

# Diversity & Residence Life Graduate Assistant Manual



## Welcome to the DEAP Family!

We are excited to have you join our staff and eager to get to know you! DEAP is an exciting place to work because of all the things we do. Saying that, it can be overwhelming to a new person to learn all the different aspects of our work, especially as the Coordinator Academic and Career Support. Below you will find the outline of the main things that we would like you to know in this position. I know it looks like a huge list, but you should be able to complete most of these tasks during your first few weeks.

## **Mission:**

The mission of the Diversity Enrichment and Achievement Program (DEAP) is to enhance the transition and success of IUPUI students from populations that have been traditionally underrepresented in higher education by addressing, academic, social, and personal matters that have an impact on persistence. Through connecting, affirming, guiding, and engaging students, DEAP helps to ensure their success at IUPUI. DEAP offers intensive retention programming and a supportive community.

## **Learning Outcomes:**

- DEAP Scholars' articulate and reaffirm positive personal identities as collegiate scholars
- DEAP Scholars articulate increased levels of academic and career expectations
- DEAP Scholars identify multiple resources for personal development and academic support
- DEAP Scholars identify campus and community activities/organizations in which to participate
- DEAP Scholars articulate a developed sense of personal goals that are connected to their purpose and career aspirations
- DEAP Scholars articulate a developed sense of self-efficacy

## **History:**

The roots of the Diversity Achievement and Enrichment Program (DEAP) can be traced to the establishment of the Student African American Sisterhood (SAAS) or Sister 2 Sister (S2S), and Student African American Brotherhood (SAAB) or Brother 2 Brother (B2B)- two nationally recognized student organizations. These organizations focus on the advancement and academic success of African American students across the U.S. - campus chapters at Indiana University- Purdue University Indianapolis (IUPUI). With the strong need for a support system for African American students in higher education, led to the renaming of the Office of Student Success in the Spring of 2013 under the new title Diversity Enrichment and Achievement Program (DEAP).

DEAP became the program that aimed to fully meet the academic success and graduation needs of students of color at IUPUI under the leadership of Dr. Khalilah Shabazz, DEAP's first Director. Over the years, DEAP was known as an important program amongst many students of color, faculty, and staff. With the huge success of African American students' retention and graduation rates, DEAP has expanded to include Latino, Asian, low-income, and first-generation students. The success of the program has also made it possible to expand in numbers. Since the beginning of the program, there has been an exponential growth from 10 students to, as of the Fall 2016, over 400 students. In order to meet the needs of students, the program has expanded to include new staff to better support our students in their academic, social, and financial success.

## **DEAP Scholar Commitment:**

Scholars are the heart of the Diversity Enrichment and Achievement Program. Their success determines the success of the program. In making a commitment to build their competency through scholarship and engagement, DEAP scholars position themselves as assets to the university and broader state of Indiana. It is for this reason the program allocates funds to support the goals and achievements of the scholars who participate.

The philosophy of the program is to foster a spirited sister/brotherhood in scholarship and engagement. DEAP scholars participate on a voluntary basis. A student's decision to not participate will not be met with putative action.

The responsibility is upon DEAP scholars to keep the program successful by maintaining participation and remaining in good academic standing with the university. DEAP scholars' activities and commitments are designed to facilitate academic achievement as well as campus and civic engagement. These activities will guide scholars as they work toward their academic and career goals while also providing a social outlet.

#### Bridge Scholarship Funding:

In order to be eligible for scholarship funding, scholars must participate in Summer Bridge and be a continued active participant within DEAP. Scholarship dollars will be posted in two disbursements. One-half of the scholarship will be posted when the scholars completes Bridge and is successfully inducted into the program. The second half funding will be allocated to active scholars with on-time Academic Checkpoint forms. Remaining spring funding will be allocated to approve funding request.

#### Requirements for all DEAP students:

- Attend all Monthly Friday Meetings
- Complete the Academic Accountability Plan each semester
- Participate in Designated Study Time (DST) for an average four hours a week
- Attend Two workshops per semester
- Maintain Regular communication with Peer Mentor and DEAP Staff
- Utilize Academic Resources to your full advantage
- Attend End of Semester Celebrations

#### Additional Requirements for all DEAP House Residents (in addition to aforementioned):

- Beginning-of-the-Year Floor Meeting and RBLC Welcome Event
- Participate in Intake Meeting with Diversity and Residence Life Graduate Assistant
- Attendance at Signature Events (1 per semester, 2 total)
- Attendance at DEAP's "Power of Giving Back" Dinner in November

## **Program Commitment:**

DEAP is committed to supporting the academic, social, and personal development of program scholars. DEAP will connect and guide program scholars to information, opportunities, and support resources. Scholars can expect to have open door access to DEAP staff who welcomes questions and concerns about navigating the IUPUI campus.

DEAP staff will make every effort to provide resources where needed such as tutoring support, referrals, funding, networking opportunities, services opportunities, and keeping scholars apprised on information.

#### Programming component the DEAP staff will facilitate include:

- Academic Support
- Resources Referrals
- Timely information dissemination
- Service Opportunities
- Discussions Tables on Campus Opportunities
- Networking Opportunities
- Staff Accessibility and Open-Door Policy
- Peer Mentoring

DEAP House:**4 Cornerstones:**

- Academic Success
- Community Engagement and Support
- Cultural Affirmation and Identity Development
- Personal Growth

These Cornerstones were created in conjunction with DEAP's mission and values and with the Housing and Residence Life residential curriculum. The Graduate Assistant should center all initiatives around the cornerstones.

**Policies and Procedures:****Code of Ethics:**

- I will always represent the Diversity Enrichment and Achievement Program in a professional manner in behavior, language, and dress.
- I understand that information on social media are public domain and must ensure that it is presented in a professional image for IUPUI.
- I will maintain a high level of professionalism.
- Sexually harassing any faculty, staff, or students will not be tolerated.
- I recognize myself as a role model. I will set a positive example for all students by showing respect and consideration for all members of the faculty, staff, and administration, and their property.
- I will respect the confidentiality of student records and other records in this position.
- I will respect the confidentiality of information shared among Division of Undergraduate Education and University College.
- I will participate and contribute constructively as a member of the DEAP professional team and represent DEAP in a positive manner.
- I understand that I must arrive on time.

**Professionalism:**

- I will be available to answer any students' questions pertaining to the IUPUI community and make appropriate referrals when necessary.
- I will portray both in language and in behavior a positive attitude about the university, faculty or staff, refraining from negative conversations and actions that might discredit them.
- I need to be aware that my actions have the ability to influence opinions and expectations of the university.
- I will be sensitive to the uniqueness of each situation and the individuals involved.
- I will promote an understanding and respect for various opinions, values, and cultural backgrounds. I will not tolerate or participate in any incidents of prejudice or biases related to gender, race, appearance, ethnic origin, age, sexual orientation, religion, or ability.
- I will act as a team member by helping, supporting, providing feedback, and collaboratively resolving any situation that may arise for the duration of the semesters in which I serve as a DEAP staff.

**Absences and Sick Days:**

- In case of illness, emergency, or if I will be late, I am required to call my supervisor and provide an estimated time of arrival.
- I will be unexcused if I do not make this call before my expected arrival time.
- It is my responsibility to make sure that communication between the supervisor and the rest of the DEAP staff has been established.
- If I need to take days off, I understand that I must complete the Requested Time Off form prior to leaving. It is expected that I receive confirmation from my supervisor prior to taking the time off.

### **Emergency Procedures:**

- Protect IU is a system that provides text messages and phone calls in case of emergency. Learn more and sign up for alerts here:

<https://protect.iu.edu/emergency-planning/personal-preparedness/weather-safety/emergency-kits.html>

### **A few pointers:**

- Focus on one section at a time; do not view the whole list as one big task. This will help you stay on a learning schedule (the order of the list is on purpose...based on building a strong foundation of knowledge and then growing that skill set once you know the basics.)
- Don't be afraid to ask questions!
- Let us know how you best learn so that we can incorporate your learning style as we train you.
- Get to know the staff personally. We have a great team here. Take the time to get to know them. Find out how long they have worked here, what they like about their job, advice they may have as you begin here, etc.
- Your supervisor is your "go to" person if you need anything, have questions, want to provide feedback, etc.

We are eager to have you learn, help our students and us, and help you grow professionally. Again, welcome to the team! We are glad to have you here!

Best,  
DEAP

## The Basics

✓	Action	Whom the Action Involves
	Meet the Members of the DEAP Team and Students	Self & Supervisor/Mentor
	Tour DEAP and Second Floor of Taylor Hall <ul style="list-style-type: none"> <li>• All Offices of Colleagues</li> <li>• Printer, copier, fax</li> <li>• Microwave and fridge</li> <li>• Bathroom and water filling station</li> </ul>	
	Office Location: UC2165	
	Review your class and work schedule with supervisor <ul style="list-style-type: none"> <li>• Expected schedule/hours</li> <li>• Leave of absence and sick days procedures</li> </ul>	
	If you have a documented disability, please contact HR and inform your supervisor of any needed accommodations	
	Obtain supervisor's contact information <ul style="list-style-type: none"> <li>• Work number, cell number, GroupMe</li> <li>• Speak to Supervisor about emergency contact procedures and expectations (calling in sick, running late, etc.)</li> </ul>	
	Order Name Tag and Business cards *See Andrea Graf  First and Last Name Diversity and Residence Life Graduate Assistant Diversity Enrichment and Achievement Program (DEAP) University College Division of Undergraduate Education Indiana University-Purdue University Indianapolis Taylor Hall 2171 815 W. Michigan Street Indianapolis, IN 46202 Phone: 317-278-2442 IUPUI email: <a href="mailto:username@iupui.edu">username@iupui.edu</a>	
	Obtain Crimson Card: Jagtag Office in Campus Center 2nd Floor <ul style="list-style-type: none"> <li>• Before heading over to the Jagtag Office, get a signed department letter from Lisa McVicker/ Helen Davis, UC Fiscal office</li> </ul> Get authorizations for access to Taylor Hall, North Hall, DEAP printer, and room reservations	

	<p>Obtain parking pass: Parking Services in Vermont Street</p> <ul style="list-style-type: none"> <li>Go to one.iu.edu, click “parking services” to purchase online or go in person</li> </ul> <p>Obtain Office Key: Police Services in Ball Residence Hall</p> <ul style="list-style-type: none"> <li>Must call in advance</li> <li>Will have two weeks to pick up the keys after they contact you</li> <li>Bring government issued ID and Crimson Card ID</li> </ul>	
	Office Supplies in 3rd Floor of Taylor Hall *See Andrea Graf	

## Technology

\*Technology Services will help you set up most of these accounts

✓	Action	Whom the Action Involves
	<p>Create an IUPUI username and passphrase</p> <ul style="list-style-type: none"> <li>Search “Create my first IU account” at one.iu.edu and complete the steps</li> </ul>	Self & Tech
	<p>Create and log into one.iu.edu</p> <ul style="list-style-type: none"> <li>Go to one.iu.edu</li> <li>Create “catchphrase”</li> <li>Set up your direct deposit</li> <li>Take your DUE/DEAP staff professional picture</li> </ul>	
	<p>Sign-up for IU alert, an urgent information messaging system</p> <ul style="list-style-type: none"> <li>It allows the school to send you text message alerts regarding campus closings, emergencies, and important college updates</li> <li>Sign up by going to:</li> </ul> <p>One.iu.edu Search for “IU- Notify” Click the appropriate link to add your information</p>	
	<p>Set up Outlook and Skype for Business in Technology Services</p> <ul style="list-style-type: none"> <li>Add signature (refer to DUE formatting guidelines)</li> <li>Mimic the information on your business cards</li> </ul> <p>Learn how to access your email off-campus by going through one.iu.edu and click “exchange”</p> <ul style="list-style-type: none"> <li>Add calendar viewing rights to everyone in DEAP office</li> <li>Make your supervisor able to “edit”</li> <li>Reference “out of the office” message</li> </ul>	
	Set up DEAP and other share drives in Technology Services	
	<p>Request to be added to the following List-servs:</p> <ul style="list-style-type: none"> <li>DEAP students</li> </ul>	



	<ul style="list-style-type: none"> <li>• DUE-EMP-I</li> <li>• Housing</li> </ul>	Self & Tech
	Obtain a Due Token or App (in Phone) <ul style="list-style-type: none"> <li>• Search “due” at one.iu.edu and complete the mobile or token registration</li> <li>• Search “acceptable use agreement” at one.iu.edu and complete the steps</li> <li>• Search “FERPA tutorial” at one.iu.edu and complete</li> </ul>	
	Obtain access to Student Success Collaborate (SSC) via Matt Rust <ul style="list-style-type: none"> <li>• Complete required modules</li> <li>• You will get a confirmation emailed</li> </ul>	
	Familiarise yourself with the telephone DUE directory and frequently used phone extensions <ul style="list-style-type: none"> <li>• Set-up your voicemail</li> </ul>	
	Familiarize yourself with Canvas since teaching a first-year seminar course. Learn how to: <ul style="list-style-type: none"> <li>• Grade</li> <li>• Take attendance</li> <li>• Share files</li> <li>• Send individual and mass emails</li> <li>• Upload files</li> <li>• Post Announcements</li> <li>• Use the calendar</li> </ul>	

## Training Overview

\*To be completed within the first couple of weeks

✓	Action	Whom the Action Involves
	Tour and Meet the people from all of the departments in Taylor Hall, Organizations, and Programs <ul style="list-style-type: none"> <li>• Housing and Residence Life Staff               <ul style="list-style-type: none"> <li>○ Main Office, Leadership, North Hall Residence Directors</li> </ul> </li> <li>• 21st Century Scholars</li> <li>• Norman Brown Scholars</li> <li>• DSRP</li> <li>• Student Support Services</li> <li>• Multicultural Center</li> <li>• Academic and Career Development Office</li> </ul>	Self & Supervisor
	Take your professional picture on 3rd floor of Taylor Hall	



	Familiarize yourself with the Entire DEAP Share Drive	Self
	Attend the new IU employee training and insurance session TBD by Human Resources	
	Review the following information: <ul style="list-style-type: none"> <li>• Code of Student Rights and Responsibilities</li> <li>• Incident Report Form</li> <li>• Behavioral Intervention Team</li> </ul>	
	Emergency Procedures: <a href="https://protect.iu.edu">https://protect.iu.edu</a> <ul style="list-style-type: none"> <li>• Attend a semesterly training</li> </ul>	
	Complete Campus Security Authority (CSA) Training each year	Self
	Complete Sexual Misconduct and Title IX Module Go to one.iu.edu	
	Complete Phishing Training Go to one.iu.edu	
	Complete the online training modules <ul style="list-style-type: none"> <li>• FERPA</li> <li>• Sexual Harassment</li> </ul> Will be emailed to you or accessible via one.iu.edu	

## Job Description, Expectations, and Responsibilities:

Please review the copy of your job description in the Shared Drive Folder to understand specific roles

### Additional Considerations:

- Holding weekly mobile office hours in the living learning community
- Pre-schedule meeting times for student interactions and other times for administrative work
- Checking your email daily is an expectation

### Seasonal Tasks:

- Complete Intake Meetings for DEAP House Residents within first weeks of school
- Move-in and move-out

### Meetings:

- Attend weekly staff meetings with DEAP Staff
- Prepare for and attend bi-weekly 1:1 meetings with supervisor
  - This is your time to discuss any topic you need in order to do and be your best personally and professionally in DEAP
- Attend the DEAP Monthly Meetings (all program meetings)
- Attend any DEAP Coordinator Meetings

- Attend any housing liaison meetings (Beginning, Middle, and End of the year)
- Meet Monthly (minimum) with the DEAP House Resident Assistant

**Past Events to Anticipate:** Please review the document included in the Shared Drive

## **Resources:**

Please make an effort to thoroughly review:

- Residential Curriculum
- Program Plans from past events
- Relevant Literature Included in this binder and in shared folder