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.
Figure 4.1. Resident Director responsibilities and time spent in terms of financial and legal responsibilities for their program.
Figure 4.2. Resident Director responsibilities and time spent in terms of program, facilities, and HR responsibilities for their program.
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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Not something my Program does</th>
<th>Something one of my staff does and they hold responsibility</th>
<th>Something one of my staff does under my overall supervision and responsibility</th>
<th>Something I am responsible for (often with staff) and takes up a minor part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a moderate part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a major part of my time</th>
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</thead>
<tbody>
<tr>
<td>Cultural program development</td>
<td>3.4</td>
<td>2.3</td>
<td>21.7</td>
<td>9.7</td>
<td>36.0</td>
<td>26.9</td>
</tr>
<tr>
<td>Develop/maintain relationships with local partner universities</td>
<td>10.7</td>
<td>1.7</td>
<td>7.9</td>
<td>22.6</td>
<td>31.1</td>
<td>26.0</td>
</tr>
<tr>
<td>Local representative for the institution</td>
<td>3.4</td>
<td>1.1</td>
<td>4.0</td>
<td>31.4</td>
<td>34.3</td>
<td>25.7</td>
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<tr>
<td>Course development</td>
<td>14.9</td>
<td>4.0</td>
<td>12.1</td>
<td>14.9</td>
<td>32.8</td>
<td>21.3</td>
</tr>
<tr>
<td>Institutional representative at conferences</td>
<td>14.9</td>
<td>3.4</td>
<td>4.6</td>
<td>39.4</td>
<td>18.9</td>
<td>18.9</td>
</tr>
<tr>
<td>Short term / customized program developer / proposal writer</td>
<td>14.9</td>
<td>3.4</td>
<td>4.6</td>
<td>39.4</td>
<td>18.9</td>
<td>18.9</td>
</tr>
<tr>
<td>Participant in program evaluations</td>
<td>16.0</td>
<td>4.0</td>
<td>13.1</td>
<td>31.4</td>
<td>24.0</td>
<td>11.4</td>
</tr>
<tr>
<td>Internship and placement manager / relationship developer</td>
<td>20.6</td>
<td>4.0</td>
<td>12.4</td>
<td>24.1</td>
<td>15.9</td>
<td>11.3</td>
</tr>
<tr>
<td>US Embassy contact</td>
<td>23.2</td>
<td>5.6</td>
<td>12.4</td>
<td>37.9</td>
<td>10.2</td>
<td>10.7</td>
</tr>
<tr>
<td>Researcher and contributor to the field</td>
<td>44.8</td>
<td>4.1</td>
<td>2.3</td>
<td>26.2</td>
<td>14.0</td>
<td>8.7</td>
</tr>
<tr>
<td>Student recruiter through US visits</td>
<td>40.9</td>
<td>9.7</td>
<td>9.1</td>
<td>16.5</td>
<td>17.9</td>
<td>6.8</td>
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</table>

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.

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

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

<table>
<thead>
<tr>
<th>Student Services Responsibilities</th>
<th>% RDs Using Professional Help with Their Responsibilities</th>
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<tr>
<td>Tour guide</td>
<td>12.1</td>
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<tr>
<td>Language/ academic tutor</td>
<td>10.9</td>
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<tr>
<td>Title IX representative</td>
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<tr>
<td>Mental health responder</td>
<td>8.6</td>
</tr>
<tr>
<td>Emergency protocol developer</td>
<td>7.1</td>
</tr>
<tr>
<td>Clery Act reporter</td>
<td>6.6</td>
</tr>
<tr>
<td>Liaison with local immigration office/ student visa issue resolution</td>
<td>6.2</td>
</tr>
<tr>
<td>Cultural facilitator and guide</td>
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</tr>
<tr>
<td>Cultural interpreter</td>
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<tr>
<td>Lecturer</td>
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</tr>
<tr>
<td>Emergency on call responder</td>
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<tr>
<td>Airport meet and greet</td>
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<tr>
<td>Career mentor</td>
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<tr>
<td>Participation in pre-departure orientation</td>
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</tr>
<tr>
<td>Diversity and inclusion facilitator</td>
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</tr>
<tr>
<td>Academic advisor</td>
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</tr>
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<td>Orientation leader</td>
<td>1.3</td>
</tr>
<tr>
<td>Social media manager or content provider</td>
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</table>
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.

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

<table>
<thead>
<tr>
<th>FINANCIAL AND LEGAL RESPONSIBILITIES or EXPECTED EXPERTISE</th>
<th># Respondents</th>
<th>Not something my Program does</th>
<th>Something one of my staff does and they hold responsibility</th>
<th>Something one of my staff does under my overall supervision and responsibility</th>
<th>Something I am responsible for (often with staff) and takes up a minor part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a moderate part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a major part of my time</th>
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</thead>
<tbody>
<tr>
<td>Budget planning and preparation (n=178)</td>
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<td>9.0</td>
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<td>15.7</td>
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<td>23.0</td>
<td>15.7</td>
<td>25.8</td>
<td>15.7</td>
</tr>
<tr>
<td>Risk assessment expertise (n=178)</td>
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<td>3.9</td>
<td>13.5</td>
<td>27.0</td>
<td>14.0</td>
<td>8.4</td>
</tr>
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<td>Local immigration law and policies (n=177)</td>
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<td>7.9</td>
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<td>20.8</td>
<td>23.0</td>
<td>5.1</td>
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<tr>
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<td>24.2</td>
<td>23.0</td>
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<table>
<thead>
<tr>
<th>PROGRAM, FACILITIES, AND HR RESPONSIBILITIES or EXPECTED EXPERTISE</th>
<th># Respondents</th>
<th>Not something my Program does</th>
<th>Something one of my staff does and they hold responsibility</th>
<th>Something one of my staff does under my overall supervision and responsibility</th>
<th>Something I am responsible for (often with staff) and takes up a minor part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a moderate part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a major part of my time</th>
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<td></td>
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<td>Activity</td>
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<td>Something one of my staff does and they hold responsibility</td>
<td>Something one of my staff does under my overall supervision and responsibility</td>
<td>Something I am responsible for (often with staff) and takes up a minor part of my time</td>
<td>Something I am responsible for (often with staff) and takes up a moderate part of my time</td>
<td>Something I am responsible for (often with staff) and takes up a major part of my time</td>
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<td>5.1</td>
<td>8.5</td>
<td>21.0</td>
<td>22.7</td>
<td>24.4</td>
</tr>
<tr>
<td>Academic center facilities management (n=173)</td>
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<td>16.8</td>
<td>19.7</td>
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<td>13.3</td>
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<td>16.8</td>
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<td>9.1</td>
<td>23.3</td>
<td>29.5</td>
<td>15.3</td>
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<td>8.2</td>
</tr>
</tbody>
</table>

**STUDENT SERVICES RESPONSIBILITIES or EXPECTED EXPERTISE**

<table>
<thead>
<tr>
<th>Role</th>
<th># Respondents</th>
<th>Not something my Program does</th>
<th>Something one of my staff does and they hold responsibility</th>
<th>Something one of my staff does under my overall supervision and responsibility</th>
<th>Something I am responsible for (often with staff) and takes up a minor part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a moderate part of my time</th>
<th>Something I am responsible for (often with staff) and takes up a major part of my time</th>
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<tr>
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<td>25.4</td>
<td>10.7</td>
<td>19.8</td>
<td>29.9</td>
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<td>20.8</td>
<td>22.5</td>
<td>23.1</td>
</tr>
<tr>
<td>Academic advisor (n=176)</td>
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<td>10.2</td>
<td>13.6</td>
<td>14.2</td>
<td>22.7</td>
<td>21.6</td>
</tr>
<tr>
<td>Role (n)</td>
<td># Respondents</td>
<td>Cultural interpreter</td>
<td>Lecturer</td>
<td>Emergency protocol developer</td>
<td>Participation in pre-departure orientation</td>
<td>Clery Act reporter</td>
<td>Mental health responder</td>
</tr>
<tr>
<td>----------</td>
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</tr>
<tr>
<td>177</td>
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**PROGRAM DEVELOPMENT RESPONSIBILITIES or EXPECTED EXPERTISE**

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<th>Emergency protocol developer</th>
<th>Participation in pre-departure orientation</th>
<th>Clery Act reporter</th>
<th>Mental health responder</th>
<th>Title IX representative</th>
<th>Diversity and inclusion facilitator</th>
<th>Tour guide</th>
<th>Career mentor</th>
<th>Liaison with local immigration office/ student visa issue resolution</th>
<th>Social media manager or content provider</th>
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