be their provided on-campus housing assignment. For this reason, time away from campus of two or more consecutive nights must be communicated to, and approved by, a supervisor in advance.
13. On the rare occasion that a student staff member requires a leave of absence from position duties for five or more consecutive business days, a request for leave form must be approved by the supervisor and submitted to the appropriate payroll staff to stop and prorate pay for the appropriate payroll period.
14. Apartment Assistant positions are only open to students enrolled in the undergraduate colleges of the University of Delaware. AAs must be fully matriculated in a degree granting



program. Once degree requirements are met, eligibility for staff positions is discontinued. Loss of full-time matriculated student status for any reason will result in the loss of the Residence Life & Housing position unless an exception is granted.

- a. Students in a 4+1 or 3+2 program are ineligible to continue as an RA once they have completed undergraduate requirements.
  - b. Continuing Education students are not eligible for appointment.
15. The demands placed on staff members by their academic and Residence Life & Housing responsibilities make the following limitations necessary:
  - a. Staff members must maintain and successfully complete a full-time credit load (12- 17 credits for undergraduates) unless the Office of Disability Support Services supports an exception.
  - b. Dropped and audited courses do not count toward the minimum credit requirement for full-time enrollment at any level.
  - c. Enrollment in Winter Session classes is not required.
16. Undergraduate staff members must maintain a 2.5 semester and cumulative GPA or higher. Failure to do so will result in academic review status, probation, and can lead to termination of appointment. Undergraduate staff members who receive a semester GPA of 1.0 or less will be terminated.
17. Apartment Assistants may be eligible for additional pay for services approved by RLH leadership.
  - a. Vacated Room Item Removal & Storage Service:
    - i. Each staff member will be paid \$25/hour.
    - ii. Each service job requires two student staff members.
    - iii. Removal of single items or small quantity of items for storage that takes less than an hour may not be eligible for this service or student staff compensation.
  - b. Fire Watch (Monitoring of buildings when fire detection systems (alarms/sprinklers) are impaired):
    - i. Each staff member will be paid \$25/hour.
    - ii. When activated: 8 p.m.–8 a.m. overnight watch coverage in shift rotation.
    - iii. Can be weekdays and weekends.
    - iv. Cannot be on duty at same time as fire watch.
18. Apartment Assistants must work an average of 15 hours a week. When in combination with an outside or additional assignment cumulative hours must not exceed 25-29.5 hours per week.
19. Undergraduate staff members may work outside of Residence Life & Housing only with advanced approval from their supervisor, in consultation with the appropriate Residence Life & Housing leadership. If approval is granted, the staff member may work a maximum of ten (10) hours per week outside of the Apartment Assistant position.
  - a. If at any time the approved outside work assignment interferes with the Apartment



Assistant appointment, the Residence Life & Housing position will receive priority. Termination of the outside work assignment can be requested by your supervisor if deemed not compatible with fulfilling your Apartment Assistant responsibilities.

20. Major academic and co-curricular commitments beyond class work must be limited and undertaken only with prior approval of the supervisor, in consultation with the appropriate Residence Life & Housing leadership. This includes but is not limited to internships in excess of ten (10) hours a week, sports teams, outside employment, leadership positions in organizations and multiple evening classes. Members of sports teams that travel extensively may not be Apartment Assistants. Members of teams or organizations whose practice schedules conflict with summer staff training must be able to attend all training sessions as stated above.
21. Undergraduate staff members who student teach or engage in cooperative educational activities (co-ops) must request approval to continue in the AA role. The supervisor and appropriate Residence Life & Housing leadership will review the request and use the staff members' performance to date to make a determination on the request. Anyone with such an exception must develop approval plans in advance with a supervisor. Residence Life & Housing may consult with the appropriate department for staff members who will be involved in clinical experiences associated with the Nursing, Medical Technology, Physical Therapy and any other similar programs before permission will be granted to hold a student staff position while undertaking such endeavors. Additional conditions of appointment may apply if permission is granted.
  - a. Students are ineligible for the AA role if their first semester as an AA coincides with a full-time student teaching appointment.
22. Staff members' personal cellphone numbers will be collected and may be used as a point of contact by supervisors for emergency situations.
23. Staff members must adhere to all University policies. A staff member will be terminated if they violate University policies while under contract unless an exception is authorized by the appropriate Residence Life & Housing leadership. Please note that exceptions to this policy are extremely rare. Staff members are not permitted to attend social functions on or off campus involving illegal drugs or where there is underage drinking.
  - a. If an Apartment Assistant is involved in an incident that results in a campus or legal conduct referral, that AA must immediately notify their supervisor of the incident and pending charges.
  - b. Apartment Assistants, like any student, are eligible for Amnesty in relation to the conduct process. However, Amnesty does not apply to an AA's employment status, and an AA may face termination from the role if in violation of University of Delaware policies.
    - i. **Any Apartment Assistant in a situation that would require calling for medical assistance and elects not to seek help may face additional accountability.**
  - c. In cases where a staff member is accused of a policy violation that requires investigation by the University of Delaware Police Department, Office of Equity and Inclusion, or any other campus entity, staff members may be placed on administrative leave from the AA position. If this were to occur, staff would be



required to vacate their staff housing assignment and suspend all AA-related duties until a determination was made in the investigation.

24. The University of Delaware is an educational institution. Therefore, the expression of a variety of viewpoints is encouraged. However, Residence Life & Housing staff members should refrain from using their position to promote a particular religious doctrine or partisan political viewpoint.
25. Actual or perceived conflicts of interest may arise when an amorous or romantic relationship exists between Residence Life & Housing supervisors, fellow staff members, and employees or between Residence Life & Housing staff members and building residents. An amorous relationship exists when two people have a sexual union or engage in a romantic partnering. A Residence Life & Housing staff member who enters into an amorous relationship with an employee or resident, where a professional power differential exists, places oneself as well as the University of Delaware in a difficult position. In situations where a conflict or the appearance of a conflict of interest arises, Residence Life & Housing will take whatever action it deems appropriate (including reassignment) to minimize such conflicts.



## APARTMENT ASSISTANT (AA) DESCRIPTION AND AGREEMENT 2026-2027

I read the job description and conditions of appointment and understand my responsibilities. I understand that the duration of the Apartment Assistant Position is from **August 9, 2026, until May 31, 2027** (dates are tentative and subject to change based on the University calendar and the discretion of Residence Life & Housing). I understand that failure to fulfill these responsibilities may lead to termination.

**I understand that the following dates are mandatory for employment and failure to participate in these dates will result in termination** (note: dates are subject to change at the discretion of Residence Life & Housing):

| Date:              | Requirement(s):                                       |
|--------------------|-------------------------------------------------------|
| April 29, 2026     | Staff Orientation                                     |
| August 9, 2026     | Student Staff Move-In Day                             |
| August 10, 2026    | Student Staff Training                                |
| August 10-24, 2026 | Training, Residence Hall Opening/Move-in, Orientation |
| December 15, 2026  | Fall Closing                                          |
| February 1-6, 2027 | Student Staff Winter Training                         |
| February 7, 2027   | Residence Hall Opening/Move-in                        |
| May 26-31, 2027    | Residence Hall closing and commencement               |

- I understand that I must adhere to the (*Residence Life Housing contract*) This includes but is not limited to: Ensuring that I have no outstanding charges on my account and that all deadlines are met.
- I understand Apartment Assistants are required to sign the Undergraduate Housing Contract. AAs will be assigned to specific apartments and live with other AAs. Placement is non-negotiable.
- I understand if I resign or am terminated during the contract period I will remain bound by the full academic year Housing Contract.
- I understand that all Human Resources Paperwork (Criminal background check, I-9, and university onboarding web forms), when applicable, must be submitted and accepted by Human Resources no later than May 1, 2026, or the job offer will be rescinded.