



Section 4 - Job Responsibilities and Expected Expertise of the Resident Director

In this section survey respondents were asked to outline their job responsibilities and expected expertise within 4 categories:

- 1) Financial and Legal responsibilities (Figure 4.1)
- 2) Program, Facilities, and HR responsibilities (Figure 4.2)
- 3) Student Services responsibilities (Figure 4.3)
- 4) Program Development responsibilities (Figure 4.4)

Possible responses to each question within each category were:

- 1) Not something my program does
- 2) Something one of my staff does and they hold responsibility
- 3) Something one of my staff does under my supervision and responsibility
- 4) Something I am responsible for (often with staff) and takes up a minor part of my time
- 5) Something I am responsible for (often with staff) and takes up a moderate part of my time
- 6) Something I am responsible for (often with staff) and takes up a major part of my time

Figures 4.1-4.4 are presented below for each category. Responsibilities are ordered starting with those with the highest percentage of 'takes up a major part of my time' at the top. Note that these figures only outline the responses aggregated from respondents across Europe and are not broken down by country.

Respondents were also asked to check an additional box if they also had help from professionals (lawyers, accountants, counselors, HR specialists etc.) for that responsibility in each category. These responses are summarized in Tables 4.1-4.4. Raw data for Figures 4.1-4.4 is presented in Table 4.5.

Resident Director Time Spent on Financial and Legal Responsibilities

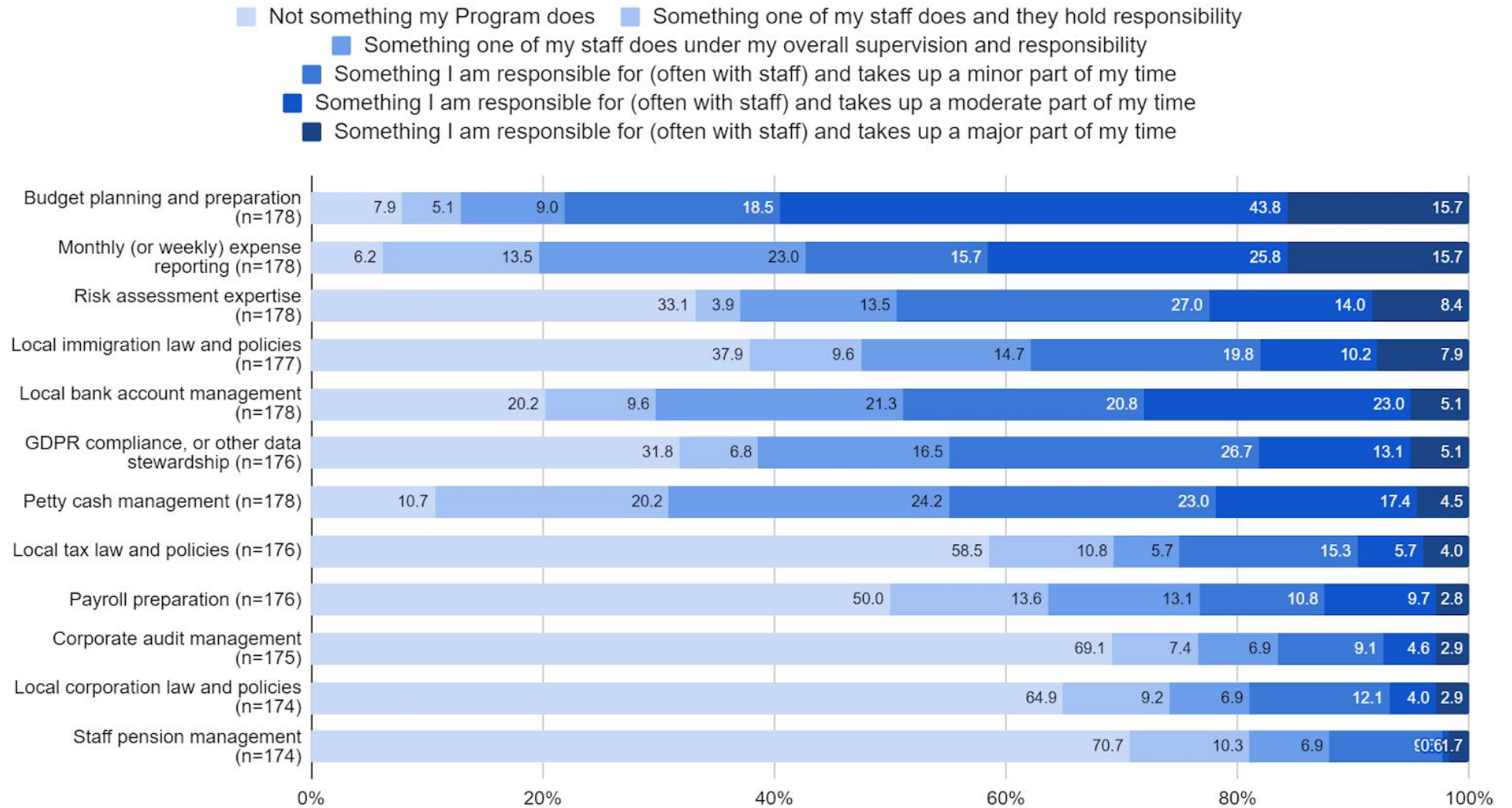


Figure 4.1. Resident Director responsibilities and time spent in terms of financial and legal responsibilities for their program.

Resident Director Time Spent on Program, Facilities, and HR

- Not something my Program does
- Something one of my staff does and they hold responsibility
- Something one of my staff does under my overall supervision and responsibility
- Something I am responsible for (often with staff) and takes up a minor part of my time
- Something I am responsible for (often with staff) and takes up a moderate part of my time
- Something I am responsible for (often with staff) and takes up a major part of my time

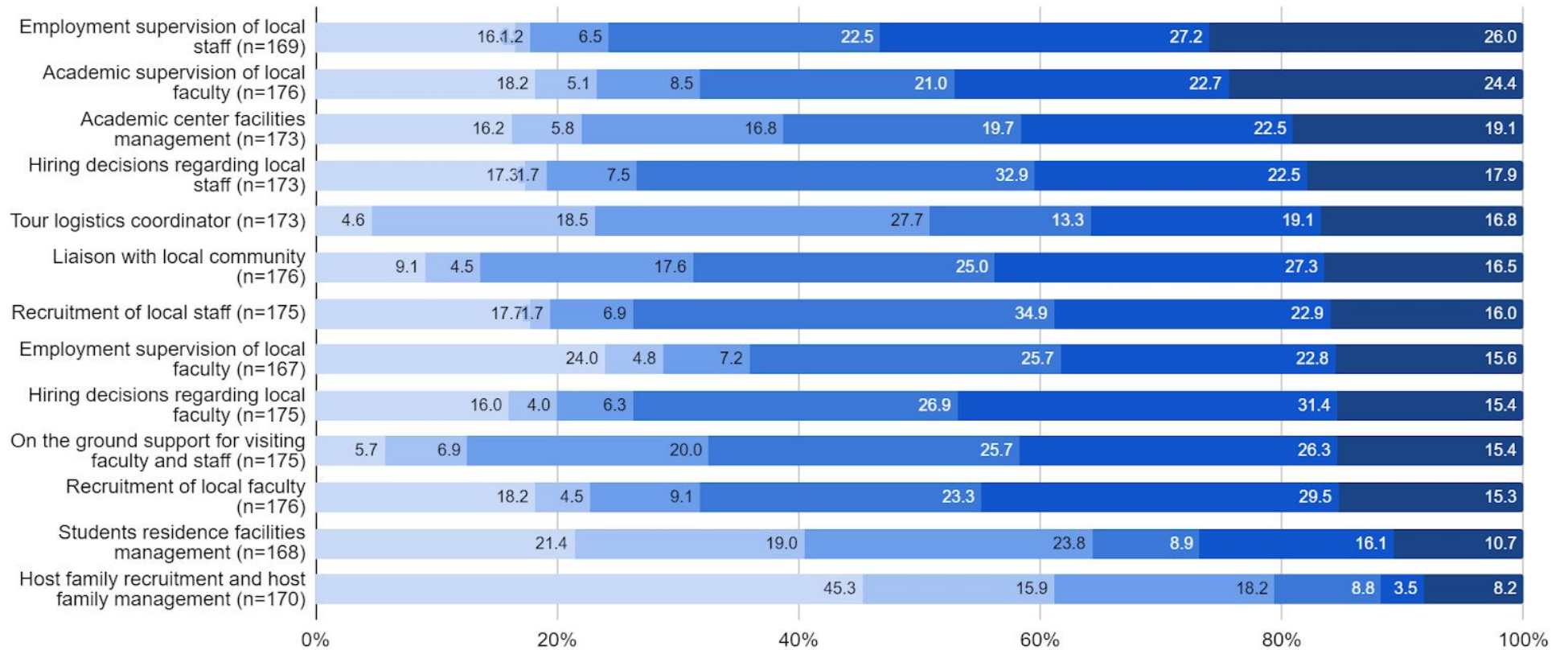


Figure 4.2. Resident Director responsibilities and time spent in terms of program, facilities, and HR responsibilities for their program.

Resident Director Time Spent on Student Services

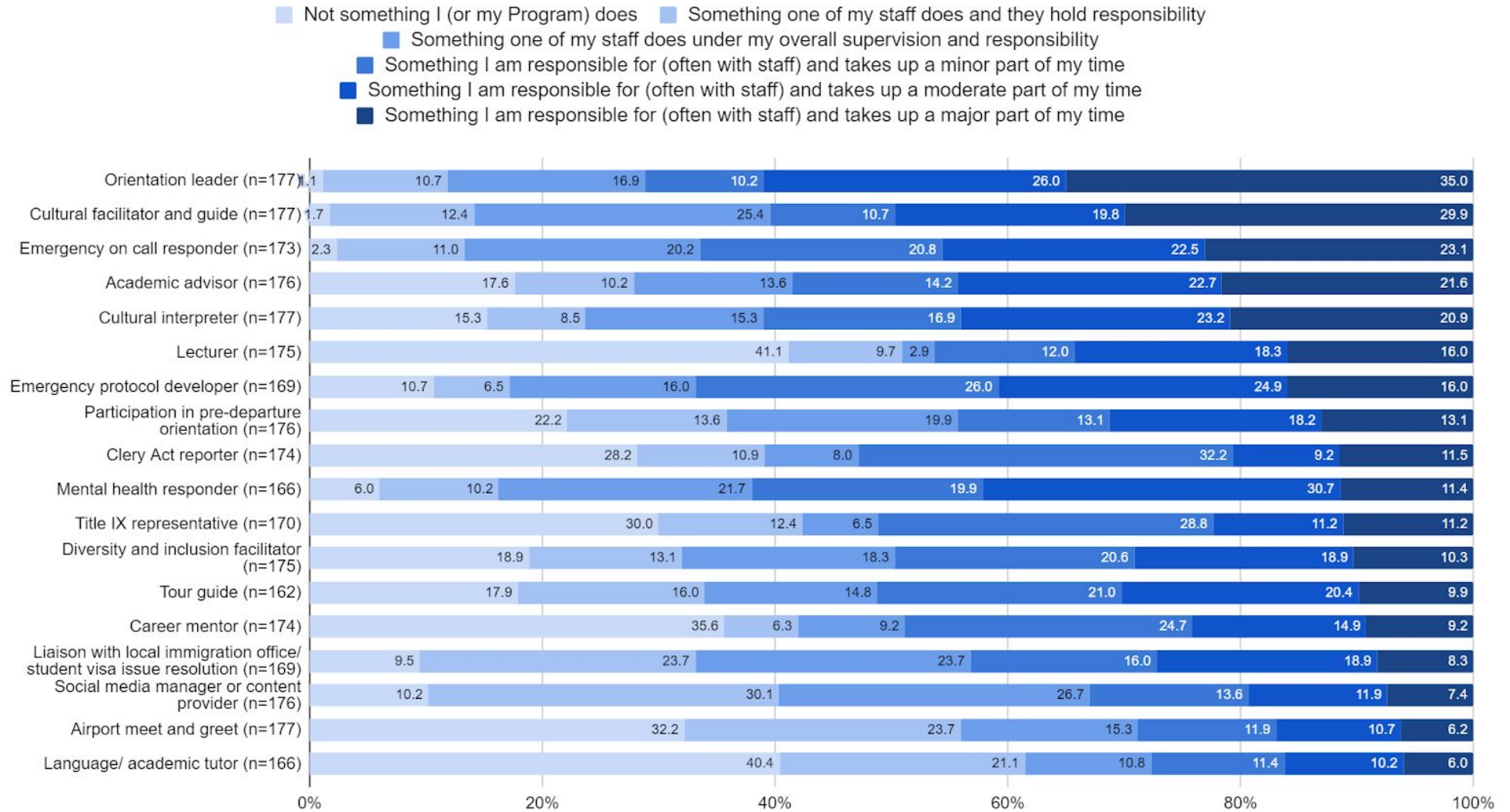


Figure 4.3. Resident Director responsibilities and time spent in terms of student services responsibilities for their program.

Resident Director Time Spent on Program Development

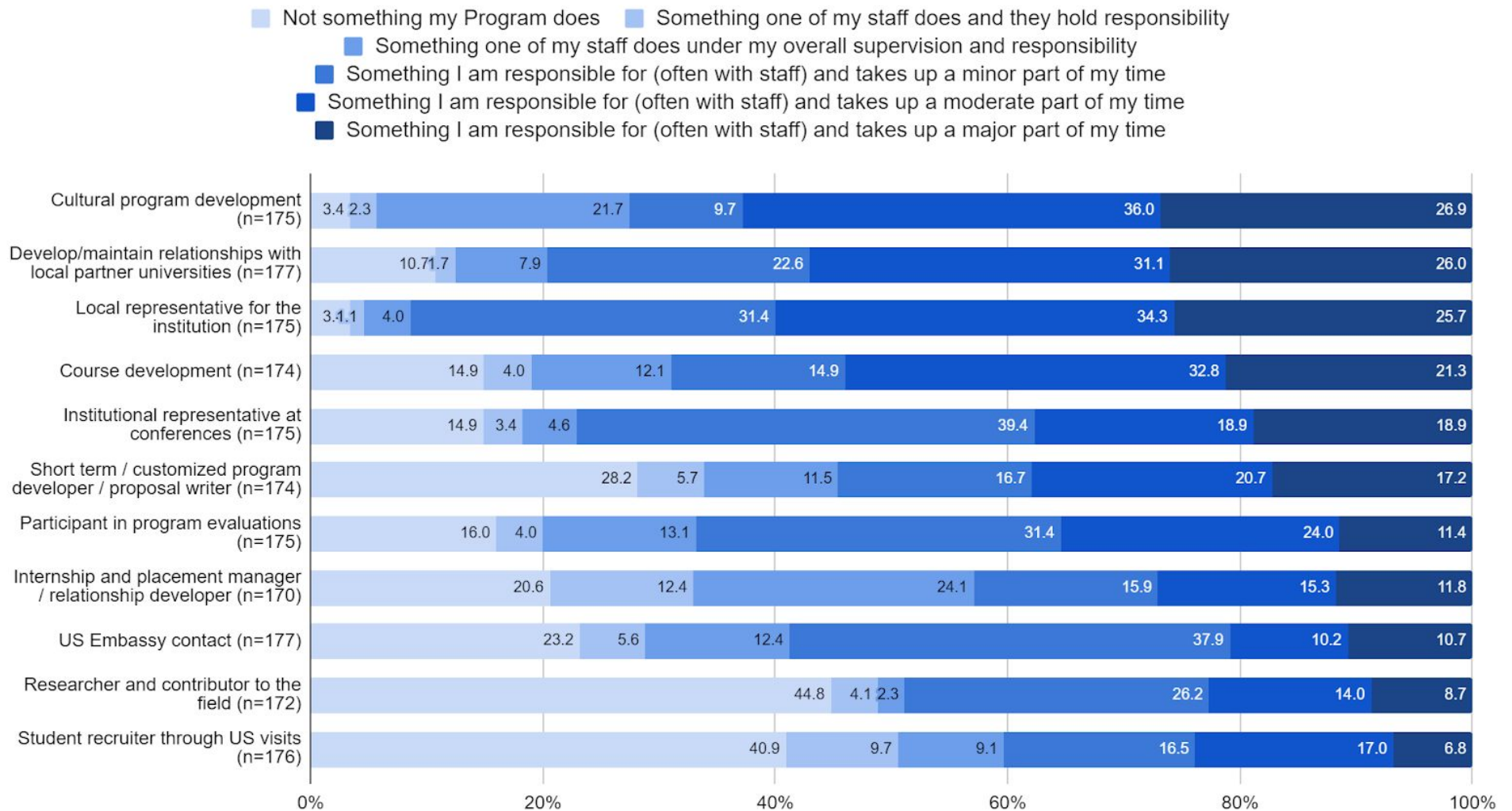


Figure 4.4. Resident Director responsibilities and time spent in terms of program development responsibilities for their program.

Table 4.1. Percentage of Resident Directors who receive professional help with financial and legal responsibilities. Note that respondents were not included in the calculation if they indicated it was not something their program does, or responsibility rests solely with a staff member.

Financial And Legal Responsibilities	% RDs Using Professional Help with Their Responsibilities
Local tax law and policies	81.5
Payroll preparation	76.6
Staff pension management	69.7
Local corporation law and policies	68.9
Corporate audit management	46.3
GDPR compliance, or other data stewardship	34.3
Local immigration law and policies	30.1
Risk assessment expertise	25.0
Local bank account management	14.4
Budget planning and preparation	8.4
Monthly (or weekly) expense reporting	4.2
Petty cash management	2.4

Table 4.2. Percentage of Resident Directors who receive professional help with program, facilities, and HR responsibilities. Note that respondents were not included in the calculation if they indicated it was not something their program does, or responsibility rests solely with a staff member.

Program, Facilities, and HR Responsibilities	% RDs Using Professional Help with Their Responsibilities
Students residence facilities management	13.0
Employment supervision of local faculty	11.8
Host family recruitment and host family management	8.3
Employment supervision of local staff	7.2
Tour logistics coordinator	6.8
Hiring decisions regarding local faculty	5.0
Recruitment of local staff	5.0
Academic center facilities management	4.4
Recruitment of local faculty	4.4
Hiring decisions regarding local staff	4.3
Academic supervision of local faculty	2.2
On the ground support for visiting faculty and staff	2.0
Liaison with local community	1.3

Table 4.3. Percentage of Resident Directors who receive professional help with student services responsibilities. Note that respondents were not included in the calculation if they indicated it was not something their program does, or responsibility rests solely with a staff member.

Student Services Responsibilities	% RDs Using Professional Help with Their Responsibilities
Tour guide	12.1
Language/ academic tutor	10.9
Title IX representative	9.2
Mental health responder	8.6
Emergency protocol developer	7.1
Clery Act reporter	6.6
Liaison with local immigration office/ student visa issue resolution	6.2
Cultural facilitator and guide	5.3
Cultural interpreter	3.7
Lecturer	3.5
Emergency on call responder	3.3
Airport meet and greet	2.6
Career mentor	2.0
Participation in pre-departure orientation	1.8
Diversity and inclusion facilitator	1.7
Academic advisor	1.6
Orientation leader	1.3
Social media manager or content provider	1.0

Table 4.4. Percentage of Resident Directors who receive professional help with program development responsibilities. Note that respondents were not included in the calculation if they indicated it was not something their program does, or responsibility rests solely with a staff member.

Program Development Responsibilities	% RDs Using Professional Help with Their Responsibilities
Internship and placement manager / relationship developer	5.3
Student recruiter through US visits	3.4
US Embassy contact	2.4
Participant in program evaluations	2.1
Develop and maintain relationships with local partner universities	1.9
Short term / customized program developer / proposal writer	1.7
Institutional representative at conferences	1.4
Cultural program development	1.2
Researcher and contributor to the field	1.1
Course development	0.7
Local representative for the institution	0.6

Table 4.5. Raw data for Figures 4.1-4.4 showing Resident Director responsibilities and time spent in terms of Financial and Legal, Program, Facilities, HR, Students Services, and Program Development responsibilities for their program.

FINANCIAL AND LEGAL RESPONSIBILITIES or EXPECTED EXPERTISE	# Respondents	Not something my Program does	Something one of my staff does and they hold responsibility	Something one of my staff does under my overall supervision and responsibility	Something I am responsible for (often with staff) and takes up a minor part of my time	Something I am responsible for (often with staff) and takes up a moderate part of my time	Something I am responsible for (often with staff) and takes up a major part of my time
Budget planning and preparation (n=178)	178	7.9	5.1	9.0	18.5	43.8	15.7
Monthly (or weekly) expense reporting (n=178)	178	6.2	13.5	23.0	15.7	25.8	15.7
Risk assessment expertise (n=178)	178	33.1	3.9	13.5	27.0	14.0	8.4
Local immigration law and policies (n=177)	177	37.9	9.6	14.7	19.8	10.2	7.9
Local bank account management (n=178)	178	20.2	9.6	21.3	20.8	23.0	5.1
GDPR compliance, or other data stewardship (n=176)	176	31.8	6.8	16.5	26.7	13.1	5.1
Petty cash management (n=178)	178	10.7	20.2	24.2	23.0	17.4	4.5
Local tax law and policies (n=176)	176	58.5	10.8	5.7	15.3	5.7	4.0
Payroll preparation (n=176)	176	50.0	13.6	13.1	10.8	9.7	2.8
Corporate audit management (n=175)	175	69.1	7.4	6.9	9.1	4.6	2.9
Local corporation law and policies (n=174)	174	64.9	9.2	6.9	12.1	4.0	2.9
Staff pension management (n=174)	174	70.7	10.3	6.9	9.8	0.6	1.7
PROGRAM, FACILITIES, AND HR RESPONSIBILITIES or EXPECTED EXPERTISE	# Respondents	Not something my Program does	Something one of my staff does and they hold responsibility	Something one of my staff does under my overall supervision and responsibility	Something I am responsible for (often with staff) and takes up a minor part of my time	Something I am responsible for (often with staff) and takes up a moderate part of my time	Something I am responsible for (often with staff) and takes up a major part of my time

Employment supervision of local staff (n=169)	169	16.6	1.2	6.5	22.5	27.2	26.0
Academic supervision of local faculty (n=176)	176	18.2	5.1	8.5	21.0	22.7	24.4
Academic center facilities management (n=173)	173	16.2	5.8	16.8	19.7	22.5	19.1
Hiring decisions regarding local staff (n=173)	173	17.3	1.7	7.5	32.9	22.5	17.9
Liaison with local community (n=176)	176	9.1	4.5	17.6	25.0	27.3	16.5
Tour logistics coordinator (n=173)	173	4.6	18.5	27.7	13.3	19.1	16.8
Recruitment of local staff (n=175)	175	17.7	1.7	6.9	34.9	22.9	16.0
Hiring decisions regarding local faculty (n=175)	175	16.0	4.0	6.3	26.9	31.4	15.4
Recruitment of local faculty (n=176)	176	18.2	4.5	9.1	23.3	29.5	15.3
On the ground support for visiting faculty and staff (n=175)	175	5.7	6.9	20.0	25.7	26.3	15.4
Employment supervision of local faculty (n=167)	167	24.0	4.8	7.2	25.7	22.8	15.6
Students residence facilities management (n=168)	168	21.4	19.0	23.8	8.9	16.1	10.7
Host family recruitment and host family management (n=170)	170	45.3	15.9	18.2	8.8	3.5	8.2
STUDENT SERVICES RESPONSIBILITIES or EXPECTED EXPERTISE	# Respondents	Not something my Program does	Something one of my staff does and they hold responsibility	Something one of my staff does under my overall supervision and responsibility	Something I am responsible for (often with staff) and takes up a minor part of my time	Something I am responsible for (often with staff) and takes up a moderate part of my time	Something I am responsible for (often with staff) and takes up a major part of my time
Orientation leader (n=177)	177	1.1	10.7	16.9	10.2	26.0	35.0
Cultural facilitator and guide (n=177)	177	1.7	12.4	25.4	10.7	19.8	29.9
Emergency on call responder (n=173)	173	2.3	11.0	20.2	20.8	22.5	23.1
Academic advisor (n=176)	176	17.6	10.2	13.6	14.2	22.7	21.6

Cultural interpreter (n=177)	177	15.3	8.5	15.3	16.9	23.2	20.9
Lecturer (n=175)	175	41.1	9.7	2.9	12.0	18.3	16.0
Emergency protocol developer (n=169)	169	10.7	6.5	16.0	26.0	24.9	16.0
Participation in pre-departure orientation (n=176)	176	22.2	13.6	19.9	13.1	18.2	13.1
Clery Act reporter (n=174)	174	28.2	10.9	8.0	32.2	9.2	11.5
Mental health responder (n=166)	166	6.0	10.2	21.7	19.9	30.7	11.4
Title IX representative (n=170)	170	30.0	12.4	6.5	28.8	11.2	11.2
Diversity and inclusion facilitator (n=175)	175	18.9	13.1	18.3	20.6	18.9	10.3
Tour guide (n=162)	162	17.9	16.0	14.8	21.0	20.4	9.9
Career mentor (n=174)	174	35.6	6.3	9.2	24.7	14.9	9.2
Liaison with local immigration office/ student visa issue resolution (n=169)	169	9.5	23.7	23.7	16.0	18.9	8.3
Social media manager or content provider (n=176)	176	10.2	30.1	26.7	13.6	11.9	7.4
Airport meet and greet (n=177)	177	32.2	23.7	15.3	11.9	10.7	6.2
Language/ academic tutor (n=166)	166	40.4	21.1	10.8	11.4	10.2	6.0
PROGRAM DEVELOPMENT RESPONSIBILITIES or EXPECTED EXPERTISE	# Respondents	Not something my Program does	Something one of my staff does and they hold responsibility	Something one of my staff does under my overall supervision and responsibility	Something I am responsible for (often with staff) and takes up a minor part of my time	Something I am responsible for (often with staff) and takes up a moderate part of my time	Something I am responsible for (often with staff) and takes up a major part of my time
Cultural program development (n=175)	175	3.4	2.3	21.7	9.7	36.0	26.9
Develop and maintain relationships with local partner universities (n=177)	177	10.7	1.7	7.9	22.6	31.1	26.0
Local representative for the institution (n=175)	175	3.4	1.1	4.0	31.4	34.3	25.7

Course development (n=174)	174	14.9	4.0	12.1	14.9	32.8	21.3
Institutional representative at conferences (n=175)	175	14.9	3.4	4.6	39.4	18.9	18.9
Short term / customized program developer / proposal writer (n=174)	174	28.2	5.7	11.5	16.7	20.7	17.2
Participant in program evaluations (n=175)	175	16.0	4.0	13.1	31.4	24.0	11.4
Internship and placement manager / relationship developer (n=170)	170	20.6	12.4	24.1	15.9	15.3	11.8
US Embassy contact (n=177)	177	23.2	5.6	12.4	37.9	10.2	10.7
Researcher and contributor to the field (n=172)	172	44.8	4.1	2.3	26.2	14.0	8.7
Student recruiter through US visits (n=176)	176	40.9	9.7	9.1	16.5	17.0	6.8